

Written Submission – Candidacy for Residential Property Manager Industry Council

Industry Experience and Leadership

For over thirteen years, I have worked in residential property management with Power Properties Ltd., where I currently serve as a Property Manager, and Operations Manager. In this capacity, I oversee a team of 13 property managers who manage a brokerage portfolio of 700+ residential properties across Calgary and surrounding areas. My role requires me to balance regulatory compliance, business development, and operational efficiency while ensuring the highest level of service to property owners and tenants. I directly manage a portfolio of more than 200 residential properties, including single-family homes, individual condo units, acreages, and rental units. This hands-on involvement keeps me engaged in the day-to-day realities of property management while also providing perspective on broader industry trends and challenges. I have consistently achieved high occupancy rates, reduced delinquency, and strengthened owner-tenant relationships through proactive communication and streamlined processes.

Commitment to Standards and Compliance

I hold active licenses through the Real Estate Council of Alberta (RECA) in Property Management, Residential, and Rural Real Estate. I am well-versed in tenancy law, contract negotiations, and the regulatory framework that governs our industry. I understand the importance of compliance and integrity, not only as requirements but as core values that protect consumers and elevate the reputation of all licensees. My participation as a Hearing Panel Roster Member for RECA since 2021 has reinforced my appreciation for fairness, due process, and the importance of maintaining high standards within our profession. This role has trained me to carefully analyze evidence, apply administrative law principles, and make impartial decisions in the best interest of both consumers and the industry.

Skills Relevant to Council Service

The skills outlined as desirable for Industry Council members strongly align with my background:

- **Teamwork & Leadership:** I regularly host weekly meetings with my property management team to align priorities, mentor licensees, and drive accountability.
- **Regulatory Knowledge:** My work as a panel member and my ongoing education (including training with the Foundation for Administrative Justice) provide a solid grounding in regulatory

decision-making. - Policy Development & Problem-Solving: In my current role, I implement new operational policies and procedures that improve compliance, reduce costs, and enhance customer service. - Strategic Thinking: By applying EOS (Entrepreneurial Operating System) principles, I have introduced scorecards and measurable performance metrics that support disciplined growth and informed decision-making. - Communication: I am adept at simplifying complex issues for both property owners and tenants, ensuring transparency and building trust. - Community & Governance: My experience in both business leadership and regulatory hearings reflects a strong record of service, fairness, and professionalism.

Alignment with RECA's Mandate

I share RECA's mission of making Alberta the safest and most transparent province for real estate and property management transactions. I believe strongly in protecting consumers by promoting professionalism, suppressing fraud, and raising industry standards. Through my work at Power Properties, I have seen firsthand how consumer trust can be strengthened by transparent processes and responsive service. Through my service on RECA's Hearing Panels, I have also seen the risks when those standards are not met. I am committed to supporting regulation that is fair, balanced, and future-focused.

Why I Am Well-Suited

What sets me apart is the combination of: - Hands-on operational experience managing a large and diverse property portfolio. - Proven leadership of a team of property managers. - Direct involvement in regulatory processes through RECA's hearing panels. - Commitment to governance, fairness, and consumer protection. These experiences have given me a holistic view of the property management sector: from daily operational challenges to long-term regulatory and policy implications.

Conclusion

It would be an honour to represent my peers on the Residential Property Manager Industry Council. I bring a strong track record of operational leadership, regulatory experience, and commitment to raising standards in property management. I am confident that my skills and values align closely with the responsibilities of the Council and RECA's mandate. I look forward to the opportunity to contribute to strengthening our industry and ensuring that consumers and licensees alike can trust in the integrity of property management in Alberta.