

COMMERCIAL REAL ESTATE BROKER & COMMERCIAL PROPERTY MANAGER INDUSTRY COUNCIL

10:00 am December 22, 2021
Virtual Teams Meeting

MINUTES

In Attendance: Terry Engen, *Chair*
Brittanee Laverdure
Cheri Long, *Vice-Chair*
Laura Sharen
Ben Van Dyk

Resources Charles Stevenson
Joseph Fernandez
Russ Morrow
Stacy Paquin
Tania Guerrero

Recording Secretary: Rina Hawkins
Christina Harrington

1. Call to Order and Approval of Agenda

The Chair called the meeting to order at 10:01 am.

***MOTION** The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the December 22, 2021 meeting agenda, as presented.*

Moved by Brittanee Laverdure

Seconded by Cheri Long

Carried

2. Conflict(s) of Interest Declared

No conflicts of interest were declared.

3. Education and Communications Update

- **Commercial Associate Competency Profile and Weightings**

The Industry Council reviewed the Commercial Associate Competency Profile and corresponding weightings. Management

noted that 4% of possible respondent's replied to the validation survey that was sent to the industry in November 2021 . The Alberta Real Estate Association (AREA) provided feedback through the Commercial Education Working Group. Management discussed recommendations.

MOTION: The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the Commercial Associate Competency Profile and Competency Weightings as presented in "TAB 4(1)" of the meeting material, and as presented at this meeting.

Moved by Cheri Long

Seconded by Ben Van Dyk

Carried

- **Rural Associate Competency Profile and Weightings**

The Industry Council reviewed the Rural Associate Competency Profile and corresponding weightings. Management noted that 3% of possible respondent's replied to the validation survey sent to industry in November 2021. The Alberta Real Estate Association (AREA) provided feedback through the Rural Education Working Group. Management discussed recommendations.

The Industry Council provided amendments to the proposed language within the weightings.

MOTION: The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the Rural Associate Competency Profile and Competency Weightings as presented in "TAB 4(2)" of the meeting material, and as amended at this meeting.

Moved by Ben Van Dyk

Seconded by Brittane Laverdure

Carried

4. Licence Renewal Outcomes –September 30, 2021

For this information item, Management provided an update on RECA's licence renewal numbers. The final overall result was 16,314 licences were renewed out of 17,007 eligible or 96% renewal. This is an all-time record.

As of December 1, 2021, condominium managers became regulated under the *Real Estate Act*. There are presently 700 licensed condominium managers in the province, 200 of which are condominium management firms, with the remaining (approximate) 500 being property management real estate brokerages.

As a general point of feedback, licensees reported that text message reminders were helpful during the renewal process. Data supports that text messages boosts renewal numbers.

5. Complaints & Investigations 2020 / 2021

For this information item, Management presented a summary of the complaints and outcomes from 2020/2021. RECA received 1,229 complaints in total in 2020/21, 636 of which were received from consumers. In the period, RECA closed 1,238 files.

Commercial business is well below its weight in complaints and sanctions. In commercial/agribusiness parties often seek remedy through the courts.

6. Adjournment

MOTION: That the Commercial Real Estate Broker and Commercial Property Manager Industry Council meeting of December 22, 2021 be terminated.

Moved by Ben Van Dyk

Seconded by Brittane Laverdure

Carried

The meeting terminated at 12:03 pm.

Next Meeting(s)

- Thursday, March 10, 2022

Approved at Calgary, Alberta on March 10, 2022

Terry Engen
Industry Council Chair