



RESIDENTIAL PROPERTY MANAGER INDUSTRY COUNCIL MEETING

Tuesday, September 17, 2024

RECA Office, Calgary, Alberta/Virtual Teams Meeting

MINUTES

In Attendance:

Don Newell, *Chair*
Don Brown
Keith McMullen
Carrie Plett
Jacquie Lesperance

Guest:

Elan Macdonald, *RECA Board of Directors Chair*

Resources:

Janice Harrington
Warren Martinson
Stacy Paquin
Rina Hawkins

Recording Secretary:

Christina Harrington

Absent:

Russ Morrow

1. Call to Order

The meeting of the Residential Property Manager Industry Council ("Industry Council") was called to order at 8:58 a.m.

2. Approval of Agenda

The Industry Council reviewed the agenda.

***MOTION:** The Residential Property Manager Industry Council approves the September 17, 2024, meeting agenda, as presented.*

***Moved by Jacquie Lesperance,
Seconded by Keith McMullen
Carried***

3. Conflict(s) of Interest Declared

No conflicts of interest were declared.

4. Chair's Opening Remarks

The Chair welcomed participants to the meeting. The Industry Council reflected on the September 12, 2024, working session to review the Phase Three consultation concepts, resulting from the work of the Rules Review Steering Committee.

5. Consent Agenda

The Industry Council reviewed the consent agenda.

***MOTION:** The Residential Property Manager Industry Council approves the June 4, 2024, meeting minutes, and the June 25, 2024 special meeting minutes, as presented, and receives as information, the Action Register Update and Regulatory Activity Scorecard, as presented.*

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

6. RECA Board of Directors Report

The Real Estate Council of Alberta Board of Directors ("Board") member reported on the activities of the Board, the report was received as information.

7. Real Estate Act Bylaws

The REA Bylaws must be reviewed by the Governance & Human Resources Committee, in consultation with the Industry Councils, at least once every three (3) years. Revisions, if any, are recommended to the Board for approval. Management invited the members of the Industry Council to submit any proposed amendments, if any. No recommendations were put forward.

8. Industry Council Annual Self-Evaluation Discussion

In accordance with the REA Bylaws, the Industry Council must undertake an annual review involving a self-assessment of their personal performance as Industry Council members, as well as review their overall performance, and effectiveness of any committees. To enhance engagement and more accurately measure outcomes, the Industry Council explored potential adjustments to the annual self-evaluation process to increase its value. Management will present the Industry Council's feedback to the Governance & HR Committee for further review and consideration.

9. Credentialing Report and Learner Success Rates

Management presented the credentialing report and learner success rates.

***ACTION:** Management will report the format of each condominium management course, course cost, and number of hours of each condominium management course, to the Industry Council, as information.*

10. Condominium Manager Competencies

In accordance with the *REA* Bylaws, the Board provided copies of the revised condominium management competencies to the Minister of Service Alberta and Red Tape Reduction ("SARTR"), as amended by the Condominium Property Management Education Competencies Ad-Hoc Committee (the "Committee"), and as approved by the Industry Council. The Committee was composed of one (1) representative from each condominium management educator, two (2) condominium property manager brokers, one (1) associate property manager, and one (1) representative from each of the Association of Condominium Managers of Alberta ("ACMA"), Canadian Condominium Institute ("CCI") North, and CCI South.

The in person and virtual Town Hall, held August 14, 2024, to introduce amendments to the condominium management competencies was well attended by associates, associate brokers, and brokers. The revised competencies become effective January 6th, 2025.

ACTION: Management will confirm each condominium management course provider endorses the proposed amendments to the condominium management competencies, and will provide confirmation to SARTR, in response to the request of SARTR.

11. Relicensing Education

In accordance with the *REA*, each Industry Council may make rules prescribing or adopting standards of conduct and business standards for licensees, including skills, education, competency and experience standards. Currently, RECA provides prelicensing examinations based on competencies set by the relevant Industry Councils. Courses to prepare learners to challenge the prelicensing examinations are developed and delivered by third-party, approved course providers. The Industry Councils may also prescribe relicensing education, which a licensee would challenge within a set period, to ensure licensees are proficient in current issues relevant to the public interest.

The Industry Council will continue their review of potential relicensing topics for future licensed periods.

Chairperson MacDonald left the meeting at 9:56 a.m.

12. Industry Council Workplan Strategic Planning

The Industry Council reviewed its progress on the strategic workplan:

1. *REA* Rules Review (currently in progress)
2. Competency Review - Residential Property Management
3. Condominium Competencies Review (near-conclusion)
4. Relicensing education

5. Condominium management pilot project effectiveness review (currently in progress) /potential graduated model for residential property managers

The Industry Council will engage the Board where matters impact operational and staffing needs.

The Industry Council recessed at 10:16 a.m.
The Industry Council reconvened at 10:23 a.m.

13. Stakeholder Correspondence

Management provided stakeholder correspondence addressed to the Residential Real Estate Broker Industry Council, relating to document disclosure in condominium management and due diligence. The correspondence was received as information.

14. Rules Review Steering Committee Update

The Industry Council discussed orderly transfers between condominium management brokerages, specifically, that when a brokerage relationship is terminated the transfer of documents does not occur promptly enough for the Board to effectively carry on business. The Industry Council considered current legislation, the *REA*, and the *Condominium Property Act* ("CPA") s. 17(2). The Industry Council will continue to educate brokerages on legislative requirements.

15. Estoppels and Service Agreements

The Alberta Real Estate Association ("AREA") has amended its purchase agreement (form) to require an estoppel certificate to be delivered by a condominium management brokerage on the date of closing. However, the CPA provides that, on the written request of an owner, purchaser or mortgagee (or their solicitor or authorized person), the condominium corporation may deliver the estoppel certificate within 10 days after receiving the request. Due to the AREA form amendments, concerns have been raised that there is excessive pressure placed on condominium management brokers and lawyers to deliver estoppel certificates on an expedited basis. Further discussion may be required on this topic.

16. Condominium Management Graduated Licensing Pilot Project

Management reported on the condominium management graduated licensing pilot project, which commenced on October 1, 2023. The program allowed new condominium manager licensees to engage in certain restricted activities, under supervision of a broker, while completing their prelicensing education. The program was also made available to existing conditionally condominium managers licensees who did not complete their required education prior to September 30,

2023. The program was introduced to address perceived barriers to entry, and difficulties attracting new condominium managers to the industry.

The Industry Council considered suggestions to improve learners' experience, based on overall satisfaction and preparedness. Management will gather further feedback at the condominium manager broker forums.

17. In-Camera Session with the Registrar

In absence of the CEO, the Industry Council moved in-camera with the Registrar at 11:32 a.m.

18. In-Camera Session with Industry Council, only

The Industry Council moved in-camera.

19. Final Adjournment

***MOTION:** The Residential Property Manager Industry Council approves the final adjournment of the September 17, 2024 meeting.*

Moved by Carrie Plett

Seconded by Don Brown

Carried

The meeting adjourned at 11:40 a.m.

20. Next Meeting(s)

- November 5, 2024

Approved at Calgary, Alberta on November 5, 2024

Don Newell,
Industry Council Chair