

Questions and Comments - March 25 Town Hall

#	Question or Comment (all answered or addressed live)
1	Hi Im wondering if its looking like the propsed change will go through regarding if you want to open a brokerage that only sells residential, that the broker then only needs the residential designation vs all of them. Is this looking like it will
2	As a condominium manager who has worked in both Calgary and Edmonton, I can tell you that you will be very hard pressed to find a condo board member who appreciates that RECA allows kickbacks. Can we please make kickbacks
3	What does "competent service" mean. We have agents driving 4 hours to sell proerty outside of their board.
4	The definition of competence is too generic. Almost need a do's and dont's list.
5	Including more in the competent section is a slippery slope. Keeping it broad allows for more discretion at the hearing panel level. As long as they meet that board level, that should be all that is necessary for verbiage. It also holds the
6	Licencing Frame work previous Town Hall meeting there were several several questions asked and we were all advise that we would be supplied back with the answers to those questions as there were so many to which we have yet to see. RECA is doing a process to say the process is being carried out to Gov as to what we are being advised they will do RECA
7	Perhaps it needs to be a supplemental course.
8	41d No, all clients have different needs, this should be detailed in their personal contract and expectations and not
9	If it's too defined then one could argue a newly licensed registrant would not be able to meet the requirments
10	Too much work to define all forms of competence or incompetence. Leave this as it is with an investigator or hearing panel to interpret and rule based on the factors at hand. No two situations are the same in this industry.
11	I think we use "what would a reasonable realtor" do.
12	My initial comment WAS for this one
13	sure
14	A licensee's obligations to customers are defined very well in the Consumer Relations guide and the customer service
15	Agree with Tracy. Customers always have the option to go into an exclusive agency relationship with a licensed
16	The Consumer Relationships Guide, defines what a customer 'is' and what a client 'is'. the course defines both customer and client relationships and the Realtor who has taken the course and received a licence should definitely be able to explain to a consumer or they have not been attentative to the obligations in the course, and have not reviewed the
17	Who dertermines what this is?
18	You can find the Q&A for Phase2, Part 1 here: https://www.reca.ca/about-reca/legislation-standards/industry-and-
19	Is an unpopular political or a social position inappropriate conduct?
20	Yes. Service agreements are important. But the big problem with establishing that a service agreement needs to be entered into before providing services is that
21	My side of this industry does not deal with self-rep in general, but I do believe adults should be able to adult. If they do not fully understand, to what end is a licensee required to ensure they fully understand a situation? I would not want to
22	We are seeing an increasing number of so-called 'wholesalers' or 'developers' without licenses approaching homeowners and making offers to buy their homes. Flyers, direct approaches, and calls seem relentless. Will anything
23	RE establishing a client relationship: Often clients are a bit guarded when first meeting with an associate. It is not until a dialogue occurs with the associate that services / advice are given. I don't think it is fair to expect a licensed associate to stop a conversation or showing and put a contract in front of the consumer then and there before continuing. The
24	I can "guarantee" you, that probably 70-80%+ of exclusive buyer rep agreements in residential real estate, are signed by
25	I agree with Brett.
26	I friend mentioned that if an agreement is signed, and this person then signs uses another realtor their signed Buyer's
27	I too agree with Brett
28	would it be a fair statement to state that once you move the process to looking at potention sites is then when the

29	<p>Agreed. I think the difficulty is defining when confidential advice is provided and what constitutes confidential advice. Customer: "what do you think of the price of X house?" Agent: "to answer this we need to have a service agreement."</p> <p>Often, in practice, this info can be asked/answered over a first phone call. Where that line gets drawn would be my</p>
30	Consumer - Client relationship and acknowledgement should be an absolute prior to providing services. The responsibility is for the Realtor/Agent relationship with the Client or Customer is fully and adequately defined and therefore triggers can be identified and the client/customer will understand the requirement to sign a services and/or
31	further to my question I feel that the service agreement with the client and agent does create the
32	Implied agency is still in effect in Alberta but we do need to ensure consumers understand and the Consumer Guide
33	I've always equated forcing buyers to sign an exclusive service agreement is like making a person who walks into a dept. store buy something before they leave and they can't buy from anywhere else without paying the original store. With regard to a non-exclusive agreement you would think buyers would already understand that realtors are getting
34	what about misuse of the form by realtors, having to sign a buyer agreement to get access to their website?
35	A crazy question: has any of the pannelists had past profession of real estate agents & or Mortgage Brokers dealing
36	I've never had a buyer lament that they want to sign a contract
37	Re: my last comment, the issue of having to get the agreement signed "prior to providing services" is that if you only show a few homes, but don't give advice aka "services", THEN the agent suggests a meeting at their office to or thir home or zoom or whatever, to "sign a buyer rep agreement" the agent is clearly doing the right thing. the problem isn't on the agent side its on the consumer side where they already think of that agent as their realtor and has already been providing services so their response is typically "why we are already working together? why do I need to sign a contract
38	2/2...the issue is with the agents skill. Most of them don't have these skills. So if its enforced, they will back date the
39	Yes I can do it, MOST realtors cannot.
40	I feel that private mortgage activity should require a brokerage representation like In Ontario and that a Service Agreement at or before a formal application and consent is completed. In Ontario, a Private Lender is only able to advertise if thru a Brokerage or if they are properly licensed. I feel the same should be in Alberta to ensure Consumers
41	I guess mortgages are different as wsa is required up front.
42	Yes, but if the condo corporation uses a third-party technology app for communication with residents I don't think we
43	Some tech apps sell services to residents
44	reca should do an Audit of all the people "named and shamed" (lol) in the reca regulator as to their level of extra designations they have such as CCS (certified condo specialist) and how many extra voluntary courses they have taken
45	If its found the "perpetrators" have essentially no extra courses or designations, then I'd say that makes a pretty good
46	This might also speak to providing the terms of a buyer's contract to another buyer in multiple offers. As the terms of the contract are provided for the purpose of purchasing the property, not for the purpose of negotiating another contract
47	adding another doucment to gain consent for third parties feels like a change of direction from the red tape reduction ideology. Perhaps this just needs to be a simple conversation or an addition to services agreements? If there is a
48	The terms are confidential buyers information
49	Yes, it should be removed.
50	second
51	What are examples of flexiblity?
52	No - you are opening a can of worms I believe.
53	This would hurt the industry. We should keep the quidelines that are in place now.
54	If we are self regulated iindustry we do need some conformity to rules. Leave what is in place now.
55	Im a former broker and yes remove as that is broker decision.
56	no there should governing rules even playing field how many brokers are advertising specialists
57	Leave it alone as it works fine
58	Some brokers have no idea what their agents are doing and have no desire to police their agent's advertising. If it isn't
59	Still think the public needs to know where to complain
60	We also need to keep in mind, this is meant to assist with ensuring Albertans understand the advetising. So, by allowing my flexibility, does it make it easier for the public to understand what they're engaging in or does it make it harder?

61	the client will know the brokerage when they enter into a service agreement. Until then it's just marketing / advertising.
62	*more flexibility - sorry kristian
63	NO
64	The brokerage should only the licensee for the paid property.
65	Pay
66	for the property
67	Then there may be a possibility to pay corporations where all shareholders are licencees.
68	so will 12345alberta ltd carry the license or the person ?
69	the problem becomes who else person A who is licensed.... and person b is not or person c and how would you following
70	Give flexibility. Reduce red tape.
71	when the one with the licence is a 50/50 split with the spouse for income splitting in the corporation, this would require
72	Consumers don't care if an agent takes payment to their corp, and even less so what the corp structure is. It is the associate who holds the license and represented the consumer, not the corporation. Changing this rule on payment of
73	All can be investigated as needed.
74	Agree with Brett
75	God yes ... I know so many brokers who are not actively engaged
76	Yes, I agree with this. As long as duties can be delegated to an associate broker?
77	I think its a folly to try and define this too much. There's different brokerage models, and technology and a broker could
78	'-The federal government shows 2 types of correct docs Red x for Wrong & green Check mark indicates correct- so a
79	Would this be seen as targeting " cloud based" brokerages
80	To what end though? If I am doing my role and my company is doing just fine, why would RECA need to be a part of the
81	Brokerage Oversight – Q.2 Does this not suggest the creation of obstacles to fair competition?
82	All licensed agents should have their own broker license within 3 years of being originally licensed and take full
83	I think this would hurt the full time broker/owner which does not sell real estate.
84	no depending how many times a broker has had investigations for his brokers if not investigation no limits many
85	Agree with David Agema
86	The broker is responsible for all activities, therefore that is all encompassing
87	Brokers are already totally responsible for everything in the brokerage so I'm not sure whether this would be helpful. If
88	keep the same, I have high tech and can handle many with lots of oversight
89	Brokers and brokerages should be empowered to run their business how they feel is best
90	They all become associate brokers within their brokerage and responsible for all their behaviors.
91	Re: Question 2, not if they have the staff to manage.
92	No Limt. Agree with Steve.
93	I think this is overreach. If the broker is doing a good job, why would RECA be able to change the business model by
94	No question associate broker in the mortgage industry would be agreat thing.
95	No limit of agents for lead broker. They can run their offices.
96	RECA annual Audits and findings are a great tool for how well Brokerages are doing. As well when a number of associates show up in case summaries from said brokearges then perhaps RECA investiaget the engagement of the Broker. An Associate has to be licencedunder a broker if there are issues then RECA should be doing corrective
97	A brokerage is not run just by a single broker. Many of the big ones have layers of support / technology. I've not seen
98	If there was a limit, it wold be for the benefit of the agents, not the broker/owner. Brokers are hard to get a hold of and
99	You get what you pay for.
100	I really do not like that the proposed new rules will make referral fees even easier to facilitate... In the public's interest, I request that RECA make it more difficult for referral fees to be facilitated by a condo manager or condo management
101	Definitely
102	Yes
103	Yes
104	yes
105	Yes. Logical
106	Yes
107	yes ... the potential for miss use is high

108	Wat if the referral payment is from a carpet company or something not directly related to the industry?
109	I agree with Len. I think an Associate Broker for the Mortgage Industry is good thing, hoewver it shoudl be required once
110	Re: question 2, there's definitely a conflict of interest.
111	no this would end double ended deal.. this would hurt are ability to find the right property for the right person ... if I
112	Not unless there is strong evidence of misuse. How many complaints on this have been received
113	Yes, absolutely. You would not believe how many condo management brokerages own handyman services or plumbers or pest control companies or restoration companies and this is not disclosed to the condo corporation. It is terrible for
114	No. A common law agency brokerage would be massively hindered by this. And how many instances of misrepresentation have been investigated in regards to transaction brokerage in Alberta?
115	This about it: if the management company owns the restoration company, what incentive is there to act quickly to
116	I feel many agents do not understand being a facilitator
117	Multiple offer scenarios are extra challenging when there's also a component of transactional brokerage
118	The seller is asking the licensee to sell their property. why should this be limited, as long as disclosure is done propely
119	Agree with Tracy.
120	No if it is handled properly and by the book it can be done, and at times time is of the essence with some of these deals.
121	Transaction brokerages should stay. We have a good framework and clear forms for this. Few consumer complaints around this. #2 - Licensees should not be able to rep themselves and another party in the same deal. I believe REIX does
122	We have a conflict of interest if we have2 buyers interested in the same property, I think realtors can explain and
123	Like BC each buyer and seller have their own representation
124	VALidation becomes a slipper slope for the lenders, they sometimes think we maybe coaching the employer...At your auditors request we add into all submission notes that "Documents have been reviewed but not verified"
125	Mortgage brokers already are required to verify ID. Lenders also do their own due diligence. The the lawyers do theirs.
126	Know your borker- to ensure name - adres- DOB - copies of thier ids all matchesthe b=credit bureaus- paystubs etc-
127	I'd say it potentially confuses buyers on the roles and expertise of brokers/agents and mortgage brokers. We can check and verify what we can but it's up to mortgage brokers /bank as the experts in the field
128	Rule 72 - we already gather pay stubs letters of employment bank statements and search websites. we do not call the job to validate employment but the lenders are doing that. and on bank statements all we can do is review the
129	The WSA covers that I thought.. use the I represent the lender not the customer.
130	I think it should be encouraged, but not mandatory. However, I think that both Borrower and Lender should receive a
131	Here is the list of documents I suggest that RECA require an outgoing management brokerage provide the new management brokerage: -all documents held on behalf of the corporation that fulfill S20.52 of the Alberta Condominium Property Regulation -owners list including civic unit number (including for the residential unit, parking, and storage unit), legal unit number(s), and known contact information for all owners, agents, and tenants -current vendors list including account numbers especially for utilities and telecoms -most current EFT report -signed PAD forms
132	As of right now, when there is a management transition there is a lot of tension as I will not stop asking for PAD documentation until it is provided. When management companies contact their own lawyer for advice, they find out that they do have to send PAD information to the new management company because that information was only gathered for the benefit of the condo corporation. It would be great if you can clarify this for management companies because it seems like a waste that brokerages have to contact their lawyer for clarification.
133	Electronic transfers must be availabe on that list. We have taken on several properties and some have insisted on paper
134	Yes, the outgoing management broker should provide all information.
135	24 hours is way to short ...
136	There are far too many issues with the proposal as it went out. There is a lot of flaws and quite a bit that just are not
137	it takes at least 2-3 weeks to open bank accountsm set up software etc.
138	ATB can open a bank account within 24 hours.

139	a lot of the time descriptions of the units are not available
140	I agree 24 hours is far too short.
141	yes ATB can and they are awesome, our software is US based however and takes some time
142	I understand that there may be some drama around previous management firms, but understand that the condo corp is still under contract until the end. Meaning no, I am not sending funds to a new manager when it is still my liability as the
143	arrears the condo board carries, if I transfer the money they will default of their bills
144	I don't think RECA should wait too long to address the licensing framework proposal mentioned at the beginning of the call. Allowing agents to be licensed at more than one brokerage providing each brokerage is in a different sector of real estate would allow for greater specialization and advice to agents from experts in that field. All better for the consumer.
145	please give us your contact info - email addresses for the different sectors
146	back to the corporation question, why is there an issue with the 50/50 split when the shares are with a spouse and the
147	When it comes to transition for condominium managements, the verbiage is currently: "Most times corporations transitioning to new brokerages will also transition bank accounts, therefore requiring new pre-authorizations to be setup for those accounts." At the request of the manager. I would reccoment 10 days after the final day of the previous manager/contract. If the
148	Sorry - this verbiage: The current manager must transfer within 10 days of request from the new manager the following information:
149	thanks, so no reason to change?
150	oversized should not be a term on garage sizes without measurements being taken and mentioned.
151	Accountability on buyer brokerage agreements is needed as most agents may still be signing them at offer stage only. Like a listing, no homes shown till buyer service agreement signed.
152	I am wondering if there is concerns with Transaction Brokerage as it exists? It seems to work fine would be my
153	That is going to be very confusing for the public handing out different cards for different brokerages and different fields
154	I agree with Corey
155	Email addresses for owners should be included in the transition list for condominium transfers.
156	me too
157	It's less confusing, because there would be fewer services on the card the consumer receives, depending on the service
158	Associate should only be licenced under one brokerage. If that brokerage does not offer what the associate interest is then the associate go to another brokerage. Different cards for different brokerages not clear to the public.
159	With Vancouver board saying 35% of agents sold nothing last year, how can this be called a profession. 30,000 or so of Treb agents of the 70,000 sold nothing last year as per rem magazine Anything being looked at with this
160	Public Consumer confusion
161	I have my Condo management and regular real estate property management I already hold two business card what
162	all those non trading licensees paying fees to our regulator and associations keeps the fees low for trading realtors. Do
163	Can someone who has been licensed for 24 years and holds all licenses be grandfathered?
164	I agree, I just had an Ontario licensee in mortgages has a level 2 and 2 yrs experience but never done an actual deal.
165	Competency comes from repeating actions and behaviour so volumes could be a predictor of competence. Brokers
166	I like the legacy idea for those who are already fully licensed in various sectors
167	this is tongue and cheek grandfathered .. legacy ..can be changed . "senior citizens continuation"
168	Realtors using listings for lead generation logically but buyer not getting best representation and have no idea what they are doing and divulging to much info right away. Individual representation makes the most sense if Reca there to protect the public. Sorry but I cannot show you my listing as I represent the sellers.

169	That makes sense
170	I feel like the legacy idea would be a nightmare for the Licensing department... ;) might be confusing for the public also
171	I thought that a brokerage licensed with RECA can only trade in the name of the brokerage? Example, owner of a real estate firm in Alberta is licensed but not broker are now advertising and answering phones in the owners name not what
172	as one who is new to the industry this was very helpful. Thanks.
173	It would bring less Money/Dues into RECA, AREA, CREA, RAE. we already have to much duplication from boards and associations in our industry as it seems everyone has their hand out to the Realtors. Can we not amalgamate some of
174	Feel free to contact me directly about the comments I made about condo management. :) Really appreciate that you are