

BEFORE THE WEST VIRGINIA REAL ESTATE COMMISSION

**WEST VIRGINIA REAL ESTATE COMMISSION,
*Complainant,***

V.

Formal Complaint No. 25-057-C

**SUSAN LOUISE BURFIELD,
Licensed Real Estate Broker
License No. WVB210300729**

and

**LISA BALL,
Licensed Real Estate Salesperson
License No. WVS240303197/WVS250303876
*Respondents.***

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*West Virginia
Real Estate Commission*

CONSENT DECREE

Respondent Susan Louise Burfield ("Respondent Burfield"), Respondent Lisa Ball ("Respondent Ball"), 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 in which each Respondent agrees and stipulates to the 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 Burfield is a licensed real estate broker in the State of West Virginia.
2. Respondent Ball is a licensed real estate salesperson in the State of West Virginia.

3. At all times relevant, Respondent Burfield served as the broker for Douglass and Company Real Estate Team, LLC, in Parkersburg, West Virginia. Respondent Ball, at all times relevant, practiced as a salesperson under Respondent Burfield's supervision.

4. Real estate licenses must be renewed annually, on or before June 30.

5. Respondent Ball failed to renew her license on active status on or before June 30, 2024 for the 2025 licensure year. Thus, her license expired on July 1, 2024.

6. Respondent Ball failed to renew her license by December 31, 2024, causing her license to be cancelled.

7. Respondent Ball contacted the Commission by telephone on March 25, 2025, seeking a copy of her license. Commission staff instructed Respondents regarding the required steps to activate Respondent Ball's license.

8. During the period that Respondent Ball's license was expired or cancelled, Respondent Ball participated in at least one transaction that proceeded to closing.

9. On May 30, 2025, the Commission initiated the present complaint against Respondents.

10. Each Respondent submitted a written response to the Complaint acknowledging that Respondent Ball's failure to renew her license was an oversight.

11. June 18, 2025, the Commission determined there was probable cause to conclude that both Respondents violated the *West Virginia Real Estate License Act*, and authorized the proposal of a consent decree to informally 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(1) 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)(19) authorizes the Commission to sanction a licensee if the licensee “[v]iolates any of the provisions of the *West Virginia Real Estate License Act*], any rule or order or final decision issued by the commission.” West Virginia Code § 30-40-17(a)(5) mandates that a real estate broker “[m]aintain in his or her custody and control the license of each associate broker and salesperson employed by him or her[.]”

4. West Virginia Code § 30-40-19(a)(23) authorizes the Commission to sanction a licensee if the licensee “[c]ontinues in the capacity of or accepts the services of any broker, associate broker, or salesperson who is not properly licensed[.]”

5. Also with respect to a broker, West Virginia Code § 30-40-19(a)(30) authorizes the Commission to sanction a licensee if the licensee “[f]ails to adequately supervise all associate brokers and salespersons employed by him or her[.]”

6. By allowing Respondent Ball to continue practicing real estate while her license was expired/cancelled, Respondent Burfield violated West Virginia Code §§ 30-40-17(a)(5), 30-40-19(a)(23), and 30-40-19(a)(30).

7. Respondent Ball violated West Virginia Code § 30-40-19(a)(23) by continuing in the capacity of a salesperson while not properly licensed to do so.

CONSENT

By signing below, each Respondent agrees to the following:

1. Respondents have 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 either Respondent to make this settlement other than as set forth herein. Respondents acknowledge that they may pursue this matter through appropriate administrative proceedings and are aware of their legal rights regarding this matter, but intelligently and voluntarily waive such rights.

2. Respondents acknowledge the Findings of Fact set forth above, admit that there is probable cause to conclude that the violations set forth above in the Conclusions of Law occurred, and consent to the entry of the following Order:

ORDER

On the basis of the foregoing, the Commission hereby ORDERS as follows:

1. Respondent Burfield is hereby reprimanded and shall pay a fine in the amount \$1,000.00, payable to the State of West Virginia.

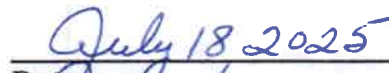
2. Respondent Ball is hereby reprimanded and shall pay a fine in the amount \$1,000.00, payable to the State of West Virginia.

3. Unless extended in writing by the Commission, the fines shall be paid within thirty (30) days of the entry of this Consent Decree by the Commission. The fines shall be paid by certified check made payable to the State of West Virginia and sent directly to the Commission's Office.

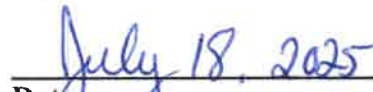
4. Any deviation from the requirements of this Consent Decree, without the prior written consent of the Commission, shall constitute a violation of an order of the Commission and may result in further disciplinary action, including, but not limited to, suspension of Respondents' licenses. The Commission shall immediately notify Respondents via certified mail of the alleged violation of the Consent Decree. In the event Respondents contest the alleged violation of the Consent Decree, Respondents are entitled to a hearing to challenge the alleged violation. Such hearing shall be scheduled and conducted in accordance with the provisions of W. Va. Code §§ 30-1-8 and 30-40-1 *et seq.* and any procedural rules promulgated by the Commission.

CONSENT DECREE AGREED TO BY:


Susan Louise Burfield, Broker


Date


Lisa Ball, Salesperson


Date

ENTERED into the records of the Real Estate Commission this:

30th day of July, 2025.

WEST VIRGINIA REAL ESTATE COMMISSION,

By: 
Keri L. Ferro, Executive Director