



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: 2020-08-04

Summary:

- The buyer's representative accessed a picture album at the seller's home and showed pictures to the buyers, which caused concern to the seller.

Agreement:

- The buyer's representative apologized for her conduct.

Complainant: Seller
Respondent: Brokerage
Date of Release: 2020-08-19

Summary:

- Advertising of the seller's property remained on the brokerage website after the listing expired.

Agreement:

- The brokerage removed the information from their website upon receiving notice from RECO.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: 2020-08-27

Summary:

- The seller claimed that the buyer's representative left the lights on and the front door open during a showing.

Agreement:

- The buyer's representative provided a letter of apology, the seller accepted.

Complainant: Seller
Respondent: Seller's Representative
Date of Release: 2020-08-27

Summary:

- The seller's representative erroneously advertised that the hot water tank was owned, when it was leased, and failed to address the lease in the agreement of purchase and sale. The lease was never transferred to the new homeowner. The seller subsequently received a bill of \$3,000 from a collection agency, as the hot water tank was still under their name.
- The seller requested that the seller's representative cover half of the cost due to their error.

Agreement:

- The seller's representative acknowledged the error and paid \$1,500 to the seller.

Complainant: Buyer
Respondent: Seller's Representative and Buyer's Representative
Date of Release: 2020-09-14

Summary:

- The listing indicated there was central air conditioning at the property, but there wasn't.
- The buyer had to purchase and install a unit in the property.

Agreement:

- The seller and buyer's representative apologized and jointly covered the cost of the central air conditioning.

Complainant: Seller's Representative
Respondent: Buyer's Representative
Date of Release: 2020-09-30

Summary:

- During a showing, the buyer's representative dropped the key to the property through the cracks in the elevator and was unable to retrieve it.
- The seller's representative claimed that this was a safety issue for the seller and asked the buyer's representative to cover the cost of a replacement key and fob.

Agreement:

- The buyer's representative agreed to pay for the replacement.

Complainant: Buyer
Respondent: Seller's Representative
Date of Release: 2020-10-20

Summary:

- The buyer accused the seller's representative of discrimination during the lease application process.

Agreement:

- Both parties agreed that sensitivity training would be appropriate for the seller's representative.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: 2020-10-30

Summary:

- The buyer's representative booked a showing for the wrong day and entered the property unexpectedly.

Agreement:

- The buyer's representative provided an apology letter to the seller.