

**BEFORE THE WEST VIRGINIA REAL ESTATE COMMISSION**

**WEST VIRGINIA REAL ESTATE COMMISSION,**

*Complainant,*

**V.**

**Formal Complaint No. 26-036-L**

**LYNN UGLAND,  
Licensed Real Estate Associate Broker,**

*Respondent.*

**CONSENT DECREE**

Respondent Lynn Ugland (“Respondent”) and the West Virginia Real Estate Commission (“Commission”) enter into the following Consent Decree for the purpose of resolving the above-styled complaint. As reflected in this Consent Decree, the parties have reached an agreement and stipulate to Findings of Fact, Conclusions of Law, and disposition of this matter. The Commission, having approved such agreement, does hereby Find and Order as follows:

**FINDINGS OF FACT**

1. Respondent is a licensed real estate associate broker in the State of West Virginia.
2. At all times relevant, Respondent was licensed with Old Colony Company in Charleston, West Virginia. As of January 22, 2026, Respondent has been licensed with Berkshire Hathaway HomeServices Professional Realty in Charleston, West Virginia.
3. On February 12, 2026, the Commission received a Formal Complaint filed against Respondent by Christie Goldman, who at all times relevant was licensed by the Commission with Better Homes and Gardens Real Estate Central, in Charleston, West Virginia.

4. Ms. Goldman's complaint concerned a July 3, 2025, email that Respondent sent to Ms. Goldman's clients during the negotiation of the potential sale of a property located at 1275 Quail Pointe Drive, Charleston, West Virginia. Ms. Goldman represented was the listing agent for the sellers of 1275 Quail Pointe. Respondent represented the prospective buyers of the property.

5. Specifically, on July 3, 2025, at 8:04 a.m., Respondent sent the following email to Ms. Goldman and Ms. Goldman's clients:

Please see the following message from my clients:

Dear John and Megan [sellers]:

We recently learned through our agent, Lynn Ugland, of your response to our offer of \$1.4 million which was submitted to your agent, Christie Goldman, on Thursday, June 26<sup>th</sup>. Late Friday, Lynn shared a text from Christie stating that you had rejected our offer and would not provide a counter offer. We were disappointed by this outcome and frankly surprised by the lack of communication from Christie. Despite our eagerness to negotiate and our admiration of your beautiful home, her abrupt dismissal of our offer without further discussion left us unable to move forward. We had hoped for a more collaborative process and are sorry it didn't work out.

Sincerely,

Scott and Sarah [buyers]

6. When Respondent sent the July 3, 2025, email to Ms. Goldman's clients, she was aware that they were represented by Ms. Goldman.

7. Neither Ms. Goldman nor her broker authorized Respondent to communicate directly with the sellers during the negotiation.

8. Respondent submitted a response to the Formal Complaint on February 17, 2026. Respondent denied that her communication with Ms. Goldman's clients violated the *Real Estate License Act*. Instead, she insisted that the communication was "in good faith and in obedience to a lawful client instruction, while maintaining honesty and transparency in communications."

9. At its regular meeting on March 18, 2026, the Commission considered all of the information received on the matter and determined that there was probable cause to conclude that certain aspects of Respondent's above-referenced conduct may have violated the *West Virginia Real Estate License Act*, and authorized this Consent Decree to resolve the matter.

### CONCLUSIONS OF LAW

1. Pursuant to the *West Virginia Real Estate License Act*, West Virginia Code § 30-40-1, et seq., the Commission is charged with the regulation of the practice of real estate brokerage in this State, and, thus, has jurisdiction over this Formal Complaint.

2. In relevant part, West Virginia Code § 30-40-7(l) authorizes the Commission to impose sanctions for violations of the *West Virginia Real Estate License Act*, including, but not limited to, an administrative fine not to exceed \$1,000 per day per violation; probation; revocation; suspension; restitution; additional education; denial of future license; downgrade of license; reprimand; and/or the return of compensation collected from an injured consumer.

3. West Virginia Code § 30-40-19(a)(39) authorizes the Commission to sanction a licensee if he or she “[n]egotiates a real estate transaction directly with any person that is represented exclusively by another broker, unless the conduct is specifically authorized by the other broker[.]”

4. By emailing Ms. Goldman and copying her clients in Respondent's July 3, 2025, email, without authorization from Ms. Goldman's broker, probable cause exists to believe that Respondent may have violated West Virginia Code § 30-40-19(a)(39).

### CONSENT

By signing below, Respondent agrees to the following:

1. Respondent has had the opportunity to consult with counsel and executes this Consent Decree voluntarily, freely, without compulsion or duress and mindful that it has legal consequences. No person or entity has made any promise or given any inducement whatsoever to encourage Respondent to make this settlement other than as set forth herein. Respondent acknowledges that she may pursue this matter through appropriate administrative proceedings and is aware of her legal rights regarding this matter, but intelligently and voluntarily waives such rights.

2. Respondent acknowledges the Findings of Fact set forth above, admits that there is probable cause to conclude that possible violations set forth above in the Conclusions of Law occurred, and consents to the entry of the following Order to resolve this complaint without proceeding through the formal hearing process:

**ORDER**

On the basis of the foregoing, the Commission hereby ORDERS that Respondent is hereby reprimanded, and no further action shall be taken against Respondent.

**CONSENT DECREE AGREED TO BY:**


  
\_\_\_\_\_  
LYNN UGLAND

May 11, 2026  
Date

**ENTERED into the records of the Real Estate Commission this:**

12th day of May, 2026.

**WEST VIRGINIA REAL ESTATE COMMISSION,**

By:   
\_\_\_\_\_  
Keri L. Ferro, Executive Director