



# RESIDENTIAL PROPERTY MANAGER INDUSTRY COUNCIL REGULAR MEETING

9:00 am – 12:00 pm, Tuesday, November 4, 2025  
Nakiska Boardroom, RECA Office, Calgary, Alberta

## MINUTES

**In Attendance:** Don Newell, *Chair*  
Carrie Plett  
Jacquie Lesperance  
Keith McMullen  
Don Brown

**Guests** Cynthia P. Moore  
Anand Sharma  
Charissa Shine  
Tania Andrushko

**Resources:** Stacy Paquin, *CEO*  
Janice Harrington  
Warren Martinson  
Bryan Douey  
Doug Dixon  
David Anderson  
Rina Hawkins

**Recording Secretary:** Christina Harrington

### 1. Call to Order

The meeting of the Residential Property Manager Industry Council (“Industry Council”) was called to order at 9:06 am.

### 2. Chair’s Opening Remarks

The Chair delivered opening remarks, and welcomed attendees and guests, which included 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. Plett, Mr. Brown, and Mr. McMullen, for their significant contributions throughout their time on the Industry Council.

The Chair recognized Charissa Shine, recently elected by property manager (residential) and condominium management licensees, Tania Andrushko, elected to the property management seat (residential), and Anand Sharma, elected to the condominium management seat.

Incoming Industry Council members will begin their terms December 1, 2025. The new members attended as observers.

Vice-Chair Brown chaired the meeting at the request of Chair Newell, who attended remotely.

Anand Sharma joined the meeting at 9:09 am.

### 3. Approval of Agenda

The Industry Council reviewed the meeting agenda.

***MOTION:** The Residential Property Manager Industry Council approves the November 4, 2025, meeting agenda, as presented.*

***Moved by Jacquie Lesperance***

***Seconded by Keith McMullen***

***Carried***

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

The Chair called for conflicts of interest to be declared. No conflicts of interest were declared.

### 5. Consent Agenda

The Industry Council reviewed the consent agenda.

***MOTION:** The Residential Property Manager Industry Council approves the consent agenda, which includes the September 11, 2025 meeting minutes, as presented, and receives the Regulatory Activity Scorecard, and the Credentialing Report and Learner Success Rates, as information, as presented within the meeting package.*

***Moved by Keith McMullen***

***Seconded by Carrie Plett***

***Carried***

### 6. Industry Council Election Results

Management reported that MNP LLP, the third-party Election Officer appointed by the Board, had concluded the 2025 general Industry Council Election. MNP reported that 1,590 licensees (17.1% of total eligible members) voted in the overall election. The Industry Council awaits the appointment or reappointment of a public representative, by the Minister of Service Alberta and Red Tape Reduction ("Minister"), pursuant to *the Real Estate Act ("REA")*.

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

The *REA* Bylaws require each Industry Council 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, for a two-year term, at its December 2025 special meeting. The Industry Council will also appoint a licensee representative to the Board, in accordance with the *REA* and *REA* Bylaws, for a three-year term.

## **8. Orientation of New Industry Council Members**

Management reported that all new Board and Industry Council members will receive governance training, in accordance with the *REA* Bylaws. The Board Chair will establish and fix dates when the governance training program will be offered, and Board and Industry Council members are required to attend.

## **9. 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 effectiveness. The Chair is in the process of conducting individual interviews with current Industry Council members. The feedback from the evaluation process will be shared with the Chair and presented at the March 10, 2026, Industry Council meeting.

## **10. Service Alberta and Red Tape Reduction Five-Year Governance Review of RECA**

In July 2025, RECA was informed that the Minister had appointed Deloitte LLP to conduct a comprehensive review of RECA, following the 2020 legislative amendments. The review will assess RECA's performance across all areas of the organization and identify opportunities for improvement. The CEO advised that the review is ongoing and is expected to conclude by year-end 2025.

## **11. License Renewal Update 2025**

Management provided a verbal report on the 2025 licence renewal statistics. The report was received as information.

## **12. Stakeholder Correspondence**

The Industry Council noted that in September 2025 it received correspondence from the Canadian Condominium Institute North Alberta Chapter (CCI), regarding concerns on restrictive clauses in condominium management agreements. The Industry Council responded to CCI North's correspondence, outlining RECA's scope of

authority, and emphasizing that clauses resembling non-solicitation or noncompete provisions fall outside RECA's regulatory jurisdiction.

### **13. Complaints Trends & Outcomes**

Management reported on the 2024/2025 Complaints Trends & Outcomes. 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 Registrar will return with an overview of the complaints management system, and condominium complaint resources.

The Industry Council recessed at 10:20 am  
The Industry Council reconvened at 10:35 am

### **14. Graduated Licensing Pilot Project for Property Managers**

Doug Dixon and David Anderson, RECA Practice Advisors, joined the meeting  
Vice-Chairman Brown welcomed Doug Dixon and David Anderson to the meeting.

Management reported on 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 may be performed under a graduated licence. The finalized, proposed framework, and consultation results will come before the Industry Council at the March 2026 meeting.

Doug Dixon and David Anderson, RECA Practice Advisors, left the meeting at 11:22 am

### **15. Real Estate Act Rules Update**

All Industry Councils approved the 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 Rules must be approved by the Minister, in writing, before coming into force.

### **16. Industry Council Strategic Workplan**

The Industry Council reviewed its strategic workplan. In alignment with the Industry Council's strategic workplan and its objective to strengthen relicensing education across all sectors, Management presented the Relicensing Education Model Proposal. The Industry Council will revisit the strategic workplan, and the Relicensing Education Model Proposal, at its next meeting of March 12, 2026.

Jacquie Lesperance left the meeting at 11:30 am

**17. In-Camera Session with the CEO**

The Industry Council moved in-camera with the CEO, only.

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

The Industry Council moved in-camera with the Industry Council, only.

**19. Final Adjournment**

***MOTION:** The Residential Property Manager Industry Council approves the final adjournment of the November 4, 2025, meeting.*

***Duly moved and seconded***

***Carried***

The meeting adjourned at 12:10 pm.

**20. Next Meeting(s)**

- March 10, 2026

Approved at Calgary, Alberta on March 10, 2026.

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**Don Newell,**  
Industry Council Chair