



# THE REGISTER

SREC Newsletter

February 2020

## In This Issue

Each issue of *The Register* is designed to focus on trending issues in the real estate industry of Saskatchewan as well as offer educational moments and registrant-specific information and reminders. In this edition, we have included several reminders and discussion of issues of import to the industry.

- a) The Commission member election for Region 2, Regina. See details on pages 2 , 3. & 4
- b) Practice Tip: Being Professional in all Situations (*RECA; The Regulator Newsletter; Feb 2020*) article on page 5.
- c) Evaluating New Business Models is presented on page 6.
- d) Investigation Summaries are posted on page 6.
- e) Brokers—don't forget to file your Annual Financial Report by March 15th! Information on page 7.
- f) Education update is on page 8.
- g) Important dates to remember are shown on page 8.
- h) Contact information for the Commission staff and board are listed on page 9.
- i) The 2019-2020 continuing professional development course info is provided on page 9.

We are very interested in hearing from our registrants. What information do you need? What would be helpful? As always, please do not hesitate to contact us with any questions, concerns, or ideas you might have. Feel free to share our newsletters with those who may be interested.

We hope you enjoy this issue!



## We're Moving

The Saskatchewan  
Real Estate Commission  
will be moving to a new location on  
**April 3, 2020.**

104, 210 Wellman Crescent  
Saskatoon, SK S7T 0J1

**IMPORTANT:** Commission email addresses, phone and fax numbers will remain the same.

## Commission Member Elections - Region 2, Regina

Pursuant to Section 6 of *The Real Estate Act* and Bylaw 216.2, the Commission is made up of 11 members, six of whom are elected by other industry members, representing each of three regions: Region 1 – Saskatoon, Region 2 – Regina, and Region 3 – Rural (all areas of the province outside of Saskatoon and Regina). Elected members serve a three-year term commencing July 1<sup>st</sup> following the election.

### This Year's Election

Presently, Region 2 is represented on the Commission by Mr. Clifford Iverson and Ms. Lori Patrick. The current term of office for both expires on June 30, 2020. Each are completing their first term of office.

### Election Process

Nomination forms were available on the Commission's website in January to mid-February for all registrants and an open call for nominations was made. Candidates had to be a registrant with a brokerage in Region 2 in order to qualify to be nominated for election in the region.

### **SIX (6) nominees were submitted. Meet the candidates!**



#### **Mr. Ryan Babey**

I have been a registrant with CIR Commercial Realty Inc. (Colliers International) my entire real estate career focussing on Commercial Real Estate since 2005. It is important to me that in a changing environment of technology and growing market with more registrants and professionals added to the field every day that our rules, regulations and tools that we are able to utilize are properly implemented while keeping a high standard within the real estate trade in Saskatchewan.



#### **Ms. Corinne Drysdale**

Corinne Drysdale is broker/owner of Deegan Properties Inc., a Regina owned and operated property management brokerage. Corinne's experience in real estate started in administration within Harvard Property Management's retail portfolio in 2014. She is very community minded, serving on her condominium board and volunteering her time to raise funds for under-privileged women and children. Her commitment to serving her clients first is shown through her brokerage values of responsiveness and doing the right thing the first time, while demonstrating professionalism and ethics. Corinne's interest to serve on the Saskatchewan Real Estate Commission board stems from wanting to give back to the membership while continuing to grow in the real estate industry.

## Commission Member Elections - Region 2, Regina (cont'd)

All eligible voters will be contacted in due course regarding the online voting process. In the meantime, we hope all registrants in the Regina area will make an effort to learn more about the candidates and possibly have an opportunity to meet or contact the nominees and discuss your concerns. Every vote should be based on an informed decision.



### **Ms. Danielle Frank**

I am currently a Property Manager at RealtyOne Real Estate Services Inc. in Regina. I have been in the property management industry for 3 years. Previously I spent 10+ years in commercial construction and facility planning. I have a Diploma in Architecture & Building Technologies, certificates in Change Management and Project Management and a designation as a Facility Management Professional. I am looking to become a member of the SREC to bring another voice to the table from the property management profession. With the growing amount of unlicensed property managers working in this province I believe it's time for the SREC to do a more thorough job enforcing the regulations, act and bylaws while regulating the property management industry.



### **Mr. Clifford (Cliff) Iverson**

I have always been a strong proponent of professionalism in the real estate industry. This needs to be achieved through education and compliance so that the consumer feels comfortable that they will receive the utmost of service from the individual that they choose to represent them. Although steps are being taken in the right direction, we can never rest on our laurels. The consumer is becoming more aware and, in my opinion, rightfully so.

I have over 40 years of experience in the real estate industry. I have volunteered and/or been elected to various positions helping industry related organizations in Canada and the United States. I have helped to develop skills, served on task forces, and most recently a member of the search/selection committee for the new CREA CEO and Chair for the newly amalgamated SRA to fill the CEO position.

Areas where I would like to see further improvement at the SREC level includes more communication with brokers/registrants, education, and governance of the organization. Over the past couple of years, these issues have begun to be addressed but, we have only touched the tip of the iceberg at this time. Any changes required may be subject to legislation but, one step at a time.

I respectfully put my name forward for the position of Commission member and look forward to being able to contribute to the continued betterment of the real estate industry in Saskatchewan.

## Commission Member Elections - Region 2, Regina (cont'd)

For further information with respect to Commission makeup and the election process, please refer to Section 6 of The Real Estate Act and Part 2 of Commission Bylaws.

All eligible voters will be contacted in due course regarding the online voting process. In the meantime, we hope all registrants in the Regina area will make an effort to learn more about the candidates and possibly have an opportunity to meet or contact the nominees and discuss your concerns. Every vote should be based on an informed decision.



### **Ms. Terri Klyne**

Terri began her real estate career in 1997, maintaining her registration with the Saskatchewan Real Estate Commission (SREC) since 2000. After excelling in residential sales, she switched focus to property management, holding administration and management positions with NewWest Enterprise Property Group and RedCliff Realty Management prior to joining Harvard in 2012.

Terri is responsible for the overall delivery of the property management mandate across Saskatchewan which encompasses a large mixed portfolio of office and retail developments in both large and small urban centres. In addition, Terri leads a diverse team of real estate professionals responsible for the overall maintenance of the asset. A passion for providing exceptional leadership to this

team has led Terri to complete The Effective Executive Leadership and Dare to Lead programs.

Terri adheres to a strong customer service philosophy and solid values that allows her to give customers and clients assistance that provides peace of mind for those that own and occupy real estate.

Terri holds a Real Property Administrator (RPA) designation from the Building Owners and Managers Institute (BOMI). She is also a member of the International Council of Shopping Centres (ICSC) and holds a Certified Shopping Centre Manager (CSM) designation. In addition, Terri acts as the Broker for Harvard Property Management Inc.



### **Ms. Lori Patrick**

I have found my 3 years working on the commission to be rewarding and challenging and would like to continue the work I have started. When I was elected SREC was just going thru a major transition of our education provider from ASR to UBC Sauder and I sought out the education committee feeling that this was an important moment for the education department of our industry. I am now Chairperson of the Education Committee which is still learning and shepherding in the new program with the help of the experts from the education field. This is vital work for the betterment of our profession and I feel needs experienced people to

make sure the education of our current and future members is the best it can be. I have also encouraged SREC as a whole to reach out more to our stakeholders, registrants, brokers and the public. To be more accessible and viewed as a collaborative body there to help and guide our membership rather than just act as a regulatory body. When SREC works at more outreach we all benefit. I ask for your support and vote. Thank you.

## Practice Tip: Being Professional in all Situations

*Real Estate Council of Alberta, February 05, 2020 Newsletter—The Regulator*

Over the past few months, RECA has seen an unprecedented increase in complaints from consumers regarding unprofessional behaviour from licensees. Complaints have included the use of profanity, rudeness, and yelling by industry professionals. Unprofessional behaviour like this undermines public confidence in the industry, harms the integrity of the industry, and brings the industry into disrepute.

It is likely no coincidence that the increase in complaints about unprofessional behaviour has happened as the market in Alberta has taken a significant downturn. In stressful economic times, a calm, professional demeanour can often be the first thing out the door. However, a calm, professional demeanour during hard times can also be the thing that results in you retaining your clients.

Alberta industry professionals have the privilege of self-regulation, and self-regulation means exactly that: regulating oneself. Licensees are expected to ensure they have a professional mindset, demonstrate good character, and remain professional when delivering services to the public, at all times.

What does professionalism mean?

Professionalism is a standard of conduct based on ethics that govern the real estate industry. Professionalism means:

- Fulfilling fiduciary obligations and acting in the best interest of clients
- Providing competent business services to the public, with integrity
- Being knowledgeable in your area of practice, including legislative changes, and relevant legal or practice considerations
- Acting ethically at all times
- Being accountable and taking responsibility for your actions
- Meeting obligations when dealing with personal or confidential information
- Treating RECA, clients, industry professionals, and third parties with civility, respect, and professional courtesy
- Putting the interests of your client, the profession, and public interest above your own.

Industry professionals have the primary responsibility for effective self-regulation. Your standards of conduct and business practices collectively determine the value and integrity of the industry. Industry professionals are ultimately accountable for their conduct to clients, colleagues, and RECA.

### Saskatchewan comments on this article

SREC has also seen an unprecedented increase in complaints regarding unprofessional behaviour. Almost half of complaints received by the Commission involve a lack of professional courtesy and/or poor quality of service. Complaints led to investigations, possible reprimand(s) and sanction(s). This takes time from you and your broker away from dealing with clients. This is a difficult way to learn a lesson and such incidents leave a permanent mark on these individual's records and follow them when they apply to work in other jurisdictions.

Not everyone can keep calm in stressful situations. Slow down and try not to react immediately. Instead take some deep breathes and bite your tongue if you have to. If possible, excuse yourself for a minute or two and try to collect your thoughts.

## Evaluating New Business Models

It is not uncommon for registrants to look around and see a need in the real estate market that appears to be underserved or not addressed at all by the current practices of the industry. Developing business models to serve these needs can be a way for registrants to branch out into new ventures, but a registrant's desire to grow their business and brand must always be considered in light of the registrant's obligations under *The Real Estate Act*, Regulations and Commission Bylaws.

Registrants need to keep in mind that the definition of a "trade" in real estate is very broad and captures a lot of activities relating to the purchase, sale and management of real estate.

Registrants interested in branching out into different parts of the real estate market should be discussing these ideas with their brokers to ensure that there are no issues of non-compliance with the legislation or with brokerage policy. If the services a registrant plans to provide constitute a "trade" in real estate, all marketing materials must include the name of the brokerage and be provided to the registrant's broker or branch manager for review and approval prior to publication or distribution.

If the new business model involves the MLS® or relates to the registrant's obligations as a member of the Saskatchewan REALTORS® Association, the registrant should reach out to the Association to discuss the idea.

A registrant who is unsure if a new service constitutes a "trade" in real estate or if a new business model complies with a registrant's legislative obligations is welcome to contact the Commission's Legal & Compliance Department and discuss the idea with the staff.

## Compliance & Discipline

The Commission's Investigation and Hearing Committees continue to work diligently with the Legal & Compliance Department to manage numerous complaints and investigation files. The results of such diligence can be seen below. The Consent Order is an alternative to attending a formal hearing and this options continues to be an effective and efficient method to closing complaint files.

The Consent Order process allows registrants involved in a complaints to more efficiently deal with the breach and resultant sanctions and avoid the costs and time inherent in the formal hearing process. Registrants are encouraged to review the elements of the discipline process on our website ([Commission Discipline Process](#)), which includes a simplified diagram explaining the steps involved. Below is a brief summary of each decision (listed numerically), with its direct link. As always, full summaries can be found through our [website](#) (posted for three years), or on [CanLII](#) (posted indefinitely).

**[2019-38 Brandon Moore](#)**: On December 2, 2019, Mr. Moore was issued an order of reprimand and: a \$2,000 fine for breaching Bylaw 701(a) by drafting an offer to purchase that stated that a purchaser owned a property when, in fact, the purchaser did not own the property; and a \$1,000 fine for breaching Bylaw 730 by failing to use the mandatory Residential Contract of Purchase and Sale and the mandatory Notice to Remove Condition(s) on Residential Contract of Purchase and Sale.

**[2019-41 Dennis Bode](#)**: On December 2, 2019, Mr. Bode was issued an order of reprimand and a \$1,000 fine for breaching Bylaw 702.1 by filling out a cancellation form and witnessing the signatures of another brokerage's seller clients on said form.

**Important Note** — Questions? Contact the Commission's Legal & Compliance department at [compliance@srec.ca](mailto:compliance@srec.ca), or call 306-374-5233, ext 2.

# Brokerage Annual Financial Reporting

## **Submit by March 15, 2020!**

*It's preparation time for annual financial reporting by brokerages.*

### **The Legislation:**

The Commission's mandate includes consumer protection and Annual Financial Reports (AFR) received from brokerages are an essential part of this protection. The AFR allows the Commission to review how brokerages are managing the funds entrusted to them.

*The Real Estate Act* stipulates that all brokerages are required to maintain an interest bearing trust account for monies received in trust for a trade in real estate. Bylaw 606 states all brokerages must file an annual financial report for the previous calendar year with the Commission. The purpose of these reports is to communicate to the Commission a summary of the brokerage's operations over the past calendar year. The Commission conducts audits on these accounts to ensure compliance with the *Act*. The Commission also conducts audits on these accounts to ensure compliance with the *Act*.

### **Online Filing:**

To file your brokerage's report, sign into your brokerage screen on the Commission's Online Registration System. The top section of the page is related to the brokerage. Look to the far right for the Actions box and click on the drop down menu. "*File annual financial report*" is the selection you are looking for; press the **GO** button.

***Reports for the 2019 year must be filed on or prior to March 15, 2020.***

*The report is not considered complete until all requested and supporting documentation is received (or post marked on or prior to March 15, 2020) by the Commission.* Documentation may be clearly scanned as PDFs and emailed to [info@srec.ca](mailto:info@srec.ca). You may also submit via fax to (306) 373-2295 or mail to 237 Robin Crescent, Saskatoon, SK S7L 6M8. Regardless of the method you choose to submit your documentation, please send ONE copy only. You should retain all originals with your file records.

### **Late Submission:**

In accordance with Commission Bylaw 407, a **late submission fee of \$1,500.00** will be levied against each brokerage whose *complete* report and supporting documentation are received dated/postmarked after March 15, 2020.

If you have any questions, concerns or difficulties regarding the filing process, please contact Gail Armstrong or Darla Hufsmith at [info@srec.ca](mailto:info@srec.ca) or 306 374-5233, at extension 1 or 5, respectively.

## New Education Program Update

### New Education Program Provider:

The Commission engaged the services of the **University of British Columbia's Sauder School of Business, Real Estate Division (UBC Sauder)**, as our mandatory education provider effective January 1, 2019. A year later we are pleased to be well on our way to meeting the public's concerns by implementing higher standards for language proficiency entrance requirements and educational principles.

### Pre-Registration Education:

UBC Sauder offers a web-based portal for all students to access mandatory courses, study guides, resource materials, tutorials, videos, etc.

The biggest changes that have occurred are to content organization and course and exam delivery. All courses include hardcopy manuals, 24/7 tutorial assistance, and multiple additional resources. Students have access to the full range of services that UBC Sauder provides as a nationally-recognized professional educational institution. Students are reporting to the Commission their experience as being constructive and encouraging.

### Continuing Professional Development:

As with pre-registration education, continuing professional development courses (CPD) are also available through UBC Sauder. Registrants must successfully complete one course from a choice of three courses, all of which are completed online.

We are now into our second year of registrants taking this annual mandatory course. With all of the changes we are pleased with the ease with each registrant have been able to access UBC Sauder's programing.

The Commission and UBC Sauder continue to assess course performance and are looking for feedback as we progress.

The Commission's belief is improved education leads to improved professionalism in the industry.

### UBC Sauder Contact Information:

1-888-776-7733  
saskinfo@sauder.ubc.ca  
[www.sauder.ubc.ca](http://www.sauder.ubc.ca)



## 2020 Dates to Remember

### March 15

Brokerage Annual Financial Reports due

### March 12 (Regina)

June 11 (Saskatoon)  
Regular Commission meetings

### April 8

Region 2, Regina  
Commission member election

### June 6 - 8

Real Estate Regulators of Canada (RERC) Conference (Vancouver, BC)

### May 16-June 30

Registration renewals

### May 31

CPD completion deadline

### July 1

Registration year begins

### Oct. 15-Dec. 31

Renewals for Permits for Professional Corporations

The office of the Commission will be **closed** for the following statutory holiday observances:

- **Friday, April 10** (Good Friday)
- **Monday, May 18** (Victoria Day)

### Regular Office Hours:

**Monday-Friday, 8:30am-noon, 1pm-4:30pm**  
**Closed weekends and holidays.**

## CPD 2019-2020

Each registration year, registrants must complete **ONE** Continuing Professional Development (CPD) course. Registrants may choose anyone of the available course offerings; no one is limited by specialty area.

- **Industry Updates 2020**
- **Commercial 2020**
- **Broker/Brokerage 2020**

CPD courses for the 2019/20 registration year became available on January 6, 2020. All courses are provided in an online format.

All mandatory courses, including annual CPD, are provided through our education provider, UBC's Sauder School of Business, Real Estate Division.

CPD must be **completed by May 31** of each year in order to be eligible to renew for the next fiscal/registration year.

**Please visit**  
**[UBC Sauder's website](#)**  
**TODAY!**

## Contact Us

### Saskatchewan Real Estate Commission

237 Robin Crescent  
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[@SREC\\_comm](#)



## Commission Staff

**Aaron Tetu**, Executive Director/Registrar  
([atetu@srec.ca](mailto:atetu@srec.ca)), ext. 7

**Gail Armstrong**, Registration/Office Administrator  
([garmstrong@srec.ca](mailto:garmstrong@srec.ca), [info@srec.ca](mailto:info@srec.ca)), ext. 1

**Bill Craik**, Legal & Compliance Manager  
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**Nina Criddle**, Compliance Officer  
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**Laura Mychan**, Legal Assistant  
([lmychan@srec.ca](mailto:lmychan@srec.ca)), ext 2

**Darla Hufsmith**, Controller  
([dhufsmith@srec.ca](mailto:dhufsmith@srec.ca)), ext. 5

**Education** (redirects your call to UBC Sauder), ext. 6

**Jason Weiler**, Systems Administrator  
([jweiler@srec.ca](mailto:jweiler@srec.ca)), ext. 8

**Bernie Weinbender**, Practice Advisor, ext. 9

## Commission Members

Vern McClelland, Chair,  
Lloydminster, elected

Tara Faris-Peters, Saskatoon, (IC&I)  
appointed

Doreen Heinbigner, Moose Jaw, elected

Cliff Iverson, Regina, elected

Cam Bristow, Saskatoon, elected

Anne Parker, Regina, appointed

Lori Patrick, Regina, elected

Bill Preston, Q.C., Saskatoon, appointed

Dean Staff, Saskatoon, appointed

Bob Volk, Regina, appointed

Wayne Zuk, Saskatoon, elected