

The Regulator

August 2016

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Krista Bolton,
Chair

Back in 1995, after years of work, the Alberta Government took a leap of faith and began writing legislation that would lead to self-regulation for real estate, mortgage brokerage, and property management professionals in Alberta. That legislation, the *Real Estate Act*, established the Real Estate Council of Alberta (RECA) as the regulatory, standards-setting body. In the 20 years since then, and continuing to this day, we continue to strive to live up to the promise of self-regulation, promoting a vibrant, professional industry and acting in the public interest.

I recently reviewed the legislature's transcripts from Spring 1995, when Bill 28, the *Real Estate Act* was first introduced, and I wanted to share a brief excerpt from Mrs. Judy Gordon, member for Lacombe-Stettler. She said:

Bill 28 finalizes a successful process that started in 1987. It creates an independent council to oversee the real estate industry. It gives the council the authority to set standards for the industry and to ensure that those standards are met. It allows the Alberta Real Estate Association to resume its trade association activities, and it provides a mechanism for both industry members and the general public to

garner information. While the council is ultimately responsible to the Minister of Municipal Affairs, it also has a responsibility to the industry and to the consumer. This will no doubt result in high standards for real estate agents, salespeople, mortgage brokers, and property managers, who will help ensure fairness to the real estate marketplace.

I think now is the perfect time to reflect on Mrs. Gordon's words – specifically "result in high standards" and "responsibility to the industry and to the consumer."

When we look at the first 20 years of RECA's operations, we have accomplished much that fulfills those words from 1995:

- RECA Online 1997
- introduction of a Code of Conduct for industry members 1999
- licensing and regulation of real estate appraisers 2004
- reaffirmed the purpose of the Assurance Fund to protect consumers 2004/2005
- revised re-licensing education program to better focus on mandatory courses that address issues of regulatory relevance, legislation changes and risk management 2005/2006
- new Rules 2006
- elimination of dual agency 2008
- Consumer Champion Award of Distinction from Service Alberta for Production of a series of Consumer Tools 2008
- E&O insurance for mortgage brokers 2010/2011
- introduced real estate practice advisor position 2012

- introduction of mandatory written service agreements 2014
- New real estate licensing model 2015
- myRECA and a system of paperless licensing and renewals 2015
- stakeholder engagement policy 2015
- multiple education and communication awards from ARELLO, CLEAR

Over the years, Council and RECA administration has helped the industry navigate shifting business models, new expectations from consumers, and technological advances and changes that few would have imagined 20 years ago. We achieved this because of support from industry professionals, and an unfailing commitment to the end goal: effective and efficient self-regulation for Alberta industry professionals.

Since 1996, we've had 56 Council members, all of whom deserve recognition for their work and commitment to the industry, and to consumer

protection. The weight and responsibility of sitting as a Council member and being held to the highest industry standards is not one that is held lightly, and Council understands the privilege of self-regulation is one that is earned.

In July, Council approved RECA's 2016-2020 Strategic Plan. You can read more about it on page 9 of this newsletter. RECA has spent the last 20 years setting and enforcing high standards while promoting professionalism and it will continue to do so going forward.

In acknowledging 20 years of self-regulatory excellence by RECA Council and Administration, I also recognize the diligence and thoughtfulness of the legislators of the day in 1995 in establishing an independent, self-regulatory body. Just like a well-made piece of furniture, some things stand the test of time.

Council Highlights – July 13 Meeting

- Service Alberta notified Council that the *Real Estate Act* is on the legislative agenda for possible amendments in 2017. In preparation, Council approved the Terms of Reference for a Legislative Review Committee. The committee will review the recommendations made by the 2013 Legislative Review Committee, and address any new issues that came up in the ensuing years. Industry professionals should watch for consultation opportunities from the committee in the coming months.
- Council referred a request of the At-Risk Commissions Working Group (RECA, AREA, REIX, CREB®, RAE) to "... explore the feasibility of amending the *Real Estate Act* Rules to facilitate the establishment of commission trust accounts by real estate brokerages" to the Legislative Review Committee.
- Council formally approved the 2016-2020 Strategic Plan and Business Plan during a special meeting in June. The Strategic Plan focuses on four key areas: consumers, real estate professionals, other stakeholders, and the capacity to carry out RECA's work. You can read more about the Plan on page 9 of this newsletter.
- Council approved the 2016-17 budget. Highlights include no licensing fee increase for the 2016-17 licensing year, and money for projects outlined in the 2016-2020 Strategic Business Plan, including expanded consumer engagement and education programs.
- Council appointed two members to Council: whose three-year terms will begin on November 1, 2016.
 - Christine Zwozdesky – appointed by Council from nominations received from authorized real estate brokers practising property management
 - Robert Telford – appointed by Council from nominations received from licensed real estate appraisers

Council appoints the property manager and real estate appraiser members in accordance with the *Real Estate Act* Regulations. Council interviews each candidate from open nominations within each industry. Christine Zwozdesky has served as the property management appointee since 2013, and was appointed for a second term. Robert Telford served on Council from 2007-2013, and was Chair in 2010-2011.

- Council received confirmation from the Alberta Mortgage Brokers' Association of its appointment to Council: Phil McDowell, whose three-year term will begin November 1, 2016
- Council made appointments to the Hearing Panel roster, from which the Chair of the Hearings Committee chooses roster members to sit on Hearing Panels.
- RECA and the Alberta Real Estate Association will work together to address any outstanding issues with the Residential Measurement Standard (RMS), circulated to real estate professionals in May. Council also approved one point of clarification with respect to RMS Principle 3. Principle 3 now reads: For detached properties, measure the property using the exterior wall at the foundation. To review the RMS in its entirety, check out the [Guide to the Residential Measurement Standard in Alberta](#).

Brokers can begin renewing now. Associates and appraisers can renew beginning August 22

Licensing fees for 2016-2017 are the same as last year. Click [here](#) to view a fee schedule.

Brokers can now renew their brokerages for the 2016-2017 licensing year. RECA encourages brokers to renew as early as possible, since associates can't renew until their brokerage has.

Renewals will open for associates, associate brokers, and real estate appraisers on Monday, August 22, 2016.

All professionals must renew on or before September 30, 2016.

Real estate professionals who trade in residential and/or rural real estate must complete the Real Estate Update 2016 course prior to renewing. To enroll in the course, log in to your myRECA account and go to the Education tab. You'll find the course in the Course Catalogue. There is no charge for the course and it is entirely online.

Brokers

- before you renew, consider if you have anything to report to RECA (corporate structure changes, ownership changes, suitability issues, business address changes). Report these to RECA BEFORE you attempt to renew by clicking the Notify the Executive Director, or Brokerage Amendments buttons in your My Account and My Brokerage tabs, respectively
- if you have nothing to report, log in to your myRECA account
- go to the My Brokerage tab
- click the Renew button next to your brokerage licence
- follow the steps and pay your fee
- you can add a lump sum of credit to your brokerage account for renewals. Please contact info@reca.ca for details

- you'll know you're renewed when the circle next to your brokerage licence turns green

Brokerage renewal tutorial

Associates and associate brokers

- before you renew, consider if you have anything to report to RECA (discipline from other organizations, criminal charges or convictions, and bankruptcies) that's happened since your last renewal or initial licensing. Report these to RECA BEFORE you attempt to renew by clicking the Report to the Executive Director button in your My Account tab of your myRECA account.
- if you plan to transfer to another brokerage, complete your transfer BEFORE you renew. If you transfer after you renew but before October 1, the transfer cancels your renewal

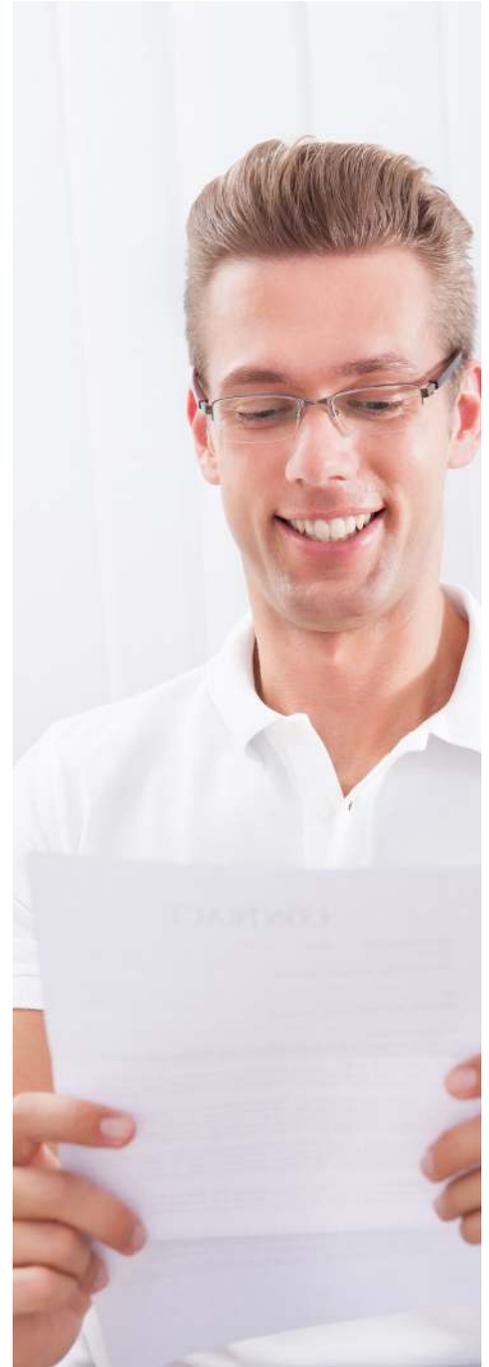
- if you have nothing to report, log in to your myRECA account
- go to the Licensing tab
- click the Renew button next to your licence
- follow the steps and submit your renewal application to your broker through the system
- when your broker acknowledges your application and pays the fee, you're renewed
- if your broker requires you to pay your own fee, they will send your application back to you, through the myRECA system, for payment
- you'll know you're renewed when the circle next to your licence turns green

Associate renewal tutorial

Real Estate Appraisers

- before you renew, consider if you have anything to report to RECA (discipline from other organizations, criminal matters, bankruptcies, and business address changes). Report these to RECA BEFORE you attempt to renew by clicking the Notify the Executive Director button in your My Account tab of your myRECA account
- if you have nothing to report, log in to your myRECA account
- go to the Licensing tab
- click the Renew button next to your licence
- follow the steps and pay your fee
- you'll know you're renewed when the circle next to your licence turns green

Appraiser renewal tutorial



How to: Remove practice areas from your real estate authorization

Licensed in all areas of real estate practice? No longer want to be? Read on to find out how to remove areas of practice from your real estate authorization when renewing this year.

In the current licensing year, all real estate professionals authorized in and practising residential and/or rural real estate must complete the course, Real Estate Update 2016, in order to renew. If you primarily trade in commercial real estate or property management, and you don't want to complete this course, you will have the opportunity to remove residential and rural real estate sectors

from your licence during the renewal application process on myRECA. After doing so, you will be able to complete your renewal, and as of October 1, you will no longer be authorized to trade in residential and rural real estate.

In the future, RECA plans to introduce separate Re-Licensing Education Program courses for each real estate practice area (residential, commercial, property management, and rural). Going forward, when there is a REP course required for a practice area, if you do not actively practice in that practice area and do not wish to

remain authorized in it, you can remove it from your authorization during the annual renewal period. Doing so means you won't have to complete the REP for that practice area in order to renew, and you will no longer be authorized to trade in that practice area.

If you do not complete this year's REP course, you will see the page below during your renewal application. This is where you confirm that you are removing areas of practice from your authorization. Read all of instructions carefully when doing so.

You have not completed the *Real Estate Update 2016* as the Re-Licensing Education Program (REP) course **for individuals currently licensed to trade in residential and/or rural real estate**. You must complete this course prior to completing your renewal application in order to meet the education requirement for renewal in these areas of real estate practice.

Industry professionals can choose to discontinue trading in an area of real estate practice. If you choose to discontinue a practice area, you will have 36 months to reinstate that practice area by completing any REP courses for that practice area. If you wish to return to an area of practice, but it has been more than 36 months, you will have to complete the pre-licensing education for that sector prior to renewing. [Click here for more info](#)

<input checked="" type="checkbox"/> Commercial	
<input checked="" type="checkbox"/> Property Management	
<input checked="" type="checkbox"/> Residential	
REP Course Requirement	Status
Real Estate Update 2016	Not Completed
<input checked="" type="checkbox"/> Rural	
REP Course Requirement	Status
Real Estate Update 2016	Not Completed

To proceed with the application you must complete all outstanding education requirements, or you may de-select the relevant sector.

Confirm

In the future, if you change your mind and wish to re-instate areas of practice that you previously removed, you can do so up to 36 months from the date you were no longer authorized in those areas, as long as you complete all of the REP courses for that practice area that were required in the meantime. Completion of the REP course(s) for those practice areas, within the 36 month timeframe,

will automatically result in the practice areas being added to your authorization.

Please review how RECA defines each area of practice before removing areas of practice from your licence.

- [Trading in Real Estate - Commercial Real Estate \(pdf\)](#)
- [Trading in Real Estate - Property Management \(pdf\)](#)

- [Trading in Real Estate - Residential Real Estate \(pdf\)](#)
- [Trading in Real Estate - Rural Real Estate \(pdf\)](#)

You can check which practice areas you are currently authorized in by clicking on the Licensing tab of your myRECA account.

The screenshot displays the 'Real Estate' section of a user's myRECA account. On the left, a summary of the license is provided:

- Licence Status:** Authorized (indicated by a yellow dot), with 'Renew' and 'Cancel' buttons.
- Licence Class:** Associate
- Industry:** Real Estate
- Expiry Date:** 30-Sep-16
- Brokerage:** Test - Keep It Realty (TEST)
- Renewal Status:** Not Renewed
- Date Renewed:** (blank)
- More:** [View Certificate](#)

On the right, the 'Authorizations' section is shown, divided into three categories:

- Commercial:** Property Management
- Residential:**

REP Course Requirement	Status
Real Estate Update 2016	Completed
- Rural:**

REP Course Requirement	Status
Real Estate Update 2016	Completed

NOTE: Brokers and associate brokers must retain all four areas of practice in order to maintain their broker or associate broker licence class.

2020 Vision: Enhanced focus on stakeholders serves as backbone for Council's 2016-2020 Strategic Plan



Council has set its vision for the year 2020. Through its 2016-2020 Strategic Plan, Council will continue to build on the foundation from 20 years of self-regulation for Alberta's real estate industry professionals.

Now more than ever, regulating Alberta's real estate industry professionals is about how we manage and nurture relationships. Council's 2020 vision reflects that.

RECA will provide a positive real estate experience through effective establishment and enforcement of professional standards; it will be recognized as an independent, responsive and impartial governing body; and, it will ensure real estate practitioners have a professional mindset and engage in the practice of self-regulation.

Council is not swaying from the initiatives that have made it a high-

performing regulator along the way. Those will continue— but we've also heard from the industry and seen in society as a whole that an enhanced focus on stakeholders, particularly consumers, is essential.

Council decided to position stakeholder groups at the core of its next strategic plan, and built its critical success factors around those stakeholders.

RECA's 2016-2020 Strategic Plan puts things in proper order of importance, and allows Council, at a glance, to see a balanced approach to stakeholder-focused initiatives, while ensuring that consumer protection remains its highest priority.

These are just some of the highlights from the Strategic Plan; to review the plan in its entirety, click [here](#).

1. Consumers

A major focus of RECA's mandate is to protect the public. By 2020, RECA will ensure all Albertans who use the services of a real estate professional are aware of RECA's consumer protection services and programs. In focus groups with consumers, they told us they want to know where to get information and they want to know who or what that source of information is. They don't necessarily want all the information up front. RECA will be developing additional resources and mechanisms so

that consumers become aware of where to get neutral third party information.

2. Real Estate Professionals

RECA also has, as part of its mandate, the provision of services and other things that, in the opinion of the Council, enhance and improve the industry and the business of industry members. Competent real estate professionals serve and protect the public interest by embracing and demonstrating appreciation for self-regulation, adhering to clear professional standards, and knowing and accessing RECA's industry advisory services.

As part of this strategic plan, among other things, RECA will continue to enhance our pre- and post-licensing education. We are also committed to increasing our use of new media in order to provide additional learning opportunities for professionals.

3. Other Stakeholders

Government, stakeholder associations, and industry colleagues will understand RECA promotes positive relations and is the open, transparent, responsive governing body for real estate professionals in Alberta.

RECA wants positive relationships with all stakeholders, including the government of Alberta and industry associations. RECA will continue to transparently engage with these stakeholders through its Stakeholder Engagement Policy, and continues to look forward to working with Service Alberta on the Alberta government's review of agencies, boards, and commissions.

Principles of Sanction



If two industry professionals breach the *Real Estate Act* Rules in the same way, should their sanction (punishment) be the same?

It wouldn't be surprising to hear most people react the same – of course! They did the same thing wrong, they should be sanctioned in the same way.

What if I told you one of the individuals is a licensee with 15 years of experience and the other one joined the industry six months ago? Is your answer still the same?

What if I told you one of the individuals breached the Rules in the exact same manner three times in recent history while the other individual is a first-time offender? Is your answer still the same?

It's these kind of complex considerations that come into play when deciding on an appropriate sanction or punishment for an industry professional who breaches the *Real Estate Act* or the *Real Estate Act* Rules.

Industry professionals and members of the public have strong opinions when it comes to the punishment an industry member should receive after breaching the Act or the Rules, but making a decision on sanction is never as easy as simply reviewing what the individual did.

A 1996 court case in Newfoundland (*Jaswal v. Newfoundland Medical Board* [1996] N.J. 50. Green, J.) is perhaps the most well-known Canadian court case that sets out 13 criteria for consideration when deciding on sanction.

While the Jaswal matter did not involve real estate regulation, it set out sanction factors that can be applied in real estate and other regulated professions:

- 1) Nature and gravity of the breaches
- 2) Age and experience of the offending person
- 3) Previous character of the offending person
- 4) Age and mental condition of the offending person
- 5) The number of times the breach(es) occurred
- 6) The role of the offending person
- 7) Whether the offending person had already suffered financial or other penalties as a result of the breaches
- 8) The impact of the breach(es) on the complainant or others
- 9) Mitigating circumstances
- 10) Promotion of specific and general deterrence; to protect the public
- 11) Need to maintain the public's confidence in the integrity of the profession

12) Degree to which the breach(es) are regarded, by consensus, as being outside the range of acceptable conduct

13) The range of sanction in other similar cases

When a matter goes to Hearing and a Hearing Panel finds conduct deserving of sanction and needs to decide that sanction, the Panel reviews case precedents (criteria 13), but ultimately the Panel isn't strictly bound by case precedents. Panel members will consider the other sanction criteria too.

The same general principles also apply when issuing an Administrative Penalty. Administrative Penalties are typically issued when a professional conduct review (investigation) file indicates one or two straight-forward issues. The *Real Estate Act* Bylaws set out Administrative Penalty amounts; for some sections of legislation, it's a set amount, while in other sections, the Bylaws set out a penalty range.

When it is a range, the amount of penalty the executive director issues is determined, in part, by considering mitigating and aggravating factors. A mitigating factor might be that it was unintended mistake, while an aggravating factor may be that the individual has breached the Rules in the exact same manner multiple times.

It would likely be quieter around the water cooler if everyone always agreed on an appropriate level of sanction, but we're pretty confident that's never going to happen. Some individuals will strongly believe the penalty was too much while others will think it was too little.

What we do want to do, though, is promote better understanding about what goes into and what is considered when deciding on an appropriate sanction.

My client wants to end our service agreement early, now what?



RECA recently received an increase in calls from industry professionals and consumers about unilaterally ending service agreements. Consumers want to know how to end the agreements, and industry professionals want to know what recourse they have when clients terminate agreements. To answer these questions, we need to first review the basics.

Written Service Agreement Basics

1. written service agreements are mandatory for all client

- relationships in residential real estate, property management, and mortgage brokerage
2. written service agreements are between clients and the brokerage with which they're working. Written service agreements are not between the client and individual industry professionals
3. all written service agreements must contain provisions for ending the agreement
4. the provisions for ending the agreement are negotiable
5. both parties can agree

in writing to terminate an agreement at any time

Avoid termination issues by discussing the details before entering an agreement

Some clauses in written service agreements are negotiable between the client and the professional, including the termination clause. Make sure both you and your clients understand what is in the service agreement, and what provisions there are for terminating it. If both parties enter the agreement with a complete understanding of it, no one will be blindsided or unsure

what to do when they wish to cancel the agreement. Service agreements are legally binding contracts, and contract law applies when terminating these agreements.

Agreement termination clauses can take a variety of different forms; here are just a few examples of clauses that you – or your client – may want to include in a written service agreement:

- the agreement ends automatically if the client loses their job
- the agreement ends automatically if the industry professional transfers to a new brokerage or otherwise leaves the brokerage (remember, you cannot enter into new service agreements with your clients for your new brokerage until the clients' service agreements with your original brokerage have ended)
- the agreement ends on an agreed-upon date
- the agreement has a hold-over period, where within a certain amount of time after the expiration of the agreement, the industry professional is entitled to remuneration if the

client enters into purchase contract for a property or with a buyer that was introduced to the client during the original term of the agreement

Unilateral termination

Sometimes either the client or the industry professional wants to terminate the agreement before any of the agreed-upon termination provisions occur. If one party wants to terminate an agreement without the consent of the other party (unilateral termination), the terminating party may have to pay damages or costs to the non-terminating party.

If your client terminates the service agreement and you feel it was without cause, talk to a lawyer about your options, but also remember that reputation is everything in real estate – and this may not be a sword you're willing to die on.



Dale Cawsey, Director of Corporate Services

By setting the foundation for a strong organization, Dale helps RECA meet its regulatory mandate

You can't build something great without first laying a strong foundation.

In his role as Director of Corporate Services at the Real Estate Council of Alberta, Dale Cawsey helps set the foundation RECA needs in order to be a high-performing regulator.

"I support business units in performing their regulatory functions," says Dale. "I make sure they have the infrastructure and the funding they require to fulfill their mandates."

As a longtime Chartered Accountant (CA) and now a Chartered Professional Accountant (CPA), Dale has first-hand experience as a member of a regulated profession.

"Being a CPA provides me with some experiences as a professional within a regulated industry," Dale says. "I often look at how my profession handles regulatory situations relative to what we do here. Then I think, how can we apply that to practices in the real estate industry?"

"In addition to my official position as gate-keeper of RECA's finances, I'm able to draw on my past experiences to help us improve our own regulatory function."

Presiding over RECA's finances is Dale's foremost responsibility, and it's no small feat.

Dale ensures the financial integrity of the organization

through the monitoring, development and implementation of internal control systems to provide operational stewardship and accountability to the Executive Director and Council.

"I oversee all of the accounting functions," Dale says. "That includes everything from preparing the annual financial statements, down to the little details like signing the cheques and making the deposits."

Dale oversees the preparation of the annual budget, and ensures RECA has the resources necessary to fulfil its legislative mandate and achieve the objectives, strategies and actions outlined in the 2016-2020 Strategic Plan.

"I make sure expenditures are all in accordance with our approved budget," he says. "I ensure expenditures are appropriate, and are properly approved and authorized."

Before coming to RECA, Dale also gained experience in human resources, information technology, corporate secretarial, and finance.

Now, as an eight-year veteran of RECA, that experience has proven beneficial. Dale currently oversees several RECA business units.

"I oversee information technology, human resources, payroll and administration, accounting, and communications," says Dale. His previous experience in several of these areas are what led him to pursue working at RECA in the first place.

"With my CA I had the accounting requirements, and I also had the significant knowledge and experiences in the areas of IT and human resources," he says of his decision to join the Real Estate Council of Alberta.

Dale was one of the executive sponsors for the

myRECA project. myRECA is the online licensing and education portal for RECA's industry professionals.

With that much variety in the groups he oversees, in addition to his accounting responsibilities, there's really no such thing as a typical work day for Dale.

His accounting work also means you can guess what he'll be busy with depending on the season.

"Spring is budget time, in the fall it's preparing for the external audit," Dale says. "In the summer I can put my focus in all the other areas."

This coming year, Dale has one more big responsibility on his plate.

The Real Estate Council of Alberta is relocating to a new office space in the spring of 2018. Dale is the Project Manager for the move to the new office.

With this extra project, Dale is not only helping set the foundation for business units within RECA, but for Alberta's real estate industry as well.

"I oversee everything from preparing the annual financial statements, down to the little details like signing the cheques and making the deposits."

-Dale Cawsey

Director of Corporate Services

Alberta Real Estate Foundation: Governor Wanted

The Real Estate Council of Alberta (RECA) is seeking a real estate industry member to sit as Governor on the Alberta Real Estate Foundation (AREF). The term of the appointment is 3 years, commencing November 1, 2016 and ending October 31, 2019.

AREF supports and originates initiatives that enhance the real estate industry, and benefit the people of Alberta. AREF's purpose is to promote and undertake:

- the education of related professionals and the public in respect of the real estate industry
- law reform and research in respect of the real estate industry
- other projects and activities to advance and improve the real estate industry.

AREF's Board of Governors is comprised of industry and public volunteers. AREF's Governors are responsible for fiduciary matters, investing in community initiatives, attending board meetings, and representing the Foundation at related events.

The Foundation is seeking a candidate who supports the mission, vision, and values of the organisation, and embodies the following characteristics:

- is energetic and willing to be an ambassador for the Foundation to network and create awareness among community and industry stakeholders
- knowledge of Alberta, current issues and the ability to identify grant making and community investment opportunities
- solid analytical skills and an appetite for learning
- holds respect for diverging viewpoints and is willing to contribute their personal leadership skills towards creating efficient and effective governance
- set appropriate ends and monitor the achievement of those ends
- independent thinker who base their decision making on analysis of available information and their own experiences
 - experience with financial management and investment responsibilities – current assets of the Foundation are around \$14 million.

The Governors collectively make decisions about each project to create successful and meaningful results that benefit the people of Alberta.

For more information on AREF, visit their website at www.aref.ab.ca

If you are interested in participating in the AREF, please forward a letter of introduction and resume **no later than September 19, 2016** to:

Rina Hawkins, Executive Assistant
Real Estate Council of Alberta
Suite 350, Richard Road SW
Calgary, Alberta T3E 6L1
E-mail: rhawkins@reca.ca
or Fax: 403.228.3065

Note: RECA would like to thank all individuals who apply for this position. Please note an expression of interest does not guarantee an interview or committee position.

RECA is seeking consumers for a Consumer Advisory Committee

Do you know someone who wants to ensure consumer voices are heard in the regulation of Alberta's real estate industry professionals?

The Real Estate Council of Alberta (RECA) is bringing together a diverse group of consumers to sit on a new Consumer Advisory Committee. **Please share this posting** with anyone you know who may be interested in serving on the Committee. Industry professionals and their family members are not eligible to fill these positions.

The Consumer Advisory Committee is an important new Council initiative as part of its 2016-2020 Strategic Plan. Establishment of this Committee reflects Council's ongoing commitment to transparency, and regulation of Alberta's real estate industry in the public interest.

This Committee will provide observations, advice, and recommendations to Council on trends and

issues affecting consumers of the real estate industry. The Committee will, at Council's request, serve as a focus group on specific issues, undertake specific projects, and gather information on industry trends. Committee members will have an important role to play in bringing the consumer perspective to Council.

The qualities, knowledge, skills, and experiences that are assets for Committee members include:

- communication skills, issue analysis, collaboration, and group decision-making
- independent and objective thinker who base decisions on analysis of available information and experience
- personal integrity and respect for others and their opinions and ability to work with others as a team
- ability to see multiple points of view on any issue and project potential scenarios

- commitment to RECA's mandate to protect consumers, and promote the integrity of the real estate industry

For more information on RECA, our mandate, and strategic direction, visit our website at www.reca.ca

If you are interested in enhancing consumer protection, please forward a letter of introduction and resume **no later than September 29, 2016** to:

Rina Hawkins, Executive Assistant
Real Estate Council of Alberta
Suite 350, Richard Road SW
Calgary, Alberta T3E 6L1
E-mail: rhawkins@reca.ca
or Fax: 403.228.3065

Note: RECA would like to thank all individuals who apply for this position. Please note an expression of interest does not guarantee an interview or committee position.

2015-2016 Council Members

KRISTA BOLTON, CHAIR

Appointed from the public

BONNY CLARKE

Appointed from non-AREA industry members

RAMEY DEMIAN

Appointed from the industrial, commercial and investment real estate sector

TONY DHALIWAL

Appointed from the public

JOHN FARMER

Appointed from the real estate appraisal sector

BRIAN KLINGSPON

Appointed from the REALTORS® Association of Edmonton

ANGELA KOLODY

Appointed from the boards outside of Calgary and Edmonton

STAN KUSHNER

Appointed from the Calgary Real Estate Board

STAN MILLS

Appointed from the boards outside of Calgary and Edmonton

ROBYN MOSER

Appointed from residential real estate industry members

GARY SIEGLE

Appointed from the mortgage brokerage sector

CHRISTINE ZWOZDESKY

Appointed from the property management sector

RECA Management

BOB MYRONIUK

Executive Director

KIRK BACON

Deputy Executive Director

DALE CAWSEY

Director of Corporate Services

JOSEPH FERNANDEZ

Registrar

JEAN FLANAGAN

General Counsel

CHARLES STEVENSON

Director of Professional Standards

CONTACT RECA

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

Please forward any questions regarding the content of the Regulator, or any questions regarding licensing or mandatory education, to info@reca.ca



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