



NSREC BOARD OF DIRECTORS
Record of Decisions
September 9, 2021

PRESENT: Linda Smardon, Chairperson
Greg Taylor, Vice Chairperson
Carol Beal
Anthony Brown
Anne Da Silva
Gary Mailman
Nancy McGrath
Aaron Millen
Kim Fox
Brad Chisholm, Registrar

STAFF: Peggy Kell (recorder)

REGRETS: Tunde Awoyiga

The following does not represent a verbatim record of the proceedings of this meeting.

The meeting was called to order at 10:02 a.m. and adjourned at 1:56 p.m.

CALL TO ORDER

L. Smardon, Chair, called the meeting to order at 10:02 a.m.

APPROVAL OF THE AGENDA

MOVED by K. Fox and seconded

To approve the agenda.

MOTION PUT AND PASSED UNANIMOUSLY.

APPROVAL OF THE MINUTES

MOVED by G. Taylor and seconded

To approve the minutes of the June meeting with the corrections as stated in the meeting.

MOTION PUT AND PASSED UNANIMOUSLY.

REGISTRAR'S REPORT

B. Chisholm has one request for the board, which will require a motion. The new Truth and Reconciliation holiday is on September 30th. To recognize that holiday, the H.R. manual needs to be amended to include it.

MOVED by A. Da Silva motioned and seconded

To add September 30th, Truth and Reconciliation Day, to the H.R. Manual.

MOTION PUT AND PASSED UNANIMOUSLY.

BUSINESS ARISING FROM THE MINUTES

Future Planning — Strategic/Governance

L. Smardon said there has been discussions regarding strategic planning and governance reviews at past meetings and asked the board for discussion.

MOVED by G. Taylor and seconded

To collect information about governance reviews and come up with the costs and time to conduct a governance review.

MOTION PUT AND PASSED UNANIMOUSLY.

Committee Member Additions

Several committee members were unable to continue serving on committees after the lists were finalized. Three new committee members were added to replace them.

MOVED by K. Fox and seconded

To approve the new committee members.

MOTION PUT AND PASSED UNANIMOUSLY.

Post Pandemic Priorities

L. Smardon said staff prepared a status report of strategic plan and task force work. L. Smardon said staff had to make significant adjustments to their workloads due to covid and to conduct exams in office. This came at the cost of strategic planning work. L. Smardon staff has made some recommendations regarding new timelines in the operational plan and asked the board to review the new timelines and provide input.

MOVED by A. Millen and seconded

To instruct staff to collect information from other regulators about conduct and ethics issues, conduct one or more surveys to define the issues, have compliance staff provide the content of calls and emails from the public, determine the implications on staff regarding enforcement of a code of conduct, and prepare a report for the next meeting.

MOTION PUT AND PASSED UNANIMOUSLY.

MOVED by A. Millen and seconded

To treat the public facing projects from the operation plan as a priority for completion in accordance with the revised dates in the report or sooner.

MOTION PUT AND PASSED UNANIMOUSLY.

MOVED by A. Da Silva and seconded

To direct staff to create a report on teams and teams' supervision, and on a new project, create a report on the confidentiality of offers, competing offers, and back up offers, and to put transaction brokerage between two or more buyers to the forms committee for review.

MOTION PUT AND PASSED UNANIMOUSLY.

EDUCATION COMMITTEE REPORT

A. Brown said he does not have a report, because the Education Committee meeting was cancelled due to a lack of agenda items.

MOVED by A. Brown and seconded

To accept the Education Committee Report as presented.

MOTION PUT AND PASSED UNANIMOUSLY.

FINANCE COMMITTEE REPORT

G. Taylor said revenues are ahead of what was budgeted and we have spent less than what was budgeted. Financially, everything is tracking very well.

MOVED by G. Taylor and seconded

To approve the Finance Committee Report as presented.

MOTION PUT AND PASSED UNANIMOUSLY.

G. Taylor said the Finance Committee discussed having a salary review for staff.

MOVED by G. Taylor and seconded

Approve an expenditure of \$6000 plus HST to conduct a salary review.

MOTION PUT AND PASSED UNANIMOUSLY.

COMPLAINTS REVIEW COMMITTEE REPORT

A. Millen provided complaint and investigation statistics to the board. A. Millen said the topic of teams arose from the last Complaints Review Committee meeting and questions were raised about who was responsible. The committee made the following recommendation to the board:

“CRC requests the Board to provide direction (clear requirements) with respect to how teams are to be held accountable for their conduct, either as individual members or collectively, and what extent the teams are required to disclose to the public concerning their individual roles within the team. This direction is also not limited to team leads licensed as salespeople or associate brokers acting outside their scope of what they are licensed (broker or managing associate broker).”

B. Chisholm said the recommendation from the Complaints Review Report will be incorporated into the work on teams.

MOVED BY A. Millen and seconded

To approve the Complaints Review Committee report as presented.

MOTION PUT AND PASSED UNANIMOUSLY.

LICENSING COMMITTEE REPORT

K. Fox said the committee met September 1st. She said the licensee numbers are up, both with new licensees and an unexpected lack of terminations at renewal time. K. Fox said the rules around exam marks have changed. Remarks will cost \$100, may only be conducted on a second writing, and the exam mark must be above 65%.

MOVED by K. Fox and seconded

To approve the Licensing Committee Report as presented including recommendations.

MOTION PUT AND PASSED UNANIMOUSLY.

OTHER BUSINESS

By-law Task Force

L. Smardon said she was putting it on the table for the board to decide whether to approve By-law Part Three—Licensing as a whole or in pieces.

MOVED by A. Da Silva and seconded

That the recommendations as represented in the report be approved by the board with the exception of the revision of By-law 345 as stated in this meeting and to implement it as soon as possible by staff.

MOTION CARRIED UNANIMOUSLY.

NEXT MEETING

December 9 at 10 a.m.

ADJOURNMENT

The Chair adjourned the meeting at 1:56 p.m.