

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: May 10, 2019

Summary:

- The parties signed a listing agreement in which the seller would pay a lower commission if the seller's representative also represented the buyer through multiple representation.
- Although the transaction closed via multiple representation, the seller was still charged the full commission.

Agreement:

- The seller's representative reimbursed the seller for the difference in commission.

Complainant: Tenant
Respondent: Buyer's Representative
Date of Release: May 16, 2019

Summary:

- The potential buyer's representative showed up 15 minutes early to a confirmed showing appointment of the subject property.

Agreement:

- The potential buyer's representative provided an apology to the tenant and acknowledged they were early and should have waited for the appointment time.

Complainant: Buyer
Respondent: Buyer's and Seller's Representatives
Date of Release: May 23, 2019

Summary:

- The seller's representative quoted incorrect taxes and the buyer's representative failed to verify the advertised tax amount.

Agreement:

- Both representatives shared the cost of property tax differential for the next five years.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: May 29, 2019

Summary:

- The buyer's representative failed to attend a scheduled appointment to show the subject property and failed to notify the seller.

Agreement:

- The buyer's representative apologized to the seller and agreed to be more diligent in the future.

Complainant: Buyer
Respondent: Buyer's and Seller's Representatives
Date of Release: May 30, 2019

Summary:

- The seller's representative advertised that the property included a central air conditioning system.
- The buyer's representative failed to verify the system was in place prior to including it in the Agreement of Purchase and Sale.

Agreement:

- Both representatives shared the cost of installing a new central air conditioning system.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: June 24, 2019

Summary:

- The potential buyer's representative scheduled a showing for the subject property and failed to attend the confirmed appointment, without notice.

Agreement:

- The buyer's representative apologized to the seller for failing to cancel the appointment.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: July 3, 2019

Summary:

- Without notice and consent, during the final walk-through appointment for the subject property, the buyer's representative arrived with 15-20 people to view the home.

Agreement:

- The buyer's representative apologized to the seller and agreed to be more cautious moving forward.

Complainant: Buyer
Respondent: Buyer's Representative
Date of Release: July 3, 2019

Summary:

- The buyer wished to end the working relationship with their representative.
- When the request to terminate was made, the buyer's representative advised the buyer that no Buyer Representation Agreement had been signed.
- The buyer wished for RECO to confirm this information.

Agreement:

- The brokerage confirmed that the buyer had not entered into a Buyer Representation Agreement.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: July 4, 2019

Summary:

- The buyer's representative left the patio doors open and the lights on after showing the property to an interested buyer.

Agreement:

- The buyer's representative apologized for his oversight.

Complainant: Professional Organization
Respondent: Seller's Representative
Date of Release: July 8, 2019

Summary:

- The seller's representative advertised a specialized professional designation, when they no longer qualified due to unpaid annual dues.

Agreement:

- The seller's representative provided payment of annual dues to the professional organization.

Complainant: Member of the Public
Respondent: Seller's Representative
Date of Release: July 11, 2019

Summary:

- The listing for the subject property contained pictures of a park close to the property, with the complainant's children playing.
- The complainant did not feel comfortable with photos of her children on the listing.

Agreement:

- The seller's representative removed the specific photos.

Complainant: Seller/Builder
Respondent: Buyer's Representative
Date of Release: July 12, 2019

Summary:

- The buyer's representative made an unprofessional remark about the seller/builder.

Agreement:

- The potential buyer's representative apologized for his remark.

Complainant: Seller's Representative
Respondent: Buyer's Representative
Date of Release: July 22, 2019

Summary:

- The potential buyer's representative scheduled a showing for the subject property and failed to attend the confirmed appointment, without notice.

Agreement:

- The buyer's representative apologized.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: July 23, 2019

Summary:

- The seller was upset as more people than were expected attended a showing booked by the buyer's representative.
- The property was left a mess by the buyer's representative and the buyers.

Agreement:

- The buyer's representative apologized for their carelessness during the showing and for any inconvenience caused to the seller.

Complainant: Seller
Respondent: Seller's Representative
Date of Release: July 25, 2019

Summary:

- Three years after the transaction was completed, the seller contacted their representative several times to request a copy of the Listing Agreement.
- The seller's representative failed to provide a copy of the Listing Agreement.

Agreement:

- The seller's representative provided a copy of the Listing Agreement to the seller.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: July 29, 2019

Summary:

- The potential buyer's representative attended the subject property for a showing, even though the appointment had been cancelled by the seller.

Agreement:

- The buyer's representative apologized to the seller for the oversight.

Complainant: Seller's Representative
Respondent: Buyer's Representative
Date of Release: July 30, 2019

Summary:

- The buyer's representative failed to notify the listing brokerage that they would be late for a scheduled showing for the subject property.

Agreement:

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

Complainant: Buyer
Respondent: Seller's Representative
Date of Release: August 13, 2019

Summary:

- The seller's representative provided incorrect information about the subject property to the buyer.

Agreement:

- After a discussion with RECO regarding the importance of verifying information before providing answers to inquiries, the seller's representative offered an apology to the buyer.

Complainant: Seller
Respondent: Salesperson
Date of Release: August 28, 2019

Summary:

- The salesperson attempted to solicit the seller into listing the property with them, while an active listing was in place with another brokerage.

Agreement:

- The salesperson provided a written apology, and their Broker of Record was also made aware of the mistake.