



2021 Annual General Meeting Minutes

Real Estate Council of Ontario
(hereinafter called the "Corporation" or "RECO")
Annual General Meeting of Members
RECO 2020 AGM Livestream
July 23, 2020 at 10:00 a.m.

Call to Order

Ms. Glenda Brindle, Chair of the meeting, called the meeting to order. Dr. Atul Kapoor was asked to act as Parliamentarian and Ms. Mary Ann Stephenson was asked to act as Recording Secretary for this meeting.

Ms. Brindle welcomed those in attendance, specifically the Minister of Government and Consumer Services, the Honourable Lisa Thompson, Ministry staff, RECO's Board of Directors, RECO staff and representatives from the Ontario Real Estate Association and other boards across the province.

Notice of Meeting and Quorum

Ms. Brindle declared that the notice of the meeting had been duly given to the members in accordance with the Corporation's By-laws and governing legislation and directed the Recording Secretary to attach a copy of the notice to the minutes of the meeting. Ms. Brindle further declared that a quorum of the members was present, and the meeting was duly constituted to conduct business. Ms. Brindle confirmed that only registered individual members of the Corporation were entitled to vote on the motions that would be presented at the meeting.

Minister's Remarks

Minister Thompson congratulated RECO for leading by example by hosting a virtual AGM. Minister Thompson thanked RECO and everyone associated for providing clear guidance and support to real estate professionals across the province.

Minister Thompson expressed the government's refocus on the implementation of the Trust in Real Estate Services Act, (TRESA), consulting with stakeholders on regulations related to personal real estate corporations, and the use of advertising terms. The Minister indicated that the Ministry will be seeking registrant feedback on regulations on the Code of Ethics, enhanced consumer disclosures, and as well as administrative penalties.



Minister Thompson indicated that Bill 159, the *Rebuilding Consumer Confidence Act*, passed third reading and received Royal assent by the Lieutenant Governor.

Minister Thompson expressed her thanks to RECO for its contribution to Bill 159 and setting an example for the entire industry during the challenging times of COVID-19. The Minister also thanked all realtors across the province for doing their part to stop the spread of COVID-19, by finding safe, innovative and alternate ways to conduct business.

Voting Members

It was noted that the only persons entitled to participate in motions and vote during the meeting were individual members of the Real Estate Council of Ontario who are registered under the *Real Estate and Business Brokers Act, 2002*. It was also noted that more than 50% of the total number of votes cast must be in favor of a resolution in order for it to pass.

Minutes from the May 16, 2019 Annual General Meeting

The following motion was duly moved and seconded:

IT IS RESOLVED THAT, the minutes of the May 16, 2019 Annual General Meeting are approved as presented.

There was no discussion. The motion was carried.

Presentation of Annual Report (Including 2019 Financials)

Chair's Remarks

Ms. Brindle thanked RECO's staff for adapting to the changes brought on by COVID-19 and summarized the various milestones made in 2019. Specifically, Ms. Brindle highlighted the first report on RECO's five-year Strategic Plan, the Registrant Satisfaction Survey, the launch of the new Real Estate Salesperson Program, and Bill 145, the *Trust in Real Estate Services Act, 2020*.

CEO's Remarks

Mr. Michael Beard presented RECO's 2019 Annual Report, which summarized another year of solid progress, innovative change, some challenges and many accomplishments. Consumer protection in the public interest remained at the core of RECO's mandate and Mr. Beard shared the positive impacts reflected in the 2019 Service Standards Report Card, including a new Service Standard Category for processing of new registration applications.



AUDITED FINANCIAL STATEMENTS

Mr. Beard highlighted the 2019 financial statements as presented in the Annual Report and pointed out that revenues had increased at a rate greater than expenses, resulting in an increase in revenues over expenses of about 1.1 million compared to 2018. Expenses increased in 2019 as a result of investments in the new real estate education program, IT system enhancements and the impact of flow through some organizational structural changes initiated in 2016 and concluded in 2018.

Registrar's Remarks

Mr. Joseph Richer outlined RECO's efforts to provide factual, balanced information to consumers and registrants about trading real estate in these unprecedented circumstances and noted that the sector has adopted business models to continue serving clients while keeping them safe. RECO continues to encourage registrants to develop themselves beyond the core content offered in the MCE program.

Mr. Richer provided an update on the Mandatory Continuing Education (MCE) review and advised that the new Mortgage Financing elective received a Platinum-level Hermes Creative Award. Mr. Richer provided a summary of the *Trust in Real Estate Services Act, 2020*, or also known as TRESA 2020, that will bring many notable enhancements to consumer protection and professionalism that will benefit all Ontarians. Mr. Richer concluded with emphasizing that Ontario's real estate industry is nimble and innovative. Mr. Richer encouraged brokers and salespeople to continue the momentum by staying engaged and embodying the expectations of a professional.

Appointment of Auditors

The following motion was duly moved and seconded:

IT IS RESOLVED THAT the firm of KPMG LLP be appointed as auditors of the Real Estate Council of Ontario until the close of the next Annual General Meeting of the corporation following their appointment.

After discussion the motion was carried.

Election of Directors

The following motion was duly moved and seconded:

IT IS RESOLVED THAT, the successful nominees for the position of Industry Director:

- Katie Steinfeld, from Region 1
- David Schooley, from Region 2



each of whom received the most votes in RECO's electronic nomination process, be declared elected to hold office as Industry Directors of the Corporation.

IT IS RESOLVED THAT, Steve Boxma, who, in accordance with section 1.6 of RECO By-Law No. 2 Nomination Process – Acclamation, was acclaimed as an Industry Director nominee in Region 3, be declared elected to hold office as an Industry Director of the Corporation.

There was no discussion. The motion was carried.

The departing Directors, Lucy Impera, Bettianne Hedges and Bill Johnston were thanked for their service.

Question & Answer Session

Mr. Beard led the Question and Answer session, from the online participation box from members. There was discussion on the following topics:

- AGM member attendance
- Modernizing RECO's Mandatory Continuing Education curriculum
- Mandatory BRA before showings
- Fee deferral options during COVID-19
- Other potential auditors
- RECO to consider assembling a document on the property delivery process
- Are fines imposed by RECO?
- How does insurance protect consumers?
- An estimate on the implementation time for TRESA
- Update of the Mandatory Continuing Education review
- RECO insurance fee
- The vetting process for registrants changed because of the new *Trust in Real Estate Services Act, 2020*
- Complaints process and wait times
- Future online AGM meetings
- Quorum of the AGM meeting



- The number of employees working at RECO
- The amount of fines collected last year
- Delivery of classes at Humber College
- Allocating fines towards the stabilization of the insurance component
- Showing concerns from a consumer's perspective during COVID-19
- Separating commercial members from residential members
- RECO initiatives and the impact on the general public

At the conclusion, Mr. Beard thanked everyone for their contribution and participation.

Adjournment

The meeting was adjourned at 11:30 a.m.

Chairperson of the Meeting

(Attached to these minutes and forming part of them is the notice to members of the meeting)