

**IN A MATTER BEFORE THE DISCIPLINE COMMITTEE OF THE REAL ESTATE COUNCIL OF
ONTARIO**

BETWEEN

REAL ESTATE COUNCIL OF ONTARIO (“**RECO**”)

Applicant

AND

MASON MANUEL GALVAO registered as MASON GALVAO (“**Galvao**”)

Respondent

ALLEGATION STATEMENT

WHEREAS the respondent is registered as a salesperson under the *Trust in Real Estate Services Act, 2002* (“**Act**”);

AND WHEREAS section 20 of the Act provides that if the Registrar is of the opinion, whether as a result of a complaint or otherwise, that a registrant has contravened any provision of the Act or of a regulation under the Act, the Registrar may refer the matter in whole or in part to the Discipline Committee of RECO (“**Discipline Committee**”);

AND WHEREAS section 21 of the Act provides that the Discipline Committee shall hear and determine whether a registrant has contravened any provision of the Act or of a regulation under the Act;

THEREFORE, take notice that pursuant to section 20 of the Act, the Registrar hereby refers this matter to a hearing before the Discipline Committee based on the allegations set out herein.

A. PARTICULARS

It is alleged as follows:

1. At all relevant times, Galvao was employed at Brokerage A. Galvao is currently employed at Brokerage B.
2. On August 23, 2025, between 6:00 p.m. and 6:30 p.m., Galvao had a scheduled viewing appointment at a residential property located at Street A, City A (the "Property").
3. At approximately 6:05 p.m., the sellers' security camera captured two individuals accessing the lockbox and entering the Property. Galvao was not present.
4. At approximately 6:14 p.m., the two individuals left the Property.
5. The sellers of the Property subsequently complained to RECO about the unauthorized entry.
6. Galvao, in response to the complaint submitted to RECO, has acknowledged that he did not attend the Property due to a conflict, and confirmed the two individuals were his clients.

B. SUMMARY OF ALLEGATIONS

It is alleged that Galvao failed to comply with the Code of Ethics (O. Reg. 365/22) and the General Regulation (O. Reg. 567/05) as follows:

- A. Galvao facilitated unsupervised and/or unauthorized access to the Property by failing to be in attendance with his buyer clients during a viewing appointment and releasing the lockbox code to his buyer clients to gain access to the Property, contrary to sections 1 and 2 of the Code of Ethics, O. Reg. 365/22 and section 22.5 of the General Regulation, O. Reg. 567/05.

It is alleged that Galvao failed to comply with the following sections of the Code of Ethics, (O. Reg. 365/22):

Integrity, honesty, good faith, etc.

1. In carrying on business, a registrant shall act with courtesy, honesty, good faith and integrity in relation to every person the registrant deals with.

Unprofessional conduct, etc.

2. A registrant shall not engage in any act or omission that, having regard to all of the circumstances, would reasonably be regarded as,

- (a) being disgraceful, dishonourable, unprofessional or unbecoming a registrant; or
- (b) likely to bring the sector into disrepute or to undermine public confidence the regulation of registrants under the Act.

It is alleged that Galvao failed to comply with the following sections of the General Regulation (O. Reg. 567/05):

Protection of property

22.5 In carrying on business, a registrant shall not provide any person with access to real estate unless,

- (a) a registrant is present with the person; or
- (b) the owner of the real estate has consented in writing.

C. APPLICATION OF THE STATUTORY POWERS PROCEDURE ACT

The *Statutory Powers Procedure Act*, R.S.O. 1990, Chapter S.22 (“**SPPA**”), as amended, applies to matters before the Discipline Committee. Section 8 of the SPPA provides as follows:

8. Where the good character, propriety of conduct or competence of a party is an issue in a proceeding, the party is entitled to be furnished prior to the hearing with reasonable information of any allegations with respect thereto.

RECO states that propriety of conduct or competence shall be an issue in the hearing and RECO has provided herein information of the allegations with respect thereto.

D. FURTHER PARTICULARS / ALLEGATIONS

RECO may send further or other particulars or allegations relevant to this matter or the allegations set out herein. RECO may rely upon such other matters that arise during a hearing of this complaint and that the Discipline Committee sees fit to consider.

Glen Thomas, Registrar (Interim)
Trust in Real Estate Services Act, 2002

Date: March 9, 2026