



RESIDENTIAL PROPERTY MANAGER INDUSTRY COUNCIL

9:00 a.m. Thursday, December 15, 2022
Virtual Meeting

MINUTES

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

Resources: Russ Morrow, *CEO*
Stacy Paquin
Warren Martinson
Janice Harrington
Bryan Douey (*item #12*)
Kyle Schaub (*item #16*)
Rina Hawkins

Guests: Elan MacDonald, *RECA Board of Directors Chair*

Recording Secretary: Christina Harrington

1. Call to Order

The meeting was called to order at 9:00 a.m.

2. In Camera Session with Industry Council Only

The Residential Property Manager Industry Council (“Industry Council”) moved in camera at 9:00 a.m.

The meeting reconvened at 9:10 a.m.

3. Approval of Agenda

The Industry Council reviewed the agenda.

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

Moved by Keith McMullen,

Seconded by Cyril Pratt

Carried

4. Conflicts(s) of Interest Declared

No conflicts of interest were declared.

5. Chair's Opening Remarks

The Chair welcomed Elan MacDonald, Chairperson of the Real Estate Council of Alberta Board of Directors ("Board Chair") to the meeting.

6. Consent Agenda

The Industry Council reviewed the consent agenda.

***MOTION:** The Residential Property Manager Industry Council approves the minutes of the September 23, 2022 meeting, the minutes of the November 10, 2022 special meeting, and the minutes of the November 29, 2022 special meeting, and also receives the Action Register Update, and the Regulatory Activity Scorecard as information within the meeting package.*

***Moved by Don Brown,
Seconded by Carrie Plett
Carried***

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7. Education/Licensing Matters

The Board Chair, Industry Council and Management discussed the circumstances that led to the joint message issued by the Minister of Service Alberta and Red Tape Reduction and the Board Chair on December 1, 2022 ("Joint Message"). The Joint Message commended the high enrolment rate of condominium managers in the education programs and acknowledged that a review of examinations and competencies is forthcoming in response to industry concern. The Joint Message advised that "All conditional licenses are being extended until September 30, 2023. No notices of suspensions will be triggered until at least September 2023".

The Industry Council agreed the number of condominium managers yet to enrol in the required courses by November 30, 2022, was nominal, but acknowledged RECA's priority to promote industry confidence. The Industry Council and Management will collaborate with course providers to encourage alignment with course competencies. The examinations will continue to be reviewed by condominium subject matter experts to ensure accuracy.

ACTION: The Industry Council may assemble a special committee to review examination questions and course competencies, if necessary, once the subject matter experts conclude their review of the examinations.

The Board Chair departed the meeting.

8. RECA Board of Directors Report

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

9. Industry Council Annual Evaluation Process

Management presented the annual Industry Council evaluation process. Management will distribute the questionnaire to the Industry Council in mid-December 2022. Collated results will be provided to the Chair and reviewed at the next meeting of the Industry Council.

10. Credentialing Report

Management presented the credentialing report and learner success rates.

ACTION: Management will report the number of Condominium Management Brokers who have not yet enrolled in the required courses, and/or have not challenged the examination (those that are qualified, qualified through challenge, and brokers who must take a course).

ACTION: Management will communicate first-time examination success rates (*Fundamentals of Condominium Management* and *Practice of Property Management*) and statistical reliability to the Minister.

11. Potential Property Manager Fee Impact Resulting from Professional Regulation

Council Member Brown presented that, as of November 1, 2017, Ontario condominium managers and providers were regulated under the Condominium Management Regulatory Authority of Ontario (CMRAO). Subsequently, Ontario condominium boards faced increased fees of condominium managers (door costs). This was a residual effect in pursuit of raising industry professionalism. Council Member Brown cautioned that Alberta condominium boards may observe a similar increase.

ACTION: Management will encourage shared messaging to condominium boards through industry associations, advising of potential condominium management expenses.

12. Publication Guidelines

Management discussed, in response to stakeholder feedback, the Board and Industry Councils are reviewing RECA's Discipline Publications Guidelines ("Guidelines"). Management presented proposed amendments to the Guidelines and the Industry Council endorsed the amendments.

13. Stakeholder Engagement and Communication Report

Management reported on recent stakeholder engagements and RECA outreach efforts, which was received as information.

ACTION: Management will provide the Industry Council with a copy of any email complaints received through ResPMIC@reca.ab.ca.

14. Rules Review Steering Committee

Council Members Brown and McMullen reported on the activities of the Rules Review Steering Committee. Management presented and reviewed the Rules Review Steering Committee consultation plan.

15. RMS Committee Update

Council Member McMullen reported that the Board has extended the term of the RMS Committee to March 31, 2023. The RMS Committee will continue its review of the standards.

16. Regulatory Orientation

Kyle Schaub, RECA Practice Review Manager, outlined RECA's trust audit (fiscal reporting) "practice review" process. Formerly a "compliance audit", a practice review examines the records and activities of a brokerage to ensure statutory compliance. A practice review may result in recommended changes in control, policy, and procedures of the brokerage. A risk assessment tool flags intolerable risk. RECA's auditors work constructively with brokers to develop sound accounting practices that comply with legislation and *Real Estate Act* Rules, and to reduce claims against the Assurance Fund. When necessary, matters are referred to the conduct department for investigation.

ACTION: Management will report on practice review results of 2022/2023 in Q4 of 2023.

17. Complaints and Outcomes 2021/2022

Management presented the Complaints and Outcomes report of 2021/2022, which captured new complaints, the source of complaints, and disciplinary outcomes. The report was received as information.

18. In-Camera Sessions

The Industry Council went in camera with the CEO.

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

19. Adjournment

***MOTION:** The Residential Property Manager Industry Council approves the adjournment of the December 15, 2022, meeting.*

***Duly moved and seconded
Carried***

The meeting adjourned at 11:58 a.m.

20. Next Meeting(s)

- March 23, 2023

Approved at Calgary, Alberta March 23, 2023

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Don Newell
Industry Council Chair