



## COMMERCIAL REAL ESTATE BROKER & COMMERCIAL PROPERTY MANAGER INDUSTRY COUNCIL MEETING

9:00 am – 12:00 pm, Tuesday, March 18, 2025

In Person Meeting, Nakiska Room, RECA Office,  
1506, 11<sup>th</sup> Avenue SW, Calgary, AB

### MINUTES

#### In Attendance:

Terry Engen, *Chair*  
Ben Van Dyk  
Brittanee Laverdure  
Cheri Long  
Laura Sharen

#### Resources:

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

#### Recording Secretary:

Christina Harrington

#### 1. Call to Order

The meeting of the Commercial Real Estate Broker & Commercial Property Manager Industry Council ("Industry Council") was called to order at 9:03 a.m.

#### 2. Approval of Agenda

The Industry Council reviewed the agenda.

***MOTION:** The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the March 18, 2025, meeting agenda, as presented.*

***Moved by Laura Sharen***

***Seconded by Cheri Long***

***Carried***

#### 3. Conflict(s) of Interest Declared

No conflicts of interest were declared.

#### 4. Consent Agenda

The Industry Council reviewed the consent agenda, and removed the minutes of November 13, 2024, and the special meeting minutes of December 16, 2024, from the consent agenda for discussion.

***MOTION:*** *The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves consent agenda, as amended, and receives the Action Register Update and Regulatory Activity Scorecard, and the Regulator's Practice Report and Action Plan, as information, as presented within the meeting package.*

*Moved by Ben Van Dyk*

*Seconded by Brittane Laverdure*

*Carried*

## **5. Industry Council Minutes**

The Industry Council reviewed the minutes of November 13, 2024, and the special meeting minutes of December 16, 2024.

***MOTION:*** *The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the November 13, 2024, meeting minutes, and the December 16, 2024, special meeting minutes, as presented within the meeting package.*

*Moved by Brittane Laverdure*

*Seconded by Cheri Long*

*Carried*

COMMERCIAL REAL  
ESTATE BROKER &  
COMMERCIAL  
PROPERTY  
MANAGER INDUSTRY  
COUNCIL

Minutes of Meeting

March 18, 2025

## **6. RECA Board of Directors Report**

The Real Estate Council of Alberta ("RECA") Board of Directors ("Board") 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 proposals for this review in April 2025.

## **8. Industry Council Annual Self-Evaluation Results**

The Industry Council completed its annual self-assessment in November 2024 – January 2025, in compliance with *Real Estate Act* ("REA") Bylaw 4.4. The Chair conducted one-on-one meetings with each Industry Council member to discuss the results. The Chair presented the condensed questionnaire results.

The Industry Council will increase communications with the Board to relay strategic initiatives. The Industry Council will compare its past annual results to identify trends. The report was received as information.

## **9. Industry Council Election Policy and Process Amendments**

Management reported that the Board established the *Industry Council Election Policy* ("Policy") and *Industry Council Election Process* ("Process") in 2021, in consultation with all Industry Councils. The Policy outlines the eligibility requirements a licensee must meet to qualify as an

election candidate under *REA* section 7.1(2)(b). The Process outlines administrative steps. The Board is consulting with each Industry Council to gather suggested amendments to the Policy and Process in advance of the 2025 Industry Council Election.

The Industry Council reviewed the candidate requirements for the urban commercial, rural (agri-business), and commercial property manager seats. The Industry Council made no amendments to the urban commercial candidate requirements. The Industry Council amended the rural requirements to decrease the volume of rural trades within the past 5-years from 50 to 30. The reduced trade volume maintains expertise while also broadening the candidate pool. The Industry Council did not conclude its review of the commercial property manager seat requirements.

The Industry Council received the draft Industry Council Election Calendar 2025 (the "calendar"). The calendar encourages early onboarding of newly elected Industry Council members. The calendar was received as information.

**ACTION:** Management will poll the Industry Council's availability to attend a special meeting to review the *Industry Council Election Policy*.

**ACTION:** Management will poll the Industry Council's availability to amend the virtual November meeting to in-person attendance.

*The Industry Council recessed at 10:38 a.m.  
The Industry Council reconvened at 10:53 a.m.*

## **10. Credentialing Report, Learner Success Rates and Examination Cut-Off Score Analysis**

The Industry Council received the credentialing report. Management reported that licensees were last required to complete relicensing education in 2017/2018. The Industry Council examined models of relicensing education, prelicensing course segmentation, licence conditions, mentorship, graduated licences, and considered the need to assess courses for quality assurance.

## **11. Fundamentals of Real Estate Competencies**

Management reported that, in May 2023, the RECA Board established the *Residential Real Estate Education Advisory Committee* ("Committee") (since wound down) to review alignment between residential prelicensing competencies and prelicensing courses.

The Committee completed its review and provided its final report to the Residential Real Estate Broker Industry Council, as required by the Committee Terms of Reference. Amendments included, but were not limited to, removing personnel management and frameworks on negotiation models, separating sales and marketing, increasing scenario-

based questions, and removing redundancies. The Residential Real Estate Broker Industry Council will review the Committee's amendments at their March 2025 meeting.

Competencies within the *Fundamentals of Real Estate* examination blueprint are governed by three Industry Councils, being this Industry Council, the Residential Property Manager Industry Council, and the Residential Real Estate Broker Industry Council. All three Industry Council must approve the amended competencies.

**ACTION:** Management will poll the Industry Council's availability to attend a special meeting to review the Residential Real Estate Broker Industry Council's recommended amendments to the *Fundamentals of Real Estate* competency weightings.

## 12. Eligibility Requirements

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

**MOTION:** *The Commercial Real Estate Broker and Commercial Property Manager Industry Council prescribes the existing education and licensing eligibility requirements set out in Appendices A-C to TAB 14 - Eligibility Requirements as presented in the meeting package.*

*Moved by Cheri Long*

*Seconded by Ben Van Dyk*

*Carried*

## 13. Complaints Management System

*Moumita Rahman, RECA IST Product Owner, 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 Industry Council received the report as information.

*Moumita Rahman left the meeting at 12:01 p.m.*

#### 14. Complaints & Outcomes 2023-2024

Management reported on complaints, trends & outcomes (RECA Annual Report 2023-2024). Public complaints have increased as consumer awareness of RECA increases. The report was received as information.

*The Industry Council recessed at 12:13 p.m.*

*The Industry Council reconvened at 12:37 p.m.*

*Brittane Laverdure left the meeting at 12:39 p.m.*

#### 15. Industry Council Strategic Workplan

The Industry Council reviewed its Strategic Workplan, which flows into the Board's operational workplan to allocate resources and to integrate into budget considerations. The Industry Council set its strategic priorities:

1. Concurrent Review of Relicensing and Prelicensing Education (which explores a graduated licensing pilot project and mentorship program)
2. REA Rules Review (currently underway)
3. Stakeholder Engagement

The completion of the strategic priorities may extend beyond the terms of the existing Industry Council members.

#### 16. Stakeholder Engagement Activities

Management reported on stakeholder engagement activities for the second fiscal quarter. The Industry Council considered new stakeholder engagement models; hybrid town-hall meetings, open house(s), breakfasts, increased engagement with all classes of licensees, outreach to rural areas, attendance at trade and industry events, expanding digital presence, discussion boards, and hosting targeted roundtable discussions.

#### 17. Input on Draft Strategic Plan 2026-2029

The Industry Council attended the Board Strategic Planning Session, January 20, 2025. The session set the foundation for the Board's draft 2025-2028 *Mandate, Purpose, Advocacy Statement, Values, Brand Promise, and Strategic Pillars* (collectively, the "Strategic Plan"). The Board, through Management, sought the Industry Council's feedback on the Strategic Plan, to return to the Board for consideration. The Industry Council will provide comments to Management by next week.

#### 18. Real Estate Act Rules Review – Next Steps

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.

**19. In-Camera Session with the Acting CEO**

The in-camera session with the Acting CEO was dispensed with.

**20. In-Camera Session with Industry Council, only**

The Industry Council in-camera session was dispensed with.

**21. Final Adjournment**

*MOTION: The Commercial Real Estate Broker and Commercial Property Manager Industry Council adjourns the March 18, 2025, meeting.*

*Moved by Ben Van Dyk  
Seconded by Cheri Long  
Carried*

The meeting adjourned at 1:40 p.m.

**22. Next Meeting(s)**

- July 9, 2025

Approved at Calgary, Alberta on July 9, 2025

---

**Terry Engen,**  
Industry Council Chair