

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: Consumer
Respondent: Buyer's Representative
Date of Release: November 5, 2019

Summary:

- The consumer was upset because the buyer's representative made unprofessional comments.

Agreement:

- The buyer's representative apologized for his conduct.

Complainant: Buyer
Respondent: Seller's Representative
Date of Release: November 6, 2019

Summary:

- The buyer was upset because the seller's representative was allegedly rude to his parents.

Agreement:

- The seller's representative apologized for the misunderstanding.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: November 8, 2019

Summary:

- The seller was upset because the buyer's representative took a video of the apartment and her animals without her permission.

Agreement:

- The buyer's representative apologized for his conduct.

Complainant: Buyer
Respondent: Seller's Representative
Date of Release: November 12, 2019

Summary:

- The buyer was upset because the seller's representative yelled and intimidated her.

Agreement:

- The seller's representative apologized for his conduct.

Complainant: Buyer
Respondent: Seller's Representative
Date of Release: November 27, 2019

Summary:

- The buyer wanted to understand the series of events that led to the property being sold to another buyer, prior to her offer being presented to the seller.

Agreement:

- The seller's representative provided an explanation, along with copies of emails to RECO that showed the property was sold prior to the buyer's representative notifying the seller's representative of the offer. The buyer was satisfied with the explanation.

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

Summary:

- The listing contained incorrect zoning information and an incorrect address.
- The municipality verified that the subject property is zoned as an A2 (rural non-residential) and there has been no civic address issued.

Agreement:

- The seller's representative corrected the listing.

Complainant: Seller
Respondent: Seller's Representative
Date of Release: December 6, 2019

Summary:

- The property was not sold during the listing period. Many months passed and the seller's representative did not pick up the sign and the lockbox.

Agreement:

- The seller's representative apologized and promptly removed the sign and the lockbox from the property.

Complainant: Buyer
Respondent: Seller's Representative
Date of Release: December 12, 2019

Summary:

- The seller's representative failed to advise the buyer's representative of a competing offer.

Agreement:

- The seller's representative apologized for her oversight.

Complainant: Buyer
Respondent: Seller's Representative
Date of Release: December 19, 2019

Summary:

- The seller's representative was advertising a property the Buyer had purchased in 2015 as recently sold on a real estate website – without the written authority of the buyer.

Agreement:

- The seller's representative apologized and deleted the sold property posting from the website.

Complainant: Buyer's Representative
Respondent: Seller's Representative
Date of Release: December 19, 2019

Summary:

- The buyer's representative arrived at the property for a showing, but was unable to proceed as there was no key in the lockbox.

Agreement:

- The seller's representative and the Broker of Record apologized to the buyer's representative and the buyers.