

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: Buyer's Representative
Date of Release: August 3, 2018

Summary:

- After an agreement of purchase and sale, the buyer's representative advised their client to go to the property without an appointment, to knock on the door and ask the seller if they could view the property prior to the date of completion.

Agreement:

- The buyer's representative provided a letter of apology to the seller and agreed that in the future, they will make all appointments through the listing brokerage and attend all showings.

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

Summary:

- The seller's representative did not attend a scheduled showing appointment.
- The seller's representative believed that the seller had not confirmed the showing could proceed.

Agreement:

- The seller and their representative agreed that there had been a misunderstanding regarding directions for obtaining permission for a showing appointment. The seller's representative agreed to be clearer in all communications regarding showings in the future.

Complainant: Condominium Concierge
Respondent: Buyer's Representative
Date of Release: August 10, 2018

Summary:

- The buyer's representative went to a showing appointment at a condominium building. The concierge would not allow the buyer's representative to conduct his

showing appointment, because he was unable to produce his RECO registration certificate. An exchange ensued between the two parties.

Agreement:

- The buyer's representative apologized and promised to carry their certificate to all showings.

Complainant: Seller's Salesperson
Respondent: Buyer's Salesperson
Date of Release: August 16, 2018

Summary:

- The complainant's clients were upset as the respondent did not show up for a scheduled appointment.

Agreement

- The respondent apologized for failing to attend the showing.

Complainant: Consumer
Respondent: Salesperson
Date of Release: August 24, 2018

Summary:

- The consumer wanted to purchase a home, but could not qualify for financing.
- The salesperson offered to help the consumer increase their credit score by signing with a "credit enhancing" company.
- The salesperson advised the consumer that they would need to pay \$50 per month for six months.
- After two months, the salesperson advised the consumer that the fee had increased to \$79 per month, and asked the consumer to pay the difference.
- The consumer refused.

Agreement

- The salesperson agreed to refund \$200 to the consumer.

Complainant: Potential Buyer
Respondent: Buyer's Representative
Date of Release: September 4, 2018

Summary:

- The buyer's representative sent the buyer an invoice for the time spent on showing properties after the buyer ended up purchasing through a different salesperson.

Agreement

- The buyer's representative agreed to cancel the invoice.

Complainant: Potential Buyer
Respondent: Seller's Representative
Date of Release: October 9, 2018

Summary:

- A buyer submitted an offer. When seller's representative informed them that the offer was not accepted, the buyer believed that the seller's representative failed to convey the offer to the seller.
- The potential buyer did not understand that the seller was not required to counter the offer.

Agreement:

- The seller's representative provided evidence to RECO, which confirmed they conveyed the offer to the seller and followed the seller's written direction. The potential buyer was satisfied with information provided by RECO.

Complainant: Tenant
Respondent: Buyer's Representative
Date of Release: October 22, 2018

Summary:

- The buyer's representative entered the tenant's home without their permission.
- There was a miscommunication between the buyer's representative and the seller's representative. The buyer's representative mistakenly believed that the seller's representative had obtained consent to enter the property.

Agreement:

- The buyer's representative apologized for the error.

Complainant: Buyer's Representative
Respondent: Seller's Representative
Date of Release: October 22, 2018

Summary:

- After the buyer's representative showed the investment property to their client, they asked the seller's representative to provide financial documents for review.
- The seller's representative did not provide the requested documents to the buyer's representative and was unclear in their communication.
- The seller had provided their representative with direction on the release of financial information. In particular, the seller's representative was instructed to provide the information to buyers who submitted an offer that was conditional on a review of the financial information.

Agreement:

- The buyer's representative was satisfied once the explanation was provided.

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

Summary:

- The buyer's representative failed to appear at a confirmed showing appointment.

Agreement:

- The buyer's representative provided a letter of apology to the seller's representative, to be delivered to the seller.
- The buyer's representative agreed to notify the listing brokerage if they were unable to attend showings in the future.

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

Summary:

- The listing indicated that the property would have an open house.
- When the buyer's representative visited the property during the time listed for the open house, the door was locked and nobody opened the door.

Agreement:

- The seller's representative apologized for the error.