



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

9:00 am – 12:00 pm, Tuesday, November 18, 2025
Nakiska Boardroom, RECA Office, Calgary, Alberta

MINUTES

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

Guests: Cynthia P. Moore
David Olson
LaVerne Planden

Staff Resources: Stacy Paquin, *CEO*
Janice Harrington
Warren Martinson
Bryan Douey
David Anderson

Recording Secretary: Christina Harrington

1. Call to Order

The meeting of the Commercial Real Estate Broker and Commercial Property Manager Industry Council (“Industry Council”) was called to order at 9:10 am.

2. Approval of Agenda

The Industry Council reviewed the meeting agenda.

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

Moved by Ben Van Dyk

Seconded by Brittanee Laverdure

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 delivered opening remarks, welcoming incoming RECA Board of Directors ("Board") Chair, Cynthia P. Moore, whose term is effective December 1, 2025. Ms. Moore attended the meeting as an observer.

The Chair thanked departing Industry Council members, Ms. Long, Ms. Sharen, Ms. Laverdure, and Mr. Van Dyk, for all their work to enhance consumer protection throughout their time on the Industry Council.

The Chair recognized LaVerne Planden, recently elected to the property management (commercial) licensee seat, and David Olson, recently elected to the commercial real estate seat. Both members' terms begin December 1, 2025. Ms. Planden and Mr. Olson attended as observers.

5. Consent Agenda

The Industry Council reviewed the consent agenda.

***MOTION:** The Commercial Real Estate Broker and Commercial Property Manager Industry Council approves the September 16, 2025, 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 Cheri Long

Seconded by Laura Sharen

Carried

6. Industry Council Election Results

Management reported the reopening of the nomination period for the rural real estate seat on the Industry Council. MNP LLP, the third-party Elections Officer, confirmed there were no candidates for the rural real estate seat following the nomination period. Accordingly, the Board approved a provisional reopening of the nomination period, to encourage candidates to apply. The nomination period for the rural real estate seat closes November 20, 2025.

7. Chair and Vice-Chair Elections, and Appointment of Board Representative

The Real Estate Act ("REA") Bylaws require each of RECA's Industry Councils to elect a Chair and Vice-Chair from among its members, by majority vote, at a meeting where all Industry Council members are present. This Industry Council will elect a Vice-Chair at its special meeting in December 2025. The Industry Council will also appoint a licensee representative to the Board, by election from amongst its members, in accordance with the REA and REA Bylaws, for a three-year term.

8. Industry Council Annual Self-Evaluation Process

The Industry Council will undertake an annual self-assessment, in accordance with the *REA* Bylaws, to measure individual performance and overall Industry Council effectiveness. The Chair will conduct individual interviews with each member. The results will be shared with the Chair and presented at the March 2026 meeting.

9. Stakeholder Engagement Update

Management reported on RECA's public engagement activities and outreach to commercial real estate, rural real estate, and property management licensees. In 2025, RECA introduced the *Safe and Sound Alberta* public campaign, highlighting RECA's vital role in consumer protection in a growing market. As part of RECA's commitment to transparency and accountability, RECA has invited Albertans to complete a short survey, to share their experiences selling, buying, mortgaging, renting, or investing in real estate. Feedback will help shape consumer protection and regulatory improvements.

10. License Renewal Update 2025

Management reported verbally on the 2025 licence renewal statistics. The Industry Council recessed at 10:00 am, and reconvened at 10:13 am

11. Credentialing Report and Learner Success Rates

The Industry Council received the credentialing report and learner success rates, as information.

12. Complaints Trends & Outcomes

Management presented the 2024/2025 Complaints Trends & Outcomes report. The report highlighted complaints received by industry (new complaints, and informants), complaints refused or resolved, education ordered (recommended changes to brokerage policies, controls and procedures), sanctions ordered, and investigations discontinued or completed. The report was received as information.

Cynthia P. Moore left the meeting at 10:45 am

13. Real Estate Act Rules Update

All RECA's Industry Councils approved amendments to the *REA* Rules, in September 2025. The Industry Councils submitted the proposed amendments to the Board, to transmit to the Minister, in accordance with the *REA*. New or amended *REA* Rules must be approved by the Minister, in writing, prior to coming into force.

14. Graduated Licensing Pilot Project – Property Management

David Anderson, RECA Practice Advisor, joined the meeting at 11:11 am

Management reported the development of a graduated licensing pilot project for property managers, affecting licensees governed by the Commercial Real Estate Broker and Commercial Property Manager Industry Council and the Residential Property Manager Industry Council.

Management consulted with brokers to identify common activities performed by licensees that could be appropriate for inclusion under a graduated licence. The finalized, proposed framework, and consultation results will be reviewed at the March 2026 meeting.

David Anderson left the meeting at 11:35 am

15. Industry Council Strategic Workplan

The Industry Council reviewed its Strategic Workplan. Management presented the Relicensing Education Model Proposal, in alignment with the Industry Council's strategic objective to strengthen relicensing education across all sectors. The proposal includes a staggered approach to creating and administering relicensing competencies. The Industry Council will revisit its Strategic Workplan, and the Relicensing Education Model Proposal, at its next meeting of March 12, 2026.

16. Closing Remarks

The Chair thanked the departing members for their collaborative efforts, individual contributions, and their commitment to upholding RECA's consumer-protection mandate.

17. In-Camera Session with the CEO

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

18. In-Camera Session with Industry Council, only

The Industry Council moved in-camera.

19. Final Adjournment

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

Moved by Cheri Long

Seconded by Ben Van Dyk

Carried

The meeting adjourned at 12:07 pm.

20. Next Meeting(s)

- December 3, 2025 (special meeting)

Approved at Calgary, Alberta on March 12, 2026

Terry Engen,
Industry Council Chair