

RESIDENTIAL PROPERTY MANAGER INDUSTRY COUNCIL MEETING

9:00 am – 12:00 pm, Tuesday, March 4, 2025

Virtual Teams Meeting

MINUTES

In Attendance:

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

Resources:

Stacy Paquin, *Acting CEO, and General Counsel & Corporate Secretary*
Janice Harrington
Warren Martinson
James Porter
Rina Hawkins

Recording Secretary:

Christina Harrington

1. Call to Order

The meeting of the Residential Property Manager Industry Council ("Industry Council") was called to order at 9:01 a.m.

2. Approval of Agenda

The Industry Council amended the agenda, moving *Eligibility Requirements* from a discussion item to a decision item.

MOTION: The Residential Property Manager Industry Council approves the March 4, 2025, meeting agenda, as amended.

Moved by Keith McMullen,

Seconded by Don Brown

Carried

3. Conflict(s) of Interest Declared

The Chair called for conflicts of interest to be declared. No conflicts of interest were declared.

4. Chair's Opening Remarks

The Chair provided opening remarks.

5. Consent Agenda

The Industry Council reviewed the consent agenda. The *Action Register Update* and the *Industry Council Strategic Workplan* will be amalgamated into one report, going forward.

***MOTION:** The Residential Property Manager Industry Council approves the November 5, 2024 meeting minutes, and the December 16, 2024 special meeting minutes, as presented, and receives the Industry Council Strategic Workplan, Action Register Update, the Regulator's Practice Report, the Regulatory Review Action Plan, the Regulatory Activity Scorecard, Credentialing Report and Learner Success Rates, and the Complaints & Outcomes 2023-2024 as information, as presented within the meeting package.*

Moved by Keith McMullen,

Seconded by Don Brown

Carried

6. RECA Board of Directors Report

The RECA Board of Director's ("Board") Industry Council representative presented the November 2024 and January 2025 Board Reports. The reports were received as information.

7. Service Alberta and Red Tape Reduction Five-Year Review of RECA

Management reported that Service Alberta and Red Tape Reduction (SARTR) will be conducting a third-party review of RECA in 2025. SARTR will be issuing a request for proposal for this review in April 2025.

8. CEO Succession Plan and Recruitment Update

The Board established the CEO Selection Committee in January 2025. The CEO Selection Committee is comprised of the Board Chair, a public Board member, and one representative from each of RECA's Industry Councils. Jacquie Lesperance is this Industry Council's appointee on the committee.

The CEO Selection Committee will engage an executive search consultant to recruit for the vacant RECA CEO position. In the meantime, Stacy Paquin, RECA's General Counsel & Corporate Secretary is providing interim support as RECA's Acting CEO.

9. Industry Council Annual Self-Evaluation Results

The Industry Council completed its annual self-evaluation process in November 2024 – January 2025, in compliance with *Real Estate Act* ("REA") Bylaw 4.4. The Chair presented the condensed questionnaire results. The Chair will convene one-on-one meetings with each Industry Council member in August 2025, to identify areas of strategic development for future objectives.

10. Industry Council Election Policy and Process Amendments

Management reported that, in 2021, the Board consulted with all Industry Councils to establish the *Industry Council Election Policy* and *Industry Council Election Process* (policy and process). The policy outlines the eligibility requirements a licensee must meet to qualify as an election candidate for the purpose of an election under *REA* section 7.1(2)(b). The process outlines administrative election steps. The Board is consulting with each Industry Council to gather policy and process amendments prior to the 2025 Industry Council Election.

The Industry Council considered increasing candidate endorsements from five to ten endorsers. Given the industry's size in both condominium management and residential property management, the Industry Council recommends that the Board maintains the five endorsers, to remain proportional to the license-base.

The Industry Council reviewed the draft Industry Council Election Calendar (calendar). The calendar will allow earlier onboarding of elected members. The calendar was received as information.

Carrie Plett left the meeting at 9:20 a.m.

ACTION: The November Industry Council meeting will be held in-person.

11. Review of Fundamentals of Real Estate Competencies and Eligibility Requirements

In May 2023, the Board established the *Residential Real Estate Education Advisory Committee* ("Committee") to review alignment between residential prelicensing competency standards. The Committee was comprised of two individuals from each residential real estate course provider (one course design expert and one licensee), one education expert (to carry out the work of the Committee), and two members of Residential Real Estate Broker Industry Council. Management was not represented on the Committee pursuant to the Terms of Reference.

Three Industry Councils govern the *Fundamentals of Real Estate* competencies: this Industry Council, the Residential Real Estate Broker Industry Council, and the Commercial Real Estate Broker and Commercial Property Management Industry Council. Only the Residential Real Estate Broker Industry Council had representatives on the Committee.

Changes to the *Fundamentals of Real Estate* competencies must be approved by all three Industry Councils, and the resulting examination blueprint must be approved by the Board. The Residential Real Estate Broker Industry Council has received the final recommendations of the Committee, pursuant to the Terms of Reference.

This Industry Council will await the results of the Residential Real Estate Broker Industry Council's review of the final recommendations before proceeding.

Carrie Plett rejoined the meeting at 9:40 a.m.

Management is requesting the Industry Council to reaffirm the existing education and licensing eligibility requirements pursuant to the Industry Council's authority in section 16(1) of the *REA Rule*. These requirements include, but are not limited to: prelicensing education enrolment; minimum education standards (Canadian high school or equivalent); proof of English proficiency; verification of identification; and ability to work in Canada.

MOTION: *The Residential Property Manager Industry Council prescribes the existing education and licensing eligibility requirements set out in Appendices A-C to TAB 17 - Eligibility Requirements, as presented in the meeting package.*

*Moved by Carrie Plett,
Seconded by Keith McMullen,
Carried*

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12. New Complaints Management System

James Porter, RECA Investigations Manager, joined the meeting

RECA launched a new complaints/matter management system on February 12, 2025 to enhance efficiency, consistency, transparency, and consumer protection. Key features include:

- **Streamlined Management:** Transparent tracking of investigations and complaint resolutions for a smoother experience.
- **Enhanced Tools:** Complainants can view complaint progress, investigator details, upload evidence and identify dispute resolution steps. RECA can gather data on complaint origins and industry sector distribution.
- **Efficiency & Consistency:** Uniform approach to handling investigations.

The report was received as information.

James Porter left the meeting at 10:09 a.m.

13. Input on Draft Strategic Plan 2025-2028

The Board held a Strategic Planning session on January 20, 2025, which was attended by the Board and all Industry Councils. The Strategic Planning session set the foundation for the draft 2025-2028 *Mandate, Purpose, Advocacy Statement, Values, Brand Promise, and Strategic Pillars* (collectively, the "Strategic Plan"). Management sought the Industry

Council's feedback on the Strategic Plan, to take back to the Board for consideration. The Industry Council provided suggested amendments.

The Industry Council recessed at 10:15 a.m.

The Industry Council reconvened at 10:20 a.m.

14. Rules Review Consultation Plan

Management reported on the REA Rules Review Consultation Plan. In December 2024, all Industry Councils received the recommendations of the Rules Review Steering Committee (since wound down). RECA developed the additional Rules Review Consultation Plan (March – April 2025) to clarify the rationale behind the proposed licensing structure and to ensure a clear understanding of the proposed changes and the implications to the licensing structure. The report was received as information.

15. In-Camera Session with the Acting CEO

The Industry Council moved in-camera with the Acting CEO, only.

16. In-Camera Session with Industry Council, only

The Industry Council moved in-camera.

17. Final Adjournment

***MOTION:** The Residential Property Manager Industry Council approves the final adjournment of the March 4, 2025, meeting.*

Moved by Don Brown,

Seconded by Keith McMullen

Carried

The meeting adjourned at 10:43 a.m.

18. Next Meeting(s)

- June 12, 2025

Approved at Calgary, Alberta on June 12, 2025

Don Newell,
Industry Council Chair