



By-law

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**Unless otherwise indicated the most
recent changes to the By-law are indicated
in bold typeface.**

PART ONE – DEFINITIONS

Definitions

101

ACT means *The Real Estate Trading Act*.

102

ADVERTISEMENT means the use of space or time in a public medium (including the use of the internet), or the use of a commercial publication such as a brochure or handbill, or any marketing activity, to communicate with the general public or a segment thereof, for the purpose of promoting a trade in real estate.

103

AGENT means an industry member who is expressly or implicitly authorized to act for or represent another person in a trade in real estate.

104

AGREEMENT means a legal contract between two or more parties and includes a Listing Agreement, a Buyer Agency Agreement, an Agreement of Purchase and Sale (includes offer, counter offer, addendum(s), and amendment(s)), price changes on an existing Agreement and a completed Transaction.

105

ASSOCIATION means the Nova Scotia Association of REALTORS®.

105A

APPROVED SALES CORPORATION means a body corporate that has been licensed as an Approved Sales Corporation by the Nova Scotia Real Estate Commission.

105B

AUDIT means an inspection of trust account records and brokerage transaction files.

105C

AUDITOR means a person authorized by the Commission to conduct audits in accordance with the By-law and applicable Commission Policies.

105D

Repealed.

105E

BANK means a chartered bank, a financial institution, or a credit union.

PART ONE – DEFINITIONS

106

BRANCH OFFICE means an office that is located apart from the main office and includes:

- (a) any enclosed, self-contained, commercial space, leased or owned, from which real estate services generally may be offered or provided;
- (b) any facility that may be deemed to be a branch office by the Commission.

107

BROKER means an individual who is licensed as a broker by the Nova Scotia Real Estate Commission, who is employed by or associated with a licensed brokerage in Nova Scotia, and is registered with and authorized to operate a brokerage and trade in real estate on behalf of that brokerage.

108

BROKERAGE means a person licensed by the Nova Scotia Real Estate Commission as a brokerage, and who is authorized to trade in real estate in Nova Scotia as a brokerage, or advertise or hold itself out as a real estate brokerage to the public, and includes all the industry members licensed with the brokerage.

108A

BUSINESS DAYS are Monday to Friday, excluding statutory, provincial and civic holidays in the Province of Nova Scotia.

308B

BUSINESS ORGANIZATION—means a corporation or an unincorporated organization, including a sole proprietorship or a partnership, that is authorized by law to carry on business in the Province.

109

BUYER means a person acquiring or attempting to acquire an interest in real estate by purchase.

110

CLIENT - A client is any person that is in an agency relationship with a licensed person. This relationship may be formalized, as in a Listing Agreement or Buyer's Contract, or it may be verbal or as a result of actions of the licensed person. The client relationship ends once the purchase or lease negotiated closes. If an industry member does not provide disclosure as per Article 3, then it will be assumed you are in a client relationship.

111

COMMISSION means the Nova Scotia Real Estate Commission.

PART ONE – DEFINITIONS

112

COMPLETED TRANSACTIONS - Without restricting the generality of the Real Estate Trading Act, the following circumstances are deemed to be completed transactions:

- (a) in the case of a sale of real estate, when the title has been registered at the Registry;
- (b) in the case of a lease, when final lease documentation has been signed; or
- (c) upon special written agreement of the parties to the transaction.

113

CONCURRENT REPRESENTATION means a situation in which a brokerage or an industry member represents two or more parties to a trade whose interests are seen to be in conflict.

313A

CONDITIONAL LICENCE—means a licence issued to an applicant that is subject to any terms and conditions that the Registrar or Commission Committee considers necessary.

114

CONFIDENTIAL INFORMATION includes any information concerning the client including the client's financial or personal situation, the client's real estate and the transaction involving the client.

115

CONTINUOUS REGISTRATION means an industry member will be deemed to be continuously licensed provided that he/she has not had a lapse in registration of more than 30 days.

116

CUSTOMER means a person who has not engaged or employed the brokerage in an agency capacity or as the person's transaction broker.

316A

DAY—day or days not prefaced by "business" means consecutive calendar days including all holidays.

117

DESIGNATED AGENCY means a relationship in which one or more industry members, licensed with the same brokerage, are designated in writing by the brokerage to act as sole agents for a buyer or a seller with respect to the same trade.

118

DESIGNATED AGENT means the licensee or the licensees designated in the brokerage agreement by the brokerage to serve as a sole agent for a buyer or a seller in a trade in real estate.

PART ONE – DEFINITIONS

119

DESIGNATED AGENCY AGREEMENT means a written service agreement between a brokerage and a buyer or a seller which sets out the terms and conditions under which one or more different individual industry members licensed with the brokerage are designated as the agent of the seller or of the buyer, respectively, in the same trade.

120

DUAL AGENCY means a relationship in which a brokerage or an individual industry member represents, as agent, both the buyer and the seller in the same trade.

121

EXCLUSIVE BUYER BROKERAGE AGREEMENT means a written service agreement between a brokerage and a buyer under which the buyer grants the brokerage exclusive authority to act as agent for the buyer and the exclusive right to locate for the buyer an interest in real estate and by which the buyer may agree to compensate the brokerage on any purchase effected by the brokerage, another brokerage or the buyer.

122

EXCLUSIVE SELLER BROKERAGE AGREEMENT means a written service agreement between a brokerage and a seller under which the seller grants the brokerage exclusive authority to act as agent for the seller and the exclusive right to offer for sale the seller's interest in real estate and by which the seller agrees to compensate the brokerage on any sale effected by the brokerage, another brokerage or the seller.

123

FACILITATION SERVICES means services that do not require the exercising of discretion or judgment, or the giving of confidential advice or advocating on behalf of either the buyer or the seller and may include:

- (a) providing real estate statistics and information on property including comparable property information available through listing services or other local databases;
- (b) providing standard form agreements of purchase and sale and other documents and assisting in their preparation in accordance with the instructions of the customer;
- (c) providing names of real estate service providers, but not recommending any particular service provider to the customer;
- (d) presenting to a customer, in a timely manner, all offers and counter offers to and from the buyer and the seller, as the case may be, regardless of whether the property is already the subject of a contract;
- (e) conveying to the buyer and the seller, as the case may be, in a timely manner all information that customer wishes to have communicated to the other;

PART ONE – DEFINITIONS

- (f) keeping the customer informed regarding the progress of the transaction; and
- (g) complying with the provisions of the *Real Estate Trading Act*, its regulations and the By-law of the Nova Scotia Real Estate Commission.

123A

FINANCE COMMITTEE makes recommendations to the Commission Board of Directors about Commission finances. Committee membership is defined in the NSREC Finance Committee Policy.

124

FRAUD or FRAUDULENT include, in addition to their ordinary meanings, in connection with a trade in real estate:

- (a) any intentional misrepresentation by word, conduct or manner of a material fact;
- (b) an intentional omission to disclose a material fact;
- (c) a promise or representation as to the future that is beyond reasonable expectation and that is not made in good faith;
- (d) the failure, within a reasonable time, to properly account for or pay over any money received to the person entitled to it;
- (e) the failure on the part of an industry member to disclose to all parties concerned whether he or she is acting as a principal or an agent in a trade;
- (f) any course of conduct or business calculated or put forward with the intent to deceive the public, the buyer or the seller about the value of any real estate;
- (g) the failure on the part of the industry member to disclose to a seller of real estate, for whom he or she acts directly or indirectly, any offer (written or verbal) that he or she has received to acquire that real estate;
- (h) the failure on the part of an industry member to disclose to a buyer of real estate, for whom he or she acts directly or indirectly, a counter offer made by the seller to that buyer;
- (i) the gaining or attempt to gain, a commission, fee or gross profit that is so large and so exorbitant that it is unconscionable and unreasonable;
- (j) generally, any artifice, agreement, device, scheme, course of conduct or business to obtain money, profit or property by any of the means set out in sub-clauses (a) to (i) or otherwise contrary to law or by wrongful or dishonest dealing; and
- (k) any other activity or practice that is prescribed in the regulations;

125

GIFT is something of value given as a show of appreciation or a thank you for doing business or assisting the industry member in some manner.

PART ONE – DEFINITIONS

126

INCENTIVE means anything that is advertised, communicated or offered by a Brokerage to the public or a person for the purpose of attracting business to the Brokerage and includes a promise, good, service, game of chance or anything else of value.

127

INDUCEMENT means anything that is offered or provided by an industry member to a person who is, or could be, a party to a real estate transaction and is intended to either assist, persuade, or cause that person to enter into a particular real estate transaction.

128

INDUSTRY MEMBER means a person licensed by the jurisdiction to trade in real estate.

129

INVESTIGATING OFFICER means a member of the Commission staff appointed by the Commission, on a motion, to review the conduct of industry members and give reports to the Registrar and Commission.

130

LEASE means a written contract by which a lessor, in consideration of rent, conveys real estate to a lessee for a specified period.

130A

LICENSEE means a person licensed by the Commission to trade in real estate.

131

LISTING is an agency agreement between a seller and a Brokerage to market the seller's property.

132

MAIN OFFICE means an office that is located at the address shown on the Broker's licence.

133

MANAGER is an Associate Broker who has responsibility, under the supervision of a Broker, for the management of an office (main or branch).

134

MARKETING ACTIVITY means any advertisement, any publication or communication in any medium with a client, prospective client or the general public in the form of an advertisement, promotional activity or material, or any other means by which a trade in real estate is promoted.

PART ONE – DEFINITIONS

135

NON-EXCLUSIVE BUYER BROKERAGE AGREEMENT means a service agreement between a brokerage and a buyer under which the buyer grants the brokerage non-exclusive authority to act as agent for the buyer to locate for the buyer an interest in real estate and by which the buyer may agree to compensate the brokerage only if the brokerage is the effective cause of the purchase.

136

NON-EXCLUSIVE SELLER BROKERAGE AGREEMENT means a service agreement between a brokerage and a seller under which the seller grants the brokerage non-exclusive authority to act as agent for the seller to offer for sale the seller's interest in real estate and by which the seller agrees to compensate the brokerage only if the brokerage is the effective cause of the sale.

136A

NSREC MANDATORY FORMS COMMITTEE makes recommendations to the Commission Board of Directors regarding new and existing Commission-mandated forms. Committee membership is defined in the NSREC Mandatory Forms Committee Policy.

137

PERSON includes a corporation and the heirs, executors, administrators or other legal representatives of an individual to whom the context can apply according to law.

138

Repealed 2012.

139

PURCHASE includes an exchange, option, lease or other acquisition of an interest in real estate.

139A

RECORDS means books, documents, papers, notices, waivers, agreements, acknowledgements, disclosures, files, communications, correspondence, accounting records and any other information or data that is recorded, stored or retained by any means or device including electronic means.

139A

RESPONSIBLE LICENCE HOLDER means the Broker, Managing Associate Broker, Associate Broker or Salesperson designated by an Approved Sales Corporation as being responsible for all acts of the Approved Sales Corporation.

139B

RESTRICTED LICENCE—means a licence issued to an applicant with restrictions that limit the scope of practice that the Registrar or Commission Committee considers necessary.

PART ONE – DEFINITIONS

140

SALE includes an exchange, option, lease or other disposition of an interest in real estate.

141

SELLER means a person disposing or attempting to dispose of an interest in real estate by sale.

142

SERVICE AGREEMENT means an agreement that establishes a relationship between a brokerage and a person which identifies the responsibilities of each party and includes the services to be performed by the brokerage and the commission or remuneration payable, if any.

143

SOLE AGENCY means a relationship in which a brokerage or industry member acts as the agent of only one party in a trade.

144

SUB-AGENT means a brokerage to whom a buyer's or seller's brokerage or designated agent delegates, in whole or in part, the performance of the buyer's or seller's brokerage's or designated agent's mandate.

144A

TEAM is two or more industry members licensed with the same brokerage, including licensed assistants, who

- (a) Work together on a regular basis to provide real estate brokerage services;
- (b) Represent themselves to the public as being part of one entity; and
- (c) Designate themselves by a collective name, such as team or group.

A team member shall belong to one team only and shall not provide real estate services independently of the team.

145

TRADE includes one or more of the following:

- (a) a disposition of, an acquisition of or a transaction in real estate, by sale or purchase;
- (b) an offering, advertisement, listing or showing of real estate for sale or purchase;
- (c) an offer to purchase or offer to sell;
- (d) the solicitation, negotiation or obtaining of a contract, agreement or any other arrangements for any one or more of the things mentioned in this clause, either directly or indirectly;
- (e) holding oneself out as trading in real estate;

PART ONE – DEFINITIONS

- (f) any conduct, act or negotiation, in the furtherance or attempted furtherance of any one or more of the things mentioned in this clause; but the provision of information alone does not constitute furthering or attempting to further for the purposes of subsection (f).

146

TRANSACTION BROKERAGE means a relationship in which a brokerage or industry member provides facilitation services to the buyer and the seller in the same trade.

147

TRANSACTION BROKERAGE AGREEMENT means a written service agreement between a brokerage and the buyer and the seller in a trade which sets out the terms and conditions under which the brokerage will provide facilitation services to the seller and the buyer in the same trade.

148

TRANSACTION FACILITATOR is an industry member who has been engaged under a Transaction Brokerage Agreement to provide facilitation services to the buyer and the seller in the same trade.

149

TRUST ACCOUNT means an account maintained in accordance with the Act to which trust funds are deposited, held and disbursed on behalf of several clients or several accounts for the same client.

150

WRITTEN OFFER means an offer that is reduced to writing, to purchase, offer to lease or any proposal by one party to another party to trade in real estate.

151

IN WRITING means any permanent form including an electronic record, audiotape or videotape and “written” has a corresponding meaning.

PART TWO – COMMISSION ADMINISTRATION

Commission Administration

These by-laws are made pursuant to section 8 of the Act.

Rules of Order

201

Except where specifically outlined in the Act, the Regulations, the By-law or the Policies, Robert's Rules of Order shall apply to all meetings of the Commission.

The Commission

202

The Commission, is responsible for:

- (a) the general administration of the Act, the Regulations, and all matters related to the administration of the By-law;
- (b) establishing standards for applicants and licensees in the real estate industry, which will promote high standards of professionalism, competence and integrity for the protection of consumers; and
- (c) the creation of policies that support the efficient administration of the Act, the Regulations and the By-law, in the public interest.

Board of Directors

203

The Commission may also be referred to as the Board of Directors, and when so acting shall have all of the authority, rights and obligations of the Commission under the Act, the Regulations, the By-law and the Policies.

Conduct of a Member of the Commission

204

- (a) In carrying out the responsibilities of the Commission, a member of the Commission shall:
- (b) act at all time in the public interest in carrying out their responsibilities under the Act, the Regulations, the By-law and the Commission Policies; and
- (c) comply with the Nova Scotia Real Estate Commission Code of Conduct.

Confidentiality

205

- (a) Every person appointed pursuant to the Act, authorized to do anything pursuant to the Act or employed in the administration of the Act shall preserve confidentiality with respect to all matters that come to their knowledge in the course of their duties pursuant to the Act.
- (b) A person described in subsection (a) shall not disclose or communicate any of the matters mentioned in subsection (a) to any person except:

PART TWO – COMMISSION ADMINISTRATION

- (i) as required in connection with the administration of the Act, the Regulations, the By-law, the Policies or any proceedings pursuant to the Act, the Regulations, the By-law or the Policies;
 - (ii) to one's own legal counsel or legal counsel for the Commission, or to a Hearing Panel of the Commission;
 - (iii) with the written consent of the person to whom the information relates; or
 - (iv) as otherwise required by law.
- (c) No person described in subsection (a) shall be required to give testimony in any civil action or proceedings with regard to information obtained in the course of their duties or employment or in the exercise of their authority, except in a proceeding pursuant to the Act, the Regulations, the By-law or the Policies.
- (d) Notwithstanding subsections (a) and (b), the Commission or Registrar may publish or make available to the public any material and/or information obtained pursuant to the Act when the Commission or the Registrar is of the opinion that it is in the public interest to do so.

Commission Appointments

206

In accordance with section 7(1) of the Act, Commission members shall be elected or appointed as follows:

- (a) three members who are not licensed persons, appointed by the Governor in Council;
- (b) three licensed members elected by the licensed individuals;
- (c) a licensed member representing the commercial sector appointed by the Commission in accordance with the By-law;
- (d) three licensed members appointed by the Association; and
- (e) the Registrar as a non-voting member.

Qualification for Licensed Members of the Commission

207

To be eligible to serve as a member of the Commission, a licensee shall:

- (a) Hold a valid real estate licence;
- (b) Not have been convicted of an offence pursuant to the Act, the Regulations, or the By-law resulting in
 - (i) a disciplinary suspension within the past 10 years; or
 - (ii) a disciplinary licence restriction; or
 - (iii) a fine greater than \$500 within the past two years; or

PART TWO – COMMISSION ADMINISTRATION

- (iv) a fine of \$500 or less within the past year.
- (c) Not be a director, officer, board member or employee of another real estate organization whose role is to defend the interests of the industry.

Procedures for the Election of Members of the Commission

208

The election of members of the Commission pursuant to section 7(1)(b) of the Act shall be conducted as follows:

- (a) all elected members of the Commission pursuant to 7(1)(b) of the Act shall be licensees;
- (b) all licensees shall be entitled to vote for the election of a licensee as a member of the Commission;
- (c) Members of the Commission shall be elected for a term not exceeding three (3) years and serve no more than two (2) consecutive terms;
- (d) On or before sixty (60) days prior to the Annual General Meeting, the Commission shall make available to all licensees, a nomination form and a notice requesting that the nomination of licensees for election as members of the Commission be received at the office of the Commission no later than thirty (30) days prior to the Annual General Meeting;
- (e) The nomination of a licensee for election as a member of the Commission shall be in writing on the form approved by the Commission and signed by ten (10) licensees, none of whom is the nominee, and shall be received at the office of the Commission no later than thirty (30) days prior to the Annual General Meeting;
- (f) Two (2) business days after the last day for the receipt of nominations, the Commission shall make available to all licensees a list of nominees;
- (g) Brokerages and approved sales corporations are not eligible to vote in the election;
- (h) Election shall be by electronic ballot unless otherwise required;
- (i) The election process shall be managed by the Registrar;
- (j) The nominee with the greatest number of votes cast by voting delegates shall be declared elected;
- (k) The date of the election of a member of the Commission shall commence at least three (3) business days before and close one (1) day before the Commission Annual General Meeting; and
- (l) In the event of a tie, the Chair or the Vice-Chair of the Commission shall draw at random from paper ballots inscribed with the names of the tied candidates, one of the candidates' names. The Chair or the Vice-Chair of the Commission shall declare the person whose name appears on the ballot drawn as the elected member of the Commission.

PART TWO – COMMISSION ADMINISTRATION

- (m) Where an elected member ceases to be a member for any reason prior to the expiration of that member's term of office, their vacancy shall be filled by a special election. Where the vacancy occurs after January 1 of the year in which the member's term ends, the election may be held in conjunction with the annual election.

Procedures for Appointed Members of the Commission by the Association

209

- (a) All Association-appointed members of the Commission shall be licensees.
- (b) Appointments may be submitted by the Association in a format approved by the Commission.
- (c) Appointments shall be announced at the Annual General Meeting.
- (d) Members of the Commission shall be appointed for a term not exceeding three (3) years and serve no more than two (2) consecutive terms.
- (e) Brokerages and approved sales corporations are not eligible for appointment.
- (f) When an appointed member of the Commission is unable to complete their term, the Association shall be asked to appoint another licensee to serve the remainder of the term.

Procedures for Appointments of Licensed Members of the Commission Representing the Commercial Committee

210

- (a) All Commercial-Committee appointed members of the Commission shall be licensees.
- (b) Recommendations for appointment may be received from the Commission's Commercial Committee.
- (c) Appointments shall be announced at the Annual General Meeting.
- (d) Members of the Commission shall be appointed for a term not exceeding three (3) years and serve no more than two (2) consecutive terms.
- (e) Brokerages and approved sales corporations are not eligible for appointment.
- (f) When an appointed member of the Commission is unable to complete their term, the Commission shall request the Commercial Committee recommend a licensee to replace the resigning member. If approved by the Commission, the recommended licensee shall be appointed to serve the remainder of the term.

Procedures for Appointed Public Members of the Commission

211

- (a) Public members are appointed by the Governor in Council for a term not exceeding three (3) years and shall serve no more than two (2) consecutive terms.
- (b) The appointment shall be announced to licensees when known.

PART TWO – COMMISSION ADMINISTRATION

- (c) Licensees are not eligible for appointment.
- (d) When an appointed member of the Commission is unable to complete their term, the Commission shall request that the Governor in Council appoint another unlicensed person to serve the remainder of the term.

Assuming Office by Members of the Commission

212

Those members declared to be elected or appointed as members of the Commission shall take office at the next Commission meeting.

Resignation of Members of the Commission

213

In the event a member of the Commission resigns, the member must provide the Chair of the Commission with written notice of their resignation and effective resignation date. If the commission does not receive the resignation date in writing, the resignation will be deemed effective the date resignation was communicated to the Chair.

Removal from the Commission

214

A member of the Commission shall cease to be a member of the Commission if:

- (a) They are a licensee member and cease to hold a valid real estate license, with the exception of movement of a licence from one brokerage to another for a period not to exceed seven days;
- (b) They declare bankruptcy;
- (c) They are convicted of a summary conviction or indictable criminal offence;
- (d) They are convicted of an offence pursuant to the Act, By-law or Regulations;
- (e) They are found to have breached the Nova Scotia Real Estate Commission Code of Conduct;
- (f) They miss two consecutive meetings or three meetings within a 12-month period without reasonable justification.

Appointment of Chair and Vice-Chair

215

At the next Commission meeting following the Annual General Meeting, the Commission shall elect from their number a Chair and Vice-Chair as their first order of business.

216

In accordance with the Chair's Terms of Reference, the Chair shall preside at all meetings of the Commission and the Executive Committee. In addition, the Chair shall perform other duties as assigned to them by the Commission.

PART TWO – COMMISSION ADMINISTRATION

217

The Vice-Chair shall perform the duties and exercise the powers of the Chair in the event of the Chair's absence or inability to act in the Chair capacity. In addition, the Vice-Chair shall perform such other duties as may be assigned to them by the Commission.

218

In the event that the position of Chair or Vice-Chair becomes vacant at any time, the Commission shall elect a successor, by majority vote, from the Commission as soon as practical, but no later than its next regularly scheduled meeting.

Appointment of Executive Committee

219

The Chair and Vice-Chair are the Chair and Vice-Chair of the Executive Committee. The Chair and Vice-Chair shall appoint two (2) additional Commission members to the Executive Committee, one of which shall be a public appointee. The Registrar attends Executive Committee meetings at the discretion of the Executive Committee.

Appointment and Duties of the Registrar

220

Pursuant to Section 10 of the Act, the Commission shall appoint a Registrar, who may also be referred to as the Executive Director. The Registrar shall:

- (a) have all of the authority, rights and protections of the Registrar under the Act and By-law;
- (b) be appointed as the second signing authority for all cheques, notes, contracts, and negotiable instruments, if necessary;
- (c) be the Secretary-Treasurer of the Commission;
- (d) may attend all meetings and keep a record of all proceedings of the Commission and its committees;
- (e) make recommendations to the Commission when appropriate;
- (f) administer the operational affairs of the Commission and;
- (g) carry out other duties as may be prescribed by the Commission;

Execution of Documents

221

Pursuant to the Act, the Registrar has authority to sign documents on behalf of the Commission, including those respecting the licensing or non-licensing of any person; the filing or non-filing of any document or material required or permitted to be filed with the Commission; any other matter pertaining to such licensing, non-licensing, filing or non-filing or any matter pertaining to Registrar's authority in the By-law.

PART TWO – COMMISSION ADMINISTRATION

Meetings

222

- (a) The Chair may call a meeting of the Commission at any time with 10 days' notice. Every Member of the Commission shall be sent written notice of every meeting of the Commission by email or letter. The Commission may meet at any time without notice provided that a quorum of the members of the Commission waive notice of the meeting.
- (b) Any three (3) members of the Commission may, with 10 days written notice by email or letter to the Chair, call a meeting of the Commission.
- (c) Pursuant to Section 7(10) of the Act, a quorum is any six (6) members of the Commission.
- (d) A majority vote is a majority of those present who are eligible to vote.

Remuneration and Reimbursement for Expenses

223

The members of the Commission shall receive remuneration in accordance with the Policies.

Committees and Task Force Appointments

224

- (a) At or before the first regular quarterly meeting of the Commission following the Annual General Meeting, the Chair shall appoint the standing committees and task forces of the Commission in consultation with the Executive Committee and the Registrar for approval by the Commission.
- (b) the Chair of the Commission shall appoint from the Commission members, a chair of each standing committee.
- (c) Standing committee chairs shall report the business of their committee at each Commission meeting.
- (d) Task force chairs shall report to the Commission or the Registrar as required, based on requests made by the Commission and after the completion of their task(s).

Committee and Task Force Member Eligibility for Licensees

225

To be eligible to serve on a Commission Committee or Task Force, a licensee shall:

- (a) Hold a valid real estate license;
- (b) Not have been convicted of an offence pursuant to the Act, the Regulations, or the By-law resulting in:
 - (i) a disciplinary suspension within the past 10 years; or
 - (ii) a disciplinary licence restriction; or

PART TWO – COMMISSION ADMINISTRATION

- (iii) a fine greater than \$500 within the past two years; or
- (iv) a fine of \$500 or less within the past year.
- (c) Not be a director, officer, board member or employee of another real estate organization whose role is to defend the interests of the industry.

Committee Appointment Terms

226

- (a) Committee appointments are for a term of one (1) year, however, The Commission, in its discretion may change the committee structure or remove a committee member at any time.
- (b) When a term is completed, a committee member may be reappointed at the discretion of the Commission.

Conduct of Committee and Task Force Members

227

A member of a committee or task force shall:

- (a) Comply with the Nova Scotia Real Estate Commission Code of Conduct; and
- (b) Act at all times in the public interest in carrying out their responsibilities under the Act, the Regulations, the By-law and the Commission Policies.

227A

The Licensing Committee Chair may appoint a subcommittee and empower the subcommittee to hear any review of a decision as set out in section 14 of the Act.

227B

The Discipline Committee Chair may appoint a subcommittee and empower the subcommittee to assess Recovery Fund claims and order payments as set out in section 41 of the Act.

Appointment of Staff

228

The Commission may contract with parties or individuals for the provision of administration, consultation, clerical, equipment or other services and may additionally enter into an employer/employee relationship with the required number of individuals to perform a designated function of a Commission responsibility.

Immunity

229

No action lies or shall be instituted against:

- (a) The Commission, or any member of the Commission; or

PART TWO – COMMISSION ADMINISTRATION

- (b) any person or employee acting under the authority of the Commission; for any loss or damage suffered by a person by reason of anything in good faith done, caused or permitted or authorized to be done, attempted to be done or omitted to be done by any of them pursuant to or in the exercise or supposed exercise of any power conferred by the Act, the Regulations, the By-law, the Policies or in the carrying out or supposed carrying out of any decision or order made pursuant to the Act, the Regulations or the By-law or any duty imposed by the Act, the Regulations, the By-law, or the Policies.

Banking, Operational, and Financial Dealings of the Commission

230

The Chair or the Vice-Chair and the Registrar, shall serve as signing officers for the purpose of executing all cheques, notes, contracts and negotiable instruments. The Registrar may designate a staff person as an alternate for their signature.

231

Approved contracts, documents or any like instruments, in the normal course of the Commission's business, valued at no more than \$5,000, shall be signed by the Chair, the Vice Chair, or the Registrar.

232

The functions, powers and duties of the Chair or Vice-Chair, including the power to serve as a signing officer may be delegated, in writing, to other members of the Commission.

Application of the Funds of the Commission

233

All fees collected by the Commission shall be deposited to the Commission's bank account maintained in a bank within the Province of Nova Scotia.

Fiscal Year and Annual Audit

234

The fiscal year of the Commission shall be from January 1 to December 31.

235

The Commission shall require an annual audited financial statement.

Annual General Meeting

236

An Annual General Meeting of licensees shall be held, within four (4) months of the end of the fiscal year, at a time and place to be fixed by the Commission. The Commission shall report on the activities of the past year, announce new members of the Commission and conduct such other business as set out in the notice of meeting.

PART TWO – COMMISSION ADMINISTRATION

237

All licensees are entitled to fourteen (14) days' notice of the Annual General Meeting. A notice to an approved sales corporation shall be served upon the responsible licence holder.

238

Notice of the Annual General Meeting shall include the meeting agenda.

The Register

239

The register shall contain a list of all current licensees, their office address, email address and telephone numbers.

Emergency Circumstances

240

The Commission may extend or vary the time for doing, or manner of performing, any requirement under this By-law, if the Commission determines it necessary as a result of emergency circumstances. Emergency circumstances may include, but not be limited to, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes or acts of God, epidemics, pandemics, quarantines, and interruptions, and states of emergency or other actions of government. As much notice as possible, given the circumstances, shall be provided to licensees of any change which could impact their rights and obligations under the By-law.

The Commission is responsible for the general administration of the Act, its regulations and all matters related to the administration of the By-law. The Commission is responsible for establishing standards for applicants and industry members in the real estate industry, which will promote high standards of professionalism, competence and integrity for the protection of consumers.

Recovery Fund Minimum

241

Should the minimum amount of the Real Estate Recovery Fund specified in the Regulations be deemed insufficient by the members of the Commission to ensure adequate compensation from the payment of claims from fraud or breach of trust by a licensee, the members may set a higher amount.

PART THREE – LICENSING

Classes of Licence

301

For the purposes of the Act and the By-law there shall be the following classes of licences:

- (a) Brokerage;
- (b) Branch office;
- (c) Broker;
- (d) Managing associate broker;
- (e) Associate broker;
- (f) Salesperson; and
- (g) Approved sales corporation

302

A brokerage is a business organization that:

- (a) is licensed by the Commission as a brokerage and is authorized to trade real estate in Nova Scotia as a brokerage;
- (b) advertises or holds itself out as a real estate brokerage to the public; and
- (c) is managed by a broker licensed with the brokerage.

303

A branch office is an office that:

- (a) is licensed by the Commission as a branch office.
- (b) other than the main brokerage office location;
- (c) of a permanent nature where licensees display signage and conduct business; and
- (d) includes satellite offices, kiosks, and project offices.

304

A broker is an individual who:

- (a) is licensed as a broker by the Commission;
- (b) is employed by or associated with a licensed brokerage in Nova Scotia; and
- (c) is licensed with and authorized to operate a brokerage and trade in real estate on behalf of that brokerage.

305

A managing associate broker is an individual who:

- (a) is licensed as a managing associate broker by the Commission;

PART THREE – LICENSING

- (b) is employed by or associated with a licensed brokerage in Nova Scotia; and
- (c) is licensed with and authorized to operate and/or manage a brokerage under the supervision of a broker and trade in real estate on behalf of that brokerage.

306

An associate broker is an individual who:

- (a) is licensed as an associate broker by the Commission;
- (b) is employed by or associated with a licensed brokerage in Nova Scotia; and
- (c) is licensed with and authorized to trade in real estate on behalf of that brokerage.

307

A salesperson is an individual who:

- (a) is licensed as a salesperson by the Commission;
- (b) is employed by or associated with a licensed brokerage in Nova Scotia; and
- (c) is licensed with and authorized to trade in real estate on behalf of that brokerage.

308

An approved sales corporation is a business organization that:

- (a) meets the requirements of Section 37A of the Act;
- (b) is licensed to trade real estate in Nova Scotia by the Commission as an approved sales corporation;
- (c) employs or is associated with a responsible licence holder; and
- (d) is associated with a licensed brokerage in Nova Scotia.

Issuing of Licence

309

- (a) The Registrar shall issue a licence to each brokerage, branch office, broker, managing associate broker, associate broker, salesperson, and approved sales corporation licensed pursuant to the Act; and
- (b) In the case of first-time broker applicants, the Registrar shall issue a conditional licence subject to the requirements set out in the Audit Policy for first-time brokers. The Commission shall conduct audits in accordance with the Audit Policy and upon satisfying the audit requirements, the conditions shall be removed. The audit schedule may be adjusted at the discretion of the Registrar.

PART THREE – LICENSING

Temporary or Conditional Licence

310

- (a) The Registrar may, at the time or subsequent to issuing a licence, make the licence subject to any terms, conditions or restrictions with respect to trading in real estate that the Registrar considers appropriate.
- (b) The Registrar may issue a temporary licence to a person where that person does not meet the qualifications under this By-law, but the Registrar determines it is in the public interest to do so.
- (c) A temporary licence granted under this By-law may be issued for a period of time prescribed by the Registrar, but the term shall not exceed eight months.

Licence Eligibility

311

Applicants for licensing must be:

- (a) at least nineteen (19) years of age;
- (b) able to legally work in Canada;
- (c) of good character; and
- (d) proficient in the English language.

Criminal Record Checks

312

- (a) The following individuals must provide a criminal record check acceptable to the Commission, no older than six months, when they apply to be licensed:
 - (i) First-time salesperson applicants;
 - (ii) First-time associate broker, managing associate broker, and broker applicants; and
 - (iii) Licensees who are unlicensed for more than 90 days.
- (b) The Commission shall deal with any information received pursuant to 312(a) in accordance with the Commission's Criminal Record Policy.

Requirements for a Brokerage Licence

313

A business organization applying for a licence as a brokerage must:

- (a) have the brokerage name approved by the Registrar prior to application;
- (b) register the brokerage with the Registry of Joint Stocks;
- (c) establish an interest-bearing trust account with a financial institution in the province of Nova Scotia;
- (d) maintain a service address for the brokerage in the province of Nova Scotia; and

PART THREE – LICENSING

- (e) have the brokerage signage approved by the Registrar. The signage must:
 - (i) show the brokerage's name as it appears on the licence;
 - (ii) conform with municipal regulations; and
 - (iii) be distinctive from that of existing signage of other brokerages.

Requirements for a Branch Office licence

314

All branch offices must be licensed with the Commission. A branch office application must:

- (a) have the written authorization of the broker; and
- (b) the office location must comply with municipal requirements.

Requirements for a Broker/ Managing Associate Broker / Associate Broker Licence

315

An individual applying for a broker, a managing associate broker or associate broker licence must have:

- (a) completed the Nova Scotia broker licensing course or had equivalent education approved by the Commission;
- (b) successfully challenged the broker licensing exam;
- (c) three years' experience as a licensed salesperson; and
- (d) conducted a minimum of 20 residential real estate transactions, including five transactions where the applicant represented the buyer in single agency and five transactions where the applicant represented the seller in an agency relationship; or
- (e) conducted a minimum of 10 commercial real estate transactions; or
- (f) equivalent experience approved by the Commission.

Requirements for a Salesperson Licence

316

An individual applying for a salesperson licence must have:

- (a) completed the Nova Scotia salesperson licensing course or had equivalent education approved by the Commission;
- (b) Successfully challenged the salesperson licensing exam; and
- (c) Provided proof of high school graduation or an equivalency approved by the Registrar.

Successful Completion of the Licensing Courses

317

For successful completion of the classroom course, students must attend all classes. Any class time that is missed must be made up before the student is eligible to write the exam.

PART THREE – LICENSING

318

For successful completion of the online course:

- (a) Students must complete all modules within six months of registration.
- (b) Completion of the online licensing course means that the student has submitted and obtained a pass mark of 70 per cent on each course module.
- (c) In the event the student obtains less than 70 per cent on any module, the module must be re-done and re-submitted within the registration period of six months.

Licensing Examination Procedures

319

Procedures for licensing exams:

- (a) Exam registration—The examination registration shall be accepted only after the NSAR has notified the Commission that the course is complete.
- (b) Required notice—Registration for the examination shall be received in the Nova Scotia Real Estate Commission office by 4:00 p.m., seven (7) days prior to the appointed examination date of the designated month within the selected centre.
- (c) Notification—Upon being accepted for examination, students shall be advised concerning the exact place of the examination, the starting hour and the length of the examination period.
- (d) Identification—Government issued photo ID is required by the examiner to prove identification of the person challenging the exam.
- (e) Failure to write—Failure to appear for an examination, once the date has been set, will, unless other acceptable arrangements have been authorized by the Commission, result in the forfeit of the examination fee.
- (f) Pass mark—the minimum passing grade on the salesperson, the broker, and the jurisprudence exam is 70 per cent.
- (g) Supplemental exams—A student may write one supplemental examination after failing their initial examination. A student that fails the exam twice must wait one year from the date the student finished the licensing course before being eligible to retake the licensing course.

Licensing Examination Dates

320

Examination dates will be scheduled as prescribed by the Commission. Applications to write must be made by submitting the appropriate form and fees.

Qualifying Period for Examinations and First-Time Licensing

321

- (a) A student who has completed the salesperson licensing course or broker licensing course must successfully challenge the exam within twelve months of completion of the course.

PART THREE – LICENSING

- (b) Should a student fail to successfully challenge the exam within twelve months, they must retake the salesperson licensing course or broker licensing course, as appropriate, before being permitted to challenge the exam again.
- (c) A student who has successfully challenged the salesperson licensing exam or broker licensing exam must apply for the respective licence within 180 days of passing the exam.
- (d) Should an individual fail to become licensed within 180 days of passing the exam, they must write and pass the exam again before they are eligible to apply for a licence. If the student does not become licensed within 180 days of passing the supplemental exam, they are no longer eligible for licensing.

Continuing Professional Education

322

- (a) All licensees must complete the annual continuing professional education requirements prescribed by the Commission for their licence by June 15th of each year.
- (b) Should a licensee fail to complete the requirements, their licence will not be renewed until proof that the requirements have been met is provided to the Registrar.
- (c) Upon receipt of a licensee's written application and upon payment of a fee pursuant to By-law 402, the Registrar may grant one 30-day extension beginning July 1st for completion of the continuing professional education requirements.
- (d) A person licensed between July 1st and December 31st must complete the mandatory course.
- (e) A person licensed between January 1st and June 30th is not required to complete any continuing professional education for that licensing cycle.

Errors and Omissions Insurance

323

- (a) All licensees are required to maintain ongoing coverage under the errors and omissions insurance policy administered by the Nova Scotia Association of REALTORS® (NSAR).
- (b) The Registrar will immediately suspend the licence of a licensee, upon notice by the NSAR, that a licensee has failed to:
 - (i) pay the annual premium;
 - (ii) pay the deductible required, on notice from the NSAR, when called for as part of a claim; or
 - (iii) complete all required training related to the errors and omissions program;

Once the requirements have been met, the licensee may apply, in a form and manner prescribed by the Registrar, to have their licence reinstated.

PART THREE – LICENSING

Naming an Approved Sales Corporation

324

An approved sales corporation shall be registered only with the name of the responsible licence holder, as such name appears on the licence held by the responsible licence holder, followed by the word “Limited” or such other name as the Registrar may approve.

Requirements for an Approved Sales Corporation Licence

325

A person applying for an approved sales corporation licence must:

- (a) have the approved sales corporation name approved by the Commission;
- (b) register their approved sales corporation with the Registry of Joint Stock Companies;
- (c) provide to the Registrar:
 - (i) a written acknowledgement, in such form as may be required by the Registrar, from the responsible licence holder acknowledging that the responsible licence holder has agreed to act in respect of any trade carried out by the corporation;
 - (ii) a written acknowledgement, in such form as may be required by the Registrar, from the brokerage supervising the responsible licence holder acknowledging that the brokerage shall be responsible for any trade by the approved sales corporation;
 - (iii) its registered office and all offices where it shall conduct business;
 - (iv) a list of the names and addresses of all legal and beneficial holders of all shares of the approved sales corporation; and
 - (v) a list of the names and addresses of all officers and directors of the approved sales corporation.

Restrictions on Trade by Approved Sales Corporation

326

A trade for an on behalf of an approved sales corporation shall only be conducted:

- (a) by the responsible licence holder appointed by the approved sales corporation and approved by the Registrar as the individual responsible for any trade by the approved sales corporation; and
- (b) On behalf of and only in the name of the brokerage associated with the responsible licence holder for the approved sales corporation in accordance with the Act and By-laws.

Advertising an Approved Sales Corporation

327

An approved sales corporation shall not be identified in any advertising unless the advertising indicates the name of the brokerage as advertiser and is approved by the Registrar.

PART THREE – LICENSING

Licensing from Other Canadian Jurisdictions

328

- (a) An applicant for licensing as a broker, managing associate broker or associate broker who is presently licensed as a broker in another jurisdiction, or who was licensed as a broker in another jurisdiction within the preceding year, must provide the Commission with:
 - (i) a licensing and discipline history acceptable to the Commission;
 - (ii) a current criminal record check acceptable to the Commission; and
 - (iii) a signed Out of Jurisdiction Certification form.
- (b) An applicant for licensing as a salesperson who is presently licensed as a salesperson in another jurisdiction, or who was licensed as a salesperson in another jurisdiction within the preceding year, must provide the Commission with:
 - (i) a licensing and discipline history acceptable to the Commission;
 - (ii) a current criminal record check acceptable to the Commission; and
 - (iii) a signed Out of Jurisdiction Certification form.

Licensing from Outside Canadian Jurisdictions

329

- (a) To be eligible for licensing in Nova Scotia, a licensee from outside Canada must be transferring from a regulated jurisdiction with an occupational standard. This means the jurisdiction has pre-licensing education, an entrance exam, legislation that sets out standards of practice for the profession, mandatory continuing education, and is governed by a regulatory body.
- (b) An applicant for licensing as a broker, managing associate broker or associate broker who is presently licensed as a broker outside Canada in a qualifying jurisdiction or who was licensed as a broker within the preceding year in a qualifying jurisdiction must successfully challenge the Commission's jurisprudence exam and provide the Commission with:
 - (i) a licensing and discipline history acceptable to the Commission;
 - (ii) a current criminal record check acceptable to the Commission; and
 - (iii) a signed Out of Jurisdiction Certification form.
- (c) An applicant for licensing as a salesperson who is presently licensed as a salesperson in a qualifying jurisdiction or who was licensed as a salesperson within the preceding year in a qualifying jurisdiction must successfully challenge the Commission's jurisprudence exam and provide the Commission with:
 - (i) a licensing and discipline history acceptable to the Commission;
 - (ii) a current criminal record check acceptable to the Commission; and
 - (iii) a signed Out of Jurisdiction Certification form.

PART THREE – LICENSING

Reinstating Licence

330

- (a) An applicant for licensing who was previously licensed in Nova Scotia within the preceding two (2) years prior to the date of application is eligible for reinstatement provided the applicant has:
 - (i) satisfied any disciplinary decisions to which they were subject;
 - (ii) no outstanding investigations/disciplinary matters or audits to which they were subject; and
 - (iii) completed all required continuing professional education courses;
- (b) Previously licensed individuals that do not reinstate their licence within two years of their last termination date are not eligible to apply for a licence unless they have:
 - (i) satisfied any disciplinary decisions to which they were subject;
 - (ii) no outstanding investigations/disciplinary matters or audits to which they were subject; and
 - (iii) completed the salesperson licensing course and successfully challenged the salesperson licensing exam;

After which they are considered a first-time applicant and may apply for a salesperson's licence.

Changing Licensing Class

331

- (a) a licensee who holds
 - (i) a broker licence is deemed qualified to hold a managing associate broker or associate broker licence;
 - (ii) a managing associate broker licence is deemed qualified to hold a broker or associate broker licence; and
 - (iii) an associate broker licence is deemed qualified to hold a broker or managing associate broker licence.
- (b) a licensee who holds a broker, managing associate broker or associate broker licence and who changes to a salesperson status and maintains the broker education requirements, is deemed qualified should they wish to licence as a broker, a managing associate broker or an associate broker licence.

PART THREE – LICENSING

Renewing Broker and Brokerage Licences

332

Brokers are responsible for renewing their broker licence, the brokerage licence, and any branch office licences by June 30th of each year. Licence renewal applications and fees must be submitted to the Commission in a form and manner prescribed by the Registrar.

333

A broker will not be permitted to renew the brokerage licence unless all administrative fees or penalties or other outstanding fees have been received and accepted by the Commission prior to the renewal deadline.

Renewing Managing Associate Broker, Associate Broker, Salespeople, and Approved Sales Corporation Licences

334

Managing associate brokers, associate brokers, salespeople, and approved sales corporation licence holders are responsible for renewing their licence(s) by June 30th of each year. Licence renewal applications and fees must be submitted to the Commission in a form and manner prescribed by the Registrar.

Licence Expiry

335

Unless terminated, suspended or cancelled earlier, every licence expires at 11:59 p.m. on June 30th next following the date of issuance.

Falsifying Information in the Licensing Process

336

- (a) Repealed.
- (b) Submitting false information in the course of applying for a licence is an offence under this by-law, and may result in the refusal of the application, disciplinary proceedings and/or the suspension or cancellation of any licence issued thereupon.

Licensing Applications

337

- (a) All applications for licensing shall be completed by every applicant on a form designated by the Commission.
- (b) Applicants must use their full, legal name on applications. Applicants for salesperson, associate broker, managing associate brokers and brokers may provide a nickname to use in place of their given (first) name, if they wish to use the nickname in their promotional materials and advertising.

PART THREE – LICENSING

338

The following shall be the approved licensing forms provided by the Commission:

- (a) Brokerage Licence Application
- (b) Branch Office Licence Application
- (c) Broker/ Managing Associate Broker Licence Application
- (d) Salesperson/ Associate Broker Licence Application
- (e) Approved Sales Corporation Licence Application
- (f) 30-Day Licence Extension
- (g) Schedule A (to form part of all new applications)
- (h) Schedule B (to form part of all reinstatements over 30 days)
- (i) Credit Card Authorization
- (j) Out of Jurisdiction Certification
- (k) Licence Reinstatement (reinstatements under 30 days)
- (l) Notice of Termination
- (m) Exam Application

Licensing Fees

339

All applications for licensing must be accompanied by the applicable fees in a form and manner prescribed by the Registrar and as outlined in Part Four of this By-law.

Maintenance of Licence

340

No licensee shall engage in any conduct which, in the opinion of the Registrar, would interfere with their ability to carry out the responsibilities of a licensee, which would harm the reputation of, or the public trust in, the real estate industry in Nova Scotia or which would otherwise lead to the conclusion that their continued licensing, without action by the Commission, would be contrary to the public interest.

Notice of Termination

341

The Registrar will terminate a licence when given notice in a form and manner prescribed by the Registrar, by a:

- (a) broker, managing associate broker, associate broker, salesperson, or approved sales corporation who is terminating their representation of a brokerage; or

PART THREE – LICENSING

- (b) a brokerage terminating a broker's, managing associate broker's, associate broker's salesperson's, branch's or approved sales corporation's representation of that brokerage.
- (c) Where a brokerage terminates the representation of a licensee, written notice must be provided to the licensee.

Authorization of Registrar

342

Pursuant to Section 10 of the Act, the Commission delegates to the Registrar the power to:

- (a) license or reinstate applicants and grant licences pursuant to Section 10 and 11 of the Act; and
- (b) grant a licence to an applicant subject to any terms, conditions and restrictions under the provisions of Section 13 (1) of the Act, provided that the applicant consents to abide by the terms, conditions and restrictions imposed; or
- (c) deny applications for licensing pursuant to Section 12 of the Act.

Licensing Information

343

Upon reasonable demand by the Board of Directors, the Registrar shall provide the Board with a list of all licensees and details of all licences issued or denied under the authority delegated to the Registrar.

Refusal to Licence or Reinstate Licence

344

The Registrar may refuse to issue a licence to an applicant where the Registrar has formed the opinion that it would not be in the public interest to license that applicant. This may include, but not be limited to any of the following:

- (a) the applicant has provided false or misleading information to the Registrar in the course of applying for a licence;
- (b) where there are outstanding judgements against the applicant, without there being reasonable arrangements in place to satisfy them;
- (c) bankruptcy, insolvency, or receivership proceedings;
- (d) criminal investigations, charges, or criminal proceedings; or
- (e) active civil proceedings when the applicant is the defendant and the statement of claim alleges misrepresentation, theft, fraud, breach of trust or fiduciary duties in the provision of goods or services.

PART THREE – LICENSING

Notification to Applicant of Licence Refusal and Right of Review

345

- (a) Where the Registrar refuses an application for a licence or reinstatement of a licence, the Registrar shall notify the applicant in writing.
- (b) The refusal letter shall include:
 - (i) the reasons for the Registrar's decision;
 - (ii) an indication of the applicant's right to a review of the decision by the Licensing Committee; and
 - (iii) an indication that the applicant may exercise their right to such a review by informing the Registrar within 30 days of the date of the refusal letter.
 - (iv) a copy of Part Three of this Bylaw related to licence reviews.
- (c) If an applicant exercises their right to a review of the Registrar's decision under this Bylaw, then the Registrar's decision is not final until the Committee has rendered its decision under subsection 356, and no further review is requested under subsection 357.

Requesting the Review

346

- (a) In order to request a review, the applicant must, within 30 days of the date of the refusal letter, submit a written request to the Chair of the Licensing Committee, for a review of the Registrar's decision by the Licensing Committee.
- (b) The applicant's request for review must outline the basis for the review and any new information the applicant wishes the Committee to consider.
- (c) The request for review, and any new information provided by the applicant, shall be copied to the Registrar. The Registrar shall provide the Chair with a copy of the refusal letter which was sent to the applicant.

Licence Review Panel

347

- (a) The Chair of the Licensing Committee shall appoint a Review Panel of not less than three Committee members to consider the application for review of the Registrar's decision to refuse a licence or refuse a reinstatement of a licence. (The "Review Panel".)
- (b) The Chair of the Licensing Committee shall appoint one of those members to be the Chair of the Review Panel.
- (c) No one who acted as a decision-maker in reaching the original licensing decision may serve on the Review Panel.

PART THREE – LICENSING

- (d) Licensing Committee members are required to receive training on the conducting of a review, prior to participating on a Review Panel.

348

Upon their appointment, the Review Panel will be provided with:

- (a) The request for review;
- (b) Any further information provided by the applicant; and
- (c) The Registrar's refusal letter.

349

The Review Panel will set its own procedures for conducting the review and may request any other information they consider relevant from the applicant, the Registrar, or from third parties.

Scheduling the Review

350

- (a) The review shall take place within a reasonable time frame, and if possible, within 60 days of the Panel's receipt of the request for review.
- (b) An applicant may choose to appear before the Review Panel in person. Such an appearance may be effected through a virtual process, if determined appropriate by the Panel.
- (c) If an applicant chooses to appear before the Review Panel in person, a date for the appearance shall be set by the Review Panel after consultation with the applicant and the Registrar.

Written Submissions

351

The parties shall have the right to provide written submissions to the Review Panel, in such form, manner, and timing as directed by the Review Panel.

352

Unless otherwise directed by the Review Panel, if the parties are appearing before the Review Panel:

- (a) Any written submissions by the applicant shall be made at least 20 days before the appearance before the Review Panel; and
- (b) Any written submissions by the Registrar shall be made at least 10 days prior to the appearance before the Review Panel.

353

The Review Panel may, at any time, request further information or submissions, if they consider it necessary in order to render a decision.

PART THREE – LICENSING

The Review

354

The Review Panel shall review all submissions and additional information provided by the Parties.

355

If an appearance before the Review Panel has been requested by the applicant:

- (a) Both parties shall have the opportunity to appear, with or without legal counsel.
- (b) Unless otherwise directed by the Review Panel, the party's submissions to the Review Panel shall be confined to those set out in the documents and submissions provided in advance of the hearing.
- (c) The Review Panel may request further information from either party.

The Review Decision

356

- (a) After considering the submissions of the parties, the Review Panel may confirm the Registrar's decision or direct that the Registrar issue a licence to the applicant in a manner the Review Panel considers appropriate. The Panel may require terms, conditions, or restrictions be imposed on the applicant's licence as a condition of being licensed.
- (b) A decision under (a) must be reached within 15 days of the last date the parties appear in front of the Review Panel, or the date of the final written submissions of the parties.
- (c) The review decision shall be provided in writing, to both parties.
- (d) If the Review Panel directs the Registrar to issue a licence to the applicant, the Registrar must register the applicant within 14 days of the Panel's decision.

Review by the Commission

357

If the Review Panel confirms the Registrar's decision to refuse the licence, the applicant may, within 30 days of the Panel's decision, apply to the Commission to have the Panel's decision reviewed under section 14(6) of the Real Estate Trading Act. If no application for review by the Commission is submitted within 30 days, the Registrar's decision to refuse the applicant's licence becomes final.

Prosecution

358

Pursuant to Section 43 of the Act, the Commission shall actively pursue the enforcement of licensing and may take such steps to encourage prosecution of unauthorized individuals trading in real estate.

PART THREE – LICENSING

Auctioneers

359

Auctioneers involved in the process of selling real estate are considered to be trading and must be licensed under the Act unless the real estate being auctioned is under contract with a Brokerage.

PART FOUR – FEES AND REPORTING OBLIGATIONS

Fees and Reporting Obligations

New Licences

401

The licensing fees for each category of licence shall be as follows:

(a) Brokerage	\$435
(b) Branch office.....	\$435
(c) Broker	\$435
(d) Managing associate broker	\$435
(e) Associate broker.....	\$435
(f) Salesperson	\$435
(g) Approved sales corporation	\$435

Renewals

402

(a) Brokerage	\$385
(b) Branch office.....	\$385
(c) Broker	\$385
(d) Managing associate broker	\$385
(e) Associate broker.....	\$385
(f) Salesperson	\$385
(g) Approved sales corporation	\$385
(h) 30-day extension for CPE requirements.....	\$1,000
(i) Any licence renewal submitted after June	\$435
(j) Any licence renewal submitted on a paper application.....	\$435

403

Annual audit fees for brokerages are determined by the number of licensees registered with a brokerage as of the licence renewal notice sent to each brokerage in May of each year.

- (a) Brokerages that have trust and trading activity are charged a \$400 base audit fee and \$10 per licensee.
- (b) Brokerages that do not have trust, but do have trading activity are charged a \$250 base audit fee and \$10 per licensee.

PART FOUR – FEES AND REPORTING OBLIGATIONS

- (c) Brokerages that do not have trust and do not have trading activities are charged an audit fee of \$150.
- (d) At the direction of the Registrar, brokerages may be subject to additional audits and may be charged an audit fee in accordance with this by-law.
- (e) Brokerages that are audited as a result of investigations and disciplinary measures shall be charged an audit fee in accordance with this by-law.

Review of a Registrar's Licensing Decision

404

A fee of \$100 must accompany a request for review of a licensing decision of the Registrar. If a decision to licence is made in favour of the applicant, then the review fee shall be refunded to the applicant.

Real Estate Recovery Fund Levy

405

The Real Estate Recovery Fund levy for first-time licence applications shall be as follows:

- (a) Broker/ managing associate broker \$100
- (b) Associate broker/ salesperson \$100
- (c) Brokerage \$200

Transfer of Licence Fees

406

Transfer of licence from one brokerage to another:

- (a) Within 30 days of termination \$200
- (b) After 30 days of termination \$385

Administrative Fees and Penalties

407

- (a) A \$50 fee will be charged for the following:
 - (i) the return of an NSF cheque which was payable to the Nova Scotia Real Estate Commission;
 - (ii) the issuance of a new licence from the change of a licensee's name; and
 - (iii) the preparation of correspondence, for a licensee, outlining their licensing history in the province of Nova Scotia.
- (b) When a brokerage changes its name there shall be a \$100 fee charged.

PART FOUR – FEES AND REPORTING OBLIGATIONS

- (c) When a brokerage fails to provide the properly completed documentation to the Compliance Auditor within the timeframes requested, the brokerage may be assessed a \$100 administrative penalty.
- (d) When the licence of licensee is suspended for failure to comply with an investigation or an audit, a \$400 fee will be charged to reinstate the suspended licence.
- (e) When a broker fails to comply with the Brokerage Records Storage and Production Policy, the Commission may, at the discretion of the Registrar, issue an administrative penalty. The penalty may be of an amount up to and including the annual brokerage audit fee set out in By-law 403.

408

The Commission shall charge \$5/page to produce a hearing transcript.

Exam Fees

409

- (a) Exam fee \$100
- (b) Supplemental exams \$100
- (c) Examination re-mark for a second attempt
with a minimum mark of 65 per cent..... \$100

Notice of Discipline, Judgments or Bankruptcy

410

A licensee must immediately notify the Registrar, in writing, when:

- (a) the licensee is disciplined by any real estate board or association, or any professional or occupational body;
- (b) the licensee has any judgment(s) rendered against the licensee in relation to a trade in real estate, fraud or breach of trust;
- (c) the licensee is the subject of any bankruptcy proceedings;
- (d) any business the licensee owns or has participated in as a director or officer, has any judgment(s) rendered against it in relation to a trade in real estate, fraud or breach of trust;
or
- (e) any business owned by the licensee, or for which the licensee is a director or officer, is subject to any bankruptcy or receivership proceedings; or
- (f) the licensee is charged with or convicted of any criminal offence or any other offence under the law of any country, province or state, excluding provincial or municipal highway traffic offences resulting in points and/or monetary fines only.

PART FOUR – FEES AND REPORTING OBLIGATIONS

Notice of Changes

411

A brokerage must immediately notify the Registrar in writing of a:

- (a) licensee changing from one office of a brokerage to another;
- (b) change in the address, phone numbers or email address of the brokerage's main office or branch office registered with the Commission;
- (c) change in the financial institution in which the brokerage maintains a trust account;
- (d) change in the partners if the brokerage is a partnership; or
- (e) change in the directors or officers of a corporation if the brokerage is a corporation.

412

Brokers, managing associate brokers, associate brokers and salespeople must notify the Registrar in writing within five days of a:

- (a) change of their name; or
- (b) change of personal phone numbers, home address or email address.

413

An approved sales corporation must, no later than five days of the change, notify the Registrar in writing of:

- (a) a change of its name;
- (b) a change of its phone numbers or registered office;
- (c) a change in the responsible licence holder;
- (d) a change in its officers or directors; and
- (e) any change in issued shares or of the shareholders of the approved sales corporation.

414

A broker may appoint the managing associate broker(s) of the brokerage's branch office(s) to have signing authority for all matters pertaining to that branch office.

PART FIVE – REAL ESTATE RECOVERY FUND

Recovery Fund

501

Pursuant to section 39 of the Act, the Recovery Fund is under the supervision and control of the Commission

502

The Registrar is responsible to the Finance Committee and the Discipline Committee members for the day-to-day administration of the Fund.

Levies

503

The Commission may set Recovery Fund fees, as specified in Part Four of the By-law, in addition to licence fees for every licensee.

504

Levies assessed to licensees pursuant to section 404 of this by-law shall be paid upon application for licensing.

505

No licence will be issued to an applicant for an initial licence or a higher class of licence, if the Recovery Fund fee is not paid.

506

No licensee is entitled to a refund of their Recovery Fund levy.

507

If a licence application is rejected or withdrawn, the Commission shall pay to the applicant a full refund of the levy paid to the Fund in support of the application.

Minimum Amount of the Fund

508

The Commission may charge licensees a Special Recovery Fund Assessment if the Fund falls below the minimum set by the Regulations or the minimum set by the members of the Commission per by-laws 241 and 509, whichever is greater.

509

In accordance with 241 of this by-law, the minimum amount of the Real Estate Recovery Fund set by the members of the Commission shall be \$600,000.00.

PART FIVE – REAL ESTATE RECOVERY FUND

Fund Administration

510

Recovery Fund shall be administered by the Finance Committee.

- (a) The Finance Committee shall be responsible for overseeing the investments of the Recovery Fund.
- (b) All money credited to the Fund shall be immediately deposited or caused to be deposited, separate and apart from any other money of the Commission, in an investment account in a financial institution or the investment arm of a financial institution in the Province of Nova Scotia approved by the Finance Committee.
- (c) Account fees shall be paid from the income of the Recovery Fund investments. If the investment income is insufficient to pay the account fees, the fees shall be paid from the Commission's general account.
- (d) Payments from the Fund shall be determined by the Discipline Committee or otherwise in accordance with the by-law.

511

Signing authority for the Fund account shall be the same as those specified in Section 230 of this By-law.

512

The fiscal year of the Recovery Fund shall be January 1st to December 31st.

Annual Report

513

The Commission shall file with the superintendent an annual report, audited by a chartered accountant, not later than March 30th of the fiscal year end. The report shall contain the following covering the preceding fiscal year:

- (a) A report respecting the Recovery Fund and all deposits made into the Fund and all payments made from the Fund during the previous fiscal year; and
- (b) Financial statements respecting the Fund for the previous fiscal year; and
- (c) Such other information as the Minister requires.

Application to the Fund

514

An application to the Fund made pursuant to section 41(1) of the Act shall be submitted to the Registrar, who shall in turn refer it to the Chair of the Discipline Committee.

PART FIVE – REAL ESTATE RECOVERY FUND

515

The Registrar may make such further inquiries and obtain such further information as necessary for proper consideration of the application.

516

The Chair of the Discipline Committee shall appoint three members from the Discipline Committee to consider the application.

517

Before making a decision, the Discipline Committee in the course of investigating the claim may, in their discretion:

- (a) Hear from the applicant and/or the licensee in person and/or in writing;
- (b) Conduct a hearing on any matters the Committee determines are necessary to make its recommendation; and
- (c) Consider any further information relevant to the claim provided by the Registrar.

518

Where the Discipline Committee is satisfied, on the basis of the application, that an applicant has suffered loss or damage resulting from a licensee engaging in fraud or breach of trust, the Committee may recommend to the Commission that an amount be paid to the applicant in accordance with the Act, the By-law and any related policies.

519

A decision on the application shall be made in writing and shall provide reasons for the decision. A copy of the decision shall be provided to the applicant and the licensee. Any recommendation with respect to a payment from the Fund shall be placed on the agenda of the next meeting of the Commission.

520

A decision by the Discipline Committee to refuse to recommend compensation from the Fund is final and binding.

521

Any decision by the Commission to make a payment from the Fund, and the amount of such payment, is final and binding.

522

A recommendation by a Discipline Committee pursuant to section 19(1) (g) of the Act shall be directly referred to the Commission. No further application is required.

PART FIVE – REAL ESTATE RECOVERY FUND

Payment of Claims

523

Payment from the Recovery Fund may be made in any amount that the Discipline Committee recommends by order, pursuant to the Act, to a person who, in the opinion of the Committee, has suffered loss or damage resulting from a licensed person engaging in fraud or breach of trust.

524

Payment from the Recovery Fund shall be made when the Discipline Committee recommends that an amount be paid to a claimant resulting from:

- (a) An order of the Discipline Committee; or
- (b) A claim arising from judgment obtained by the claimant against a licensee and
 - (i) The judgment has become final by reason of lapse of time or of being confirmed by the highest court to which that judgment may be appealed; and
 - (ii) Is not satisfied within thirty days of the date on which it became final.
- (c) Where a claim has been made pursuant to subsection (b), the Commission shall pay the claimant the amount the Discipline Committee recommends, but in no event shall that amount be more than the amount of the unsatisfied judgment.
- (d) No claimant may claim under both (a) and (b).

525

Subject to by-law 526, no claimant is entitled to be paid from the Fund unless an application in writing for compensation from the Fund is received by the Commission within one year from:

- (a) The date on which a judgment pursuant to section 41(1) of the Act became final; or
- (b) The discovery of the act or acts giving rise to the claim.

526

Payments from the Fund shall be limited to the maximum amount in the Fund.

527

- (a) Where any payment has been made from the Fund, the Commission is subrogated to the rights, remedies and securities to which the claimant receiving the payment has against the person liable to pay the judgment or whose conduct has caused the loss or damage and those rights, remedies and securities may be enforced or realized, as the case may be, in the name of the Commission.
- (b) No payment will be made from the Fund unless the claimant agrees to assign their rights to the Commission pursuant to this section.

PART FIVE – REAL ESTATE RECOVERY FUND

528

The maximum amount that may be paid from the Fund arising from:

- (a) A single real estate transaction is \$35,000.
- (b) Multiple claims against a licensee, an aggregate limit of \$350,000.

529

Pursuant to section 41(1) and (2) of the Act, where a licensee fails to pay a claim, the licensee may be deemed to have demonstrated unprofessional conduct to carry on the business in respect of which their licence was granted and may be subject to a licence suspension under section 19 of the Act.

Investments

530

The Commission may invest any part of the Recovery Fund not required for disposition in any security or class of securities in which the Finance Committee members are authorized by law to invest funds.

Protection of the Fund

531

The Commission may, in a manner and on such terms and conditions it considered advisable, enter into contracts with insurers by which the Fund may be protected in whole or in part against any claim or loss to the Fund and the costs incurred by the Commission under any such contracts may be defrayed from the Fund.

Use of Excess Funds

532

Any amount in the Fund in excess of the minimum prescribed by Regulations or may be used by the Commission for any of the following purposes:

- (a) The examination, research, revision, and reform of the real estate industry;
- (b) To promote public and professional education relating to the real estate industry;
- (c) To encourage and enforce good business practices in the profession;
- (d) To sponsor and support just and desirable legislation affecting the real estate industry;
- (e) To promote standardization within the real estate industry;
- (f) Any purpose incidental and conducive to the attainment of any of these purposes; and
- (g) Administrative costs of the Fund.

PART FIVE – REAL ESTATE RECOVERY FUND

533

The Registrar shall serve as secretary of the Fund and will be responsible for performing the usual duties of that office including correspondence, preparation of minutes of meetings, recording decisions, and so forth.

Winding up the Fund

534

Winding up of the Fund is pursuant to section 42 of the Act and the Regulations.

PART SIX – TRUST ACCOUNTING AND RECORD KEEPING

Trust Accounting and Record Keeping

The Board of Directors struck a By-law Task Force to review and assess the adequacy of the current Commission By-law. The By-law Task Force is charged with preparing a report for the Board of Directors with recommended changes to ensure the by-laws are current and consistent with the Commission's mandate.

The By-law Task Force presented their report and revised By-law of Part Six—Trust Accounting and Record Keeping at the December 2024 Board meeting. The Board approved their report and the revised by-law.

While by-law revisions are traditionally highlighted in bold text, this preamble has been added to this section to denote that Part Six of this By-law has been revised in its entirety. Revisions to Part One and Seven that arose as a result of the Task Force's work on Part Six are reflected in bold text.

Trust Accounts

601

All trust accounts referred to in this Part are established pursuant to Sections 4(3) and 32 of the Act.

602

- (a) A broker must maintain an interest-bearing trust account in a financial institution in the province of Nova Scotia for the safekeeping of all real estate trust deposits held by the brokerage.
- (b) The trust account, its cheques, and its trust records must state the name of the brokerage as it appears on the brokerage licence and clearly indicate, in writing, that it is a trust account.
- (c) The broker must keep and maintain bank statements, cheques, and bank-issued trust deposit records for the trust account.
- (d) A broker must not co-mingle their own money with trust funds. The only funds that may be deposited into a brokerage trust account are funds to be held in trust.
- (e) The trust account must not incur service fees and any fees charged by the financial institution for the trust account must be paid from another account.
- (f) Interest earned on the trust account must not be deposited into or maintained in the trust account, except in the case of an individual trust account per by-law 603.
- (g) In accordance with section 32(1) of the Act, every broker must instruct the financial institution to remit interest earned on the brokerage trust account to the Commission at least semi annually. The Commission is responsible for any service charges by the financial institution to remit these funds.

PART SIX – TRUST ACCOUNTING AND RECORD KEEPING

603

In accordance to section 33 of the Act, a brokerage may open and maintain an individual trust account per the terms of an agreement of purchase and sale and provide the interest earned on any funds held in trust to the party specified in the agreement. The brokerage may charge a buyer or a seller, as the case may be, an administration fee that does not exceed \$100.

Management of Trust Accounts

604

- (a) The broker is responsible for ensuring that the management of the trust account and the trust account records are created, updated, and maintained in accordance with the Act, the Regulations, the By-law and the Brokerage Transaction and Record Keeping Policy.
- (b) The broker must prepare and maintain the following trust account record keeping requirements:
 - (i) Trust control ledger;
 - (ii) Monthly bank reconciliations;
 - (iii) Monthly trust liability listings; and
 - (iv) Individual trust records.
- (c) For each trust account the brokerage maintains, the broker must keep and separately maintain all records per the Brokerage Transaction and Record Keeping Policy.

Handling of Trust Funds

605

- (a) It is the responsibility of the broker to ensure that all trust funds received by the brokerage that are payable to that brokerage to be held in trust per an agreement, are deposited, recorded and maintained in accordance with the By-law and the Brokerage Transaction and Trust Account Policy.
- (b) If a brokerage receives a deposit on behalf of a buyer client and the funds are payable to another brokerage or law firm to be held in trust per an agreement, the brokerage must, no later than the deposit deadline:
 - (i) deliver the funds to the other brokerage or law; or
 - (ii) amend the agreement to hold the deposit in the brokerage's trust account with the written consent of all parties to the agreement.
- (c) If a brokerage receives a cash deposit on behalf of a buyer client and the funds are payable to another brokerage or a law firm to be held in trust per an agreement, the buyer's brokerage must, no later than the deposit deadline:
 - (i) deliver the funds to the other brokerage or law firm; or

PART SIX – TRUST ACCOUNTING AND RECORD KEEPING

- (ii) deposit the cash in their trust account and then disburse the funds to the other brokerage or law firm or amend the agreement to continue holding the deposit in the buyer's brokerage trust account with the written consent of all parties to the agreement.

606

The funds held in the trust account must be for property located in the province of Nova Scotia.

607

Brokerage remuneration must not be disbursed from the trust account to the operating account until the transaction is completed.

608

A broker must not deposit remuneration received from another brokerage for completed transactions in the trust account.

609

Funds from completed transactions must be disbursed to the brokerage's operating account and then paid to the brokerage, its licensees, or other brokerages.

610

Monies payable to the seller for any amount held in trust in excess of the total remuneration, including any cooperating remuneration, specified in the brokerage agreement must be paid from the trust account, upon receipt of written instruction from all parties to the transaction.

Transactions that fail to complete

611

- (a) At the time a transaction fails to complete, the broker holding the trust funds must advise the parties to the transaction that the brokerage is obligated to hold the trust funds in the trust account until:
 - (i) the parties to the transaction agree, in writing, as to how the money is to be disbursed; or
 - (ii) the brokerage is ordered, by a court of competent jurisdiction, to disburse the trust funds in a specified manner.
- (b) At the time the transaction fails to complete, the broker must also advise the parties that if no resolution is made regarding the disbursement of the funds within two years of the date the funds were deposited, the broker must disburse the unclaimed funds to the Commission to be held for an additional four years, after which, if the parties have not agreed to how the funds will be disbursed, the funds become the property of the Commission to be used in accordance with the Act.
- (c) After the unclaimed funds have been held in the brokerage trust account for two years from the deposit date, the broker must notify the parties that the funds are being disbursed to the Commission and any application by either party to request the funds must be made to the Commission.

PART SIX – TRUST ACCOUNTING AND RECORD KEEPING

- (d) After four years, if no mutual written agreement between the parties or court order has been provided to the Commission, the unclaimed funds become the property of the Commission per section 32 of the Act.

Brokerage Trust and Transaction File Record Keeping

612

All licensees must comply with the requirements of the Brokerage Transaction and Trust Account Policy.

613

- (a) The broker is responsible for ensuring that the transaction files of the brokerage are created, updated, and maintained in accordance with the Act, the Regulations, the By-law and the Brokerage Transaction and Trust Account Policy.
- (b) Real estate brokerage transaction files must be kept separate from any other files that may be maintained at the brokerage.
- (c) Designated agency brokerages must store files in such a manner that licensees have access only to files for which they are the designated agent(s).

614

- (a) Brokers are required to keep all and any information, records, files, documents, etc. that pertain to any real estate transaction and to have the information readily available as may be required by the Commission from time to time.
- (b) Requests from Commission must be in writing and specify the format in which records are to be produced. This includes, but is not limited to, transaction files, trust records, and employment records.
- (c) Licensees must not make any false or misleading statements in any financial records, reports, or transaction documents required to be furnished under the Act, the By-law, or the Commission Policies.

615

- (a) Brokers must keep real estate trade and trust account records for a seven (7) year period from the time the documents are executed.
- (b) If a brokerage is sold or ceases operation, the broker is responsible for ensuring the safekeeping of the brokerage trust and transaction file records for seven years from the time the documents are executed.

Trade Record Sheet

616

Every broker must maintain a trade record sheet for each trade. The trade record sheet must contain the following information:

- (a) the nature of the trade;
- (b) a description of the real estate that is sufficient to identify it;

PART SIX – TRUST ACCOUNTING AND RECORD KEEPING

- (c) the purchase price or commercial lease amount for the trade;
- (d) the names of all parties to the trade;
- (e) the amount of deposit received and a record of the disbursement of the deposit; and
- (f) the amount of the remuneration, the name of the party paying it and to whom it gets paid.

Audits

617

- (a) The Commission, or any person authorized by the Commission in writing, may at any reasonable time inspect all or any of the books, documents, papers, correspondence and records pertaining to the trust account and transaction files of a brokerage to determine whether:
 - (i) the amount of funds in the trust account of the broker is the amount for which they are accountable;
 - (ii) the broker maintains proper records as required by the Act, the By-law and the Commission Policies; and
 - (iii) the broker is otherwise complying with the requirements of the Act, the By-law and the Brokerage Transaction and Trust Account Policy.
- (b) The person conducting the audit may demand the production of all or any of the brokerage records, including but not limited to books, documents, correspondence, accounts and records pertaining to the trust account(s) and transaction files of the brokerage. The person may also make reproductions of files at the time of audit and these reproductions may be used as evidence for administrative and disciplinary purposes.
- (c) All records and transaction files for the current calendar year and the previous calendar year must be readily available in accordance with the Commission Policies and produced, without delay, at the request of the person doing the audit.

Compliance with Audits

618

In accordance with section 21 of the Act, the Registrar may suspend the licence of any broker who fails to:

- (a) Cooperate with an audit, including but not limited to, failing to:
 - (i) make timely responses to the Commission staff or authorized person no later than the deadline established;
 - (ii) respond completely, truthfully, and substantively to all communications and requests for information and/or records; or
 - (iii) provide any materials including, but not limited to, trust account records and transaction files.

PART SIX – TRUST ACCOUNTING AND RECORD KEEPING

- (b) Create and maintain records in accordance with the Act, By-law and the Commission Policies.
- (c) Abide by a licence restriction that is relevant to the audit.

Trust Account Audits

619

The Commission will conduct a trust audit of each brokerage in accordance with the Commission Audit Policy. In addition, with reasonable cause, the Registrar may at any time direct auditors to conduct an additional trust audit(s) on a brokerage.

Brokerage Audits

620

The Commission will conduct a brokerage audit of each brokerage in accordance with the Commission Audit Policy. In addition, with reasonable cause, the Registrar may at any time direct auditors to conduct an additional brokerage audit(s) on a brokerage.

Other Audits

621

Upon the closing, transfer or merger of a brokerage, or when there is a change of brokers, audits will be conducted in accordance with the Commission Audit Policy.

Conveyance of Documents for Auditing

622

The Registrar will determine the method of conveyance of documents to be audited from the brokerage to the Commission. If the broker and the Registrar agree to an alternate method of delivery of files, an administrative fee will apply and those costs will be borne by the broker.

PART SEVEN – CONDUCT AND TRADE PRACTICES

Conduct and Trade Practices

Preamble

701

It shall be the duty of all industry members to have knowledge and to be aware of all laws regulating the real estate industry in Nova Scotia.

Standards of business practice have been rising consistently, and every industry member is expected to conform to the higher standards as they become the norm. In considering whether an industry member may have breached any provision, the accepted and normal standards of practice in the profession are taken into account by the Commission. The following code of conduct and standards of business practice are accepted standards of the Commission. The standards set out herein are not all inclusive and there are additional standards which are applicable in appropriate circumstances and which may be published by the Commission from time to time. The following standards are intended to be guidelines to be taken into account when particular situations are considered by industry members and the Commission.

Standards of Business Practice

702

- Article 1** The business of an industry member shall be conducted in strict accordance with the current terms and conditions of the Act, the Regulations, the By-law and Policies & Procedures of the Commission.
- Article 2** The industry member shall protect and promote the interests of their client. This primary obligation does not relieve the industry member of the responsibility of dealing fairly with all other parties to the transaction.
- Article 3** The industry member shall fully disclose in writing to, and shall seek written acknowledgement of disclosure from, all parties to a transaction regarding the role and the nature of the service the industry member will be providing to the client versus the customer or other party to the transaction. The industry member shall also disclose their role to other industry members involved in the transaction. The industry member shall provide this agency disclosure before a relationship with a client develops.
- Article 4** The licensee shall obtain written and executed representation agreements. Releases, promises and guarantees of specific service(s) must be in writing.
- Article 5** The industry member shall, prior to the signing of any agreement, fully inform the signing party regarding the type of expenses for which he/she may be normally liable.
- Article 6** The industry member is obliged to render a skilled and conscientious service, in conformity with standards of competence which are reasonably expected in the specific real estate disciplines in which the industry member engages. When the industry member is unable to render such service, either alone or with the aid of other industry members, the industry member should not accept the assignment or otherwise provide assistance in connection with the transaction.

PART SEVEN – CONDUCT AND TRADE PRACTICES

- Article 7** The industry member shall endeavour to be informed regarding the essential facts which affect current market conditions in order to be in a position to counsel their clients and/or to assist customers in a responsible manner.
- Article 8** In providing an opinion of value of real property, an industry member shall not undertake to provide such an opinion if it is outside the industry member's field of experience to do so, unless this fact is disclosed to the client or unless assistance is obtained from another person who has experience in this area. In all other circumstances, the industry member shall not provide an opinion of value on property in which the industry member has a present or contemplated interest without first disclosing this fact to the client. Fees charged for providing an opinion of value shall not be based on the amount of value reported.
- Article 9** When asked to give an opinion of value of real property, the industry member shall advise the client only after careful and thorough analysis and interpretation of all factors affecting the value of the property.
- Article 10** The industry member has an obligation to discover facts pertaining to every property for which the industry member accepts an agency which a reasonably prudent industry member would discover in order to fulfil the obligation to avoid error, misrepresentation, or concealment of pertinent facts. The industry member shall disclose, in writing whenever possible, any known material latent defects to their clients or other industry members involved in a transaction.
- Article 11** The industry member shall ensure that agreements regarding real estate transactions are in writing in clear and understandable language, expressing the specific terms, conditions, obligations and commitments of the parties to the agreement. A copy of each final agreement shall be furnished to each party upon their signing or initialling, and shall be dealt with in accordance with the instructions of the parties involved.
- Article 12** An industry member shall present all written offers and counter-offers as objectively and quickly as possible. This must be done within the specified timeframes or a written extension must be obtained. An industry member shall not withhold or delay the presentation of an offer without the express written consent of the client. When there are multiple offers, an industry member acting on behalf of the seller must disclose to all potential buyers or their agents that there are multiple offers, unless otherwise instructed by the seller in writing, but must not disclose to any other person the specific terms and conditions of other offers.
- Article 13** An industry member, at the time of signing an exclusive written agreement, must have written notification from the seller that the seller requests the Brokerage to co-operate or to not co-operate with other Brokerages in the marketing of the seller's property.
- Article 14** No broker, managing associate broker, associate broker or salesperson shall trade in real estate under any names other than the names on their licence. Should the industry member wish to use a nickname in their trading, then the nickname must be registered as

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per Section 329 of this By-law. No Approved Sales Corporation shall trade in real estate except through the services of its Responsible Licence Holder.

- Article 15** The industry member shall not advertise a property without the seller's/landlord's written authority, nor shall the advertised or offered price of a property be other than that which was agreed upon with the seller/landlord.
- Article 16** The industry member shall ensure a true presentation in all advertising. Properties and services shall not be advertised without identifying the firm, or where applicable, the individual industry member, in accordance with the Act.
- Article 17** Signs in respect of the sale, rent, lease, development or exchange should not be placed on any property by more than one industry member, unless authorized by the owner/landlord. Industry members shall not interfere with another real estate brokerage's sign.
- Article 18** The industry member shall not accept compensation from more than one party to a transaction without the written consent of their client(s).
- Article 19** industry members shall disclose to a client or customer if there is any financial benefit the industry member or their brokerage may receive as a result of recommending real estate products or services to that party.
- Article 20** The industry member shall not accept any rebate or profit on expenditures made for a client without the client's consent or accept any rebate or profit on expenditures for a customer without the customer's knowledge.
- Article 21** The industry member shall not present an offer or acquire an interest in property either directly or indirectly for themselves, any member of their immediate family or any entity in which the industry member has a financial interest, without making the industry member's status as a licensed person and their intent for the purchase known to the seller in writing. In selling/leasing property owned by the industry member, or in which the industry member has interest, the interest shall be revealed to the buyer/tenant in writing.
- Article 22** The industry member shall not discourage parties to a transaction from seeking legal counsel.
- Article 23** The industry member shall not knowingly permit any property in the industry member's charge to be used for unlawful purposes.
- Article 24** The industry member shall not deny professional services to any person for reasons of race, creed, colour, sex, familial status, marital status, age, or national origin. The industry member shall not be party to any plan or agreement to discriminate against a person or persons on the basis of race, creed, colour, sex, familial status, age or national origin.
- Article 25** An industry member, when acting in a professional capacity, shall not physically, sexually, emotionally or verbally abuse a client, customer, a member of the public, another industry member or any other third party.

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- Article 26** The industry member shall never publicly discredit a competitor. If the industry member's opinion is sought regarding the specific transaction, it should be rendered with strict professional integrity and courtesy.
- Article 27** The business of an industry member shall be conducted so as to avoid controversies with other industry members.
- Article 28** The agency or other contractual relationship of a competitor shall be respected by all industry members. Negotiations concerning exclusively listed property or with any party who is exclusively represented shall be carried on with the client's agent and not with the client directly, except with the consent of the client's agent. Prospecting tenants is not a breach of this article.
- Article 29** An industry member shall not seek information about a competitor's transaction to be used for the purpose of closing a transaction themselves, or for the purpose of interfering with any other contractual undertaking.
- Article 30** An industry member shall not knowingly approach a seller or landlord whose property is currently listed for the purpose of soliciting a listing for their brokerage on property that is currently listed or a buyer that is under contract.
- Article 31** Should an industry member be asked to co-operate in any way in connection with a disciplinary investigation or proceeding pertaining to alleged unethical practice, the industry member shall place all pertinent facts before the proper Committee of the Commission.
- Article 32** An industry member is required to give written notice to the Commission within five days after being served with a statement of claim in any litigation concerning a trade in real estate in which the industry member is named as a defendant. Notification shall include a copy of the statement of claim.
- Article 33** All brokers and/or managing associate brokers must be available to serve the public on a regular and consistent basis and provide the standards of competence necessary to service the public.
- Article 34** An industry member shall not make any statement or participate in the creation of any document or statement that the industry member knows or ought to know is false or misleading.
- Article 35** An industry member shall not engage in an act or omission relevant to the practice of the profession that, having regard for all circumstances, would reasonably be regarded by industry members or the public as disgraceful, dishonourable or unprofessional.
- Article 36** No licensed person shall induce any party to a lease, to break the existing tenancy agreement, except when terms satisfactory to both the landlord and a tenant have been agreed to in writing.

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Article 37 An industry member shall not disclose confidential information about their client except with the informed consent of the client or as required or authorized by law. The duty of confidentiality continues after the professional relationship with the client has ended. An industry member may disclose confidential information without consent in order to prevent or assist authorities to prevent, investigate or prosecute an offence, to defend the industry member against an allegation by the client of negligent or improper conduct.

Article 38 Repealed.

Obligations

Article 39 Industry members are required to fulfill the following obligations when they are in an agency relationship with either a buyer or seller.

(a) The basic obligations of an industry member who is in a sole agency relationship with a seller are:

- (i) to use best efforts to market the property and to promote the interests of the seller;
- (ii) at the earliest reasonable opportunity, to advise any buyer interested in the property that the industry member is the seller's agent;
- (iii) to act as only the seller's agent;
- (iv) to obey all lawful instructions of the seller;
- (v) to fulfill its fiduciary obligations of loyalty, confidentiality and of full disclosure of all conflicts of interest that may arise between the seller's interests and those of the industry member or buyers;
- (vi) not to appoint another brokerage to act on behalf of the seller as sub-agent without the seller's prior written consent;
- (vii) to exercise reasonable care and skill in the performance of the agreement;
- (viii) to assist the seller in negotiating favourable terms and conditions with a buyer and in preparing and complying with a legally binding agreement of purchase and sale for the property;
- (ix) to disclose to buyers all material latent defects affecting the property known to the industry member;
- (x) to present, in a timely manner, all offers and counter-offers to and from the seller even when the property is already the subject of an agreement of purchase and sale;
- (xi) to disclose, in a timely manner, to the seller all relevant facts affecting the transaction known to the industry member;
- (xii) to keep the seller fully informed regarding the progress of the transaction;

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- (xiii) to advise the Seller to obtain expert advice on matters of importance to the seller;
 - (xiv) to comply with the provisions of the Real Estate Trading Act and its regulations, the rules and By-law of the Nova Scotia Real Estate Commission; and
 - (xv) to have a written power of attorney to sign on behalf of a client.
- (b) The basic obligations of an industry member who is in a sole agency relationship with a buyer are:
- (i) to use best efforts in locating a property in the specified market area(s) that meets the material requirements identified by the buyer and, generally, to promote the interests of the buyer;
 - (ii) at the earliest reasonable opportunity, to advise any seller in whose property the buyer is interested that the industry member is the agent of the Buyer;
 - (iii) to act as only the buyer's agent;
 - (iv) to obey all lawful instructions of the buyer;
 - (v) to fulfill its fiduciary obligations of loyalty, confidentiality and of full disclosure of all conflicts of interest that may arise between the buyer's interests and those of the industry member, sellers or competing buyers;
 - (vi) not to appoint as sub-agent another brokerage without the buyer's prior written consent;
 - (vii) to exercise reasonable care and skill in the performance of this agreement;
 - (viii) to seek out and advise the buyer in a timely manner of available properties in the market area which may meet the buyer's requirements, including those listed with other brokerages, those "for sale by owner" and other available properties known to the industry member;
 - (ix) to discover relevant facts pertaining to any property for which the buyer is considering making an offer;
 - (x) to disclose, in a timely manner, to the buyer all relevant facts known to the industry member affecting a property or transaction;
 - (xi) to advise the buyer to obtain expert advice as to matters of importance to the buyer;
 - (xii) to present, in a timely manner, all offers and counter-offers to and from the buyer even when a property is already the subject of an agreement of purchase and sale;
 - (xiii) to keep the buyer fully informed regarding the progress of the transaction;
 - (xiv) to disclose to the buyer the existence and terms of any competing offers known to the industry member for a property in which the buyer is interested;

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- (xv) to assist the buyer in negotiating favourable terms and conditions and in preparing a legally binding Agreement of Purchase and Sale;
- (xvi) to comply with all relevant provisions of the Real Estate Trading Act and its regulations, and the rules and By-law of the Nova Scotia Real Estate Commission.

Disclosure

Article 40

Industry members are required to make the following disclosures:

- (a) Before eliciting or as soon as practicable upon receiving confidential information from any person concerning that person's real estate needs, motivation, financial qualifications, or in any event before entering into a service agreement, an industry member must disclose (in writing) to that person:
 - (i) the nature of the services that the industry member will provide,
 - (ii) whether the industry member is acting in the trade or anticipated trade on behalf of any other person, in any capacity,
 - (iii) if a member of a team, the names of all industry members on the team,
 - (iv) any conflict of interest that may exist, and
 - (v) any other facts that may be likely to influence the person's decision.
- (b) If, subsequent to this disclosure, there is any material change in the facts which have been disclosed, the industry member must immediately disclose the change to that person.
- (c) The best efforts of the industry member shall be used to obtain written acknowledgement of all disclosures made by the person to whom it was made.
- (d) The duty of disclosure is not triggered merely by:
 - (i) a bona fide "open house" showing,
 - (ii) preliminary conversations or "small talk" concerning price range, location and property styles, or
 - (iii) responding to general factual questions from a potential buyer or seller.
- (e) An industry member shall not provide any services to the client or potential client in a trade or anticipated trade in which the industry member has, or will have a conflict of interest without first receiving the written and informed consent of the party.
- (f) "Conflict of interest" means a real or apparent incompatibility between an industry member's interests and the interests of the client or potential client including:

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- (i) whether the industry member has any interest in the property which is subject to the trade,
- (ii) whether the industry member is, or will be, receiving remuneration relating to the trade from any other person,
- (iii) the nature of the industry member's relationship with any other person involved in the trade.

Article 41 No industry member may sign any document on behalf of another industry member without the written permission of that industry member.

Brokerage Supervision

703

A broker or a managing associate broker is required to adequately supervise the activities of the industry members and other personnel for whom he/she is responsible. In determining the adequacy of the supervision, the Commission will consider the following factors, but will not be limited to making a determination on these factors alone:

- (a) whether the broker or managing associate broker was physically available to supervise and actively engaged in the management of the brokerage;
- (b) must ensure the business of the brokerage is carried out competently and in accordance with the Act, the Regulations, the By-law and the Policies & Procedures;
- (c) whether the broker or managing associate broker has undertaken all reasonable steps to ensure compliance by all associate brokers, salesperson and other employees;
- (d) whether the broker or managing associate broker has established written policies and procedures; and
- (e) whether the broker or managing associate broker took corrective and remedial action when a violation by an associate broker, salesperson or other employee was discovered.

Broker Responsibilities

704

A broker or managing associate broker shall be responsible for:

- (a) reviewing and acknowledging all real estate agreements, including, but not limited to, those related to agency relationships and offers to purchase;
- (b) reviewing all advertising to ensure compliance with the Act, the Regulations, the By-law and the Commission's Policies;
- (c) ensuring there is an adequate level of supervision for associate brokers, salespeople and approved sales corporations within the brokerage and for employees who perform duties on behalf of the brokerage;

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- (d) ensuring the required trust accounts, trust account records and transaction files are maintained in accordance with the Act, the Regulations, the By-law and the Commission's Policies;
- (e) ensuring proper management and control of documents or records related to licensing, registrations and related regulatory requirements;
- (f) ensuring that the brokerage utilizes only licensed persons to perform the duties of industry members on behalf of the brokerage; and
- (g) providing all industry members and personnel with written policies and procedures by which they are expected to operate.
- (h) approving team names, team logos, and maintaining a current written record of the brokerage's real estate teams and team members.
- (i) being knowledgeable and complying with the Act, the Regulations, the By-law and the Commission Policies;

Associate Broker and Salesperson Responsibilities

705 Associate brokers and salespeople shall be responsible for:

- (a) being knowledgeable and complying with the Act, the Regulations, the By-law and the Commission Policies;
- (b) trade in real estate only in the name of the brokerage with which they are licensed;
- (c) providing to the broker all documentation, trust deposits and trade record sheets as required under the By-law;
- (d) keeping the broker informed of their activities being performed on behalf of the brokerage; and
- (e) notifying the broker upon learning of a violation of the Act, the Regulations, the By-law or the Policies & Procedures by any associate broker, salesperson, approved sales corporation or employee associated with the brokerage.

All industry members, whether they are employees or independent contractors, salespeople, approved sales corporations or associate brokers, have the same responsibilities to the broker.

Record Keeping by Industry Members

706

Moved to Part 6.

707

Moved to Part 6.

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Advertising Standards

708

- (a) Any advertisement or incentive or the offering of any incentive or the participation in an incentive program to the public in any medium as an inducement to trade in real estate undertaken or authorized by an industry member must not be:
 - (i) false;
 - (ii) inaccurate;
 - (iii) reasonably capable of misleading the recipient or intended recipient;
 - (iv) in bad taste; offensive or harmful to the best interests of the public or harmful to the image of the real estate industry; or
 - (v) prohibited by law.
- (b) All industry member advertising must display the brokerage name in a prominent and easily readable manner.
- (c) No industry member may advertise in such a manner as to cause confusion between the brokerage name or logo and any other name or logo that appears in the advertisement.
- (d) The brokerage name or logo must be the same size or larger than any industry member name or team name or industry member logo or team logo in advertising.
- (e) For-sale signage must be approved by the Registrar, in accordance with 308(e).
- (f) Signage by a licensee at a personal residence is not permitted unless the location is registered as a branch office.

709

An industry member shall only advertise properties for sale or for lease when written authority has been obtained from the seller or the seller's lawful designate. The advertisement shall be in accordance with the lawful instructions of the seller or lawful designate.

710

Signs which designate property as being on the market, such as for sale, for rent, will develop to suit, etc. may not be placed on the property without the direct consent of the seller of that property or an authorized representative of the seller. Said advertising shall only be carried out during the currency of the agreement, and must be removed by the expiry date of the listing agreement or other written authority.

711

Any promotional material distributed (excluding novelty items) must contain a statement whereby it states that it is not intended to solicit a property already listed or a buyer under contract.

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Mandatory Forms

712

All industry members in the province of Nova Scotia may use properly drafted forms for the purpose of trading in real estate, excepting the following approved residential forms, which shall be mandatory:

- (a) Form 100—Working with the Real Estate Industry
- (b) Form 110—Buyer Customer Acknowledgement
- (c) Form 111—Repealed 2018
- (d) Form 112—Seller Customer Acknowledgement and Fee Agreement
- (e) Form 200—Seller Brokerage Agreement
- (f) Form 201—Seller Designated Brokerage Agreement
- (g) Form 203—Mere Posting Service Agreement
- (h) Form 210—Equipment Schedule
- (i) Form 211—Property Disclosure Statement
- (j) Form 212—Property Disclosure Statement Vacant Land
- (k) Form 220—Amendment to Seller Buyer Brokerage/ Designated Brokerage Agreement
- (l) Form 221—Temporary Withdrawal or Termination of Seller Buyer Brokerage Agreement/Designated Brokerage Agreement
- (m) Form 222—Amendment to Service Agreement
- (n) Form 223—Assignment of Seller Buyer Brokerage Agreement/Designated Brokerage Agreement
- (o) Form 224—Temporary Withdrawal or Termination of Service Agreement
- (p) Form 300—Buyer Brokerage Agreement
- (q) Form 301—Buyer Designated Brokerage Agreement
- (r) Form 320—Repealed 2016
- (s) Form 400—Agreement of Purchase and Sale
- (t) Form 401—Repealed 2018
- (u) Form 402—Resale Condominium Schedule
- (v) Form 403—Agreement of Purchase and Sale for New Construction
- (w) Form 404—Vacant Land Schedule
- (x) Form 405—HST Rebate Schedule
- (y) Form 406—Mini/Mobile Home Schedule

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- (z) Form 407—Multi-Unit Residential Income Properties Schedule
- (aa) Form 408—Buyer Waiver of Conditions
- (bb) Form 410—Counter Offer
- (cc) Form 411—Transaction Brokerage Agreement – Common Law
- (dd) Form 412—Transaction Brokerage Agreement – Designated Agency
- (ee) Form 420—Addendum Schedule "___"
- (ff) Form 421—Amendment to Agreement of Purchase and Sale
- (gg) Form 430A—Sale of Buyer's Property Schedule
- (hh) Form 430B—Sale of Buyer's Property Seller Notice to Buyer
- (ii) Form 430C—Sale of Buyer's Property Buyer Notice to Seller
- (jj) Form 431—Water and Septic Schedule
- (kk) Form 440—Termination of Agreement of Purchase and Sale and Release of Deposit
- (ll) Form 441—Deposit Disclaimer for New Construction
- (mm) Form 442—Change Order
- (nn) Form 443—Deficiencies

The wording of the clauses may be changed with the consent of all parties to the Agreement.

713

A brokerage shall ensure that an Amendment to Agreement of Purchase and Sale and/or Notice/Waiver/Release form, if required under the terms of the agreement, is properly completed to remove the applicable terms and conditions on or before the expiry date of the terms and conditions of an offer. A copy of the Amendment to Agreement of Purchase and Sale and/or Notice/Waiver/Release form must be delivered to all parties to the transaction as soon as reasonably possible after execution of the document.

Authority to Sell

714

A Seller Brokerage Agreement or a Buyer Brokerage Agreement shall:

- (a) contain an expiry date;
- (b) not contain more than one expiry date;
- (c) provide for the amount of or the rate of commission payable in respect of the trade; and
- (d) provide for the terms or conditions on which the commission is payable in respect to the trade.

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Claim for Commission

715A

- (a) Remuneration must be calculated by one of the following methods:
 - (i) a percentage of the sale price;
 - (ii) a fixed amount;
 - (iii) fees for specific services; or
 - (iv) a combination of any calculations in (a), (b) and (c).
- (b) A consumer must be fully informed of the remuneration they will be required to pay in writing before entering into a contract for brokerage services.

715

- (a) A brokerage may make claim for a commission when one of the following is in place, which specifies the commission to be paid:
 - (i) a Seller Brokerage Agreement;
 - (ii) an Agreement of Purchase and Sale;
 - (iii) a Buyer Brokerage Agreement;
 - (iv) a commission sharing agreement; or
 - (v) some other form of written agreement.
- (b) An industry member shall not accept a commission or any other financial payment directly from any source other than from the brokerage with which they are licensed.
- (c) A brokerage shall not pay a commission/referral fee to an unlicensed person.

Incentives, Inducements, Gifts, Commission Sharing

716

- (a) A gift cannot be money or a sharing of commissions or remuneration.
- (b) An incentive or an inducement may be in the form of a commission rebate, provided the rebate is being made to a party to the transaction.
- (c) A broker, managing associate broker, associate broker, salesperson or approved sales corporation must not, directly or indirectly, advertise, communicate or offer to any person an incentive except an incentive that is provided by and on behalf of the brokerage with which they are licensed. The incentive must be available to all consumers that are doing business with the brokerage, regardless of which industry member they are working with, subject to any terms of the incentive.
- (d) An associate broker, salesperson, or approved sales corporation must not, directly or indirectly, provide an inducement unless the details of the inducement are provided in writing and the broker or managing associate broker has provided written approval.

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- (e) A brokerage must not pay a commission or other remuneration, directly or indirectly in connection with a trade or dealing, to a brokerage that is licensed under these rules or under similar legislation in a jurisdiction outside of Nova Scotia when the brokerage has knowledge that the commission or remuneration will be paid to, or be shared with, an unlicensed person.
- (f) An industry member may give a gift to a customer, a client or another person provided the gift is not a referral fee.

Disclosures to Prospective Industry Members by a Brokerage

717

All brokerages are required to provide the following disclosures to prospective industry members who are considering being licensed with that brokerage prior to that person making any commitment to that brokerage:

- (a) a copy of the contract, in its entirety, the industry member would be required to sign, if any;
- (b) all expenses the industry member would be required to pay or reimburse during the time they are licensed with that brokerage; and
- (c) all fees, changes in commission splits, or penalties that the industry member would be responsible for when the industry member's licence terminates with that brokerage.

718

- (a) The disclosures must be made in writing and receipt thereof acknowledged in writing, prior to engagement of the prospective industry member by the brokerage.
- (b) A prospective industry member shall have a seven day period after execution of the contract to withdraw, without penalty, by giving written notice of the withdrawal to the brokerage.
- (c) It is the responsibility of the brokerage to ensure that the industry member fully understands the terms of the engagement prior to entering into any written agreement.

Designated Agency

719

- (a) The basic obligations of an industry member who is acting as a designated agent for a seller or a buyer are the same as for an industry member who is in a sole agency relationship with a seller or buyer, as the case may be, and include those obligations that are set out in section 702, Article 39, of the By-law.
- (b) If a situation arises where a brokerage enters into a designated brokerage relationship with a buyer or seller, as the case may be, the brokerage shall;
 - (i) establish policies and procedures to protect a client's confidential information; and,
 - (ii) establish policies and procedures governing the activities of the brokerage and designated agents registered with the brokerage; and

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- (iii) communicate to clients its policies and procedures that ensure that a designated agent does not communicate any information prejudicial to the interests of the client to other members of the brokerage, including other designated agents.
- (c) All designated agency agreements must be in writing and must contain the following provisions:
 - (i) that the brokerage will designate an agent to serve as sole agent for the seller and will designate other industry members licensed with the brokerage to serve as sole agents of any buyers also represented by the brokerage who are interested in the property.
 - (ii) that if, for any reason, the designated agent ceases to be licensed with the brokerage, the brokerage will designate another member of the brokerage to serve as sole agent for the seller or the buyer, as the case may be.
 - (iii) that the brokerage will not appoint another brokerage to act on behalf of the seller or the buyer, as the case may be, as a sub-agent without the seller's or buyer's written consent.
 - (iv) that a seller or a buyer, as the case may be, agrees that an agency relationship will exist only with the designated agent and not with the brokerage.
 - (v) that a seller or a buyer, as the case may be, acknowledges that the brokerage's responsibilities will be limited to:
 - (1) treating the interests of both a seller and a potential buyer of a property in an even-handed, objective manner;
 - (2) ensuring compliance by the designated agent with the brokerage's policies and procedures governing designated agents;
 - (3) supervising the designated agent and support staff to ensure the designated agent fulfills its mandate under the agreement.
 - (vi) that the brokerage and the designated agent undertake that they have not, and will not, disclose any confidential information concerning the seller or the buyer, as the case may be, to any other member of the brokerage or other person unless:
 - (1) authorized by the seller or the buyer, as the case may be; or,
 - (2) required by law.
 - (vii) that the designated agent's knowledge will not be attributed to the brokerage or to its designated agents representing buyers.

Transaction Brokerage – Under Designated Agency

720

- (a) If the situation arises where a brokerage represents a seller with whom it has a designated agency relationship and a buyer with whom it has a designated agency relationship is interested in the seller's property, in order to facilitate the purchase and sale of the

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property, the buyer and the seller and the brokerage may enter into a written Transaction Brokerage Agreement with respect to that property.

- (b) The brokerage will provide both the buyer and seller with the opportunity to review the Transaction Brokerage Agreement and to request further information concerning the Transaction Brokerage Agreement and transaction brokerage relationship described in it before signing the Agreement.
- (c) If the parties do not agree to enter into a Transaction Brokerage Agreement, the brokerage will continue to represent the party, be it the seller or the buyer, with whom it first entered into an agency relationship; and the brokerage will offer the option either:
 - (i) to designate another member of the brokerage to represent the other party as sole agent; or
 - (ii) to recommend the other party to another brokerage.
- (d) If the parties authorize the brokerage to enter into a transaction brokerage relationship, the Designated Buyer/Seller Brokerage Agreements will indicate how the brokerage will be remunerated and the Transaction Brokerage Agreement will provide that the designated agent now acting in the capacity of a Transaction Facilitator will:
 - (i) treat the interests of both the buyer and the seller in an even-handed, objective and impartial manner;
 - (ii) exercise reasonable care and skill in the performance of its mandate under the agreement;
 - (iii) obey the instructions of the buyer or the seller in so far as they are consistent with other terms of the agreement;
 - (iv) perform for the buyer and the seller all necessary facilitation services, that is, services that do not require the exercise of discretion or judgment, or the giving of confidential advice or advocating on behalf of either the buyer or the seller, and, in particular, when requested by the buyer or the seller, the brokerage will:
 - (1) provide real estate statistics and information on property including all comparable property information available through the listing services or other local data bases;
 - (2) provide Agreements of Purchase and Sale, lease or other relevant documents and act as scribe in their preparation in accordance with the instructions of the buyer or the seller;
 - (3) provide the names of real estate service providers, but the brokerage will not recommend any particular service provider to the buyer or the seller;
 - (4) present in a timely manner, all offers and counter-offers to and from the buyer and seller regardless of whether the property is already the subject of a contract;
 - (5) convey to the buyer and the seller in a timely manner all information that either wishes to have communicated to the other; and

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- (6) keep the buyer and seller fully informed regarding the progress on the transaction;
- (v) disclose:
 - (1) to the buyer, all material latent defects affecting the property known to the brokerage; and
 - (2) to the seller, all material facts relevant to the buyer's ability to purchase the property known to the brokerage;
- (vi) not give false or misleading information to the buyer or the seller;
- (vii) not disclose without the informed written consent of the buyer or seller, as the case may be:
 - (1) that the buyer may be prepared to offer a higher price or terms other than those contained in the offer to purchase or the exclusive buyer brokerage agreement;
 - (2) that the seller may be prepared to accept a lower price or terms other than those contained in the offer to purchase or the exclusive seller brokerage agreement;
 - (3) the motivation of the buyer or seller for wishing respectively to purchase or sell the property; and
 - (4) subject to clause (4)(e) above, personal information relating to the buyer or the seller and other information disclosed at any time in confidence by either to the brokerage; and
- (viii) not conduct or influence the selection of:
 - (1) an independent inspection of the property for the buyer and will not verify the accuracy or completeness of any information supplied or statements made by the seller concerning the property; or
 - (2) an independent inquiry into the financial status of the buyer for the seller and will not verify the accuracy or completeness of any financial information supplied by the buyer.
- (e) If the parties agree to enter into a Transaction Brokerage Agreement the brokerage will:
 - (i) ensure that the industry member(s) licensed with the brokerage providing services to the buyer and seller under the agreement:
 - (1) comply with the brokerage policies and procedures governing transaction brokerage; and
 - (2) treat the interests of both the buyer and the seller in an even-handed, objective and impartial manner;
 - (ii) supervise the industry member(s) of the brokerage and support the staff members providing services to the buyer and seller to ensure that they properly fulfill the agreement;
 - (iii) hold all monies received in accordance with the provisions of the Act.

PART SEVEN – CONDUCT AND TRADE PRACTICES

Transaction Brokerage – Under Common Law

721

- (a) If the situation arises where a brokerage represents a seller with whom it has an agency relationship and a buyer with whom it has an agency relationship is interested in the seller's property, in order to facilitate the purchase and sale of the property, the buyer and the seller and the brokerage may enter into a written Transaction Brokerage Agreement with respect to that property.
- (b) The brokerage will provide both the buyer and seller with the opportunity to review the Transaction Brokerage Agreement and to request further information concerning the Transaction Brokerage Agreement and transaction brokerage relationship described in it before signing the Agreement.
- (c) If the parties do not agree to enter into a Transaction Brokerage Agreement, the brokerage will continue to represent the party, be it the seller or the buyer, with whom it first entered into an agency relationship; and the brokerage will offer the option either:
 - (i) to treat the other party as a customer; or
 - (ii) to recommend the other party to another brokerage.
- (d) If the parties authorize the brokerage to enter into a transaction brokerage relationship, the Buyer/Seller Brokerage Agreements will indicate how the brokerage will be remunerated and the Transaction Brokerage Agreement will provide that the designated agent now acting in the capacity of a transaction facilitator will:
 - (i) treat the interests of both the buyer and the seller in an even-handed, objective and impartial manner;
 - (ii) exercise reasonable care and skill in the performance of its mandate under the agreement;
 - (iii) obey the instructions of the buyer or the seller in so far as they are consistent with other terms of the agreement;
 - (iv) perform for the buyer and the seller all necessary facilitation services, that is, services that do not require the exercise of discretion or judgment, or the giving of confidential advice or advocating on behalf of either the buyer or the seller, and, in particular, when requested by the buyer or the seller, the brokerage will:
 - (1) provide real estate statistics and information on property including all comparable property information available through the listing services or other local data bases;
 - (2) provide Agreements of Purchase and Sale, lease or other relevant documents and act as scribe in their preparation in accordance with the instructions of the buyer or the seller;

PART SEVEN – CONDUCT AND TRADE PRACTICES

- (3) provide the names of real estate service providers, but the brokerage will not recommend any particular service provider to the buyer or the seller;
- (4) present in a timely manner, all offers and counter-offers to and from the buyer and seller regardless of whether the property is already the subject of a contract;
- (5) convey to the buyer and the seller in a timely manner all information that either wishes to have communicated to the other; and
- (6) keep the buyer and seller fully informed regarding the progress on the transaction;
- (v) disclose:
 - (1) to the buyer, all material latent defects affecting the property known to the brokerage; and
 - (2) to the seller, all material facts relevant to the buyer's ability to purchase the property known to the brokerage;
- (vi) ensure that the industry member(s) registered with the brokerage providing services to the buyer and seller under the agreement:
 - (1) comply with the brokerage policies and procedures governing transaction brokerage; and
 - (2) treat the interests of both the buyer and the seller in an even-handed, objective and impartial manner;
- (vii) supervise the industry member(s) of the brokerage and support the staff members providing services to the buyer and seller to ensure that they properly fulfill the agreement;
- (viii) hold all monies received in accordance with the provisions of the Act;
- (ix) not give false or misleading information to the buyer or the seller;
- (x) not disclose without the informed written consent of the buyer or seller, as the case may be:
 - (1) that the buyer may be prepared to offer a higher price or terms other than those contained in the offer to purchase or the exclusive buyer brokerage agreement;
 - (2) that the seller may be prepared to accept a lower price or terms other than those contained in the offer to purchase or the exclusive seller brokerage agreement;
 - (3) the motivation of the buyer or seller for wishing respectively to purchase or sell the property; and
 - (4) subject to clause (4)(e) above, personal information relating to the buyer or the seller and other information disclosed at any time in confidence by either to the brokerage; and

PART SEVEN – CONDUCT AND TRADE PRACTICES

- (xi) not conduct or influence the selection of:
 - (1) an independent inspection of the property for the buyer and will not verify the accuracy or completeness of any information supplied or statements made by the seller concerning the property; or
 - (2) an independent inquiry into the financial status of the buyer for the seller and will not verify the accuracy or completeness of any financial information supplied by the buyer.

722

All information provided on listing addendum sheets and related documents is to be accurate and current.

PART EIGHT – DISCIPLINE

Investigations

801

Pursuant to Section 17 (3) of the Act, the Commission may authorize persons to conduct an investigation for the proper administration of the Act pertaining to an industry member.

Complaints

802

Any complaint or allegation made to the Commission concerning the conduct of An industry member as it pertains to the Act, its regulations or By-law shall be made in writing, setting out the facts as known to the complainant.

803

The Commission may authorize a person to initiate and conduct an investigation, without a written complaint, for the proper administration of the Act.

Complaint Review Committee

804

The Commission may authorize industry members, who are eligible, to become members of a Complaint Review Committee.

805

The Complaint Review Committee is responsible for review of:

- (a) a decision by the Registrar to dismiss a complaint;
- (b) a decision where a Complainant is dissatisfied with a decision of the Registrar;
- (c) a proposed Settlement Agreement pursuant to Section 20 of the Act.

Discipline Committee

806

The Commission may appoint a Discipline Committee of not less than five (5) industry members or Commission Members, one of whom must not be an industry member, with a Commission Member designated as the Chairperson, to investigate for the proper administration of the Act, the Regulations and By-law and any matter referred to it by the Commission.

807

The Discipline Committee may request the Investigator to assist in the furtherance of any investigation that may be required pursuant to the Act, its regulations or the By-law.

PART EIGHT – DISCIPLINE

Notification of Investigation

808

The industry member shall be notified in writing of the complaint against him/her upon the commencement of an investigation by an authorized person.

809

The Investigator may require, from an industry member to whom a copy of the complaint has been delivered or any other industry member, a response to the complaint.

810

An industry member's response to a complaint shall:

- (a) unless the Investigator instructs otherwise, be in writing;
- (b) respond substantively to the allegation; and
- (c) be delivered to the Investigator as soon as practicable and, in any event, no later than the date set by the Investigator.

Inspection of Records, etc.

811

A person authorized by the Commission shall investigate the facts and circumstances of the complaint or allegations against any industry member, which may include an inspection of the books, documents and records of any industry member, which may pertain to the complaint.

Investigation of Other Matters

812

A person authorized by the Commission may investigate any other matter which arises during the course of an investigation and appears to be a breach of the Act, its Regulations or By-law.

Recommendations

813

Upon the completion of its investigation, the authorized persons who conducted the investigation shall give to the Registrar a signed written report which summarizes the investigation and which contains a recommendation that:

- (a) no further action be taken as:
 - (i) the complaint does not fall within the Commission's jurisdiction;
 - (ii) the complaint is not valid; or
 - (iii) the complaint is trivial, frivolous or of a vexatious nature; or
- b) the complaint be referred to the Discipline Committee.

PART EIGHT – DISCIPLINE

814

If the Registrar decides no further action should be taken on the complaint, then he/she shall:

- (a) deliver notification, in writing, to the complainant, the industry member and the Complaint Review Committee outlining the reasons why no further action is required; and
- (b) advise the complainant, in writing, of their right to apply for a review by the Complaint Review Committee.

815

If in the opinion of the Registrar a violation has occurred, the Registrar shall advise the industry member and the complainant, in writing, that the complaint has been referred to the Discipline Committee.

816

No industry member shall make or permit to be made any false or misleading statement in any investigational information required to be furnished under the Act, its Regulations or the By-law.

Investigation Review Requested

817

A complainant who is dissatisfied with a decision of the Registrar may apply, in writing, for a review of that decision to the Complaint Review Committee. A request for a review must contain reasons for the Complaint Review Committee to consider. The request must be received by the Commission within 20 business days of notice of the Registrar's decision to the complainant.

818

The Complaint Review Committee shall, after its review and enquiries:

- (a) make a written report to the Registrar;
- (b) promptly advise the complainant and the industry member, in writing, of the results of its review.

Pre-Hearing

819

Prior to a hearing, where a report of the Registrar recommends that the Discipline Committee hear and determine a formal complaint in accordance with Section 17(7) of the Act, the Registrar shall make available to the industry member who is the subject of the hearing:

- (a) copies of all documents intended to be used at the hearing; and
- (b) disclosure of witnesses that are to be called at the hearing.

PART EIGHT – DISCIPLINE

820

Prior to a hearing, the industry member who is the subject of a formal allegation statement will be permitted the opportunity to waive their right to a hearing, in writing to the Complaint Review Committee, and to admit to all allegations in the formal allegation statement.

821

Where an industry member waives their right to a hearing, he/she shall sign a statement of facts or admissions and penalty (proposed Settlement Agreement) that will be submitted to the members of the Complaint Review Committee.

822

The Complaint Review Committee may pursuant to Section 20 of the Act:

- (a) accept the proposed Settlement Agreement; or
- (b) reject the proposed Settlement Agreement

823

A waiver of an industry member's right to a hearing under this part does not preclude:

- (a) the notification required under Section 17(7) of the Act; and
- (b) the industry member's right to appeal the penalty to the Discipline Committee.

Hearing Panel

824

The Discipline Committee may, on its own, appoint a Hearing Panel as per Section 16(4) of the Act consisting of not less than three (3) persons. For the purposes of this By-law and the Act, a hearing panel is considered to be a sub-committee of the Discipline Committee.

Notice of the Formal Hearing and Service of Documents

825

- (a) As soon as practical upon the appointment of a Hearing Panel, the Registrar will send the industry member a Notice of Hearing containing:
 - (i) a specific outline of the Sections of the Act, Regulations or By-law that are alleged to have been breached, when applicable, or reasons for considering penalties; and
 - (ii) notification of the time, date and place of the hearing and the right of the industry member to be represented by counsel at the hearing at least thirty (30) days prior to the hearing date;
 - (iii) notification that the industry member must have all pertinent documents available at the hearing;
 - (iv) the names of the members of the Hearing Panel.

PART EIGHT – DISCIPLINE

- (b) The Notice of Hearing shall be served personally or mailed by registered mail to the last known address of the person to be served.

826

- (a) Any industry member who is named in a Notice of Hearing and is unable to appear for valid reasons on the specified date shall immediately contact the Commission office so that an application may be made to adjourn the hearing to an alternate date.
- (b) The Hearing Panel may proceed with a hearing in the absence of the Respondent provided proof of notice of service is presented to the Hearing Panel.
- (c) industry members should notify the Commission at least five days prior to a Hearing if they are going to be represented by counsel.

Compellable Witnesses

827

All industry members, including the industry member who is the subject of the hearing, are considered compellable witnesses and they are required to give evidence as requested by the Hearing Panel at a hearing.

Industry Member Responsible for Own Expenses

828

The Commission is not responsible for expenses incurred by or on behalf of the named industry member to attend a hearing. The named industry member and their counsel is entitled to be in attendance throughout the hearing.

Evidence to be Relevant

829

All examinations and cross-examinations of witnesses must be relevant to the specific issues being considered by the Hearing Panel.

Location of Hearings

830

The hearing will be held within the province at locations determined by the Commission.

831

The location of the hearing will be specified in the Notice of Hearing.

PART EIGHT – DISCIPLINE

Proceedings Recorded

832

The proceedings of all hearings will be recorded. The respondent or the respondent's solicitor may obtain a transcript of part or all of the hearing, at their expense, by making arrangements with the Registrar. Cost of the transcript is set out in Section 410 of this By-law.

833

The Chairperson of the hearing committee may from time-to-time adjourn the hearing.

Hearing Procedure

834

The Discipline Committee shall determine the practice and procedures to be followed at hearings.

Commission to Provide a Decision

835

The Hearing Panel decision shall be in writing. A copy of the decision is to be sent by registered mail or personal service to the industry member or their solicitor within ten (10) days of the decision advising the industry member of their right to an appeal to the Nova Scotia Court of Appeal within 25 days of this decision in accordance with the Act.

836

The Registrar shall advise the complainant of the status of the complaint.

Assessment of Costs Against an Industry Member

837

The Hearing Panel may assess all costs incurred to investigate a complaint against an industry member should that industry member be found in violation of the Act, Regulations or By-law by the Hearing Panel.

Payment of Expenses for Investigation

838

Members of the Discipline Committee and Hearing Panel may receive remuneration in the amount prescribed by the Commission as set from time to time.

Publication of Decisions

839

- (a) In accordance with Real Estate Trading Act Section 25, all newspaper notices must contain the industry member's name, the current and/or former brokerage, the violations, the length of

PART EIGHT – DISCIPLINE

cancellation or suspension, and the penalty. The Registrar may include an explanation of the events/behaviour that lead to the violations.

- (b) The Registrar must send a notice of any cancellation or suspension to the real estate industry and publish the notice on the Commission website. The notice must contain the industry member's name, the current and/or former brokerage, the violations, the length of cancellation or suspension, the penalty, and an explanation of the events/behaviour that lead to the violations. The notice remains on the Commission website for the duration of the suspension/cancellation.
- (c) The Registrar may send a notice to the industry with the names of any industry member whose
 - (i) licence is not renewed as a result of failure to complete a required education course(s);
 - (ii) licence is not renewed or terminated by midnight on June 30th;
 - (iii) errors and omissions insurance coverage is terminated; or
 - (iv) licence is downgraded or restricted.
- (d) Administrative penalties—sanctions assessed by way of administrative penalty may be published without reference to the industry member's name.
- (e) Discipline decisions involving a fine of \$500 or less may be published in an industry discipline publication and placed on the Commission website without giving the name of the industry member or brokerage.
- (f) Discipline decisions involving a fine greater than \$500 may be published in industry discipline publication and placed on the Commission website. The publication will identify the name of the industry member, the current and/or former brokerage, and an overview of the case and the penalty. After a period of one year from the publication date, the industry member and the brokerage name(s) will be deleted from the website, but the description of the violation and the penalties will remain.
- (g) Discipline history disclosure - When requested in writing, the Commission may disclose the discipline history of an industry member. Violations involving fines greater than \$500, licence suspensions/cancellations, restrictions or downgrades will be disclosed for a five-year period prior to the date of the request. Violations involving, administrative penalties, fines less than \$500, course requirements, and letters of reprimand will be disclosed for a three-year period prior to the date of request.
- (h) Licence history disclosure-When requested in writing, the commission will disclose the following about an industry member:
 - (i) The number of years licensed in a particular class of licence;
 - (ii) The total number of years licensed; and
 - (iii) The name of the industry member's current brokerage.

PART EIGHT – DISCIPLINE

Non-interference

840

No industry member shall interfere with an investigation. An industry member who is the subject of an investigation, shall not attempt to have the complainant withdraw a complaint. Once a complaint has been initiated, only the Registrar may withdraw the complaint.

Limitation on Prosecution

841

No prosecution for a contravention of this Act or the regulations is to be commenced after the expiration of 24 months from the date the alleged contravention was discovered. This limit may be longer at the discretion of the Registrar if in the opinion of the Registrar prosecution or an action is required.

Reporting Criminal Matters

842

When the Registrar believes that a matter being investigated involves criminal activities, or as a result of the disciplinary process the Discipline Committee believes there have been criminal activities, the Registrar shall report those activities to the proper police jurisdiction.