



Commercial Quality Assurance Review Team, Overview, Experience & Qualifications

Commercial Quality Assurance Reviewers

- **Bill Hayes**, Certified General Real Property Appraiser
- **Craig Custer**, Certified General Real Property Appraiser and Candidate for Designation with the Appraisal Institute
- **Dave Maul**, Certified General Real Property Appraiser, MAI, and AI-GRS
- **Michelle Clark**, Certified General Real Property Appraiser
- **Steve Halbert**, Certified General Real Property Appraiser and MAI

Vice President, Commercial Quality Assurance

- **Shannon Reyome**, Certified General Real Property Appraiser and Candidate for Designation with the Appraisal Institute

Overview, Experience, and Qualifications

The Commercial Quality Assurance Reviewers (QAR) are all Certified General Real Property Appraisers. The QAR's often assist VMG non-appraiser associates in crafting bid language for commercial assignments. They conduct technical reviews and/or desk reviews, request any necessary revisions from the appraiser, and handle questions from both appraisers and clients.

The commercial review team brings a wealth of knowledge and experience to the appraisal reviews for our clients. Our reviewers each have seasoned experience in many appraisal backgrounds, including former roles as staff appraisers with both large and small appraisal firms and as former in-house appraisal staff within lending institutions. The teams' combined appraisal experience includes a wide variety of commercial property appraisals performed for lending institutions, attorneys, accountants, individuals, and governmental authorities. The average appraisal experience of the commercial review team is 23+ years.

The commercial review team attends annual commercial continuing education on trending appraisal issues, along with quarterly chapter meetings of the Appraisal Institute. Additionally, one of our team members was awarded with the Appraisal Institute's new commercial review designation – AI-GRS, in 2016. Two additional team members are currently pursuing that same designation. As such, we confer as a team to review to the level of the Appraisal Institute's suggested fundamental concepts and principles. Further, VMG requires that our reviewers be proficient in understanding what constitutes a review, why the clients need reviews, and the role an appraiser plays in the review process.

As a whole, the commercial team performs an average of 300 commercial appraisal reviews per month. Collectively, the team holds 36 state Certified General Real Property Appraiser licenses.