

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: Buyer's Representative
Respondent: Seller's Representative
Date of Release: May 15, 2018

Summary:

- The seller directed their representative to hold all offers for the property until a specified date and time.
- The buyer's representative showed the property to his client, and the buyer decided that they would submit an offer by the designated date.
- The date and time for the offer presentation was changed, but the buyer's representative was not aware of the change. As a result, their client did not have an opportunity to submit an offer.
- An argument ensued between the buyer's representative and the seller's representative.
- Although the listing brokerage had sent emails to notify all interested parties about the revised timeline, the buyer's representative had not provided an updated email address to the listing brokerage.

Agreement:

- Both parties agreed to communicate more effectively in the future.

Complainant: Potential Tenant
Respondent: Landlord's Representative
Date of Release: May 24, 2018

Summary:

- The landlord's representative described the property as "leased" on the listing. However, the property was not leased because the lease was conditional at the time.

Agreement:

- The landlord's representative provided a written apology to the complainant and agreed that he would endeavour to ensure that this did not happen again in the future.

Complainant: Seller
Respondent: Seller's Representative
Date of Release: May 31, 2018

Summary:

- The seller's representative listed the property's furnace and hot water tank as "extras" in the listing and indicated that the hot water tank was owned by the seller.
- The Agreement of Purchase and Sale included the gas furnace and hot water tank as chattels and indicated that they were owned,
- The furnace and hot water tank were both rented.
- The seller's representative did not make an effort to confirm the status of the furnace or hot water tank prior to listing the property.
- Due to this oversight, the sellers paid approximately \$8,000 to complete the transaction.

Agreement:

- The seller's representative agreed to compensate the sellers \$4,000 for the error.