

# Resolved Complaints

Under certain circumstances, the Registrar may attempt to resolve a complaint between the parties. RECO does not have the authority to impose a resolution to monetary or contractual disputes, or to assess or award damages. Any exchange of money mentioned in the following summaries was agreed upon voluntarily by the complainant and respondent.

**Complainant:** Seller's Representative  
**Respondent:** Sales Representative  
**Date of Release:** July 4, 2018

## Summary:

- The respondent approached the seller client of another brokerage and communicated with them directly without the consent of the seller's representative or their brokerage.

## Agreement:

- The respondent apologized to the seller and agreed that they would not communicate directly with the client of another brokerage in the future.

**Complainant:** Seller  
**Respondent:** Seller's Representative  
**Date of Release:** July 4, 2018

## Summary:

- After an open house, the seller's representative unplugged an air freshener and left it lying on the seller's table. The air freshener leaked and caused damage to the table that could not be repaired.

## Agreement:

- The seller's representative reimbursed the seller for the cost of replacing the table.

**Complainant:** Seller's Representative  
**Respondent:** Buyer's Representative  
**Date of Release:** July 16, 2018

## Summary:

- The buyer and their representative failed to attend their confirmed showing appointment.

## Agreement:

- The buyer's representative apologized to the seller. The buyer's representative also promised to notify the listing brokerage if they were unable to attend a showing appointment in the future.

**Complainant:** Seller's Representative  
**Respondent:** Buyer's Representative  
**Date of Release:** July 26, 2018

**Summary:**

- The seller's representative alleged the buyer had damaged the pool table during a showing appointment.
- The buyer's representative paid part of the cost to repair the pool table.
- The sellers wanted the buyer's representative to pay the entire cost.
- The Agreement of Purchase and Sale included an indemnification clause, which the buyer's representative had already fulfilled.

**Agreement:**

- The seller's representative was reminded of their obligation to ensure their client understood the agreement they were signing. The buyer's representative acted appropriately when they offered to pay for a portion of the repair and followed through on their promise. After receiving this explanation the complainant was satisfied that the matter had been resolved.