

## Service Standards

December 21, 2017

RECO's Service Standards outline the levels of service the public, including registrants, can expect for most services under normal circumstances. RECO endeavors to meet or exceed these standards and welcomes feedback and suggestions about its services.



### Visiting RECO's Office

- Open from 8:30 a.m. to 4:30 p.m., Monday to Friday. Closed on statutory holidays. Any other office closures will be indicated on RECO's website.
- If a meeting has not been arranged, visitors will be greeted at reception and wait less than five minutes to speak to someone who is able to provide assistance unless we advise otherwise.

### Contacting RECO by Phone

- The wait time when calling RECO's main switchboard is less than two minutes.
- Voicemail messages are responded to within one business day.

### Contacting RECO by Email or Mail

- RECO will acknowledge receipt of emails within two business days.
- Email and regular mail are responded to within 15 business days.
- If the matter is complex, the message will be acknowledged and information provided about the estimated response date within seven business days.

### Registration Application Processing

- New Salesperson Applications are processed within 10 business days.
- Online Salesperson/Broker Renewal Applications are processed within eight business days. Hard copy Salesperson/Broker Renewal Applications may take up to 21 days to process.
- Reinstatement Applications for Brokers and Salespersons are processed within 10 business days.
- Employee Transfers are processed within one business day.

*Please note these standards are for non-complex applications and assume all required supporting documentation was provided with the application.*