

## 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:** Salesperson  
**Respondent:** Salesperson  
**Date of Release:** March 1, 2018

### Summary:

- The complainant was offended by comments allegedly made by the respondent.

### Agreement:

- The respondent apologized.

**Complainant:** Buyer  
**Respondent:** Buyer's Representative  
**Date of Release:** March 5, 2018

### Summary:

- The buyer purchased two condo units, with each unit including a locker. The buyer's representative forgot to include one of the lockers in the Agreement of Purchase and Sale, and the seller charged the buyer \$7,000 for locker.
- The buyer's representative signed an agreement to pay the \$7,000, but only paid \$3,500 to the buyer.

### Agreement:

- The buyer's representative paid the remaining \$3,500 to the buyer.

**Complainant:** Seller  
**Respondent:** Seller's Representative  
Date of Release: March 21, 2018

**Summary:**

- The seller was unhappy with the services and marketing provided by their representative and wanted to cancel the listing.
- The seller's representative provided a suspension agreement to the seller.
- The seller requested clarification from RECO regarding the service requirements of the representative and any obligations they might have to terminate the agreement.

**Agreement:**

- The brokerage cancelled the listing agreement.
- RECO clarified the questions the seller had.

**Complainant:** Buyer  
**Respondent:** Seller's Representative  
Date of Release: March 27, 2018

**Summary:**

- The complainant, unrepresented by a registrant, had an appointment scheduled to view the property with the respondent. The respondent failed to show up for the appointment and failed to notify the complainant that they would not be able to attend.

**Agreement:**

- The seller's representative provided an apology letter to the complainant.