

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: January 6, 2020

Summary:

- The buyer's representative failed to cancel the appointment or attend the viewing, causing inconvenience to the seller who had taken the day off to be present.

Agreement:

- The buyer's representative apologized for his conduct.

Complainant: Renters
Respondent: Listing Representative
Date of Release: January 7, 2020

Summary:

- The renters had booked a short-term rental for a cottage owned by the listing representative and cancelled their booking with the notice period.
- The listing representative agreed to refund the renters' deposit but failed to follow through on that commitment.

Agreement:

- The listing representative agreed to return the renters' deposits.

Complainant: Buyer
Respondent: Seller's Representative/Brokerage
Date of Release: March 10, 2020

Summary:

- There was a delay in issuing the deposit interest to the buyer following completion of the trade on December 19, 2019.

Agreement:

- The buyer asked for an explanation for the delay, which the representative agreed to provide. Once provided with an explanation, the buyer was satisfied.

Complainant: Buyer
Respondent: Seller's Representative
Date of Release: March 20, 2020

Summary:

- After closing, the buyer was required to pay maintenance costs for a furnace, which he had not planned for.
- The listing stated that the furnace was 10 years old, when it was in fact 30 years old.

Agreement:

- The seller's representative agreed to pay \$1,000 to offset the cost incurred by the buyer.

Complainant: Seller
Respondent: Seller's Representative
Date of Release: March 31, 2020

Summary:

- The seller did not want to work with their representative anymore, as the property was listed for an extended period without success.
- The seller requested a cancellation of the listing agreement, resulting in a contentious relationship.

Agreement:

- After consultation, the seller's representative and the Broker of Record agreed to release the seller from the listing agreement.

Complainant: Seller's Representative
Respondent: Buyer's Representative
Date of Release: April 6, 2020

Summary:

- The buyer's representative failed to attend or cancel a showing appointment.

Agreement:

- The buyer's representative apologized to the seller's representative and the seller.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: April 17, 2020

Summary:

- The buyer's representative entered the property a short time outside of his appointment time and set off the alarm.
- The seller was charged for the false alarm.
- The buyer's representative was very apologetic.

Agreement:

- The buyer's representative agreed to compensate the seller.

Complainant: Buyer
Respondent: Buyer's Representative
Date of Release: April 28, 2020

Summary:

- The buyer's representative provided false information about an exclusive listing to his client.
- The buyer's representative is alleged to have stated that an exclusive listing cannot be showed by any other agent, other than the one who listed it.

Agreement:

- The buyer's representative was made aware about his obligation to not misguide his clients and that not showing a property because its listed as exclusive is not an appropriate way of conducting trade in real estate.
- The buyer's representative provided an apology letter to the consumer.

Complainant: Consumer
Respondent: Buyer's Representative
Date of Release: May 1, 2020

Summary:

- The buyer's representative failed to cancel a scheduled appointment that he did not show up for.

Agreement:

- The buyer's representative was made aware about his obligation to cancel or reschedule viewing appointments when he cannot attend.
- The buyer's representative provided an apology letter to the consumer.

Complainant: Consumer
Respondent: Registrant
Date of Release: May 12, 2020

Summary:

- The registrant sent out a personalized letter to the consumer's subject property, making an offer to buy the property for personal use.
- The property was not on the market.

Agreement:

- The registrant was made aware of his obligation to use appropriate methods when conducting business in real estate and to look for listings through a suitable platform.
- The registrant provided an apology letter to the consumer.

Complainant: Buyer
Respondent: Buyer's Representative
Date of Release: May 20, 2020

Summary:

- The buyer was a former RECO registrant who wanted a referral fee on his purchase of a property through the buyer's representative.
- The buyer's representative knew that she could not pay a referral fee to a non-registrant. However, she did not understand that she could rebate a portion of her commission to the buyer.
- The buyer's representative only paid a small portion of the original agreed upon rebate to the buyer - leading to a complaint.

Agreement:

- The remaining balance of the rebate was paid to the buyer.

Complainant: Listing Representative
Respondent: Sales Representative
Date of Release: May 29, 2020

Summary:

- The sellers received flyers and information in the mail from the sales representative.
- The sellers were already in an active listing agreement with the listing representative.

Agreement:

- The sales representative apologized to the listing representative for not checking the flyers sent on their behalf by a marketing company.