

THE REAL ESTATE COUNCIL OF ALBERTA

Case Number: 014635.001 (MMS-02912.001)
Name on Licence: Joanne Latter
Licence Sector and Class: Real Estate Associate
Current Brokerage: CENTURY 21 WESTCOUNTRY REALTY LTD.
Conduct Brokerage: CENTURY 21 WESTCOUNTRY REALTY LTD.
Process: A Hearing under Part 3 of the *Real Estate Act*

NOTICE OF HEARING

TO: Joanne Latter

A hearing is set to review allegations about your conduct. Read this entire document to see what you must do.

Hearing Information

Date: Monday & Tuesday September 28 & 29, 2026
Time: 9:30 a.m. each day
Venue: Virtual Hearing
Hearing Panel: [G.F]
[A.A]
[J.F]
(Alternates: [J.A], [L.B], [T.B])

Counsel to the Panel: Marc Matras, McLennan Ross LLP

It is alleged that the following conduct is deserving of sanction:

1. Between December 2016 and September 2017, you participated in fraudulent or unlawful activities in connection with the provision of services or in any dealings, contrary to s.42(b) of the Real Estate Act Rules, and/or you made representations or carried on conduct that was reckless or intentional and that mislead or deceived any person or was likely to do so, contrary to Rule 42(a) of the Real Estate Act Rules:
 - i. Ms. Latter told her client, [C.G], to send her the damage deposit owing to tenant, [J.W], so that she could return it to her after she vacated the rental;
 - ii. Ms. Latter lied and said that she met with [J.W] at the bank and withdrew the money from her bank account and gave the tenant the deposit in cash;
 - iii. Ms. Latter created a false receipt to prove that the deposit had been returned to [J.W];
 - iv. Ms. Latter did not return the damage deposit to the landlord, [C.G], after three months, as she stated it would if it was unclaimed by the tenant.
2. Between November 2017 and February 2023, you did not enter into a written service agreement with a prospective client after establishing a client relationship when trading in residential real estate, engaging in property management, or when dealing in mortgages, contrary to Rule 43(1) of the Real Estate Act Rules:
 - i. Ms. Latter did not enter into a service agreement with clients, [C.G] and [G.C], for property management services provided between November 2017 and February 2023 for the property at [ADDRESS] after the original service agreement expired;
 - ii. Ms. Latter did not enter into a service agreement with client, [C.G] and [G.C], for property management services provided for the property at [ADDRESS 2].

3. Between November 2016 and November 2017, you did not include in a service agreement the responsibilities of each party to the agreement, contrary to Rule 43(2)(b)(vi) of the Real Estate Act Rules:
 - i. The service agreement between [C.G] and [G.C] and Ms. Latter did not outline which services Ms. Latter would provide as a property manager, including move in/out inspections, confirming renter's insurance, return of security deposits, etc.
4. Between approximately June 2019 and April 2021, you provided services to a client or potential client in a property management service in which the licensee had, or would have, a conflict of interest without receiving the written and informed consent of the client, contrary to Rule 80.7(3) of the Real Estate Act Rules:
 - i. Ms. Latter did not get the written and informed consent of clients, [C.G] and [G.C], before her daughter moved into the rental property at [ADDRESS 2].
5. Between June 2019 and February 2023, you did not provide competent service, contrary to Rule 41(b) of the Real Estate Act Rules:
 - i. Ms. Latter did not ensure that tenants, [L.B] and [M.G], had insurance before moving into their rental properties, which was required by their tenancy agreement;
 - ii. Ms. Latter allowed the tenancy agreement for joint tenants, [T.R] and [S.D], to lapse and did not enter into a new agreement with them for 3 months;
 - iii. Ms. Latter did not include in the Residential Tenancy Agreement for [M.G] that there was an agreement between the tenant and landlord to reduce rent in exchange for improvements to the property and which party would be responsible for costs;
 - iv. Ms. Latter did not ensure that tenant, [L.B], vacated the premises by May 31, 2020, as indicated in her eviction notice.

6. Between June 2019 and February 2023, you did not fulfil your fiduciary obligations to your clients, contrary to Rule 41(d) of the Real Estate Act Rules:
- i. Ms. Latter allowed tenant, [M.G], to reduce rent by \$500 for the purchase of a new fridge without the consent of the landlords, [C.G] and [G.C];
 - ii. Ms. Latter did not ensure that the \$500 was paid back to the landlords, [C.G] and [G.C], immediately upon learning that a new fridge had not been purchased;
 - iii. Ms. Latter allowed tenant, [L.B], to remain in the property and/or renew her lease agreement even though she had not paid her initial security deposit and she did not have the consent of her clients.

Virtual Hearings

Hearings at RECA are conducted virtually. The Hearing Administrator will provide you with the Guide to Virtual Hearings and you will receive help in participating in the virtual process.

Why You Should Attend the Hearing

The hearing is your opportunity to respond to the allegations and state your side of the case in front of the Panel.

Learn About the Hearing Process

Please read these guides on the RECA website <https://www.reca.ca/complaints-discipline/hearings-information-procedures/>

- *Hearing and Appeal Practice and Procedures Guidelines and*
- *How to Represent Yourself at a Real Estate Council of Alberta Hearing or Appeal*
- *RECA Self-Represented Program*

Before the Hearing

You will receive full disclosure of all evidence gathered by the Registrar relevant to the allegations in this Notice of Hearing for your review. This disclosure is for use in the conduct proceedings only and you may not use it for any other purpose.

You are also invited to meeting with Counsel for the Registrar prior to the hearing to consider entering agreement on non-contested matters such as:

- An admission of conduct deserving of sanction
- An agreement on facts
- An agreement on breaches
- An agreement on a finding of conduct deserving of sanction
- An agreement on sanction and/or costs.

Admissions or agreements can reduce the time and costs of the hearing.

What You Should Bring to the Hearing

Bring any witnesses and evidence you want the Panel to consider, with you to the hearing.

What Will Happen If You Don't Attend

If you do not attend the Panel may proceed to make a decision without you.

What Will Happen At the Hearing

After hearing all evidence and argument the Panel will decide whether the Registrar has proven any of the breaches. If no breach is proven you will face no sanction.

If the Panel finds a breach is proven the Panel may do one or more of the things listed in **section 43** of the *Real Estate Act*:

- Cancel or suspend your authorization
- Order you to pay a fine for each breach
- Order you to pay the cost of the investigation and the hearing
- Order you to complete an education course

Submitting Written Arguments After the Evidence

You can ask the Panel to allow you to provide written arguments at the end of presentation of evidence. The Panel will give directions on how this may be done.

You Can Get Legal Advice

You may get legal advice and may be represented by legal counsel at the hearing. If you do not have a representative please read information for unrepresented Licensees here:

<https://www.reca.ca/complaints-discipline/hearings-information-procedures/>

If You Object to a Panel Member

Please review who is on the Panel. If you object to any of the people being on the Panel, you must advise the Hearings Administrator **who you object to and why within 14 days** of receiving this Notice.

If you do not object to the Panel within 14 days, this Panel will conduct the hearing.

Postponing the Hearing

If you are not available on the date set for the hearing, you can apply to the Panel for a new date. Contact the lawyer for the Registrar and the Hearings Administrator as soon as possible if you need a new date.

Dated at Calgary, Alberta, on August 20, 2026.

"Signature"

Warren Martinson, Registrar
Real Estate Council of Alberta

Contact Information:

Hearings Administrator:	Administrator for Counsel for the Registrar:
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