



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: Registrant
Date of Release: 2020-11-05

Summary:

- The registrant's website included links to other companies, news media and service providers, including a plug-in feature which misled the consumer to falsely believe that the registrant was affiliated and endorsed by these other outlets.

Agreement:

- The registrant agreed to remove the plug-in feature from the website.

Complainant: Tenants
Respondent: Seller's Representative
Date of Release: 2020-11-11

Summary:

- The tenants were concerned regarding the seller's representative's unprofessional conduct and safety protocols related to the pandemic.

Agreement:

- The seller's representative apologized and agreed to follow protocols for safety during the pandemic and to maintain professionalism.

Complainant: Sellers
Respondent: Buyer's Representative
Date of Release: 2020-11-16

Summary:

- The buyer's representative booked a showing, which he attended alone without his clients, without clarifying the intent of the showing with the sellers.
- Additionally, the buyer's representative left his shoes on during the appointment.

Agreement:

- The buyer's representative committed to clarifying his intentions for showings, prior to attending and apologized for keeping his shoes on during the appointment.

Complainant: Buyer's Representative
Respondent: Seller's Representative
Date of Release: 2020-11-23

Summary:

- The listing for the subject property indicated that showings would start on a specific date.
- The buyer's representative called to book an appointment closer to that date and was informed that the property was sold.

Agreement:

- The buyer's representative considered the matter resolved once the seller's representative received instruction from RECO on correct processes.

Complainant: Buyer
Respondent: Buyer's Representative and Seller's Representative
Date of Release: 2020-11-23

Summary:

- The listing and advertisements for the subject property erroneously identified the flooring as hardwood.
- Despite doubt expressed by the buyer, neither the seller's representative nor the buyer's representative verified the type of flooring prior to the buyer's purchase of the property.

Agreement:

- The buyer's representative and the seller's representative agreed to provide financial compensation to the buyer for the replacement of the flooring from laminate to hardwood.

Complainant: Buyer's Representative
Respondent: Seller's Representative
Date of Release: 2020-11-24

Summary:

- Tenants were quarantining in the basement apartment at the subject property and the seller's representative failed to state that the basement was off limits and did not clearly mark the basement entrance.

Agreement:

- Both parties came to an agreement to read RECO's COVID-19 industry notices to ensure they are following protocols.

Complainant: Buyer
Respondent: Buyer's Representative and Seller's Representative
Date of Release: 2020-11-25

Summary:

- The buyer purchased the property and after closing received a bill from Enbridge, stating that the furnace and the A/C were rentals. This information was never disclosed nor included in the Agreement of Purchase and Sale.

Agreement:

- The buyer's representative and seller's representative agreed to split the cost incurred by the buyer and made the payment.

Complainant: Tenant
Respondent: Seller's Representative
Date of Release: 2020-11-30

Summary:

- The seller's representative paid a visit to the unit without prior notice to the seller.

Agreement:

- The seller's representative apologized and recognized the importance of understanding the *Residential Tenancies Act* and respecting the rights of privacy of the tenants.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: 2020-12-04

Summary:

- During a home inspection, the buyer's representative failed to ensure that the buyer did not bring their children to the appointment and failed to supervise the buyers, who used the seller's blanket and toys without consent.

Agreement:

- The buyer's representative provided an apology, and promised to ensure that instruction provided by sellers would be followed in future.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: 2020-12-08

Summary:

- The buyer's representative was not following safety protocols during the pandemic.

Agreement:

- The buyer's representative apologized and promised to follow safety protocols moving forward.

Complainant: Seller
Respondent: Buyer's Representative
Date of Release: 2020-12-08

Summary:

- The buyer's representative and his clients went through the subject property with their shoes on.

Agreement:

- The buyer's representative apologized and agreed to be more vigilant regarding any personal preferences.

Complainant: Listing Brokerage
Respondent: Buyer's representative
Date of Release: 2020-12-29

Summary:

- The buyer's representative failed to attend and cancel the showing appointment.

Agreement:

- The buyer's representative apologized for his conduct.

Complainant: Property Manager
Respondent: Registrant
Date of Release: 2020-12-30

Summary:

- The property manager found the registrant's advertising board placed in front of their property signage, without permission.
- The registrant stated that he did not place the signage at that location and when he went to remove it, the sign was no longer there.

Agreement:

- The property manager and the registrant come to a mutual agreement that the matter had been resolved, once it was confirmed that the signage had been removed.