

RESIDENTIAL PROPERTY MANAGER INDUSTRY COUNCIL

11:00 am, Friday, June 4, 2021

Virtual Teams Meeting

MINUTES

In Attendance: Don Brown
Keith McMullen
Don Newell, *Chair*
Carrie Plett
Cyril Pratt

Resources Duane Monea, *Principal Advisor to the Board*
Charles Stevenson, *Registrar*
Joseph Fernandez, *Director, Education Programs*
Stacy Paquin, *General Counsel & Corporate Secretary*
Warren Martinson, *Acting Executive Director*
Bryan Douey (*Communications & Connections Manager*) (Item 3)

Recording Secretary: Rina Hawkins

1. Call to Order

The meeting began at 11:01 am.

No conflicts of interest were declared.

The Chair provided opening comments and revised the order of the agenda so all items related to condominium management are addressed together.

2. Consent Agenda

The Residential Property Manager Industry Council ("Industry Council") reviewed the consent agenda including the minutes from the April 21, 2021 and May 10, 2021 Industry Council meetings.

***MOTION:** The Residential Property Manager Industry Council approves the consent agenda, including the April 21, 2021 and May 10, 2021 Residential Property Manager Industry Council meeting minutes as presented.*

Cyril Pratt / Carried

The Industry Council reviewed the Industry Council action register.

The Industry Council's Board member provided a report on the activities of RECA's Board of Directors ("Board").

3. Stakeholder Engagement Update

Online Engagement Session

The Industry Council discussed the May 19, 2021 Property Manager online stakeholder engagement session. Management reported that of the 245 people registered to attend, the final attendee count was 143.

The Industry Council reviewed the questions and proposed responses from the Stakeholder Engagement session and agreed to the proposed responses to emails received. A question has been raised about which sector the commercial condominium managers fall into. Given some of the confusion around this topic, the Industry Council suggested this question also be addressed in the next issue of the Regulator newsletter.

Emails and Feedback from Stakeholders

Management discussed and agreed on the process for handling emails and strategic planning feedback from stakeholders.

The Industry Council agreed that all emails submitted into the Industry Council will be uploaded to a folder on the Board platform for Industry Council members to review monthly.

Other Stakeholder Engagement

The Industry Council reviewed and discussed the Industry Council stakeholder priorities.

The Industry Council reviewed and discussed the communication strategies for Condominium Manager Licensing.

The Industry Council reviewed and discussed upcoming stakeholder activities and agreed to:

- hold another online stakeholder engagement session in July 2021; and
- hold a Broker Forum in September. The Industry Council agreed to one (1) Broker Forum and structure it by devoting the first part of the forum to residential property, and the second part to condominium managers.

4. Education Framework & Divestment Update

Management provided an update on the education framework and divestment activities.

Management is recommending the Industry Council agree to hold an electronic vote shortly after June 17, 2021 with the purpose of recommending an education framework to the Board. The Industry Council was agreeable to this approach.

The Industry Council agreed the material is very in depth and concise.

Management advised that a working group is being formed to work on Real Estate Broker Competency Profiles. Two (2) Industry Council members (i.e., Keith McMullen and Cyril Pratt) agreed to work with the Commercial Real Estate Broker and Commercial Property Manager and the Residential Estate Broker Industry Councils on this topic.

5. Election Criteria & Process

The feedback received from the Industry Council members on the election criteria and process was discussed and the Industry Council instructed the Registrar to forward recommendations to the Board.

6. Condo Manager Competencies & Learning Outcomes

The Industry Council discussed the Condominium Manager Competencies and Learning Outcomes.

Management noted that the Condominium Manager Implementation Advisory Committee (CMIAC) completed extensive work on this initiative. The CMIAC approved an alternative approach to helping define the learning outcomes as part of the Condominium Management Associate and Broker Competency Profile. The approach was to hold working group meetings of those committee members available to work on the project and to invite members to send in written feedback. There were six meetings held resulting in 22 hours of extensive line-by-line discussions with RECA education staff. Comments were received and incorporated where appropriate.

***MOTION:** The Residential Property Manager Industry Council approves the resolution below:*

WHEREAS Section 12(1)(a) of the Real Estate Act confirms that each Industry Council may, with respect to licensees in the industry to which the Industry Council relates, makes rules prescribing or adopting standards of conduct and business standards for licensees, including skills, education, competency and experience standards;

AND WHEREAS Section 14(1) (b) of the Real Estate Act Rules provides a person is not eligible to be licenced in any class of licence if the person has not met the educational requirements or other requirements, if any, prescribed, adopted or approved by the relevant Industry Council for that category of licence

AND WHEREAS Section 16(1) of the Real Estate Act Rules provides that an individual who intends to apply for a licence must first meet the educational requirements or other requirements, if any, prescribed, adopted or approved by the relevant Industry Council for that class of licence;

NOW THEREFORE BE IT RESOLVED THAT:

1. Subject to receiving a recommendation for approval on the Competency Profiles from the Condominium Manager Implementation Advisory Committee (CMIAC), the Residential Property Manager Industry Council in accordance with Section 16 (1) of the Real Estate Act Rules hereby prescribes, adopts and approves:

- the Competency Profiles (competencies, performance criteria, subject learning outcomes and specific learning outcomes) as presented at this meeting and in the Competency Profiles document attached to this resolution, for Condominium Manager Brokers and Associates; and*
- that the education concepts in the Competency Profiles be addressed in the Fundamentals of Condominium Management or Practice of Condominium Manager pre-licensing education as presented at this meeting and in the outline attached to this resolution.*

2. The Residential Property Manager Industry Council authorizes the Director of Education Programs to make clerical, administrative or grammatical amendments to the Competency Profiles (competencies, performance criteria, subject learning outcomes and specific learning outcomes) as required.

Keith McMullen / Carried

7. Practice of Property Management Update

Management discussed that RECA's Education Programs group had completed an upgrade to the Practice of Property Management Course before Service Alberta asked RECA to cease further course development. The upgraded course was not launched. RECA Administration recommends proceeding with the update now.

***MOTION:** The Residential Property Manager Industry Council approves Management proceeding with updating the Practice of Property Management course, with the new content already completed.*

Cyril Pratt / Carried

8. Condo Manager Licensing – Licence Structure

Management discussed that in the Fall of 2015, RECA launched a consultation to gather feedback from condominium consumers on the proposed regulatory model for condominium managers. Management reviewed the findings with the Industry Council.

9. Condo Manager Licensing – Licence Eligibility & Implementation Strategy

The Industry Council provided support in principle for the proposed Condominium Manager licence eligibility criteria and implementation strategy and instructed Management to begin populating information on RECA's website and holding stakeholder engagement / information sessions.

10. Status of Condo Manager Rules

Management discussed the status of the Condominium Manager Rules that were submitted to Service Alberta in April 2021.

Service Alberta asked for clarity on some sections in the proposed Rules & exemptions. Management reviewed the sections with the Industry Council.

ACTION: Management will work on amendments to the proposed Rules and circulate them to the Industry Council electronically for approval. Once approved by the Industry Council, the amendments will be sent to the Board for transmission to Service Alberta.

11. Professional Conduct Complaints & Outcomes

For this information item, Management provided a presentation outlining Professional Conduct complaints and outcomes.

12. In-Camera Sessions

The Industry Council went in camera.

13. Adjournment

The meeting adjourned at 3:39 pm.

14. Next Meeting(s)

- Thursday, September 30, 2021

Approved at Calgary, Alberta on September 30, 2021

Don Newell
Industry Council Chair

Don Brown
Industry Council Vice-Chair

RESIDENTIAL
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Minutes of Meeting

June 4, 2021