



RESIDENTIAL PROPERTY MANAGER INDUSTRY COUNCIL

9:00 am, Tuesday, December 14, 2021
Virtual Teams Meeting

MINUTES

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

Resources Warren Martinson
Joseph Fernandez
Russ Morrow
Stacy Paquin
Charles Stevenson
Bryan Douey (*Item #7 & 9*)
Tania Guerrero (*Item #9*)

Guests: Taylor Adolphe, *Criterium Group (Item #7)*
Robin Auld, *Criterium Group (Item #7)*

Recording Secretary: Rina Hawkins
Christina Harrington

1. Call to Order and Approval of Agenda

The Chair called the meeting to order at 9:00 am.

***MOTION:** The Residential Property Manager Industry Council adopts the December 14, 2021 meeting agenda as presented.*

Moved by Cyril Pratt

Seconded by Keith McMullen

Carried

2. Conflict(s) of Interest Declared

No conflicts of interest were declared.

3. Chair's Opening Remarks

The Chair welcomed everyone to the meeting.

4. Consent Agenda

The Industry Council reviewed the consent agenda, including the minutes of September 8, 2021 and September 30, 2021, the Action Register and the Regulatory Activity Scorecard.

***MOTION:** The Residential Property Manager Industry Council approves the consent agenda, including the minutes of the September 8, 2021 and September 30, 2021 meetings as presented at this meeting.*

Moved by Don Brown

Seconded by Cyril Pratt

Carried

ACTION: As the Condominium Manager Implementation Advisory Committee (CMIAC) will wind down in December 2021, the Industry Council directed Management to prepare letters of gratitude to CMIAC members for their contributions.

5. RECA Board of Directors Report

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

6. Industry Council Officer Election: Vice-Chair

Management introduced new Industry Council officer requirements, in accordance with the amended *Real Estate Act* Bylaws, effective November 25, 2021. The Industry Council elected Council Member, Don Brown, as Vice-Chair by acclamation, for a two-year term that will expire November 30, 2023.

ACTION: Management will update the officer register to reflect the terms of the Industry Council officer positions.

7. Strategic Planning Orientation

Management introduced the RECA Strategic Planning questions for review and discussion. Representatives from Criterium Group collected commentary regarding strategic themes. Board strategic planning will be revisited in February 2022.

ACTION: Criterium Group will circulate RECA's Strategic Planning questions survey for Industry Council members' completion following the meeting.

ACTION: The Industry Council will have a more fulsome discussion to support Board strategic planning in February 2022.

8. Condominium Manager Licensing Progress Report

Management presented the Condominium Manager Licensing update. As of December 1, 2021, condominium managers are regulated under the *Real Estate Act*. Any entity performing condominium management services must hold a condominium manager license, and those without a license must immediately cease all condominium management services.

Management identified 837 potential individual licensees. Of those, 502 were registered with brokerages, 98 were not yet eligible to be licensed, 92 had commenced the licensing process and 145 had not yet commenced the licensing process. Management will continue individual outreach to bring condominium managers into the regulatory fold. Management estimates there are 700 licensed condominium managers, including brokerages as of the date of this meeting.

ACTION: Management will provide end of year statistics relating to outstanding condominium management licensees as of December 31, 2021.

9. Education and Communications Update

- **Stakeholder Engagement Policy Guideline**

Management presented the Stakeholder Engagement Policy Guideline ("Guideline"), a companion document to RECA's *Stakeholder Engagement Policy*. The Guideline will aid the Board and Industry Council members when interacting with stakeholders and bring clarity as to when and how stakeholder engagements must be reported.

The Industry Council discussed the importance of differentiating informal and formal communications, as well as the necessity of tracking such exchanges. Page 2 of the Guideline will be amended from "all instances of stakeholder engagements" to "those reportable" interactions.

MOTION: *The Residential Property Manager Industry Council recommends the RECA Board of Directors approve the Stakeholder Engagement Policy Guidelines as presented in "TAB 11(1)B" of the meeting material and amended at this meeting.*

Moved by Carrie Plett

*Seconded by Keith McMullen
Carried*

- **Course Examination Blueprint for Condominium Management**
Management discussed examination blueprints for the Fundamentals of Condominium Management, Practice of Condominium Management and Condominium Management Broker courses.

The Industry Council recommends the blueprints, as amended at this meeting, to the Board for approval at its January 21, 2022 meeting.

***MOTION:** The Residential Property Manager Industry Council requests that the RECA Board of Directors approves the Examination Blueprints for the Fundamentals of Condominium Management, Practice of Condominium Management, and Condominium Management Broker courses as presented in "TAB 11(2)B" of the meeting material and as amended at this meeting.*

*Moved by Don Brown
Seconded by Carrie Plett
Carried*

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- **Property Management Associate Competency Profile and Weightings**
Management presented to the Industry Council the Property Management Associate competency profile and corresponding weightings. In addition, Management reviewed the validation survey process undertaken and corresponding feedback.

The Industry Council requested that the weighting at line 530 be increased to 5% to correspond with feedback collected.

***MOTION:** The Residential Property Manager Industry Council approves the Property Management Associate Competency Profile and Competency Weightings as presented in "TAB 11(3)B" of the meeting material and as amended at this meeting.*

*Moved by Keith McMullen
Seconded by Cyril Pratt
Carried*

- **Real Estate Broker Competency Profile and Weightings**
Management presented to the Industry Council the Real Estate Broker competency profile and corresponding weightings. In addition, Management reviewed the validation survey process undertaken and corresponding feedback. Of the possible respondents, 16% of real estate brokers replied. The Alberta Real

Estate Association (AREA) provided feedback through the Broker Education Working Group.

Three Industry Councils are reviewing the same profile, being the Residential Real Estate Broker Industry Council, the Commercial Real Estate Broker and Commercial Property Manager Industry Council and this Industry Council. Management discussed recommended amendments.

***MOTION:** The Residential Property Manager Industry Council approves the Real Estate Broker Competency Profile and Competency Weightings as presented in "TAB 11(5)B" of the meeting material.*

Moved by Cyril Pratt

Seconded by Keith McMullen

Carried

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- **Operationalization of the Course and Course Provider Recognition process**

Management discussed the Course and Course Provider Recognition Process. The Board suggested that the Course and Course Provider recognition applications be operationalized involving the Chair of the appropriate Industry Council. This would require Management to complete a Course/Course Provider checklist, which the Industry Council Chair would approve, provided all requirements are met. The process will reduce delays in course/course provider approval.

***MOTION:** The Residential Property Manager Industry Council recommends the RECA Board of Directors approves to operationalize the Course and Course Provider Recognition Process, as presented in "TAB 11(6)" of the meeting material.*

Moved by Keith McMullen

Seconded by Don Brown

Carried

- **Fundamentals vs Practice Content**

Management advised that overlapping education competencies will be modularized and removed to prevent overlap in industry sectors and will be included in a Board-approved "Fundamentals of Real Estate" course.

ACTION: Management will provide the Industry Council with the average weighting and succinct list of overlapping competencies with other Industry Councils which will be presented to the Board.

- **Education Next Steps**

Competency profiles and examinations will be reviewed every 3-5 years to assess effectiveness. Validation surveys will be circulated. Condominium Management course materials will be reviewed in 18 months. Management will provide psychometric analytics once information is collected.

The Industry Council directed that the Condominium Management practice examination may be attempted, for a fee, by an examinee who has completed the required prerequisite course.

10. Spring 2022 Industry Stakeholder Engagement

Management advised that the spring stakeholder town-halls will likely be held virtually given the continuing restrictions on gatherings due to the COVID-19 pandemic.

11. Regulatory Orientation

Management requested the topic of Regulatory Orientation be moved to the March 15, 2022 meeting in the interest of time.

12. RECA Industry Council Annual Evaluation Process

Management discussed the Industry Council Annual Evaluation process. The process will evaluate the performance of the Industry Council, its committees, and the effectiveness of the Industry Council Chair.

***MOTION:** The Residential Property Manager Industry Council approves the Industry Council Annual Evaluation Process as presented in "TAB 14B" of the meeting material.*

Moved by Carrie Plett

Seconded by Cyril Pratt

Carried

13. Licence Renewal Outcomes –September 30, 2021

Management presented the License Renewal Outcomes as of September 30, 2021.

14. Complaints & Investigations 2020/2021

Management presented the Complaints & Investigations 2020/2021 statistics, in brief. Licensees are predominantly compliant with the *Real Estate Act*, its rules and regulations.

15. Red Tape Reduction

The Industry Council discussed red tape reduction.

16. Residential Measurements Standard (“RMS”) Communication to the Minister

Management presented the draft RMS communication to the Minister. The Industry Council had no amendments.

The Industry Council instructed Management to keep Council Member McMullen apprised of the first RMS Committee meeting.

17. In-Camera Sessions

The Industry Council went in-camera.

18. Adjournment

***MOTION:** The Residential Property Manager Industry Council approves the termination of this meeting.*

Don Newell / Carried

The meeting adjourned at 1:15 pm.

19. Next Meeting(s)

- Tuesday, March 15, 2022

Approved at Calgary, Alberta on March 15, 2022

Don Newell
Industry Council Chair