

# SUPERVISING PROPERTY APPRAISER/INVESTIGATOR (OFFICE OF REAL ESTATE APPRAISERS) \*

\*Examination is for the Bureau of Real Estate Appraisers

**Examination Code: 3CACC** 

**Department:** Department of Consumer Affairs (DCA)

**Examination Type:** Departmental Open **Final Filing Date:** Continuous Filing

#### **CLASSIFICATION DETAILS**

Salary – \$7,987.00 - \$10,000.00 per month.

The salary stated in this bulletin may not reflect all pay raises or any additional bonuses.

For more information, view the classification specification.

#### APPLICATION INSTRUCTIONS

#### **Application Requirements**

Your completed Examination/Employment Application (STD. 678 or application) must include: to and from dates (month/day/year), hours worked per week, official job titles/classifications, and duties performed. Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed application.

Applications will be reviewed to ensure the minimum requirements for participation in this examination are met. Possession of the minimum requirements does not assure a place on the eligible list.

Applications must have an original signature. Your signature on the application indicates that you have read, understood, and possess the minimum qualifications required.

## **Cut-off Dates and Timely Filing**

Applications are accepted continuously throughout the year and will be processed during the administration period following the cut-off dates listed below:

- January 16, 2024
- April 15, 2024
- July 15, 2024
- October 15, 2024

Completed applications and all required documents must be received or postmarked by the cut-off date. Applications postmarked after the cut-off or received via hand delivery or interagency after 5:00 p.m. on the cut-off date will be held and processed in the next administration period. Postmark dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are, not considered postmark dates for the purpose of determining timely filing. Applications must have an original signature. Applications received via email or fax will not be accepted.

## **Who Should Apply**

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for nine (9) months.

## **How to Apply**

Complete and submit the following required documents to the address indicated below. Do not submit documents to the California Department of Human Resources (CalHR).

- Examination/Employment Application (STD. 678)
- <u>Training and Experience Examination</u>
- Conditions of Employment Form 631
- Proof of education/license/certificate, if applicable (copies are acceptable for the purpose of the examination)

Bulletin Revision Date: 12/22/2023

## Where to Apply

You may send your application package by mail or hand deliver to:

Department of Consumer Affairs
Office of Human Resources
Attn: Examination Services Unit (T. Patel)
1625 North Market Blvd., Suite N-321
Sacramento, CA 95834

Indicate the examination title on your application.

#### **Special Testing Arrangements:**

If you require assistance or alternative testing arrangements due to a disability, mark "yes" for Question #10 on the STD. 678 (Rev. 7/2019) and include a completed Accommodation Request form STD. 679. The Examination Services Unit will contact you via telephone or mail to make arrangements.

#### MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this examination bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Experience applicable to one of the following patterns may be combined, on a proportional basis, with experience applicable to another pattern to meet the total experience requirement.

#### Either I

Experience: Two years of experience in California state service performing property appraisal duties of a class equivalent to a Senior Property Appraiser/Investigator (Office of Real Estate Appraisers). (Applicants who are within six months of meeting this requirement will be admitted to the examination but must satisfactorily meet the requirement before they can be considered eligible for appointment.)

#### Or II

**Experience:** Five years of experience performing real estate appraisals, including technical appraisal reviews, at least one year of which must have been in a full supervisory capacity. **and** 

**Education:** Equivalent to graduation from college, preferably with an emphasis in real estate, finance, business administration, or economics. (Additional qualifying experience may be substituted for two years of the required education on a year-for-year basis.) [Experience in California state service applied toward Pattern II must include two years performing duties in a class with a level of responsibility not less than that of a Senior Property Appraiser/Investigator (Office of Real Estate Appraisers).]

Must hold in good standing a full license, residential certification or general certification, issued by the Bureau of Real Estate Appraisers (previously named

Office of Real Estate Appraisers). (Applicants who do not hold such a certification but meet the education and experience criteria for general certification will be admitted to the examination and may be appointed but must satisfactorily meet the requirement within six months. Failure to do so may be considered evidence of unsatisfactory progress and cause for rejection during the probationary period.)

#### POSITION DESCRIPTION

This is the working supervisory level. Incumbents have full supervisory responsibilities to plan, organize, and direct the activities of a staff of appraisers/investigators engaged in the statewide program of real estate appraiser compliance.

#### POSITION LOCATION

Spot location for Sacramento county only.

### **EXAMINATION SCOPE**

#### Training and Experience Examination – Weighted 100%

This examination consists of a Training and Experience examination and is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, each examination component will be measuring each applicant's:

## Knowledge of

- 1. General appraisal methods, procedures, and terminology to conduct investigations.
- 2. Uniform Standards of Professional Appraisal Standards and their application to conduct investigations.
- 3. Investigative techniques and methods used in securing and preserving evidence.
- 4. Manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.
- 5. Title XI of the Financial Institutions Reform, Recovery and Enforcement Act (FIRREA) of 1989.
- 6. Knowledge of Bureau of Real Estate Appraisers (previously Office of Real Estate Appraisers) licensing/certification and compliance with the policy and procedures of the Department.

- 7. Provisions of the Government Code, Business and Professions Code, California Code of Regulations, and other codes applicable to real estate appraiser licensing and certification.
- 8. Principles and techniques of personnel management, supervision, and employer-employee relations.
- 9. Principles, practices, and trends of public and business administration.
- 10. Departmental administrative goals and policies.
- 11. Guidelines of the Federal Appraisal Subcommittee and their applications.
- 12. Administrative and criminal procedures.

## Ability to

- 1. Apply the required knowledge to conduct and complete investigations.
- 2. Conduct appraisals, appraisal reviews, or other market analyses and research of real property.
- 3. Develop techniques, methods and skills required to conduct administrative and criminal investigations and draw sound conclusions.
- 4. Analyze situations accurately and take effective action.
- 5. Communicate effectively at all times.
- 6. Clearly and concisely articulate sentences and ideas to varying level of audiences.
- 7. Conduct all work ethically and with independent judgment.
- 8. Be flexible in adapting to changes in priorities, assignments and other interruptions which may impact pre-established timelines for completing assignments.
- 9. Use discretion and diplomacy when responding in writing to the needs, problems or concerns of others.
- 10. Maintain the confidentiality of sensitive and confidential information (e.g., personnel related issues, projects.)
- 11. Listen and take accurate notes.
- 12. Compile information from various documents to prepare and summarize in a clear, complete, concise and cohesive, written report.
- 13. Objectively identify all the facts and implications related to a situation before drawing conclusions and determining courses of action.
- 14. Reason logically and analytically when completing work assignments.
- 15. Read correspondence and assess importance relating to formality, nature, pertinence, deadlines and source.

- 16. Develop the skills and abilities of subordinate staff.
- 17. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
- 18. Identify information, materials, and resources needed to complete projects and assignments.
- 19. Plan, organize and direct the work of a staff engaged in appraiser compliance functions.
- 20. Interpret and explain policies, procedures, rules and/or regulations to employees, the public, vendors and other state agencies.
- 21. Resolve complex supervisory problems to meet the goals and objectives of the unit.

## SPECIAL PERSONAL CHARACTERISTICS

Willingness to travel and work odd hours away from the office; integrity and objectivity to conduct all work ethically and with independent judgment; and satisfactory record as a law-abiding citizen.

#### **ELIGIBLE LIST INFORMATION**

A departmental open eligible list will be established for DCA. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Code sections 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list. Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference.

Veterans status is verified by the CalHR. Information on this program and the Veterans' Preference Application (CALHR 1093) can be found on the <u>CalHR</u> <u>Veterans Information webpage</u>. Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career credits do NOT apply.

### PREPARING FOR THE EXAMINATION

Below is a list of information you should gather and available prior to completing

your examination package.

**Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

**Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

**Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

#### TAKING THE EXAMINATION

Training & Experience Examination: If you meet the minimum qualifications for this classification, your responses to the questions and statements on the Training & Experience document will be scored against predetermined rating criteria. You will not appear to take an examination.

### **CONTACT INFORMATION**

If you have any questions concerning this examination bulletin, please provide your name and the examination title and contact us at:

Department of Consumer Affairs Examination Services Unit 1625 North Market Blvd., Suite N-321 Sacramento, California 95834

Phone: (916) 574-8370

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice).

TTY is a Telecommunications Device for the Deaf and is reachable only from

phones equipped with a TTY Device.

Department of Consumer Affairs website: <u>www.dca.ca.gov</u>

#### **EQUAL OPPORTUNITY EMPLOYER**

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

Bulletin Revision Date: 12/22/2023

## **DRUG-FREE STATEMENT**

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

#### GENERAL INFORMATION

Examination/Employment Application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your <u>CalCareer Account</u>.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

DCA reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

It is the candidate's responsibility to contact the DCA, Examination Services Unit, at (916) 574-8370 three weeks after the cut-off date if he/she has not received a progress notice.

Examination Locations (when applicable): Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the classification. A medical examination may be required. In examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional; 2) departmental promotional; 3) multi-departmental promotional; 4) service wide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) an entrance examination is defined, under the law, as any open competitive examination; and 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by CalHR. The Veterans' Preference Application (CALHR 1093) is available on the CalHR Veterans Information webpage.

High School Equivalence: Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classifications, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) state employees with permanent civil service status; 2) full-time employees of the state who are exempt from state civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position; and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code section 3513.

#### **GENERAL INSTRUCTIONS**

Thank you for your interest in California state civil service employment. The state of California is an Equal Employment Opportunity employer. The Supervising Property Appraiser/Investigator examination will consist of the attached Training and Experience Examination (T&E) that will be used to evaluate your experience, education, and training.

This T&E is the examination and will account for 100% of your score. It is important that you fill out the T&E completely. **Questions without a response will not be scored**. Your responses should be an accurate reflection of your experience, education, and training.

To apply for this examination, you must submit a complete examination application package. Missing information may delay the processing of your examination.

### The following documents must be included in your examination application package:

- Examination/Employment Application (STD. 678)
- Proof of education, if applicable (copies are acceptable)
- Training and Experience Examination including the Affirmation Statement
- Conditions of Employment

NOTE: Failure to provide evidence of your education (if applicable) will affect the scoring of your examination.

Please submit your completed examination application package to:

California Department of Consumer Affairs
Office of Human Resources
Attn: Examination Services Unit (T. Patel)
1625 North Market Blvd., Suite N-321
Sacramento, CA 95834

Upon receipt of your completed examination application package, documents become confidential information and are the property of the Department of Consumer Affairs, Examination Services Unit. Please notify this office if you have a change of address.

#### YOUR RESPONSES ARE SUBJECT TO VERIFICATION

All information provided on the state employment application and T&E is subject to verification at any time during the examination process and/or hiring process.

Anyone who misrepresents their experience, education, and/or training may be subject to one or more of the following actions:

- Removal from the examination process
- Removal from the certification list
- Loss of state employment
- Loss of rights to compete in any future state examinations

#### THIS AFFIRMATION MUST BE COMPLETED

Government Code section 18935:

- (a) The department or a designated appointing power may refuse to examine, or after examination may refuse to declare as eligible, or may withhold or withdraw from an eligible list, before the appointment, anyone who meets any of the following criteria:
  - (1) Lacks any of the requirements for the examination or position for which he or she applied.
  - (2) Has been dismissed from any position for any cause that would be a cause for dismissal from state service.
  - (3) Has resigned from any position not in good standing in order to avoid dismissal.
  - (4) Has misrepresented himself or herself in the application or examination process, including permitting another person to complete or attempt to complete a portion of the examination on his or her behalf.
  - (5) Has been found to be unsuited or not qualified for employment pursuant to rule.
- (b) The remedies provided in this section are not exclusive and shall not prevent the board, department, or appointing power from taking additional actions pursuant to Chapter 10 (commencing with Section 19680).

I hereby certify and understand that the information provided by me on this examination is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If it is discovered that I have made any false representations after being appointed to a position, I may have adverse action taken against me, which could result in dismissal.

SIGNATURE:	
NAME (PRINTED):	
DATE:	
HOME PHONE NUMBER: _	
WORK PHONE NUMBER: _	

Applicant's Name: Date:		
This Training and Experience (T&E) examination will be used to evaluate education, and training. This is a scored examination and will account for It is important to complete the examination accurately. Your responsiverification, and should be an accurate reflection of your experience, education.	100% of yo	our rating Ubject to
SECTION I - MINIMUM QUALIFICATIONS  Items in this section request information about your minimum qualification to determine appointment eligibility. Please answer the following questions in the appropriate box related to your education and/or experience. Expeto one of the following patterns may be combined, on a proportional basic applicable to another pattern to meet the total experience requirement.	by placin rience ap	g an "X" oplicable
Pattern I	Yes	No
Do you have two years of experience in California state service performing property appraisal duties of a class equivalent to Senior Property Appraiser/Investigator? Applicants who are within six months of meeting this requirement will be admitted to the examination but must satisfactorily meet the requirement before they can be considered eligible for appointment.		
Pattern II	Yes	No
Do you have five years of experience performing real estate appraisals, including appraisal reviews, at least one year of which must have been		
in a full supervisory capacity?		
and		

Items in the following sections will be scored and used to determine your final rating.

## SECTION II - SPECIALIZED EXPERIENCE Please indicate your years of experience in the following areas by placing an "X" in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored. **Years of Experience Areas of Experience** 0-3+ 4-7+ 8-12+ 13+ yrs yrs yrs yrs 1. Knowledge of appraisal methods, techniques, procedures, and terminology. 2. Knowledge of the Uniform Standards of Professional Appraisal Standards and the application of appraisal practice. 3. Knowledge of the Federal appraisal regulatory relationship to the appraisal industry. 4. Knowledge of the Federal and California appraisal laws and regulations. 5. Ability to compile information from various documents to summarize into a clear, concise, and cohesive written report. 6. Ability to conduct all work ethically, without bias and with independent judgement. 7. Ability to conduct complex appraisals, appraisal reviews, or other market analyses and research of real property. 8. Ability to identify information, materials, and resources needed to complete projects and assignments. 9. Ability to reason logically and analytically when completing work assignments. 10. Ability to read correspondence and assess importance relating to source, nature, pertinence, and deadlines. 11. Ability to analyze situations accurately and take effective action. 12. Ability to maintain the confidentiality of sensitive and confidential information (e.g., personnel-related issues, appraisals, appraisal reviews, compliance related issues,

13. Ability to use discretion, tact, and diplomacy when responding in writing to the needs, problems, or concerns of others.

## SECTION II - SPECIALIZED EXPERIENCE CONTINUED Please indicate your years of knowledge and experience in the following areas by placing an "X" in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored. Years of Knowledge and/or Experience **Areas of Experience** 0-3+ 4-7+ 8-12+ 13+ yrs yrs yrs yrs 14. Ability to apply the required knowledge and technique necessary to produce a supportable appraisal, appraisal review, or compliance document. 15. Ability to clearly and concisely articulate sentences and ideas to varying audiences. 16. Ability to listen and take accurate notes. 17. Ability to effectively communicate both verbally and in writing at all times. 18. Ability to develop techniques, methods, and skills required to establish/develop supported conclusions. 19. Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments. 20. Ability to maintain a work environment that is free of discrimination and harassment. 21. Knowledge of principles and techniques of personnel management, supervision, and employer-employee relations. 22. Ability to develop the skills and abilities of subordinate staff. 23. Ability to plan, organize, and direct the work of a staff. 24. Ability to interpret and explain policies, procedures, and/or rules. 25. Ability to resolve supervisory issues to meet the goals and objectives.

Continue to next page-Section III – Task Experience

Items in the following sections will be scored and used to determine your final rating.

## SECTION III - TASK EXPERIENCE Please indicate your years of experience in the following areas by placing an "X" in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored. **Years of Experience Areas of Experience** 0-3+4-7+ 8-12+ 13+ yrs yrs yrs yrs 1. Correctly complete the research and analysis necessary to conduct complex appraisals and/or appraisal reviews to identify deficiencies in appraisal methodology and technique. 2. Form a supported opinion as to whether the analyses, opinions, and conclusions in the report are appropriate and reasonable. 3. Maintain and organize up-to-date files to ensure proper support of all data, information, and documentation necessary to validate opinions and conclusions in appraisals or appraisal reviews. 4. Prepare and draft comprehensive written documentation based on data collection, verification, and analysis of all information necessary for credible results. 5. Independently conduct market research and perform complex analysis and summarize the information clearly and accurately in an appraisal report or review. 6. Analyze and interpret changes to appraisal policy, standards, and criteria to adopt and implement in appraisal practice. 7. Conduct all work ethically, without bias and with independent judgement. 8. Maintain the confidentiality of sensitive and confidential information (e.g., personnel-related issues, appraisals, appraisal reviews, compliance related issues, etc. 9. Identify and apply the appropriate appraisal techniques, methods, and skills necessary to develop supported

conclusions in complex appraisal and appraisal review.

SECTION III – TASK EXPERIENCE CONTINUED							
Please indicate your years of experience in the following areas by placing an "X" in the corresponding column. It is important that you fill out this examination completely. Questions without a response will not be scored.							
	Years of Experience						
Areas of Experience	0-3+ yrs	4-7+ yrs	8-12+ yrs	13+ yrs			
10. Compile information from various documents to summarize into a clear, concise, and cohesive written report.							
11. Consult and/or advise on real estate appraisal methods, techniques, compliance, professional standards and ethics in accordance with laws, rules, and regulations.							
12. Perform a variety of complex appraisal assignments with various intended uses.							
13. Plan, organize, and direct staff in the performance of their duties.							
14. Evaluate the work performance of staff.							

Continue to next page- Section IV – Education

SECTION IV – EDUCATION (SELECT ONLY ONE)					
	Please indicate your <i>highest</i> level of completed education by placing an "X" in the corresponding box.				
	Note: Failure to provide proof of education (copies acceptable) will affect the scoring of your exam.				
	Trade school coursework completion				
	Associate degree				
	Bachelor's degree				
	Bachelor's degree in real estate, finance, business administration or economics or a related field.				
	Master's degree				
	Master's degree in real estate, finance, business administration or economics or a related field.				

## DEPARTMENT OF CONSUMER AFFAIRS

#### **CONDITIONS OF EMPLOYMENT FORM 631**

SUPERVISING PROPERTY APPRAISER/INVESTIGATOR EXAMINATION

CANDIDATE NAME:
(Please Print)
If you are successful in your examination, your name will be placed on the active employment list and certified to fill vacancies according to the conditions you have specified on this form.
Please complete the section below and return with your Supplemental Application to:
Department of Consumer Affairs Examination Services Unit Attn: T. Patel 1625 N. Market Blvd., N-321 Sacramento, California 95834
PLEASE CHECK THE BOX NEXT TO THE TYPE OF APPOINTMENT YOU WILL ACCEPT
A PERMANENT OR LIMITED TERM – FULL TIME, PART TIME, OR INTERMITTENT
C PERMANENT OR LIMITED TERM – FULL TIME ONLY
M PERMANENT OR LIMITED TERM – PART TIME OR INTERMITTENT ONLY
D PERMANENT ONLY – FULL TIME ONLY
K LIMITED TERM ONLY – FULL TIME ONLY
R PERMANENT – PART TIME OR INTERMITTENT OR LIMITED TERM – FULL TIME, PART TIME, OR INTERMITTENT
NOTE: Positions exist in Sacramento County only.

PLEASE NOTIFY THE DEPARTMENT OF CONSUMER AFFAIRS EXAMINATION SERVICES UNIT PROMPTLY OF ANY CHANGES IN YOUR ADDRESS.