



RESIDENTIAL PROPERTY MANAGER INDUSTRY COUNCIL

9:30 am, Tuesday, March 15, 2022
Virtual Teams Meeting

MINUTES

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

Resources Joseph Fernandez
Russ Morrow
Stacy Paquin
Charles Stevenson
Barbara Young (*Item #6 & #7*)
Bryan Douey (*Item #9*)
Doug Dixon (*Item #10 & #12*)

Absent Warren Martinson

Recording Secretary: Christina Harrington
Rina Hawkins

1. Call to Order and Approval of Agenda

The Chair called the meeting to order at 9:31 am.

MOTION: The Residential Property Manager Industry Council adopts the March 15, 2022 meeting agenda as presented.

Moved by Don Brown

Seconded by Carrie Plett

Carried

2. Conflict(s) of Interest Declared

No conflicts of interest were declared.

3. Chair's Opening Remarks

The Chair welcomed all attendees to the meeting.

It was noted that meetings of the Residential Property Manager Industry Council (the "Industry Council") are now governed by *Robert's Rules of Order*. Going forward and the minutes of the Industry Council meetings will be signed by the Industry Council Chair only.

4. Consent Agenda

The Industry Council reviewed the consent agenda, which included the minutes of December 14, 2021, the Action Register and the Regulatory Activity Scorecard.

MOTION: The Residential Property Manager Industry Council approves the consent agenda which includes the December 14, 2021 meeting minutes, the Action Register Update, and the Regulatory Activity Scorecard, as presented within the meeting package.

Moved by Carrie Plett

Seconded by Keith McMullen

Carried

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Minutes of Meeting

March 15, 2022

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. Education Update and Examinations

Management provided an administrative procedure to ensure the threshold of legally defensible content is met (meaning examinations are valid, reliable and fair). Over time, RECA will integrate constructive response questions into the existing examinations. These questions require a learner write, amend, and/or explain a concept.

Practice examinations are offered to learners for a fee. Practice examinations reduce the likelihood of compromised exam questions and increase learners' confidence in the material studied and format of the examination.

Management recommended that all examinations be reviewed by psychometric analysis after 18 months of deployment verify effectiveness and to ensure statistical reliability.

Council Member Pratt joined the meeting at 9:50 am

ACTION: The Industry Council directed that the examination(s) passing grade will be 70%, and that an analysis of examinations will be conducted by July 2023 to determine whether the exams are serving the intended purposes, and every 18 months afterwards.

7. Validation Study and Examination Weightings

RECA's *Pre-licensing Education Philosophy* requires periodic surveys to confirm the effectiveness of credentialing programs. Management surveys new licensees and their brokers six months after the learner becomes licensed.

Management provided an overview of the condominium management courses currently offered by third-party providers. Management reported the Course Provider/program success rates and average examination scores as of March 15, 2022.

ACTION: Management to report ongoing course/course provider effectiveness results to the Industry Council throughout the year.

ACTION: Management to report updated condominium course success rates and examination scores to the Industry Council as of May/June 2022 and on a regular basis thereafter.

8. Choosing Between Various Re-Licensing Education Models

Management discussed prescriptive and reflective re-licensing education models with the Industry Council.

ACTION: The Industry Council will hold a special meeting, in the April/May timeframe, to conduct a more fulsome discussion about the re-licensing education model options.

9. Stakeholder Engagement

• Spring 2022 Industry Stakeholder Engagement

Management discussed options for the Stakeholder Engagement sessions. The Industry Council directed that the Spring 2022 Industry Stakeholder Engagement sessions be held in person and broadcasted virtually, in both Edmonton and Calgary, in May 2022.

ACTION: Management will work with the Industry Council to schedule stakeholder engagement sessions in May 2022.

• Stakeholder Engagement

On February 24, 2022, RECA responded to and thanked external stakeholders that provided input and contributions on the RECA strategic planning process.

10. Condominium Rules and Practice Standards

For this information item, Management discussed amendments to the *Real Estate Act ("REA")* Rules, effective December 1, 2021, with the inclusion of condominium managers in response to *REA* amendments.

The recommendations of the RECA Condominium Manager Implementation Advisory Committee (CMIAC) were developed from 2018 – 2020, in wider consultation with RECA stakeholders. Those recommended changes to the REA Rules were accepted and approved by the Minister of Service Alberta, on December 1, 2021.

11. RECA Industry Council Annual Evaluation Results

Management discussed the Industry Council Annual Evaluation results. The detailed, anonymous submissions were reviewed by the Industry Council Chair. The report was received as information.

ACTION: Management will upload the results of the Industry Council Annual Evaluation Process to the Board portal for reference.

12. Condominium Manager License Update

Management reported the current number of Condominium manager licensees by classification and demographic. Licensees were distributed as follows; Condominium manager brokerages, 191; Condominium manager broker, 191; Condominium manager associate broker, 186; Condominium manager associate, 242; cumulative total licensees of 811. Of the 620 individual licensees, 614 hold conditional licenses, dependant on their successful completion of pre-licensing education by December 1, 2022.

Regulatory Compliance Advisor, Doug Dixon, presented Alberta's Condominium manager licensing implementation process at the meeting of the Canadian Community Associations Institute (CAI). RECA Management reported the shared experiences of Ontario regarding the same process. A summary document was provided.

RECA's Practice Review unit will commence conduct reviews of Condominium manager licensees beginning March 2022. The results of the practice reviews will be provided to the Industry Council in June 2022 and on a regular basis thereafter.

ACTION: Management will provide the Industry Council with a copy of the *Repercussions of Condominium Management Regulation in Ontario memorandum* for public distribution.

13. Practice Review Broker Satisfaction Survey

Management reviewed the results of the *2020/2021 Practice Review Broker Satisfaction Survey*. Annual Practice Reviews examine brokerages' records, review accounting practices, and ensure that internal procedures comply with the REA and the Rules. The brokers in turn have

the opportunity to review the RECA audit process and provide RECA with feedback.

14. License Structure Orientation / Rules Review and Overview

Management discussed two agenda topics in support of RECA's strategic initiative to reduce red-tape. At their strategic planning session in February 2022, the RECA Board and Industry Councils identified a need to update, refine and amend the REA Rules.

License eligibility and classifications exist as REA Rules 2 – 40. The REA Rules review objectives are to create a modernized licence structure, to establish better alignment with RECA's new governance structures, to align with amended legislation, and to eliminate unnecessary impediments to entry and competent practice, while maintaining the high standard of consumer protection.

Management discussed a potential timeline and process for the rules review.

15. In-Camera Sessions

The Industry Council went in camera with the CEO.

The Industry Council went in camera with the Industry Council, only.

16. Termination

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

*Duly moved and seconded
Carried*

The meeting adjourned at 12:25 pm.

17. Next Meeting(s)

- Wednesday, April 13, 2022

Approved at Calgary, Alberta on April 13, 2022

Don Newell
Industry Council Chair