

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: Brokerage Employee
Respondent: Salesperson
Date of Release: June 9, 2020

Summary:

- The salesperson used crude language when communicating with the brokerage employee regarding a listing.

Agreement:

- The salesperson apologized for his conduct.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: June 11, 2020

Summary:

- The buyer's representative and the buyer did not attend the confirmed showing appointment at the property and failed to notify the listing brokerage.

Agreement:

- The buyer's representative offered an apology and agreed to notify the listing brokerage if she is unable to keep confirmed appointments in the future.

Complainant: Seller
Respondent: Seller's Representative
Date of Release: June 19, 2020

Summary:

- Prior to signing an amendment to the Agreement of Purchase and Sale, the seller asked the seller's representative for clarification on what effect agreeing to the amendment would have on the total amount of commission paid.
- The seller's representative mistakenly gave the wrong information and failed to check accuracy, which resulted in the seller paying an additional \$100 in commission as a result.

Agreement:

- The seller's representative offered to pay back the additional amount.

Complainant: Salesperson
Respondent: Salesperson
Date of Release: June 25, 2020

Summary:

- The complainant felt that over a period of time and multiple interactions regarding trades in real estate, the respondent was not communicating professionally or respectfully.
- The respondent shared equal concerns about the complaining salesperson.

Agreement:

- The parties agreed to resolve their differences and ensure that future communications with each other is done so with respect, professionalism and sensitivity.
- The parties agreed to review the RECOhelps video series *Promoting Professionalism* and the For the RECOrd article, *Professionalism, Leading by Example*.

Complainant: Broker of Record
Respondent: Salesperson
Date of Release: June 25, 2020

Summary:

- The salesperson distributed flyers (in error) with her old brokerage information during the pandemic, causing concern for residents.

Agreement:

- The salesperson apologized for her error and destroyed the flyers.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: July 3, 2020

Summary:

- The buyer's representative and his clients viewed the seller's property without wearing appropriate personal protective equipment.

Agreement:

- The buyer's representative apologized for his conduct and made a donation to a charity of the seller's choice.

Complainant: Third Party Service Provider
Respondent: Seller's Representative
Date of Release: July 16, 2020

Summary:

- A home stager was hired by the seller's representative and provided the agreed upon services but did not receive payment from the seller's representative.

Agreement:

- The seller's representative took steps to make the payment and offered an apology.

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

Summary:

- The buyer's representative drove a vehicle over the seller's property, specifically the septic tank.

Agreement:

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