

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

9:00 am – 2:15 pm, Thursday, March 12, 2026

Nakiska Boardroom, RECA Office, Calgary, Alberta

MINUTES

In Attendance: Terry Engen, *Chair*
Cynthia P. Moore, *RECA Board of Directors Chair*
Ken Morris
LaVerne Planden

Staff Resources: Stacy Paquin, *CEO*
Janice Harrington
Warren Martinson
Rina Hawkins
Shannon Patterson
Bryan Douey
Kristian Tzenov
David Anderson

Absent: David Olson

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 9:05 am.

2. Approval of Agenda

The Industry Council reviewed the agenda. The election of the Vice-Chair was removed, as the *Real Estate Act* ("REA") Bylaws require all members be in attendance to elect the Vice-Chair.

***MOTION:** The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the March 12, 2026, meeting agenda, as **amended**.*

Moved by LaVerne Planden

Seconded by Ken Morris

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 welcomed members and guests to the meeting.

5. Consent Agenda

The Industry Council reviewed the consent agenda.

***MOTION:** The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the **November 18, 2025, meeting minutes**, and the **December 12, 2025 special meeting minutes**, as presented within the meeting package, and receives the **Action Register Update** and **Regulatory Activity Scorecard**, as information, as presented within the meeting package.*

Moved by LaVerne Planden

Seconded by Ken Morris

Carried

6. RECA Board of Directors Report

Management presented the quarterly RECA Board of Directors ("Board") report, as information. The report outlines the activities of the Board, involving oversight of strategic, administrative, and operational matters, stakeholder engagement, reporting requirements, and the activities of the Board's standing committees; the Finance & Audit Committee, and the Governance & Human Resources Committee.

ACTION: Management will facilitate Board reports through the Board Appointee, in conjunction with Board direction.

The Industry Council awaits the appointment of a public representative by the Minister of Service Alberta and Red Tape Reduction ("Minister").

7. Licence Renewal Analysis & Industry Survey Results

Management presented the optional licence renewal survey results. The survey was distributed during the 2025-2026 renewal period. 48% of all licensees responded to at least one survey question.

The survey gauged the prevalence of certain industry practices. Items surveyed were; demographics, practice areas, number of transactions and agreements reported, use of artificial intelligence (AI), brokerage retention and succession planning, use of e-signatures, use of cryptocurrency, association membership, jurisdiction of practice/residence, access to broker delegates, acting as a licensed assistant, and municipal challenges. The report was received as information.

The Industry Council recessed at 10:40 a.m. and reconvened at 11:00 a.m.

8. Industry Council Annual Self-Evaluation Process

The Industry Council reviewed its annual self-assessment results, in accordance with the *REA* Bylaws. The self-evaluation measured individual performance as well as the Industry Council's overall effectiveness. The report was received as information.

9. Service Alberta and Red Tape Reduction's Five-Year Review of RECA

Management reported that Service Alberta and Red Tape Reduction ("SARTR")'s comprehensive review of RECA has been delayed. The report will be released as soon as practicable. The review, which is being conducted by a third-party, Deloitte LLP, is assessing all areas of RECA, including governance & leadership, regulatory framework, regulatory effectiveness, internal relationships, culture, external stakeholder engagement, administrative operations, financial management, and education oversight.

10. REA Rules Review Update

Management reported that, in September 2025, following two-years of extensive consultation, all Industry Councils approved amendments to the *REA* Rules. The proposed amendments were transmitted by the Board to the Minister, for approval, in accordance with the *REA*.

As SARTR's 5-year review includes a review of RECA's regulatory framework, the Rules could be impacted. As such, the Industry Councils await the SARTR report and resulting recommendations.

11. Stakeholder Engagement Report

Management reported Q1 Stakeholder Engagement events. The consumer awareness campaign, *Safe & Sound Alberta*, launched November 1, 2025. The website, safeandsoundalberta.ca, surveys Albertans on their experiences selling, buying, mortgaging, renting, or investing in real estate. Survey results will shape future RECA initiatives.

Broker forums, and association outreach continue to strengthen the reciprocal exchange of information between RECA and licensees, sharing emerging market trends and consumer issues, across industries. The Industry Council will engage non-broker licensees, to gather new perspectives. The report was received as information.

12. Complaints Trends, Outcomes, & Complaint Intake Process

Management reported additional complaint statistics to supplement the November 2025 *Complaints Trends & Outcomes* report. The update detailed complaints by category (competence, fiduciary duty, condo-bylaw/maintenance, misrepresentation, contract issues, advertising, effective oversight, fraud, good character, trading outside of licence,

commission disputes, deposit issues, confidentiality, and “role not understood”).

The Industry Council received a written report outlining the new complaint intake process, as information. RECA’s improved complaint platform enhances investigative efficiency, consistency, transparency.

The Industry Council recessed at 12:00 p.m. and reconvened at 12:44 p.m. Kristian Tzenov and David Anderson, RECA Practice Advisors, joined the meeting at 12:20 p.m.

13. Industry Council Strategic Workplan

The Industry Council reviewed its Strategic Workplan. Management reintroduced the Relicensing Education Model Proposal. The proposal includes a staggered approach to creating and administering relicensing competencies.

***MOTION:** The Commercial Real Estate Broker and Commercial Property Manager Industry Council endorses the proposed relicensing education framework, in principle, as presented and discussed at the meeting.*

*Moved by LaVerne Planden,
Seconded by Ken Morris
Carried*

ACTION: Management will prepare the Relicensing Education implementation plan, identifying timelines and resource requirements.

14. Graduated Licensing Pilot Project for Property Management Licensees

Management presented proposed activities of a conditional licence for property management licensees, developed in consultation with property management brokers and industry associations. The graduated licence project would be an optional program to allow learners to receive on-the-job exposure prior to full licensure.

The proposal will return, with amendments, at the June 2026 Industry Council meeting.

ACTION: Management will meet with Industry Council member, LaVerne Planden, to integrate the activities of a commercial property manager into the proposed Graduated Licensing Pilot Project proposal.

15. In-Camera Session with the CEO

The in-camera session with the CEO, only, was dispensed with.

16. In-Camera Session with Industry Council, only

The Industry Council in-camera session was dispensed with.

17. Final Adjournment

***MOTION:** The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the final adjournment of the March 12, 2026, meeting.*

*Moved by LaVerne Planden,
Seconded by Ken Morris
Carried*

The meeting adjourned at 2:06 pm.

18. Next Meeting(s)

- June 11, 2026

Approved at Calgary, Alberta on June 11, 2026

COMMERCIAL REAL
ESTATE BROKER &
COMMERCIAL
PROPERTY
MANAGER INDUSTRY
COUNCIL

Minutes of Meeting

March 12, 2026

Terry Engen,
Industry Council Chair