

# **CONNECTICUT REAL ESTATE COMMISSION**

## **MINUTES**

**May 06, 2026**

The Real Estate Commission Meeting was called to order at 9:32 am by Chairman Castonguay via Microsoft Teams.

### **COMMISSION MEMBERS PRESENT:**

Joseph B. Castonguay, Acting Chairman, Broker - 2nd District  
Morag Vance, Public Member - 4th District  
Sharon Rinaldi, Salesperson – 5th District  
Linda C. Burnham, Salesperson - 2nd District  
Amy Bergquist, Broker - 1st District  
Peter L. Gray, Broker - 4th District  
Theodore F. Ells, Public Member - 3rd District

### **COMMISSION MEMBERS NOT PRESENT:**

### **DCP STAFF PRESENT:**

Rachelle Hyburg, Board Coordinator  
Warouny Syharat-Long, Real Estate Examiner  
Jason Cohen, Director of Operations  
Jill Conklin, Real Estate Examiner  
Anna-Elizabeth Villard-Howe, Staff Attorney

### **PUBLIC PRESENT:**

Katelyn Taylor  
Abigail Hayward  
Peggy Hudnutt

Note: The administrative functions of the Boards, Commissions, and Councils are carried out by the Department of Consumer Protection, License Services Division.

### **MINUTES OF PREVIOUS MEETING:**

- Review of the February 04, 2026, meeting minutes.
  - Commissioner Ells moved to approve. Commissioner Rinaldi seconded the motion. The motion passed unanimously.

### **COMMENTS OR CONCERNS OF ANY PERSON PRESENT TODAY**

- None

### **DCP INVESTIGATION DIVISION COMPLAINT STATUS REPORT**

- Review of the complaint status report
  - The Commission reviewed the complaint status report and noted an increase in the number of complaints, especially involving CAM licensees.
    - Many CAM complaints were related to lack of registration or failure to provide required documentation to unit owners.
  - Commission members discussed the difference between fines and settlements and the enforcement process.
    - A case with a \$15,000 settlement was discussed, and the department clarified that settlements are not subject to statutory caps
      - Each case is evaluated individually, and settlement decisions depend on context and legal consultation
  - The department does not settle cases involving unlicensed activity unless the respondent becomes licensed.
  - Violations can result in offers for compliance meetings, settlements or hearings before the Commission should the Commission accept those.
  - Commission members expressed concerns about serious issues like misrepresentation or fraud sometimes only result in settlements. And the difference in outcomes for similar complaints.
    - The department clarified that each case is different and factors considered are:
      - Economic harm
      - Need for restitution
      - Ensuring behaviors do not reoccur

## **OLD BUSINESS**

- Discussion on Current Problems in the Real Estate Field
  - Transparency of the financing used when writing up contracts
    - No further discussion today
  - Industry Fraud – Land-Sale Impersonation Schemes
    - Discussion centered around the widespread land-sale fraud trend affecting real estate agents state wide
      - Scammers obtain municipal records, impersonate absentee landowners and contact agents to list the property
      - Some cases, the scammers even provide forged ID's and detailed personal data
      - Chairman Castonguay noted that multiple agents, himself included, have been contacted for similar listing requests
    - It was noted that attorneys and title companies have intensified scrutiny of seller identities and some towns now offer homeowner alerts for attempted deed transfers
  - Technology Driven Scams Targeting Agents
    - Commissioner Bergquist raised concerns about a rising trend in fraud attempts involving:
      - Phishing emails tied to new listings
      - Fraudulent links impersonating brokerages
      - Scam Zoom links embedded with malware
      - AI-generated voices, identities or documents
    - She emphasized the need to educate licensees about the increased risk to client funds and personal data
    - The Commission agreed that it is a significant issue within the industry but may not fall under their purview for enforcement since these are financial crimes.
    - The Commission and DCP discussed how it may be beneficial for a CE course to be developed that would help educate licensees on safer practices.

**NEW BUSINESS**

**COMMENTS OR CONCERNS OF ANY PERSON PRESENT TODAY**

**ADJOURNMENT**

The meeting adjourned at 10:17 am.

Respectfully submitted,  
Rachelle Hyburg  
Board Coordinator

**2026 CURRENT BOARD MEETING SCHEDULE**

August 05  
November 04