

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
Respondent: Seller's Representative
Date of Release: April 9, 2018

Summary:

- The seller thought that their representative was planning to disclose a stigmatizing fact about the subject property, contrary to the seller's directions.

Agreement:

- The seller's representative clarified that the information would only be disclosed if an interested party inquired about the specific stigma in question.
- RECO provided the seller's representative with the Registrar's Bulletin on stigmatizing issues.

Complainant: Representative A
Respondent: Representative B
Date of Release: April 10, 2018

Summary:

- Representative A notified Representative B that two of their listings contained errors.
- One property was described as having a finished basement, although it was unfinished.
- Another property was listed as active, although it had already been sold.
- More than two weeks later, the errors had not been corrected.

Agreement:

- Representative B corrected the listings.

Complainant: Representative A
Respondent: Representative B
Date of Release: April 12, 2018

Summary:

- Representative B regularly contacted the posters of “For Sale By Owner” property advertisements on Kijiji.
- After showing the subject property to buyer clients, the Representative B sent a text to the seller asking if they would like to list the subject property with Representative B’s brokerage.
- Representative B did not check the listing on the local board’s MLS® system before contacting the seller.
- The seller was already a client of Representative A’s brokerage.

Agreement:

- Representative B agreed to check the local MLS® system in the future, when similar situations arise.

Complainant: Potential Tenant & Tenant’s Representative
Respondent: Landlord’s Representative
Date of Release: April 13, 2018

Summary:

- The tenant’s representative attempted to submit an Offer to Lease for the subject property by email.
- In error, the tenant’s representative only sent a rental application, not an Offer to Lease.
- A heated text conversation ensued between the tenant’s representative and the landlord’s representative. During the conversation, the landlord’s representative accused the tenant’s representative of harassment.

Agreement:

- The landlord’s representative explained that the intent of the conversation was to explain the obligations of the tenant’s representative in this situation. Both parties were satisfied that they now understood each other’s intent.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: April 17, 2018

Summary:

- The seller claims the buyer's sales representative accidentally dropped off the lock box key of the property in another lock box of another registrant's listing. The seller was upset that the buyer's sales representative made this mistake and did not rectify it right away.

Agreement:

- The other representative was on vacation which resulted in the delay of obtaining the keys, but the keys were returned. The buyer's representative provided a letter of apology and a gift card for the inconvenience and delay.

Complainant: Seller
Respondent: Seller's Representative
Date of Release: April 27, 2018

Summary:

- After a failed transaction, the seller requested a cancellation of the listing, and the seller's representative complied.
- The seller re-listed the property with another brokerage and the transaction was successful.
- The seller's representative sent an invoice to the seller requesting payment for repairs to the subject property.
- The seller's representative did not have an agreement with the seller for payment of those services.

Agreement:

- The seller's representative agreed to forgo payment for the services rendered and will endeavour to document services appropriately in the future.