

The Regulator

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Message from Council



Robert Telford,
Chair

Through my 30-year career as a real estate appraisal and real estate brokerage professional in Alberta, I've noticed that the more things change, the more they stay the same. And I'm living proof of that. This is my second go around on Council, having served two terms from 2007-2013, and my second term as Chair, having had the honour in 2011-2012.

Since 2007, the industries RECA regulates have seen tremendous technological change, baby boomers have started retiring, and the millennial generation has begun to enter the leadership ranks. But for all that change, the value of a licensed professional and the competent service they provide consumers in Alberta has not changed. A professional serving a customer buying or selling property can give the same due diligence, honesty, loyalty, and skill a consumer expects in a professional, regulated environment.

In my opinion, the technological advancements of the last decade have made the Alberta consumer the most educated, knowledgeable, and savvy consumers in history. This doesn't take away from their need to have experienced, accountable representation, or accurate, competent valuations. In fact, with all the information out there, consumers need the experience and expertise of licensed professionals and the security and accountability of a regulated environment more than ever.

I know that Council, RECA administration, and the more than 15,000 licensed professionals in the province are ready and able to assist the Alberta public.

Of course, not everything can stay the same.

Changing of the Guard on Council

This year saw two important members of Council depart. Krista Bolton served as a public member on Council, and as Chair in 2015-2016. Though I only served with Krista briefly at the beginning of her first term and at the end of her second, I appreciated her skill as a mediator and her passion for representing the public. Bonny Clarke served with distinction as the Council member who was not a member of the Alberta Real Estate Association (AREA). Her expertise and experience in the mortgage industry was invaluable in discussions at the Council table, and an important part in the review of mortgage standards currently under development for consultation in the coming year. I wish both of them the best of luck, and on behalf of Council, thank them for their service.

With the departure of Krista and Bonny, we had big shoes to fill. I'm happy to welcome Tiago Lage and JT Dhoot to Council.

Tiago was appointed by the AREA and Alberta Mortgage Brokers Association (AMBA) appointed members of Council from the public. Tiago is the Director of Downstream Chemicals for Alberta Economic Development and Trade, and was previously the Executive Advisor to the Assistant Deputy Minister of Alberta Energy.

JT was appointed by the AREA and AMBA appointed members of Council from industry members who are not members of the AREA. JT Dhoot is the Founder and Principal of Omnis Valuations and Advisory Ltd. and a Partner of Outlook Realty Advisors Inc., a Calgary-based commercial real estate appraisal and consulting firm established in 1999. As a Chartered Business

Valuator (CBV) and Accredited Appraiser (AACI) with over 10 years' experience in valuations, real estate development, and private equity, JT has participated in projects across multiple industries throughout Canada.

Read more about Tiago and JT in the [News Bytes](#) section of this Regulator. Welcome aboard!

Current Issues

In November 2018, the Minister of Service Alberta notified RECA that he was going to conduct a Section 76 Review of Council's governance and operations. In January 2019, the Minister appointed KPMG as the reviewer. Council is looking forward to working with the reviewer and the Minister in the coming months as the review progresses. We will keep the industry and all stakeholders apprised of any updates with the review. Council continues to look forward to the results of the review, as we feel RECA is a high-performing regulator working in the best interest of Alberta consumers.

In December 2018, Service Alberta unveiled the Stage Two Regulations to the *Condominium Property Amendment Act*. With the passing of these regulations, RECA can now begin our own Phase 2 work in developing the standards of practice and education materials for the licensing and regulation of condominium managers in Alberta. Look for RECA to consult stakeholders on draft Standards of Practice in 2019.

Oh behalf of Council, I'd like to thank the industry for their continued dedication to professionalism and service. Please review the rest of this Regulator for other updates, clarifications, practice tips, and announcements.

Council Highlights January 23 Meeting

1. Council appointed Robert Telford to the position of Chair of Council for the term commencing January 23, 2019 and ending October 31, 2019.

2. Council approved an amendment to section 12(6) of the *Real Estate Act* Bylaws. The section will now read: "Subject to subsection (7), the appointment of all committee chairs, whether they be ad hoc, standing, or advisory committees, shall be elected by Council by a majority vote."

3. Council approved the amendment of Part 4 of the October 17, 2018 resolution regarding advertising teams, to allow certain exemptions to the use of prohibited terms. Part 4 of that motion now reads:

"Council has prohibited specific words and terms that may suggest to consumers, or create the impression, the team is a brokerage.

- The prohibited terms include: Agency, Associates, Brokerage, Brokers, Company, Corporation, Corp., Inc., Ltd., LLC, LLP, Mortgages, Properties, Property, Realty, Mortgages*, Real Estate*
- Exception: "Mortgages", "Mortgage", "Real Estate", and "Realty" may be used in team names only when followed immediately by one of two terms; either "team" or "group".

Read more about this amendment and clearly indicated brokerage advertising in this Regulator, [here](#).

4. Council approved changes to sections 96 and 97 of the *Real Estate Act* Rules to allow for a brokerage "other" account for commissions, to clarify procedures for payment from trust, and to better protect the Real Estate Assurance Fund.

Read more about these changes in this Regulator, [here](#).

5. Council approved a capital budget request to upgrade the security of the myRECA servers.

The upgraded security will isolate the myRECA systems and storage as recommended by a third-party cyber security assessment of RECA IT systems and infrastructure.

6. Council approved the 2017-2018 Annual Report and Audited Financial Statements.

New Year, New Clarifications on Advertising

Ensure your ads are compliant by October 1, 2019



Advertising Clarifications for ALL industry professionals

Effective October 1, 2019, the following clarifications will take effect:

1. “clearly indicated” means: the brokerage name must be similar in size or larger than other identifiers, and immediately adjacent to other identifiers in advertising.
2. RECA has an existing requirement that industry must “trade in real estate/deal in mortgages only in the name that appears on that individual’s licence.” As it relates to “team” advertising, Council expanded this requirement to include “the name of at least one licensed team member, as it appears on the individual’s licence, must appear in any team advertising.”
3. Council has prohibited specific words and terms that may suggest to consumers, or create the impression, the team is a brokerage.
 - The prohibited terms include: Agency, Associates, Brokerage, Brokers, Company, Corporation, Corp., Inc., Ltd., LLC, LLP, Mortgages, Properties, Property, Realty, Mortgages*, Real Estate*
 - **Exception: “Mortgages”, “Mortgage”, “Real Estate”, and “Realty” may be used in team names only when followed immediately by one of two terms; either “team” or “group”.**

For more than a decade, RECA has required a “clearly indicated” brokerage name in any industry advertisement—but what does this mean, and what are the advertising standards when it comes to associates advertising their personal brand, or the brand of their team?

“Misleading advertising, whether intentional or not, about who consumers will actually be hiring is a serious issue in Alberta,” said Robert Telford, RECA Chair.

“To address these issues, Council passed a motion to clarify what “clearly indicated” means and to ensure consumers are not misled.”

While these changes will take effect on October 1, 2019, RECA will give industry professionals, teams, and brokerages six additional months (until March 31, 2020) during which they may advertise with “formerly known as.” After this, RECA will take a zero tolerance approach.

Clarity for consumers

“Really these changes are about consumer protection—consumers must know who they are hiring, or potentially hiring,” said Telford. “They must understand the role of the brokerage, the role of the brokerage representative, and the role of the “team,” if any.”

So, if your team name is Your Name & Associates, it implies that the “associates” in the team work for, and are licensed with, the team, with the team leader as the broker. But in reality, all the team members, including the team leader, are part of the larger brokerage.

If your personal branding is Jane Doe Real Estate, it implies your company is a brokerage, and it could mislead consumers into thinking they are hiring Jane Doe Real Estate, when they are in fact hiring Jane Doe’s brokerage.

These changes will help avoid the perception of a brokerage within a brokerage, and ultimately help consumers know exactly whom they’re hiring.

Compliance tools

Not sure if your ads will comply? We have a suite of tools on our website to help you:

- [Visual Examples](#): this document provides visual examples of what’s acceptable or not acceptable across different platforms
- [Advertising Checklist](#): download this document for a step-by-step process to ensure your advertisements meet the latest guidelines
- [FAQ](#): perhaps we’ve covered off your questions in the FAQ on our website
- **Are you a broker?** If so, you can request a presentation to your brokerage by [contacting our practice advisors](#)

More information is on our recently updated Advertising [webpage](#).

Are Your Ads Compliant?

Follow this 4-step checklist:

1. Collect an inventory of your advertising (e.g. bus bench ads, digital ads, flyers, brochures, billboards)
2. Assess whether or not your advertisements meet the requirements and clarifications. Things to look for:
 - ✓ Is your brokerage name/branding included?
 - ✓ Is your brokerage name/branding in a similar size or larger than other identifiers in the ad, such as your name or photo?
 - ✓ Do you have any prohibited words in your ads? If so, replace them. Remember ‘real estate’ and ‘mortgage’ are permitted when immediately followed by ‘team’ or ‘group’.
 - ✓ Are you advertising yourself as an expert, or having significant experience? If so, know that RECA will hold you to a higher standard in a regulatory proceeding.
3. Review your brokerage’s branding and/or advertising policies and procedures.
4. Make the necessary adjustments to your ads as soon as possible, and no later than October 1, 2019.

Legal Cannabis and Real Estate: Advise Your Clients and Get Their Instructions



Cannabis became legal across Canada on October 17, 2018, and the legislation allows residents to grow up to four plants per household for personal use in Alberta.

RECA developed a unit in the RE REP 2019 re-licensing course that will outline real estate professional requirements with respect to cannabis and advice to clients. This course will launch in mid-February.

The information in this article is intended as a general guide only. Please refer to federal, provincial, and municipal legislation and bylaws for specific requirements.

Residential Property Managers: Talk to your clients as soon as possible.

Speak with your residential landlord clients about how they wish to deal with tenants who use or grow cannabis in their properties. Subject to legislative requirements, it is the landlord's decision whether they will allow cannabis growth or use in their property. Advise landlords of their options and advise them of their potential obligations to other tenants in the property who may find cannabis use a nuisance or have other objections.

If the landlord wishes to prohibit tenants from using or growing cannabis in their property, the tenancy agreement must reflect this. This includes existing tenancy agreements. Amendments may be required, and must be signed by the landlord and the tenant. You must ensure the landlord's rules with respect to cannabis are clearly understood by tenants.

For tenant clients, advise them of the residential cannabis legislation, and ask them what their instructions are. If they instruct you to find a property that allows cannabis use or growth, you must do your due diligence and ask the right questions to determine a suitable property for your client. Advise them that though a property may currently allow cannabis use and growth, the landlord could change their mind or condominium boards may change their bylaws at any time.

Commercial Property Managers: Advise your clients about requirements and potential issues with cannabis sales.

For commercial landlords, advise them of the potential impact of legal cannabis on existing and future tenants. Tenants opening licensed cannabis retail locations must follow the strict regulations set out by the Government of Alberta under the *Gaming, Liquor, and Cannabis Act*. There could also be potential impacts to the landlord's structures caused by storing and displaying cannabis material. Make sure your clients are aware, and that landlord concerns, prohibitions, remediation requirements, or other special requirements for a cannabis retail location are reflected in the lease.

Real estate professionals representing buyers: You and your buyer clients have the right to ask sellers questions.

As best practice, you should talk to your buyers before you start looking for properties to determine if they have concerns with cannabis use, or if they desire a property where cannabis use and growth is or is not permitted, particularly if they are interested in condominiums. If your buyer has a concern, you need to ensure that you are asking the right questions to the industry professionals representing sellers of properties that might interest your buyer.

Ask them if cannabis was grown on the property, legally or not. If you do not get an answer, conduct your own research. Work with a home inspector to specifically look for evidence of cannabis growth in the property, and ask neighbours.

If you ask a seller representative and they refuse to give a definitive answer, tell this to your buyer clients. That in itself may be enough to have them consider a different property. Work in their best interest, always.

If your buyer client is interested in a semi-detached, attached, or condominium property that allows cannabis use and growth, again, ask the specific questions. Talk to the neighbours. Also, review any condominium documents, including condominium bylaws that may prohibit cannabis use or growth.

If you find a condominium property that allows cannabis use or growth for your buyer, advise them that the condominium corporation could change this at any time. And as always, talk to your clients, ask them questions, learn their concerns, and proceed accordingly as a professional representing their interests

Disclosures and Material Latent Defects

What do I have to disclose as a seller's representative?

Sellers can instruct their representatives to disclose the fact that they have four (or less) legally growing plants. If real estate professionals know about material latent defects, these must be disclosed to buyers.

If material latent defects occurred from cannabis use or growth, these must be disclosed. Four legally grown plants will not, in and of themselves, constitute a material latent defect.

Only material latent defects need to be disclosed. Sellers can instruct their representatives to disclose this information if they wish to. However, if seller clients have legally grown cannabis in their property, and there are no material latent defects resulting from it, unless a seller gives their representative permission to disclose this fact, doing so would be a breach of your duty of confidentiality to your client.

In the case where you are not permitted to disclose, and you are asked if cannabis has been used or grown, you cannot answer the question.

But in the case where your seller client allows you to disclose legally grown cannabis in the property, you must answer, and you must answer truthfully.

When does cannabis growth become a material latent defect?

If a property has a defect that cannot be discovered with reasonable care during an inspection, that is a latent defect. A material defect is a defect that reasonable people would agree is significant in the particular circumstances of a transaction.

Material latent defects include, but are not limited to, those that:

- make a property dangerous or potentially dangerous
- make a property unfit to live in
- make a property unfit for the buyer's purpose (if the buyer has told their industry member or the seller's industry member the purpose)

A material latent defect may also exist if the defect is very expensive to repair, the seller has received a local government or authority notice that something on the property must be remediated, or the seller does not have the appropriate building or other permits for the property.

If the property was significantly damaged, or extensive mould growth has occurred because of plant growth, and this could not be discovered with reasonable care during an inspection, then this circumstance may constitute a material latent defect.

Talk to your seller clients about material latent defects and their duty and yours to disclose this information. It can not be covered up. You have a duty to inform yourself about the property you are listing. If you suspect that legally grown cannabis plants in your client's home may have caused a material latent defect, tell them, explain what a material latent defect is, and explain their duty and yours to disclose. If the seller asks you not to disclose a material latent defect, you must inform them of your legal duty to disclose. If they do not accept it, you should terminate your representation.

Cannabis growth as a property stigma

Properties can sometimes become "stigmatized" when they have an unfavourable quality that makes them less attractive, but the quality is unrelated to the physical condition or features of the property. Stigmas could include a death at the property, reports a property is haunted, or even having the wrong numbers in the street address. These are qualities that may concern certain buyers, but not others. For some buyers, the fact that cannabis plants were legally grown in a property could be a stigma.

When representing a seller, you do not have to disclose property stigma to buyers. If you are asked about cannabis growth or use, and there is no material latent defect, you cannot answer unless you have permission to disclose from your seller client. If you are permitted to answer, you must do so truthfully.

Renewal Roundup

The latest renewal period is behind us, and overall, the industry outlook remains positive.

The Numbers

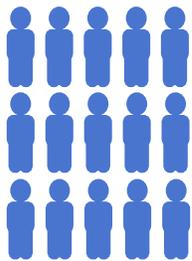
Year-over-year, the number of individuals licensed in Alberta remained stable. Real estate had the highest number of professionals in five years, and both mortgage professionals and real estate appraisal decreased slightly.

As of October 7, 2018, there were 12,193 real estate professionals, 2,124 mortgage brokerage professionals (a decrease of 26), and 565 individuals in the real estate appraisal sector (a decrease of 13). The number of new appraisal professionals is down over the last three years, and is below the five-year trend. The mortgage industry followed the five-year trend of a lower number of brokerages, but stable number of individuals, showing consolidation of brokerages within the industry.

This year the industry continued to see an increase in new professionals joining the industry. Between Oct. 1, 2017 and Sept. 30, 2018, 1,444 people joined the industry. Last year, 1,365 people joined. The industry also saw fewer individuals leaving the industry for the second consecutive year.



New authorizations



1,444

New industry professionals who became licensed.

vs.

Non-renewals



1,051

Professionals who did not renew.

This year more professionals entered the industry than left the industry.

Renewal Experience

During this year's renewal period, RECA took a more proactive role, by tackling renewal issues early with various communications discussing important subjects such as notifying RECA of section 40 issues before starting a renewal, avoiding mistaken "yes" answers in the suitability questions, and industry professionals who renew then transfer brokerages. As a result, RECA saw an increase in early renewals. On September 24, 15% more industry professionals had renewed compared to the previous renewal period. Overall, we saw one of our most efficient renewal periods to date. Thank you to everyone who was proactive with their renewal last year.

The graph below shows the renewal percentages throughout September.



Moving Forward

RECA departments completed internal reviews of this year's renewal, and will talk to brokerages in the coming months to identify opportunities for further improvements in the annual renewal process.

Helpful Tip

RECA had numerous calls about forgotten usernames and passwords during this year's renewal process. It is a good idea to keep your username and password on file for future reference.

If you do forget your username or password, there are options on the myRECA login page to have your username sent to you or reset your password. Simply go to www.myreca.ca and you will find the forgot username and forgot password links beside the login.



RECA would like to take this opportunity to thank industry professionals for their support and cooperation throughout last year's renewal.

Have Your Say: RMS Consultation

Did you hear? Council directed RECA to consult with stakeholders about: the potential consequences of the Residential Measurement Standard (RMS) for measuring semi-detached and attached properties.

Before you provide your feedback, please read the [RMS Consequences Consultation Paper](#) on [reca.ca](#) - it contains important information about the scope and background of this consultation.

How to provide your feedback

You can submit your response by:

- filling in the [online survey](#)
- emailing your response to: consultation@reca.ca
- Mailing your response to:
Real Estate Council of Alberta
Attention: Rina Hawkins
202, 1506 11 Ave SW
Calgary, AB T3C 0M9

The survey should take you approximately 5-10 minutes to complete. The consultation will conclude on March 18, 2019.

We welcome your opinions and experiences on the RMS—we look forward to hearing from you!

Background of the RMS

RECA created the Residential Measurement Standard (RMS) in 2015 after noticing gaps and a lack of clarity on residential measurement methodology in a review of pre-licensing education courses.

RECA also learned of inconsistencies between residential measurement methodologies and how they were enforced across different real estate boards in Alberta.

After careful research, RECA created a standard for the pre-licensing course, and adopted the RMS in September 2015 to ensure the same measurement methodology was known and used across the entire residential real estate industry.

The RMS Principles require that, among other things, detached properties must be measured on the exterior at the foundation, and semi-detached and attached properties must be measured using interior walls (paint-to-paint).



Brokerages Now Have the Option to Segregate Commissions and Will Pay Commissions to General or Other Accounts Only

Council approved recommended changes to sections 96 and 97 of the *Real Estate Act Rules*

RECA consulted with stakeholders in the Fall of 2018, and following a review of the feedback, Council approved amendments to the *Real Estate Act Rules* that allow brokerages the option to deposit commissions or remuneration to a brokerage general or “other” account. The other account is not a trust account under the *Real Estate Act* or *Real Estate Act Rules*. Brokerages will no longer pay or hold commissions in a RECA regulated trust account.

The “other” account can be used to segregate commissions from which a brokerage can pay professionals’ commissions. If a brokerage sets up the other account as a non-RECA regulated trust account, it cannot hold consumer deposits.

The amendments also clarify that the Real Estate Assurance Fund is a consumer protection fund and is for consumers only. In the case where a brokerage closes, the amendments do not protect commissions under the *Real Estate Act* or *Real Estate Act Rules*.

Reasons for the change

1. In early 2016, two large, Calgary area brokerages closed. Many real estate professionals contacted RECA and their industry associations regarding unpaid commissions owing from these brokerages. Under the Rules, commissions are held in brokerage general accounts.

Shortly after these closures, the Alberta Real Estate Association At-Risk Commissions Working Group (ARCWG) formed with representatives from the Alberta Real Estate Association, the Calgary Real Estate Board, the REALTORS® Association of Edmonton, RECA, and the Real Estate Insurance Exchange. The ARCWG’s goals were to study the issue of commission losses and determine whether there were solutions.

The ARCWG recommended to RECA that RECA amend the *Real Estate Act Rules* to create the proposed “other account” option for brokerages. Brokerages may choose to set the other account up as a non-RECA regulated trust account.

2. Mitigate Potential Risk to Real Estate Assurance Fund

The Real Estate Assurance Fund was intended as a consumer compensation fund in cases of an industry professional's fraud, breach of trust, or failure to disburse or account for money held in trust. It was not intended as a commission compensation fund. The current trust provisions in the *Real Estate Act Rules* needed to be clarified and amended to ensure there was no ambiguity with respect to the consumer purpose.

[Read the new Rules, here.](#)

Consultation Report

On August 1, 2018, RECA opened a 90-day consultation period on proposed amendments to Rules 96 and 97. Feedback from individual industry professionals was minimal. Council took all feedback into consideration when making their decision.

Review the [Consultation Paper – Proposed Amendments to Real Estate Act Rules 96 and 97 that respondents used to provide feedback.](#)



What has changed for professionals

1. Brokerages now have the option to open and use an "other" account to segregate commissions from the general account.
2. Brokerages now have to pay all commissions or remuneration to a brokerage general account or other account.
3. When a brokerage is sharing and paying commissions to another brokerage, they must pay the commissions directly from the trust account to the other brokerage's general account or other account first and then the remaining commissions must be immediately transferred to the brokerage's general or other account.
4. When commissions are shared between two or more brokerages and the client hasn't paid the commissions in full when due, any amounts already received will be shared as agreed by the brokerages, and in an absence of agreement, the money must be immediately paid into a lawyer's trust account.

Electronic Records: What You Need to Know

The Real Estate Council of Alberta (RECA) has recently received numerous inquiries regarding electronic record storage requirements.

RECA requires that brokerages have a copy of their electronic files in Alberta. A copy of records needs to be kept in Alberta to allow RECA access to them when required. Electronic records can be held on iCloud servers or third party platforms as long as a backup copy is physically located in Alberta.

Industry professionals must make sure they handle electronic records according to the *Real Estate Act* and *Real Estate Act Rules*. Section 82 of the *Real Estate Act Rules* ensures industry professionals maintain the integrity and security of electronic records. Industry professionals should confirm the compliance with the *Personal Information Protection Act* as well.

The following are some of the conditions that must be met when dealing with electronic records:

- do not alter information when you convert paper records to an electronic form
- store records in a secure and accessible physical location in Alberta
- keep all potential and actual trade or deal records together and linked to create a complete record
- keep a copy of the program needed to view and print the electronic record

Real Estate Act requires you to keep records for at least three years after you create them. Only brokers, appraisers, or someone authorized by the broker or appraiser may delete electronic records in compliance with the *Real Estate Act*.

To learn more about electronic records, [click here](#).



Notify RECA: Brokerage Amendments



Every year, the brokerage renewal application in myRECA asks brokers about amendments they have yet to report to RECA. If they have amendments to report, their application stops there, which not only delays brokerage renewal, but also possibly delays the renewal of any associates at the brokerage.

Brokers: be mindful of what you must report to RECA concerning changes at your brokerage. You are required to notify RECA immediately when these changes occur, and there are processes in place to let you do so.

This is a consumer protection issue. Consumers must have access to up-to-date information about a brokerage they may potentially hire, and RECA must have up-to-date trust account and other information to protect the public.

All of the below amendments follow the same procedures for real estate and mortgage brokerage.

Review the [detailed requirements for brokerage amendments on RECA's website](#).

Some brokerage amendments will carry a cost, usually \$50.

What types of brokerage changes require a broker to notify RECA through myRECA?

Report the following amendments to RECA through myRECA:

- opening, closing or changing a trust account(s)
- change in the brokerage's contact information
- change in the brokerage business address
- corporate structure change (additional supporting documents are required)

You must notify RECA of these amendments immediately.

What types of brokerage changes require a broker to notify RECA in writing?

For the following amendments, the broker must contact RECA directly at brokerinfo@reca.ca.

- change of broker
- brokerage name change
- Partnership Amendment
- Change in Corporate Access Number

You must notify RECA of these amendments immediately.

What forms and information will I need?

The type of information that you will require and provide to RECA will vary depending on the type of amendment. Review the [Brokerage Amendments page](#) for more information.



Education updates - IMPORTANT

RECA Education Programs has been busy, with several new course roll outs in the coming weeks and months.



Re-Licensing Education

All real estate professionals must take the RE-REP 2019 course prior to renewing this year. The course covers self-regulation, brokerage advertising, PACE, radon, and cannabis.

This course will launch the week of February 11, 2019.

All real estate professionals authorized in commercial or property management must take Real Estate Update 2019 Commercial/Property Management. This is the second part of the commercial and property management update that began last year. You **MUST** complete this course to retain your commercial and/or property management authorization(s). If you choose to not complete this course, commercial and property management will be removed from your authorizations upon renewal.

There are classroom options available for this course. View a list of providers [here](#).

A Financial Analysis Conversation tool will be available to learners taking this course. It is an online forum to keep building your knowledge, skills and abilities regarding the Real Estate Update 2019 Commercial/PM. This Conversation is the place to post your practical questions as well as your experience applying this knowledge in practice. RECA education staff will respond to questions in the forum. You can access the forum through a link in the course.

This course has already launched and is available through your myRECA account.

All real estate brokers and associate brokers must complete Real Estate Broker Update 2019. This course updates brokers on the new OHS workplace requirements in Alberta, cyber security issues, and other practical duties and obligations of managing a brokerage. This update will keep current brokers in line with new brokers who will take the updated Real Estate Broker Program once it launches later this year.

Brokers and associate brokers must complete this course, and the two courses above, in order to renew. Failure to complete these courses will result in your brokerage ceasing operations and your license reverting to an associate license.

This course will launch the week of March 18, 2019.

All REP courses are available to all industry professionals. Mortgage brokerage and real estate appraisal professionals can enrol in any of these courses at no cost, but they are not required to take the course in order to renew.

Pre-Licensing Course Update

RECA is developing a new Practice of Commercial Real Estate course. The new course will make Alberta commercial real estate licensees the most educated, well-trained professionals in the country. The new course will begin with an enhanced version of the current course before the official launch of the new, larger course next year.

The enhanced course will be available to new learners and existing learners hoping to gain a commercial authorization in April 2019.



News Bytes

Two New Council Members

RECA welcomes JT Dhoot and Tiago Lage to Council.

JT Dhoot is the Founder and Principal of Omnis Valuations and Advisory Ltd., a valuation consulting firm with offices in Calgary and Toronto. As a Chartered Business Valuator (CBV) and Accredited Appraiser (AACI) with over 10 years' experience in valuations, real estate development, and private equity, JT has participated in projects across multiple industries throughout Canada.

Tiago Lage has a range of international finance experience including credit risk management and investor relations. His previous roles include head of finance for a business aviation services provider, executive financial advisor to the board of directors of a hotels, golf and resorts chain, and Executive Advisor to the Assistant Deputy Minister at Alberta Energy. He is currently the Director of Downstream Chemicals for Alberta Economic Development and Trade. He has a degree in Economics, holds an MBA, and speaks English, French, Portuguese and Spanish. He is a CFA Charterholder and the Vice-President of CFA Society Edmonton.

Anonymous Fraud Tip

Consumers and industry professionals now have an [anonymous online fraud tip form](#) to report instances of fraud to RECA.

The form is another way RECA is enhancing consumer protection, as it allows consumers and industry professionals the option to report wrongdoing related to fraud. The form is for fraud related tips only. All other complaints can be submitted through the usual [online complaint form](#).

We hope that making the reporting process easy and anonymous will increase the amount of fraud instances reported.

Come visit us: upcoming trade shows

The Calgary Home and Garden Show

February 28 – March 3

The BMO Centre, Calgary

The Edmonton Home and Garden Show

March 21 – 24

Expo Centre, Edmonton

Fraud Prevention Month Launch Event

March 2

Cross Iron Mills, Calgary

Red Deer Home Show

March 15 – 17

Westerner Park, Red Deer

Service Excellence

RECA created [Service Excellence Principles](#) to help guide our interactions, both internally and externally. Our Council, leaders, and staff have discussed tangible ways we can commit to the principles to further improve service excellence at RECA. It's about holding ourselves, and our industry, to a higher standard so that together we maintain positive relationships within our community.

Jean Flanagan elected Vice-Chair of RERC

Jean Flanagan, RECA's Director of Strategic Initiatives & External Relations, will serve as Vice-Chair of the Real Estate Regulators of Canada (RERC). RERC is a national organization that brings together Canadian real estate regulators to develop common practice standards, address regulatory issues, and recognize each other's education and licensing standards. RECA's work with RERC has been integral in harmonizing real estate brokerage practices across the country. Learn more on their [website](#).

Remembering Alf Kaszuba, RECA's first Manager of Licensing and Education Standards

RECA staff and Council were saddened to hear of the passing of Alfred "Alf" Kaszuba on October 2, 2018.

Alf was RECA's first Manager of Licensing and Education, a post he held from 1995 to 2005. Alf came to RECA from Alberta Government's Consumer and Corporate Affairs department, which was RECA's forebear before the passing of the Real Estate Act and the creation of RECA in 1996.

When Alf started with RECA, all renewal and licensing applications were done on paper! The monumental task of processing those thousands of documents each year was one Alf tackled with dedication, passion, skill, and a great sense of humour. By the time Alf retired in 2005, RECA had begun its journey to online licensing, which culminated in the myRECA system used today.

RECA was honoured to have such a dedicated professional on staff, and our thoughts go out to Alf's many children and grandchildren.

The retirement of REIX CEO Harvey Gamble

Longtime CEO of the Real Estate Insurance Exchange (REIX), Harvey Gamble, announced his retirement in 2018, and it took effect on November 15, 2018.

RECA congratulates Harvey on a long, dedicated career, and wishes him and his family all the best.

Harvey began his career in agricultural sales in Olds, where he ran a RE/MAX brokerage. His move to insurance came in the 1990s, when he took the reins of REIX, the Errors and Omissions insurance provider for real estate professionals in Alberta and Saskatchewan.

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The Regulator is published by the Real Estate Council of Alberta.

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