

The History of LSTAR

1936- 2015

***75 years of REALTORS®
giving back to the community***



Mission Statement: *The London and St. Thomas Association of REALTORS® is a professional organization committed to serving the real estate needs of the community and to providing its Members with the services and education required to promote excellence, knowledge, and high standards of ethics and business practices.*

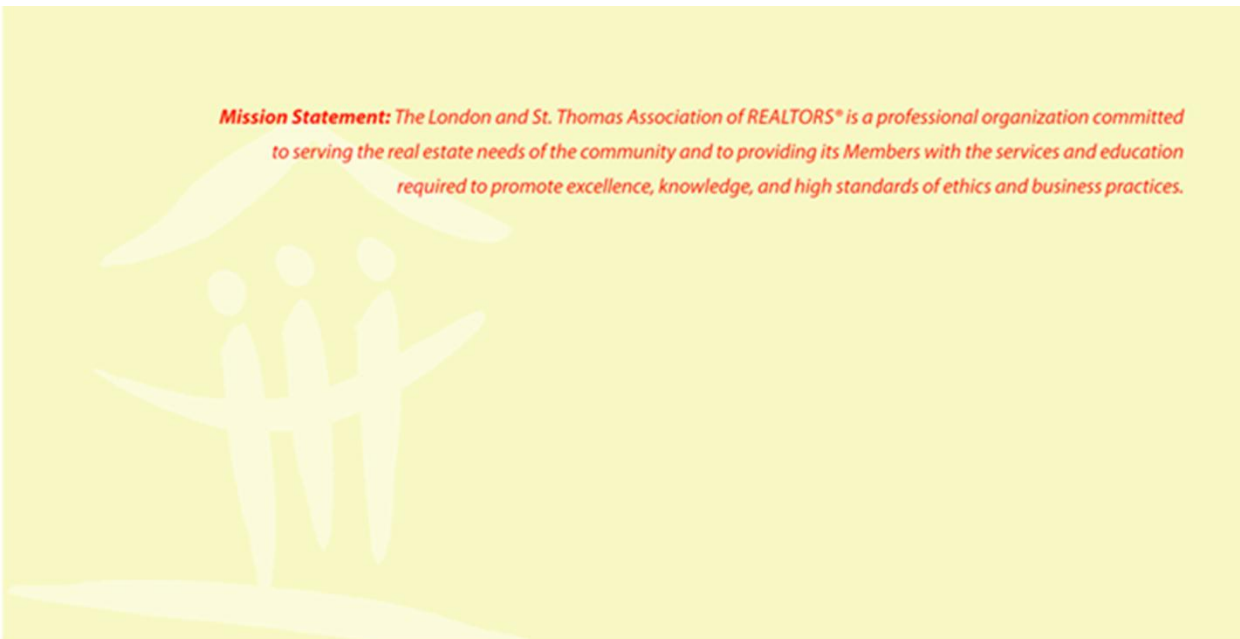


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LSTAR Presidents

1936, Wilf Evans, 1st term
1937, Wilf Evans, 2nd term
1938, Stan Perry
1939, Harold Tanton
1940, Bob Weir
1941, Harold Tanton
1942, Bert Weir, 1st term
1943, Bert Weir, 2nd term
1944, Walt Gidley
1945, Jim Croden
1946, Archie Gilles
1947, Wes Daniels
1948, Ron Richardson 1st term
1949, Ron Richardson, 2nd term
1950, Fred Gammage, 1st term
1951, Fred Gammage, 2nd term
1952, Leverne Richardson
1953, Lorne Morrison, 1st term
1954, Lorne Morrison, 2nd term
1955, Wilf Webb, 1st term
1956, Fred Saddington
1957, George Insell
1958, Bill Walkom, 1st term
1959, Ron Richardson, 3rd term
1960, Bill Evans
1961, Milt Chapman
1962, George Tolboom, 1st term
1963, Al Sinnott
1964, John Thiel
1965, Everett Lauckner
1966, Merv Hall
1967, Jerome McNamara
1968, Bill Walkom, 2nd term
1969, Wilf Webb, 2nd term
1970, Hugh Evans
1971, Jim Rowcliffe, 1st term
1972, John Ashton
1973, Angus McLennan
1974, Stan Luke
1975, Les Davison
1976, Roy Smith
1977, George Tolboom, 2nd term

1978, Bev Bosveld
1979, Walter Pokusa
1980, Ron Annis, 1st term
1981, Ron Annis, 2nd term
1982, Ron Annis, 3rd term
1983, Jim Rowcliffe, 2nd term
1984, Al Appleby
1985, Dan O'Meara
1986, Joe Pinheiro, 1st term
1987, Harry Mohaupt
1988, Dennis Oliver
1989, Tony Sonderup
1990, Lorne Ford
1991, Jerry Vandergoot
1992, Joe Pinheiro, 2nd term
1993, Grant Monteith
1994, Peter Hoffman
1995, Debbie Collins
1996, Dennis Broome
1997, Vince Bogdanski
1998, Nancy McCann
1999, Gerry Weir
2000, Greg Anthony
2001, Rick Odegaard
2002, Michael Hines
2003, Glen Gordon
2004, Ken Harper
2005, Vito Campanale
2006, Costa Pouloupoulos
2007, Mike Carson
2008, Bruce Sworik
2009, Joe Hough
2010, Richard Thyssen
2011, Jack Lane
2012, Barb Whitney
2013, Doug Pedlar
2014, Jim Holody
2015, Carl Vandergoot
2016, Stacey Evoy
2017, Jim Smith

Marketing Division Presidents

1958, Tom Hendry
1959, Jerome McNamara
1960, Ray Crone
1961, Jim Kerr
1962, Walter Pokusa
1963, George Rowell
1964, Bill Ballard
1965, Art Pond
1966, George Boulianne
1967, Ed Brotzel
1968, Ed Brotzel
1969, Bill Row
1970, Len Smithson
1971, Richard Schwartz, 1st term
1972, Bob Walters
1973, Richard Schwartz, 2nd term
1974, Larry Wilcocks
1975, Peggy Sullivan
1976, George Cook
1977, Peter Whatmore
1978, Helen Miller
1979, Richard Schwartz, 3rd term
1980, Richard Schwartz, 4th term
1981, Ann Dickens
1982, Lois Ford
1983, Mary Koziol
1984, Ron Rossini

1985, Hugh Brignell
1986, Carroll Sturgeon
1987, Ian McPerhson, 1st term
1988, Ian McPherson, 2nd term
1989, John Dunbar
1990, Judy Dennis
1991, Harry Johnston, 1st term
1992, Richard Thyssen
1993, Don Lafreniere
1994, Darlene Reidy
1995, Ben Kristensen
1996, Richard Haddow
1997, Dorothy Howell
1998, Harry Johnston, 2nd term
1999, Tom Dampsy
2000, Dennis Sonier
2001, Joe Hough
2002, Mike Carson
2003, Costa Pouloupoulos
2004, Theresa Holmes

Chief Executive Officer

M.S. Snyder (1952-1957)
Mike Campbell (1957-1987)
Elizabeth Condie (1988-1992)
E. L. (Betty) Doré (1992-2016)

Preface

This history was written to commemorate the 75th year of organized real estate in Elgin and Middlesex Counties. Not the 75th anniversary of the London and St. Thomas Association of REALTORS® (formerly known as the London and St. Thomas Real Estate Board) or the London Real Estate Board or even the St. Thomas and District Real Estate Board. If that sounds vague, it's because it is. Deliberately so. The London Real Estate Board was chartered in 1936. That we know. What we don't know is when the St. Thomas Real Estate Board came into being. It was never incorporated, to our knowledge, although it did cease to exist as a legal entity on September 1, 1970 when the two Boards amalgamated. For that reason, we have long hesitated to declare any one year our official anniversary – anniversary of *what*?

However, we knew we were just going to have to bite the bullet and name a date eventually. So, after much soul searching and a little archival research that turned up notices in the St. Thomas Times Journal of no less than six real estate offices opening up in St. Thomas or Port Stanley between 1911 and 1913 (those of Mssrs. M.B. Johnson, H.E. Stevenson, T. H. May, W.R. Coulter, Laughlin, and M.S. Boehm & Co., to be precise), we could see that Elgin County was developing a real estate industry at least as early as London, if not earlier. After all, the first real estate office in London – that of Bert Weir – opened its doors at No. 7, Market Lane in 1919, a full eight years after an office opened in Port Stanley. With this in mind, we figured that a real estate board was probably established in St. Thomas around the same time as it was in London – 1936. So the Anniversary Task Force settled on 1936 as our starting date –

of the London Real Estate Board and, by inference, of the St. Thomas Real Estate Board as well.

Reading over this history I am struck by how much things change . . . and

stay the same. I was pleasantly surprised to find out that concern for consumer protection has been with us from early on. Three years after Bert Weir opened his office, the Ontario Association of Real Estate Boards (OAREB, now OREA) was formed, in part to promote higher industry standards and protect the public from unscrupulous brokers and salespeople. From that point on the industry has continued to push for tougher regulations around licensing, more education for REALTORS® and better consumer protection. We sometimes forget that the Real Estate Council of Ontario and self-management of our industry was the result of half a century of lobbying on the part of Ontario REALTORS®.

It was also enlightening to realize that our desire to convince the City of London to work more closely with us (it's much better now) and to forge better relations with the homebuilders have been preoccupations that date back decades. I had no idea how many LSTREB briefs the City of London has been inundated with beginning back in 1969 – everything from parks, to sewers in new subdivisions, to postal rates. Who knew? Remember, "Keep London Growing," the coalition we were a part of back in 2009? In



Jack Lane, 2011 President

1969, the London Real Estate Board joined forces with the London Home Builders Association, the Mortgage Lenders Association, the Urban Development Institute and the Middlesex Bar Association to lobby London City Council to bring on stream more serviced land for new industry. The more things change. . . .

Of course there have been some really big changes. From what we can determine from early **Annual General Reviews** (and these only started to be produced in 1958, over two decades after LREB received its letters patent), the London Real Estate Board operated as a kind of social or civic club/trade association. Social events were more important than they now are. The Entertainment Committee got the same billing as the Constitution and Bylaws Committee; the Bowling League got the same amount of ink as the Investigation (i.e., Ethics) Committee. There was an Attendance and Telephone Committee, whose mandate it was (we must presume) to inform Members of meetings by telephone and count them once they had showed up. A Welfare Committee was in charge of writing notes and sending flowers in cases of illness or death. It was 1960 before it occurred to anyone to strike an annual budget for the Board, a task promptly delegated to the Past Presidents Committee, a committee made up of . . . you guessed it . . . Past Presidents, all of

them men. We wouldn't have our first woman President until 1995, when Debbie Collins took up the gavel.

One thing that struck me from the offset is the number and duration of meetings our Founding Fathers were willing and able to sit through . . . and still earn a living selling real estate. Jim Rowdiffe enumerated how many meetings he attended during 1971, his year as President: 21 Board of Directors Meetings, each at least 3 ½ hours in duration; 163 Committee Meetings; and 70 Credit Union Meetings. And this seems to have been the norm. Meetings were held monthly, rather than on an as-need basis, as now. There were also many more Standing Committees than there are now.

And, of course, technology. Between 1958, when LREB sprang for a Multilith machine so that Members could transition from writing listings out by hand to printing standardized listing forms, and today. . . . What a world of difference!

In conclusion, I hope this publication causes you to reflect on where we've come from, who we were. That's the first best step towards knowing how far we've come, who we are and where we're going. Enjoy.

Jack Lane
2011 President

In the beginning. . . .

The history of organized real estate in Middlesex and Elgin Counties does not begin with the chartering of the London Real Estate Board in 1936 or with the amalgamation of that Board with the St. Thomas Real Estate Board in 1970. Nor does it end with the rebranding of LSTREB in 2006 and the change in its name from the London and St. Thomas Real Estate Board to the London and St. Thomas Association of REALTORS®.

Rather, the history of organized real estate in Middlesex and Elgin Counties has its beginnings in an idea and a principle – the idea of sharing information and the principle of cooperation. It was an idea that could have only taken root in the New World and an idea, in the late nineteenth and early twentieth century, whose time had come.

In Great Britain real estate transactions were handled by solicitors. This was because the land ownership system of Great Britain, going back centuries, was so complicated and convoluted that it required a fine legal mind to navigate its intricacies.

According to Common Law, all land belonged to the Crown, which divided it up among various Lords of the Realm. For their part Lords divided it further among their tenants, who held it with one of three types of tenure: fee simple estate; fee tail estate and life estate.

Fee simple estate allowed the tenant to sell his land or will it to an heir.

Fee tail estate meant that the tenure could only be transferred to a lineal descendant. In the absence of such a descendant the land reverted to the Lord, while a life estate

was granted only for the life of the tenant, after which it reverted automatically to the Lord.

Canada was a British colony; as such, its law is derived primarily from British Common Law. However, because Canada is a relatively young country, its land ownership system has its origins in the more recent past and is, therefore, more straightforward and transparent than its prototype. This set of circumstances provided a window for interested persons without legal training to create a new profession – that of real estate agent. Exactly what a real estate agent was or did has been a work in progress ever since.

As for associations, they underpin much North American society and always have. The first settlers to Canada and the United States formed trade "guilds" on the British model to address common challenges and support each other's work and lifestyle; their ancestors formed associations. The establishment of real estate boards came at a time when associations of all sorts were proliferating across North America – they were just another instance of this phenomenon.

Associations are organized for many purposes, but they typically provide these recurring benefits to their members: education/professional development; information, research, statistics; standards, codes of ethics, certifications; a forum to discuss common problems and solutions; opportunities to further a specific mission, including volunteering and community service; and a community of interest.

Besides benefiting members, many associations make contributions that are

vital to society and to maintaining quality of life. Although their complexity and roles may have evolved over time, today's associations still share the purpose of coming together to produce positive results. Real estate boards are . . . and were no different.

The idea of some kind of real estate association began in the United States in the late nineteenth century and soon spread north to Canada, where the Vancouver Real Estate Board was established in 1880, followed by the Winnipeg Real Estate Board in 1903. Five years later the National Association of REALTORS® in the United States was formed; at the time it had nineteen member boards and one state association.

In the meantime, there is archival evidence of what must have been a flurry of real estate activity in Middlesex and Elgin Counties and rightly so – St. Thomas was an important railway hub and London was fast becoming a regional centre.

As far back as 1911, the St. Thomas Times Journal reports, “Active selling with good prices in Finegal creates good opportunities in real estate business,”ⁱ while in 1911, the St. Thomas Times Journal (February 4) announced a “real estate office to open in Port Stanley.” The following year W. R. Coulter Real Estate, H.E. Stevenson & T.H. May, Laughlin Realty Co. and M.S. Boehm & Co. Ltd. of Toronto all opened offices in St. Thomas.ⁱⁱ

Some of these brokers sold not only real estate, but insurance – this combination of products seems to have been a popular business model at that time.

As for how many real estate agents there were in London at the time, anecdotal evidence points to diminished numbers during World 1 War (less than a dozen), but

a smart rebound afterwards, heralded by the opening of a real estate office in 1919 at 7 Market Lane by Bert Weir, an enterprising London music teacher.

According to a brief history of the London and St. Thomas Real Estate Board compiled in 1980, “Homes were selling briskly [in 1921] and times were good. Street cars were opening up new areas of the old city. Electricity and water were cheap enough for every homeowner to use.” (Weir would later come to be known, somewhat convolutedly, as, “The Father of the Real Estate Profession in London.”)

Two years after Weir hung up his shingle, there were reportedly thirty-seven real estate agents in London and they had already started to meet on an informal basis to socialize and, incidentally, to discuss business. Weir saw potential in this loose association and suggested that the London agents form a real estate board like the ones in the States, Vancouver and Winnipeg; they responded by electing him the first President of the London Real Estate Board (LREB), a position he would hold then and in 1942 and 1943 and perhaps at other times – few records exist prior to 1936.

The Twenties

Real estate boards were popping up all over the country during this period: in Toronto in 1920 and in Ottawa, Hamilton, Regina and Victoria in 1921. The Members of the new London Real Estate Board were able to reach some consensus regarding standardized forms and procedures, but meetings, we are told, were largely social events. However, developments were underway that would change all that.

On December 7, 1922 the Ontario Association of Real Estate Boards (OAREB) was formed, “to organize real estate activities and develop common goals across the province that included promoting higher industry standards, protecting the common public from unscrupulous brokers and salespeople and preserving private property rights.”

It speaks well of the nascent industry that no sooner had real estate agents started trading in real estate than other real estate agents stepped in to ensure a high standard of professional standards and ethics. Far from adopting a “emptor caveat” attitude towards the public, organized real estate embraced consumer protection from the outset.

OAREB’s first annual meeting was held at the Kind Edward Hotel in Toronto. It was attended by twenty people and the cost of membership was \$5.00. (By contrast, OREA’s Membership now totals over 45,000 real estate brokers and salespeople and the cost of Membership in 2011 stands at \$110 a year.)

The Thirties

In 1930, after eight years of OAREB’s lobbying the Ontario Government to introduce licensing regulations for real estate agents that would codify and regulate the profession, the Real Estate Brokers Act was signed into law. (The Bill passed easily; the disreputable practices of some unregulated real estate brokerages had evidently attracted attention for some time.)

At the same time a further law, the Act for Registration of Real Estate Brokers and Salesmen (REBBA), was enacted under the

supervision of the Ontario Securities Commission. Under the new law, if one wanted to practice real estate in Ontario, all that was required was to make an application in writing on the forms provided by the Registrar, accompanied by the prescribed fee, and supply a \$500 surety bond. A Broker who carried on business in a city or within 5 miles from the boundaries of a city, having a population of 100,000 paid a \$15.00 fee and all other Brokers paid \$5.00. Salesmen were also required to be registered through a registered broker. The fee for Salesmen was \$3.00 and it cost \$1.00 fee for a salesman to change brokers or for any other change in registration such as an address change. In 1931 there were 668 Brokers and 400 salesmen registered under the new Act.ⁱⁱⁱ These changes ushered in a new era, one in which LREB Members were to become very serious about proficiency and business procedures.

In 1936 the London Real Estate Board received a charter from the government – a formal document that creates a legal entity, defining its function(s) and laying down rules for its conduct or governance: after fifteen years of a rather haphazard existence, the London Real Estate Board had become official.

The “Dirty Thirties” were a difficult time for everyone in North America; the economies of both London and St. Thomas were hard hit and real estate sales fell off dramatically for the decade preceding World War II.

The Forties

With the advent of war and, more importantly, a wartime economy, economic prospects improved, jump-starting an expansion of organized real estate that had stalled during the Depression years.

In 1942, the Sarnia Real Estate Board was established and in 1943 the first constitution of the Canadian Association of Real Estate Boards (CAREB) was drawn up by delegates from the Ontario Boards as well as those from the Victoria, Vancouver, Edmonton, Winnipeg and Montreal Boards - OAREB's strong advocacy for a national association to manage legislative issues at the federal level had paid off. In 1944 the first CAREB Conference took place in Niagara Falls. One of the legacies of that first CAREB Conference was its adoption of the term "REALTOR®", to refer exclusively to CAREB Members.

The end of World War II sparked another housing boom in the area, fuelled by pent up demand over the Depression years and the formation of new households by returning veterans.

With the uptick in sales came more government interest and more regulation. In 1946 former LREB President Harold Tanton became the Registrar in charge of administering REBBA and in 1947 provincial proficiency exams were made mandatory— Wes Daniels, that year's LREB President, was in the first class of candidates to successfully pass these exams .

In 1946 the London Real Estate Board had a Board of Directors made up of ten brokers: Bert Weir, Wilf Evans, Walter Gidney, John Croden, Archie Gillies, Wes Daniels, Ron Richardson, Lorne Morrison and Fred Gammage.

Bob Allison, one of Bert Weir's salesmen, opened his own office and was voted in as Secretary-Treasurer, a position he held on a volunteer basis for seven years. At some point office space was leased for the Board at Richmond and Dufferin Streets, but as yet there was not yet any Board staff or

statistics or much in the way of records of any sort.

The Fifties

Around this same time the National Association of REALTORS® in the United States introduced a co-operative selling program – the forerunner of the modern Multiple Listing Service®.

With the encouragement of CAREB, the Toronto Real Estate Board followed suit, as did a dozen large Canadian cities, including, on March 1, 1951, the London Real Estate Board. The adoption of the co-operative division, as it was called, permitted Members to distribute descriptions of properties they had for sale among all participants, thereby greatly increasing the possibility of a rapid sale.

The Co-op Division changed everything.

Previously co-operation between agents had been informal and *ad hoc*; the role of the local real estate board was vague, perhaps even incidental, as much a social or civic club as a professional association. Certainly there are no records for the London Real Estate Board prior to 1958, when its first **Annual General Review** was produced; we, therefore, do not know exactly what function the Board served up to that point.

However, the Co-operative Division created an organizational need to establish and enforce the rules governing co-operation among agents -- and the local real estate board had, at last, found its role.

Not every Board Member belonged to the Co-operative Division at first. During its first year only 25 out of the Board's 45 Broker Members participated. They paid a

fee of \$25 and were pleasantly surprised by how effective a mechanism for moving properties it turned out to be. During the ten months remaining in 1951 after the adoption of the program in March, 368 properties were listed through the Division, 86 of which were sold for a total dollar volume of \$880,340 – the first London Real Estate Board statistics on record.

The Co-operative system continued its rollout across Canada. That same year OAREB established a province-wide co-operative listing service for more than 800 Members, the Hamilton Real Estate Board introduced a Photo Co-op Listing Service and CAREB formed an MLS® Committee, whose job it was to develop Bylaws governing the use of an MLS® system.

The Co-operative Division did even better in 1952 than it had its first ten months: out of 169 listings taken, 545 properties sold for a total dollar volume of ,1,819,000. By 1955 the number of listings increased to 1,259, of which 551 properties sold for a total dollar volume of \$5,229,000 – in 1955 the London Real Estate Board came in ninth in Canada in terms of dollar volume. As for the cost of Membership in London's Co-operative Division, it jumped from \$25 the first year to \$250 the second year, then to \$1,000 and then to \$1,500.

Not only were the number of listings and sales on the uptick, so was the work load. By 1952, Bob Allison was finding the task of Secretary-Treasurer too time consuming given his volunteer status; the Board hired its first fulltime employee, M.S. Snyder, to replace him. Membership in the Board continued to climb as did the population of London, which had surged from 80,000 to 100,000 in the decade between 1945 and 1955.

In the meantime, local Boards continued to spring up: the Stratford Real Estate Board in

1953 and the Woodstock Board in 1956. The London Real Estate Board, chartered in 1936, was incorporated by Letters Patent issued by the Provincial Secretary of the Province of Ontario on September 17, 1954.

In 1955 CAREB promoted the concept and organization of the "Photo Co-op Listing" system, which was adopted by 29 of its 50 Member Boards, and developed a model constitution for the Co-operative Listing Division of local real estate boards. This was the first attempt to impose national standards and minimum rules on the operation of an MLS® system.

During the same year the Canadian Institute of REALTORS® was established with a mandate to encourage provincial governments to establish real estate courses – yet another instance of pressure from within the industry to increase the professionalism of its members and ensure consumer protection. In time the Canadian Institute of REALTORS® would become the Real Estate Institute of Canada or REIC, which remains a leader in advanced real estate education to this day.^{iv}

1955 also saw the first correspondence courses in real estate developed by the University of Toronto and the purchase by the London Real Estate Board of the first of its four business premises: 580 Adelaide St.

In 1957 M.S. Snyder retired and Mike Campbell took his place, beginning a tenure that was to last thirty years.

1958

Then in 1958 the London Real Estate Board released its first **Annual General Review**, giving us, for the first time, a window on the Board's day-to-day operations.

"The operation of the London Real Estate Board has grown to such an extent that it can now be classified under the heading of

'Big Business'", that year's President, Bill Walkom, proudly writes. As it turned out, 1958 was a momentous year.

The Salesmen's Division – the forerunner of the Marketing Division – was established in March of that year, to provide educational and training opportunities to salespeople.

"The formation of this Division and its achievements to date is sufficient indication that its aims will vitally effect [sic] the future of all Real Estate Salesmen," wrote the Division's first President, Tom Hendry. (The establishment of the Salesmen's Division ushered in decades of strife for the London Real Estate Board as salespeople strove for better representation.)

An insurance plan – the Hospitalization and Income Protection Plan -- was also put in place for salesmen and their families.

The idea of a London Real Estate Board Credit Union was first floated.

The Board's Bylaws were updated, republished and, for the first time, distributed to all Broker Members.

Successful completion of real estate exams was required for Board Membership.

The City of London authorized working with the Board on City properties and the City Assessor and the City's Property Manager were made Honorary Associate Members of the London Real Estate Board. (The relationship between the City of London and the London Real Estate Board continued problematic for many years, with the Board urging the City to use its Members' expertise when it came to selling City-owned properties and the City sometimes taking advantage of this offer and sometimes not.)

1958 was also a big year for technology. CAREB filed for trademark ownership of the term "Photo Co-op," but for the Toronto area only; the London Real Estate Board adopted the term and began to advertise it.

It also purchased its own Multilith machine – a type of printing machine used primarily by small businesses for the reproduction of business forms, letterheads, order blanks, or other related materials. Presumably the machine was used to print off forms and perhaps dailies. During Bob Allison's tenure as Secretary Treasurer, listings amounted to little more than hand-written notes. Now there were standardized forms.

Gross volume sales this year was \$12,014,649.80, an increase of \$3,671,384.80 over 1957. Ratio of sales to listings was 45.5%.

Membership^v totaled 250.

1959

1959 proved to be another busy year for the London Real Estate Board.

A committee to deal with business ethics and morality was struck – previously provincial regulation had been counted on to curb the activities of unscrupulous real estate practitioners and educational standards ensured practitioner proficiency and competence. This was the first attempt on the part of the London Real Estate Board to deal with issues of professional standards at the local level. (Professional Standards would continue to be a primary Board function for the next three decades until RECO took over consumer complaints about REALTORS® under REBBA 2002.)

The Board hired its first full time Co-op Photographer this year: Jesse Wood-Shaw. It would continue to contract its photography out until 1998 when it

undertook the building of a photo library of all homes in the Board's jurisdiction. New member services this year included: free out-of-town photos and free Builders photos.

The Board became associated with Western Fair for the first time in 1959. This association, which went on for years, speaks to the central importance of the Fair to the community at the time – it was an important part of civic life, an engine of economic prosperity. Clearly the Board regarded it as a kind of coup, much as the latter-day London and St. Thomas Association of REALTORS® would value Membership on MainStreet London or a City housing committee as a measure of influence. For years a REALTOR® served on the Fair's Board of Directors and Board functions were held at Fair facilities until the nineties and beyond.

The map used by London REALTORS® was broken down into districts and indexes in 1959. The City was divided into three sections by the Thames River – North, East and South. This was to prove problematic in years to come because the public's idea of the City came to include a West London, which didn't exist on the Board's maps.

Attempts to cooperate with the City's Builders resulted in the development of a special "Builder's Package," received by those Builders listing new homes on Co-op for a certain period. This might have been the first attempt to work with the Builders; it was certainly not the last and it was not considered a success at the time.

1959 was a busy year for the provincial association as well. It created its own, perhaps overly ambitious Co-op system throughout the province whereby all Ontario listings were mailed to every Ontario Broker every week, making it the largest listing system in the world at that

time. Unfortunately, this proved unmanageable and was discontinued after a few months.

More successful were the Standard Bylaws and Rules and Regulations that OAREB created to manage the provincial Co-operative.

In 1959 the OAREB Convention was held at the Hotel London (City Centre now occupies this site), the first of only two occasions that the Convention was held in London – the second one was February, 1996.

In terms of the regulatory environment, 1959 marked the first time would-be registrants had to pass a short examination on their knowledge of the Real Estate and Business Brokers Act in order to qualify.

1959 President Ron Richardson offered a window into a less busy time when he wrote in that year's **Annual General Review**, "Directors meetings were held throughout the year at least every two weeks . . . Each meeting takes at least three or four hours." Today LSTAR's Board of Directors meet nine times a year, typically for two hours or less.

Gross volume sales this year was \$12,112,442.42, a slight increase over 1958's record volume. 115 fewer listings and 52 fewer units sold. Ratio of sales to listings was 45.6%.

In 1959 there were 55 Active Member Offices and 238 individual Members.

The Sixties

1960

The first year of the new decade saw a further expansion of the Photo Co-Op Service when the Cornwall, Ottawa, Kingston and Brockville Boards agreed to create the Eastern Ontario Photo Co-Op Service.

However, not everybody was happy with the term “Photo Co-op”, particularly in Alberta and Saskatchewan where provincial statutes required a Co-operative to be incorporated under the Co-operative Securities Act. Organized real estate argued that local Boards were non-profit member-based organizations and, as such, should not be incorporated as Co-operatives. As a precaution, the Vancouver Real Estate Board registered a term that had recently been bandied up – the Multiple Listing Service® or MLS® -- as a trademark.

In London a Past Presidents Committee was struck to advise the Board of Directors and charged with producing an annual budget, the Board sublet its Multilith to act as a profit centre, and the Board’s Bowling League was begun. The Bowling League, which was to persevere for more than a decade, shows the extent to which the Board at this time remained a social convenor. Indeed, as Mrs. A. Bolton, Chair of the Welfare Committee noted in her remarks, “It is evident from the various expressions of appreciation that the sending of flowers and notes to the ill and bereaved members is an important function of our Board.”

Gross volume sales this year was \$15,399,947.94 , an increase of 27%. Ratio of sales to listings was 38 %.

There were 61 Member Offices in 1960 and 236 individual Members.

1961

This year saw the demise of Bert Weir, “The Father of Real Estate in London.” It was also the first year for the Marketing Division’s Annual Banquet, which was held at the popular Seven Dwarfs Restaurant, as well as the year the City of London annexed a great deal of surrounding land, adding some 60,000 new residents to the City’s rolls.

Gross volume sales this year was \$15,680,338.04 , an increase of 1.82% over 1960. Ratio of sales to listings was 37 %.

There were 297 individual Members of the Board this year; the number of Member Offices was not recorded.

1962

In 1962 the legal battle over the use of the term “co-op” came to a head and the Vancouver Board transferred ownership of the MLS® Trademark, which it had prudently registered two years earlier, to CAREB. Beginning January 1, 1963, all Member Boards of CAREB replaced the term “Co-op” with the term MLS®.

In this same year, the London Real Estate Board joined forces with the London Home Builders Association, the Mortgage Lenders Association, the Urban Development Institute and the Middlesex Bar Association to lobby London City Council to bring on stream more serviced land for new industry, in much in the same way as it became part of the Keep London Growing Coalition, with many of the same partners, in the first decade of the twenty-first century – a coalition that had, as its mandate, lobbying Council to approve more building lots. “Much favourable publicity resulted from this presentation,” wrote Al Sinnott, Chair of the Industrial Development Committee.

The Board adopted a filing system for listings called Kwiksort, for which it had high hopes.

Gross volume sales this year were equivalent to that of the previous year and 3,563 listings were processed, an increase of 61 listings. Ratio of sales to listings was 37%.

LREB had 301 individual Members in 1992.

1963

In 1963, OREA began to emerge as a leading proponent for education, a role it continues to play today. The provincial association hired its first full-time Director of Education in 1963 and launched the first course ever developed for real estate salespeople in the province. From now on, a salesperson had to attend 16 lectures and pass a 2 ½ hour exam to become a licensed member of any of Ontario's 42 boards.

The London Real Estate Board started a delivery service, which would become, in time, the "Board Bag" and formed the first real estate credit union in Canada. "While it is a little early to forecast," wrote President Al Sinnott, "all indications point to a flourishing department that could exceed our fondest hopes."

Concern was expressed over the failure of the Kwiksort system to catch on. "It was felt the biggest problem was that it was not thoroughly understood."

Mike Campbell was promoted from Executive Secretary to General Manager and elected First Vice President of the Board Secretaries Council at the CAREB Convention and LREB's Second Vice

President Leverne Richardson was appointed Director of the Western Fair and Chair of the Horse Racing Division. He had this to say about it: "The {Western

Fair]Directorship entails attendance at a minimum of two meetings per week and as Chairman of the Horse Racing Division, I am expected to attend their weekly meeting during Harness Racing Meet weeks and the 72 racing nights. . . . It is my opinion that any publicity resulting from Real Estate Agents Association with the Western Fair Board is beneficial to the business as a whole."

There had been talk of a new building over the past several years, "to serve better the increasing volume of business, the broadening of our service to our membership, to improve public relations and provide a prestige building," according to President Sinnott.

This was also the year of the Stratford Real Estate Board's incorporation.

Gross volume sales this year was \$17,236,059, a 12.89% increase over 1962. Ratio of sales to listings was 43.45%.

There were 302 Members in 1963.

1964

The Board reached a milestone in dollar volume this year when its sales netted approximately 20 million.

Its credit union had a good first year and the Board purchased a lot for its new Board Building at 311 Oxford Street. The Directors had been debating whether or not to build a new building for the past five years.

Gross volume sales this year was \$19,828,828, an increase of 15% over 1963. Ratio of sales to listings was 51.05%.

LREB had 296 Members in 1964.

1965

"Certainly the year 1965 will be remembered as one in which recognition of Realtors was acknowledged by the City of

London, " President Ev. Lauckner wrote. "The Board was called upon to advise in such matters as Public Housing, Industrial Development and finally was granted permission to receive commission on the sale of city owned industrial land."

General Manager Mike Campbell averred that, "The London Real Estate Board is the only Board in Canada or the USA that offers all of the following: credit union service, both qwik-sort and paper listing system; city-wide delivery completed daily by 10 AM; free life insurance plans for Brokers and Salesmen and real estate supplies at cost or less. "

Gross volume sales this year was "twenty-four million, six hundred and some odd thousand dollars", an increase of almost 25% over 1964. The ratio of sales to listings was slightly over 51%. The number of listings processed was 3,639, an increase of some 337 over the previous year.

There were 335 Individual Members of LREB in 1965 and 79 Member Offices.

1966

Construction on 311 Oxford St. began in September.

"Not only will the new building be one of the finest completed as a Centennial Project in London Ontario, " wrote Property Committee Chair Richard Neilands, "but it will be unique in the entire Dominion. It is indeed a symbol of the forward look by London REALTORS®."

1967 was Canada's Centennial Year.

"The London Real Estate Board can now take its rightful place in the business community of the City and our new home should provide the image that has, in the past, been lacking," hoped M.W. Hall, 1966 President.

Gross volume sales this year was \$26,627,837, an increase of 8% over 1965. The ratio of sales to listings was over 62 %. 3,040 listings were processed and 1,884 sales.

LREB had 365 Members in 1966.

1967

The new building, officially opened by London Mayor Gordon Stronach in June, proved a great success. According to J.P. McNamara, 1967 President, "Many enquiries have been received from Boards in Canada and the U.S.A., asking for particulars of our premises."

The Christmas party at the Hotel London was also a success. "About 400 turned out for fun and frolic," wrote Entertainment Chair J. Schlesinger. "They were received by charming Bunnies and after a delicious dinner swung and sway . . . to the music of Lionel Thomson." Party sponsors were the London Free Press and Rothmans Cigarettes.

1967 saw the scrapping of the clearly problematic Kwiksort system and the incorporation of the Sarnia Real Estate Board.

OREA's education program was made a mandatory provincial pre-licensing requirement. (Course fee: \$75, inc. manual, assignments, four final exams.)

Gross volume sales this year was over \$31,000,000. The ratio of sales to listings was 86%.

Membership totaled 393.

1968

President Bill Walkom pointed out that, in 1968, his Board of Directors met 23 times and their meetings ran, on average, three and a half to four hours.

LREB held its First Civic Night held in 1968 in London's Centennial Hall. Over 600 guests attended.

"Dignitaries were on hand from all Civic Offices, heads of service, religious, etc., groups and officers of the Canadian and Ontario Association," according to Walkom, "and I am of the opinion that it was quite successful."

As for the Board's new building, it continued to attract attention across the country.

"I would estimate that well over 500 additional people have viewed the Board premises during the past year," wrote General Manager Mike Campbell.

The MLS® Committee also discussed a possible amalgamation with the St. Thomas and District Real Estate Board, but the Members rejected the idea.

They also recommended – successfully, it appears -- the adoption of Inter-Board MLS® system.

It was also reported that some of the larger Boards were beginning to look at computerizing systems, only to discover that consumers thought computerized information was unreliable.

Gross volume sales this year was \$32,700,000, an increase of 5.42% over 1967. 2,906 listings were processed an increase of 300 over 1967.

1968's Membership totaled 445 working out of 96 offices.

1969

"Perhaps the most important happening of the year was the amalgamation of the London and St. Thomas Boards," writes Wilf Webb, 1969 President. "In this day of the

shrinking world, this surely was a timely union. "

He goes on to say, "Even though some questioned the wisdom of the amalgamation, I am sure that volume in the last three months of the year was greatly increased by the sales from St. Thomas and I personally give them a hearty thank you."

Evidently the resistance to amalgamate the two Boards that had led to the LREB Members rejecting the idea the year before had been overcome – how, it is not entirely clear.

However, according to Maurice Beaudry, President of the St. Thomas Board in 1961-1962, the amalgamation was largely cooked up between himself and 1966 LREB President Merv Hall.

According to Beaudry, the St. Thomas Board was a fairly loose association, which began in 1959, had never incorporated, had no Board of Directors, and met only informally, although they did employ a secretary, Rose Trowhill. Moreover, it had only a handful of Members.

The amalgamation was conditional on there always being a St. Thomas Director on the Board of Directors and on ten percent of all funds raised for charity going to a St. Thomas charity and did not take effect until the following year.

In 1969, LREB also engaged its first Public Relations Officer, William Corfield, of Corfield & Associates, who was to continue with the Association until 1987.

In the same year, OREA proved successful in instituting the Certificate Course for Brokerage at Fanshawe College and negotiations, which would be ongoing for some years, between LSTREB, OREA and Fanshawe commenced.

The Salesmen's Division organized its First Sales-o-rama this year as well as a Dance-Frolic & Past Presidents Night.

The Bowling League continued to prosper with eight teams and 33 nights of bowling. "This is an active and inexpensive sport which promotes Goodwill and the Real Estate profession to the general public," opined Bowling League President Irwin Arnott.

During this year LREB instituted what Mike Campbell thought might be the first Benevolent Fund ever to be adopted by a real estate board. Although it's not entirely clear to what he is referring, it may have been the death benefit still provided our Members in 2011.

The main floor of the Board Building got air conditioning for the first time in 1969 and the lower level was ventilated, to deal with the cigarette smoke -- of which there was a great deal.

Gross volume sales this year was \$37,855,000, an increase of 15% over 1968. Listings processed -- 3,428. "It is to be noted that the ratio of sales to listings in LSTREB remains among the top five in the Dominion of Canada," Mike Campbell was quick to point out.

LSTREB's Membership in 1969 totaled 551.

The Seventies

1970

In the first year of the new decade CAREB changed its name to the Canadian Real Estate Association (CREA) and, on September 1 of that same year, the London Real Estate Board officially became the London and St. Thomas Real Estate Board or LSTREB, as it would be

known until 2006, when its name changed again, this time to the London and St. Thomas Association of REALTORS® or LSTAR.

As per their agreement, Maurice Beaudry served as St. Thomas Director. In addition, a salesperson from St. Thomas sat on the Salesmen's Division, although it is nowhere listed who that gentleman might have been.

LSTREB scored a triumph in its ongoing struggle to get the City to take it seriously when the City listed a couple of properties on the MLS®.

The Bowling League had a more difficult year, "due entirely to lack of support by Real Estate personnel."

As for the Christmas Party, John Thiel, Chairman of the Entertainment Committee, described the entertainment by the Dell Family and Lionel Thomson's orchestra as "above average."

In the meantime, the Public Affairs Committee, working with Bill Corfield, submitted a number of briefs to the City on housing, urban parks and transportation. It also funded some real estate research conducted by UWO.

In 1970 the Vancouver Board pioneered the first computerized MLS® database in the country, freely sharing that technology with 30 other Boards in Canada in cooperation with CREA. LSTREB does not appear to have been one of these Boards.

All in all, 1970 was a good year. According to General Manager Mike Campbell, "several previous records were broken in 1970, including dollar sales volume, listings, total Membership and total number of meetings. In addition, the Credit Union assets and Membership have reached an all time high."

Gross volume sales this year were \$41,500,000, an increase of 10% over 1969. The ratio of sales to listings was 49%. 4,600 listings were processed.

LSTREB had 586 Members in 1970.

1971

Jim Rowcliffe, 1971 President, enumerated the number of meetings at LSTREB during his presidency: 21 Board of Directors Meetings, each at least 3 ½ hours in duration; 163 Committee Meetings; and 70 Credit Union Meetings.

Two new committees were struck in 1971: the Legislation Committee, struck in response to the proposed Competition Act, tabled until 1972, but very worrisome to both OREA and CREA, and the Brokers Meetings Procedure Committee, which produced a pamphlet outlining how meetings were to be conducted. This pamphlet was a first in Canada.

A new rotary filing system was put into effect, the Brokers adopted a Data Pro system for accounting purposes and the Board changed to a computer system of auditing.

The Public Affairs Committee continued to submit briefs to the City on parks, the Official Plan for London to 1990, methods to allocate changes of boundary roads and sewers in new subdivisions and on housing.

As for gender equality, "The number of salesladies is increasing each year," Richard Schwartz, 1971 President of the Salesmen's Division, wrote. "Some men may welcome this and some may fight it, but that's the way it is."

1971 also marks the first meeting of OREA's Region 1, held in Chatham. "A trend is being promoted by the Ontario Association of Real Estate Boards to have Regional

Boards work in closer co-operation," wrote General Manager Mike Campbell.

Gross volume sales this year were \$52,698,648, an increase of 27% over 1970. The ratio of sales to listings was 53%, "which is believed to be the highest in the Dominion of Canada of any Board that processes more than 1,000 listings." LSTREB processed 4,850 listings in 1971.

At the close of 1971, LSTREB had 644 Members.

1972

In 1972 the Ontario government brought in new regulations that impacted directly on organized real estate when revisions to Unemployment Insurance classified real estate salespersons as employees – something organized real estate protested nationally.

To adjust for this, LSTREB changed its Membership structure. Where previously Members were individuals, now they were Brokerages. Encouraged by OREA, the provincial government also put in place more stringent educational requirements for entrants.

In 1972 the Salesmen's Division changed its name to the Marketing Division and salespeople were allowed to attend, but not to vote at Brokers Meetings. In addition, both the Brokers and the Marketing Division held their first St. Thomas events this year.

In 1972 the Competition Act became law and LSTREB adopted OREA's Membership Bylaws in principle (with minor revisions) and the provincial association's Code of Ethics in order to conform with the Act.

LSTREB continued to make submissions to City Hall supporting the preservation of London's Courthouse as an historic site and

on the shortage of serviced lots for small home builders and LSTREB Directors attended the City's Land Use and Property Committee on a rotating basis. The Board's brief to the Board of Control offering to assist the City on property matters, however, was rebuffed.

The Christmas Party was Held at Centennial Hall. "All the trimmings including Flaming Baked Alaska led in by bagpipes," Bill Row, Chair of the Entertainment Party wrote.

Jim Rowcliffe was elected Regional VP for OREA and Mike Campbell given a new title: "Executive Director."

During 1972, four Regional Meetings were held in Sarnia, Windsor, Chatham and London.

For the first time statistics were assembled for the President to use, two trees were donated to Central Elgin High School and a trophy was presented to the City of St. Thomas for an interschool sports competition.

That salespeople were beginning to feel disenfranchised, however, comes through in the President of the Marketing Division's remarks. Bob Walters wrote, "If we want to reap the benefits of organized Real Estate, we must accept the responsibilities it imposes and must fight for the right to exert our influence in our Board, our Provincial and National Association."

Gross volume sales this year was \$56,316,596, an increase of 7% over 1971. Ratio of sales to listings was 58%. LSTREB processed 4,266 listings in 1972.

Membership continued to increase. By Year End LSTREB boasted 698 Members.

1973

For the first time complete, region by region property ownership records and historic

sales data for Ontario -- were made available free of charge to Board Members -- a great boon.

LSTREB continued to spar with the City, objecting to the fact that the City had used out of town rather than local REALTORS® to sell public property and to the financing of the new Police Station without public consultation. Representatives entered into discussions with City planners the effects of the Official Plan on housing and serviced lots and continued to liaise with the London Planning Board re development of more single family lots.

In addition they held a meeting with the President of the London Urban Transportation Study about transportation systems in London and drafted a submission on the matter.

Concern was expressed about the expansion of public housing in the province. President Angus McLennan wrote, "we must be vigilant in regard to the biggest threat to our business and free enterprise -- that of Bureaucrats in government continuing to build empires, the largest of which will soon be by the Ontario Housing Corporation."

In addition LSTREB worked with the London Free Press on a real estate supplement and the newspaper sponsored an advertising seminar for Members.

In an effort to satisfy the Marketing Division's desire for better representation, a joint BOD and MDBOD inauguration meeting was introduced and the Marketing Division was permitted to have not just its President, but also its Vice-President and one other Marketing Division Director sit on the Board of Directors.

The first staff photo with Lyn Coupland (then Lyn Gregory) appeared in this year's

Annual General Review. Lyn went on to have a distinguished career at the Board, serving as its Director of Administration until her untimely death in 2009. As of time of writing, she was the longest-serving staff person in LSTAR's history.

Gross volume sales this year was \$61,939,153, an increase of almost 10% over 1972. Ratio of sales to listings was 68%. Listings were down by 838.

Membership totaled 750.

1974

According to President Stanley Luke, "1974 saw many major changes in the Real Estate Industry. The introduction of the Speculation Tax, the tightening of available mortgage funds and the rapid increase in interest rates all had a drastic effect on the market. . . . In my twenty years in the industry, I cannot recall anything that affected the market as rapidly or as drastically."

The Speculation Tax was a tax designed to curb the escalation of land and housing prices.

Also of concern to Canadian REALTORS® was land banking by the government and proposed legislation under the Combines Investigation Act, the predecessor to the Competition Act. O

REA had for several years been lobbying the provincial government for self-regulation for the real estate industry in the hope that, in this way, REALTORS® would not be subject to the Act.

1974 was also the first year that a monthly assessment fee of \$20 per Member per month was introduced to replace service fees. This was said to be as a low or lower

than any other comparable Board in province.

Directors Liability Insurance was also introduced in this year.

On the local front, LSTREB purchased a new multilith machine and hired and trained an operator for the machine, producing a "Why Use a REALTOR®" brochure that it produced and sold at cost, perhaps as a response to adverse publicity it received in the London Free Press. Special meetings were held to discuss the matter and the President issued a written statement to the newspaper, which it claims the Free Press then distorted.

More successful was the "Real Estate Today" advertising campaign it ran in the St. Thomas Times Journal.

The Board also made a submission to City Hall suggesting that it form a second Committee of Adjustment as means to speed up approval process for property matters.

One of the goals that President Luke was unable to achieve in 1974 was this: "The City of London has a computer system that is now in operation and I am hoping that Brokers and Sales people can find a way to participate. It has many advantages because by the time you are finished talking to the girl [sic] on the telephone, she has most of the answers as to lot size, assessment, plan, lot number, taxes and, in some cases, the price. The City has decided to do away with the assessment book and we will never have another one."

Gross volume sales this year was \$93,195,000. Ratio of sales to listings was 53%. LSTREB processed 4,806 listings in 1974.

Membership in 1974 reached a high of 779.

1975 & 1976

Unfortunately, the **Annual General Reviews** for these two years are not extant, so we don't know what happened during the presidencies of Les Davison and Roy Smith apart from the fact that gross dollar volume in 1976 was \$158,000,000, the Board processed 8,078 listings and facilitated 3,551 sales in 1976.

On the OREA front, in 1975 the provincial association convinced the Ministry of Consumer and Commercial Relations in Ontario, (which, by that time, was responsible for supervising the Real Estate and Business Brokers Act) that, in order to register in Ontario, aspiring REALTORS® must complete 150 hours of mandatory education and pass an exam with a 75% pass mark.

There were also new Broker courses introduced, along with a new Certificate Program, which had to be passed with the same 75% mark, to qualify for registration as a Broker.

In 1976, London celebrated the 150th anniversary of its founding. By this time its population had swelled to a quarter of a million people and major physical changes in its appearance had occurred. In the old city core, many of the landmarks of the past have gone to be replaced by modern developments - the McClary factory was demolished for Wellington Square; the Hotel London (at which the Board celebrated many Christmases) was replaced by the City Centre; the Covent Garden Market was enclosed by the Market Garden Parking Building; and a new Court House was finally constructed on a demolished two block site.

In 1976 the Huron Real Estate Board was incorporated.

1977

Revised 2015

1977 was a tumultuous year of LSTREB. One of its larger Member Offices, Royal Trust Corporation of Canada, sued the Board, resulting in a great deal of adverse publicity. A \$30 service fee was place of all sales in order to build up an adequate war chest to deal with the impending suit. "Many times Board regulations have been passed and adhered to by all members regardless of their opinion on any particular regulation, but in this instance the firm saw fit to ignore its obligations to the Board to adhere to the regulations as passed by the Active Members," wrote President George Tolboom.

A consultant was engaged, who produced a report, which was distributed to all Members. This, again according to Tolboom, "was a disappointment to your Board of Directors and myself."

On the plus side, Executive Director Mike Campbell wrote, "It was gratifying to note that the Consultants concluded that 'the Board's systems are working efficiently and affectively and there are no opportunities for dramatic improvements. I would like to thank . . . the Board of Directors for their vote of confidence in me following some unjustified comments in the Woods Gordon Report." Woods Gordon was a consulting firm; we can only guess what slight Campbell was referring to.

Also on the plus side were: improved communication – the Members received regular financial statements and in depth notices of Bylaw changes; open house scheduling; contracting with the Teelatron Corporation for picture listings ; and a successful collaboration between LSTREB's Education Committee and Fanshawe College when it came to scheduling and coordinating courses. London was also the host board for annual OREA Region 1 Sales Seminar.

In this same year, CREA registered the phrase Multiple Listing Service®. Prior to that, national registration had covered only the letters MLS®.

Gross volume sales this year was \$195,808,864. The Board processed 9,723 listings and facilitated 4,201 sales.

LSTREB had a total of 990 Members by Year End and 196 Member Offices.

1978

There is no extant **Annual General Review** for the year 1978. We do know, however, that total dollar volume for that year was 208,799,128, that 10,234 listings were processed and 4,202 units sold.

1979

1979 was a year characterized by rising interest rates, inflation and growing unemployment. It was, nevertheless, “a good year, in fact the best yet,” according to President Walter Pokusa.

Certainly it was a milestone year in that it saw the introduction of the Board’s first computer catalogue, produced in conjunction with TEELA – a very big deal.

In its on again off again struggle with the City over who should sell publicly owned property, 1979 was a good year. “Through cooperation LSTREB established good cooperation between various Government agencies, City of London, school board, etc. and is obtaining MLS listings of many publicly owned property, inc. property owned by the school board,” notes Pokusa.

In the political arena, the Legislation Committee drafted a letter to 25 area municipalities, objecting to the Tecumseh Resolution, which proposed establishing a 48 hour cooling off period following the signing of an Offer to Purchase. Organized

real estate working in tandem managed to get this Resolution dropped.

The Board also made a submission to the London Transit Commission, offering its comments on a proposed changeover to a new bus route system with transfer terminals and a brief to the Federal Government on changes in the Bank Act.

In addition to running a radio advertising campaign in 1979, LSTREB delivered two real estate info sessions to Bell Telephone transferees at seminars arranged by Bell and developed a series of public info sessions on home buying.

As regards Member Services, the Dental Plan Ad Hoc Committee scored a victory by putting in place a dental plan for Members. Henry Toppel, Chair of the Committee, thanked his committee, adding, “Then, there is Betty Dore at the Board who now has collections and claims where they need to be, and her system now is running like clock work. She is doing some terrific job.”

This is the first mention of Betty Doré, who went on to become LSTREB’s Executive Officer in 1992 and, at the time of this history’s writing, continues to serve with distinction as the Executive Vice President of LSTAR.

The Board processed 11,003 listings and 4,510 sales in 1979. Total dollar volume came in at \$231,519,810.

The Membership Committee had ceased to exist by this time. We have no figures for this year.

The Eighties

1980

The first year of the new decade was marked by turmoil. Three months into his presidency, Geoff Young decamped for Toronto, leaving his Vice-President, Ron Annis, to take his place. Then a member of the Executive, “saw fit to resign followed by the resignations of certain Committee members [perhaps the Chairman of the Ethics Committee, who resigned in the spring of 1980] and one other member of the Directorate.” It’s unclear what the cause of these various defections were.

On the plus side, the Royal Trust Corporation of Canada withdrew its lawsuit, which had been in the courts for the past three years, with both parties having to pay their own costs.

On the minus side, the Combines Investigation decided to hold a 3-day inquiry in London, “and the Board’s position at the present is that it will have to wait until the Director of Investigation decides whether he is going to continue this matter or drop his investigation,” according to President Ron Annis. It is unclear what the issue was.

What is more, membership dropped by over 100 Members, the lowest since 1975, and the elimination of the service fee resulted in significant deficit.

The Board’s longstanding dispute with OREA over annual dues concluded when its Brokers Members voted to change LSTREB’s Constitution and Bylaws so that they conformed with OREA’s.

LSTREB made Orientation mandatory for new licensees and Members and compiled a

brief history of the Board – the first such history, based largely on interviews with the organization’s first secretary, Bob Allison – for use in Orientation. It also put out a bi-monthly newsletter, entitled **Update**, and developed a handbook on ethics.

As regards lobbying, the Board successfully lobbied the Department of National Revenue on its decision not to include lot depth in computer changers.

1980 also saw the Board convert to a Supra Lock Box system and the use of the title key lease agreement form. The MLS® catalogue was made bi-weekly instead of weekly and the first public information session on how to buy a home was held at the Board.

4,288 units sold in 1980 and dollar volume amounted to \$231,180,279. As of December 31st there were 2,256 active listings in the catalogue.

There were 891 Members and 171 offices.

1981

With the dawn of a new decade, technology had become a major focus for Boards and Associations. In an effort to help real estate boards take advantage of technological advances, CREA launched a computerization initiative, working with local real estate Boards to provide discounts for Brokers and salespersons to purchase a central computer for their offices.

As a consequence of this, LSTREB purchased its first mini computer – a Quantel 222 by R. J. Thompson of London -- for \$30,000. This figure included the cost of a terminal, a printer and programming. (The computer was delivered to the office at 311 Oxford St. on January 26, 1982.)

LSTREB continued to lobby elected representatives throughout 1981, submitting briefs opposing rent controls

and regarding transportation, as well as briefs to the Federal Government on postal rates, the budget, property rights and how to solve the problem of high mortgage rates (by creating a mortgage fund through the inclusion of terms in the Income Tax Act that would permit investment in special regulation funds on a tax free basis in order to create pools of first mortgage financing).

The Legislative and Political Action Committee met with MPs, MPPs, and representatives from organizations such as the London Property Management Association and the Housing and Urban Development Association of Canada, which administered the new home warranty program until 1983 when the program took on its new name, the Ontario New Home Warranty Program.

In addition, the Honourable Joe Clark, who was briefly Prime Minister in 1979-1980, was the guest speaker at an LSTREB function held at the Paddock Lounge.

1981 was also notable in that all the Board's various committees completed a Management by Objectives^{vi} exercise. Undergoing this exercise indicates that LSTREB's identity was in transition. Previously it had been a kind of cross between a trade association and a civic club. Now, slowly but surely, it was becoming more business-like.

The Marketing Division continued to slowly gain ground. The Bylaws were amended to allow three salespeople to sit on the Board of Directors and up to 3 on standing committees, with the exception of Ethics and Arbitration, and an Office Representatives Group was formed to liaise between LSTREB and its Member Offices.

The Board also decided to revert to a weekly catalogue with six-up on a page rather than the previous four-up.

In addition to running its usual radio campaign, LSTREB paid for special radio advertisements promoting Private Property Week – this OREA initiative was intended to raise awareness that private property in Canada was not protected under the Constitution. When this cause failed to capture the public's interest . . . or, for that matter, that of most REALTORS®, Private Property Week was changed to Ontario Home Week, then dropped altogether. In 1981 the Credit Union began to experience difficulties. Employee turnover, the change of interest rates, increasing delinquents and far more stringent regulations regarding bad debts on the part of the Ontario Share and Deposit Insurance Corporation (OSDIC), put the Credit Union into a deficit position.

During 1981 the Board processed 12,842 listings. There were 4,350 sales, up 1.4% from the previous year and total dollar volume reached \$251,384,000.

There's no record of how many Members or Offices LSTREB had this year.

1982

On a high note, Karen Dianne Baldwin, daughter of broker members Bill and Marion Baldwin, beat out 77 contestants to become 1982's Miss Universe in Lima, Peru and the Federal Government provided first time buyers of resale homes with a \$3,000 grant. That along with \$5,000 interest-free loans helped boost local real estate sales.

Some REALTORS® didn't weather the tough economic times, however. The Board lost 161 Members in one year, causing it to reconstitute its Membership Committee.

The Legislation and Political Action Committee continued to push its mortgage fund idea and lobbied the City on the

inclusion of property rights in the Constitution, abolishing rent control, improving urban transportation rather than spending money on major road improvements and pressuring the government to assist homeowners in the removal of Urea-Formaldehyde Foam Insulation (UFFI)^{viii} from their homes.

LSTAR President Ron Annis won a seat on the City of London's Board of Control in this year. London's Board of Control, established in 1961 by an order of the Ontario Municipal Board, consisted of four controllers and the Mayor, all elected city-wide. It was a position of both prestige and power. (In 2010, the Board of Control was finally eliminated; it was the last such Board in Canada.)

LSTREB purchased a computer for its in-house use in 1982. Marveled Computer Committee Chair Al Appleby, "The printing speed and cross posting function of the programs are saving us time and money. The programs that are complete and the services now available are – an up to date list of members, quarterly sales book list, delivery list, lock box key list, member assessment invoices, accounts payable, accounts receivable and an unaudited financial statement – are now available at the touch of a finger." Appleby adds reassuringly, "Comprehending the speed and the amazing ease are only accepted after living with a computer on a daily basis," and promises amortization and loan schedules for the following year.

Civic Night was held at the Regional Art Gallery, which had been built at the Forks of the Thames in 1980 and would have been "the" place to hold an event at that time.

The Marketing Division gained a further concession from the Brokers when they approved the Division getting three votes at Brokers Meetings. MDBOD events in 1982

included Salesarama, a Fashion Show, a week of pancake breakfasts to celebrate Canada Week and its annual children's party.

In the meantime, the Credit Union was floundering, causing the Board of Directors to meet with officers of OSDIC and the Credit Union League. The upshot was that St. Willibrord's Credit Union took over the management of LSTREB's Credit Union for a year, by the end of which year, it was doing somewhat better. It was, however, on the wane and would soon be dissolved.

In 1982 LSTREB processed 13,000 listings and total sales reached 4,082 units for total dollar volume of \$215,142,119.

The Membership Committee was reinstated this year, but, unfortunately, the only information provided us by Bev Bosveld, Chair of that Committee, was that, "the number of assessment paying members from December 31, 1981 to December 31, 1982 declined by 161 members and the total membership for the same period declined by 163." However, we can deduce from the following year's report that LSTREB must have had 709 Members at Year End 1982.

1983

Lower interest rates made 1983 a much better year in terms of sales – in fact, it was the best year the Board had enjoyed thus far.

President Jim Rowcliffe referred in his report to Executive Director Mike Campbell's involvement in legal activities. "I believe that Mr. Campbell has been involved in some twelve lawsuits or appeals to the OREA Ethics Committee over the past years and he, with the assistance of counsel, Committee Chairmen and his own efforts has been successful in winning all cases."

At the same time LSTREB continued to collaborate with Fanshawe College on real estate courses and worked with the Public Library to produce a booklet entitled "Real Estate: A Selected List of Books," which was made available at the Board to its members and at the library for the public. It also published a "Summary of Ethics Cases – Completed in 1983".

A number of reserves were established in 1983: one for major computer purchases, another for a new roof and ventilating system as well as upfront payment to a pension plan previously authorized by Members. There were also expenditures made to improve the building.

The Legislative and Political Action Committee continued busy. In 1983, it gathered research on bylaws in London and St. Thomas regulating the demolition of buildings and the impact of market value on those designated heritage buildings. It also worked on the following issues: rent controls, land use strategy, and property rights.

LSTREB continued to lobby the City to list its properties on MLS®. In an effort to strengthen the ties between the City and the Board, it allowed the City's Property Management Manager to join the Board as a Sustaining Member and to receive records of sales.

"With the advent of total computerization in 1984," wrote Mike Campbell, "it is obvious that the many challenges and innovations will increase the workload in the coming year and I trust and believe the staff will cheerfully accept both."

LSTREB processed 11,896 listings in 1983 and sales totalled 5,445 units for a total dollar volume of \$319,793,547.

Membership rose to 844.

Revised 2015

1984

"It's gratifying to be a member of a winning team, a prosperous business or a successful organization," wrote President Al Appleby at the end of 1984. "We are members of all three."

LSTREB's first In-house computer system – an H-P 2000 Series 42 mini computer – was installed on May 8. Membership and Accounting went online shortly afterwards, as did Vandat – an online MLS® system developed by the Vancouver Real Estate Board.

"The volume of MLS transactions required the processing of almost 12,000 listings or about 250 a week," wrote Appleby. "To this routine demand upon our staff time was added the introduction of a system to store, analyze and transmit information electronically. Many overtime hours were required before our computer was introduced to the public through a news media demonstration on December 7, 1984. By then members had learned how to use their terminals . . . and were beginning to appreciate receiving MLS information in hours instead of days."

The Computer Committee busied itself designing communication networks for all terminals, producing online user manuals and developing online training seminars.

1984 marked Ontario's 200th anniversary and LSTREB sought to commemorate this by ramping up its involvement in the community. Over 100 Members donated blood at a Red Cross Clinic and benches for downtown London and bleachers were given to a St. Thomas ball park. LSTREB also supported a tree planting program for London.

The Board's Rules and Regs were amended to deal with the misuse by a member of a

computer password – the age of computers had truly begun!

The Marketing Division President, Ron Rossini, described 1984 as ‘The Year of the Microchip and The Year of Community Involvement’. The Division hosted a wood box derby on Dominion Day (as Canada Day was formerly known.) Its Special Events included Salesarama, which featured Roy St. John, a very successful Toronto REALTOR,[®] and, “the off-the-wall antics of Fred Dobbs and the Realtor Feud,” about which we can only speculate. The Children’s Christmas Party featured Laffguard and the East London Break Dancers.

In 1984 Mike Campbell officially retired after 27 years with LSTREB, was made an Honorary Life Member, and was promptly re-hired as a fulltime management consultant to run the Board.

1984 STATISTICS	
Total \$\$ Volume	\$326,938,087
Units Sold	5,271
Listings	11,489

Membership in 1984 totaled 907.

1985

1985 was a very good year for real estate and a fairly calm one for LSTREB. Mike Campbell expressed his pleasure that, “even during the brisk market . . . Committee members continued to show up for meetings.”

Community projects included the Easter Seal Telethon, the Wood Box Derby, the United Way Campaign, and the Blood Donor Clinic.

The Legislative and Political Action Committee continued to pump out the briefs, writing a submission to London’s Urban Planning Department in support of

more multi-residential development in the core area. This was in response to a “Downtown Concept” circulated by that Department.

It also continued to lobby unsuccessfully to amend the Constitution to include property rights and to abolish rent controls and supported CREA in its attempt to have the Combines Investigation Act amended so that real estate brokers would not be criminally charged for selling property above the advertised price.

The Publicity Committee studied a program called Realty Watch, but, after consultation with the police, decided against participating.

This Committee also assumed responsibility for recommending charitable donations. This was an important step forward in the formation of a corporate identity for LSTREB. Previously its community service had been reactive and scattered. Either it responded to requests from charitable groups or individuals within the organization pushed their own agendas. Now LSTREB could begin to develop a more meaningful and more successful approach to its community service.

This year two *How to Buy a House* seminars were held at the Public Library.

For the first time on record monthly MLS[®] statistics were mailed out to 20 news media in Middlesex and Elgin Counties.

1985 STATISTICS	
Total \$\$ Volume	\$413,544,963
Units Sold	6128
Listings	9,819

LSTREB had 1,020 Members in 1985.

1986

In 1986 real estate transactions recorded through all MLS® systems in Canada broke the 300,000 unit barrier for the first time, with a total of 311,021 units sold.

About 75% of CREA's Members could access a local MLS® system by the end of this year.

And the New Competition Act passed.

In order to comply with the local smoking control bylaw, a no- smoking sign was placed above the reception counter at 311 Oxford St. East and employees at the two front desks near the reception counter were forbidden to smoke in that area. In addition, one row of tables at Brokers meetings was designated as no smoking. Smoking was permitted in the waiting area and the board room.

As the result of an appearance before the Board of Control by President Joe Pinheiro, an arrangement was made with the City to dump assessment and tax data from the City's computer to LSTREB's – a huge benefit for the Members.

According to Peter Hoffman, Chair of the Education Committee, "Our Board has had the distinction of offering more continuing education courses than any other Board in the Province – by a very wide margin."

Courses for this year included: *Real Estate as an Investment, Fundamentals of Financing, Condo Marketing, Current Legislation*, 3 day long *Sales Techniques*, *Career Development* course, and *Income Tax for Salespeople*.

The Committee continued to liaise with Fanshawe to schedule Introductory and Certificate Courses.

Two Ethics Committees were approved for 1987 to deal with the volume of complaints and to give more Brokers experience on the

Committee. In 1986, the Ethics Committee met 23 times and dealt with 65 separate issues.

The Legislation and Political Affairs Committee submitted a brief to London's Community And Protective Services Committee on rent controls and the laws governing condo conversions, as well as a brief to the provincial Standing Committee on Resources Development.

It also sought to improve relations with the London Home Builders Association by swapping representatives: a LPAC Member sat on LHBA's Board and a Builder Representative sat on the LPAC.

Anne Pascoe, the Committee Chair, attended CREA PAC Days in Ottawa. This is the first mention of an LSTREB volunteer attending CREA PAC Days, which began in 1985.

1986 STATISTICS

Total \$\$ Volume	\$413,544,963
Units Sold	6,012
Listings	9,738

367 Active Associate Members joined the Board in 1986. There is no record of the total membership during this year.

1987

In 1987 the Bureau created by the new Competition Law launched a series of inquiries into the activities of several real estate boards across Canada, uncovering evidence of anticompetitive activities, including attempts to standardize commission rates and splits; unreasonable restrictions on advertising; prohibitions against the offering of incentives to list or purchase property through a member; and unwarranted requirements for Board Membership.

The Board was walked in on by Competition Bureau agents and its files seized. According to Betty Doré, who was then Office Manager, it was unsettling experience, especially since the Competition Bureau had very big teeth, including the ability to levy fines of up to \$10,000,000 and up to five years jail time for its Directors and Executive Officer.

Despite the gravity of its situation in 1987, LSTREB still managed to strike a Building Expansion Committee. After twenty years at 311 Oxford Street, LSTREB had outgrown the building that had previously been such a point of pride.

Mr. Bill Corfield, who had been the Board's Public Relations Officer for so many years, retired and was replaced by Messrs. Thomas & McCall. Like Mr. Corfield, these were not Board employees, but outside consultants. Mr. Corfield continued to assist the new firm.

The Board's community service activities centered around the Easter Seal and the United Way Campaigns this year, as well as Multiple Sclerosis Society, while the Marketing Division sponsored the Handicapped Special Olympics – a program they would continue to support in future years.

1987 marked the end of LSTREB's collaboration with Fanshawe on real estate courses. "Because of instructor complaints and problems with Fanshawe College, this year's (Education) Committee convinced and assisted OREA in starting their own course on a full time basis in London," Gerald Logan, Education Chair, explained.

The Legislation and Political Affairs Committee met with London's Director of Planning to discuss the overall planning of the City and presented a submission to the Board of Control on core area parking. It

also lobbied elected representatives on Property Rights and the impact of the Business Transfer Tax on the housing industry.

Both President Harry Mohaupt and Committee Chair Joe Pinheiro attended CREA PAC Days in Ottawa and it was decided that, from this point on, the volunteers holding these two positions would attend the conference.

1987 STATISTICS	
Total \$\$ Volume	\$646,245,636
Units Sold	6,695
Listings	11,855

Total Membership was not recorded. However, 424 Members were admitted and 4 had their status change approved.

1988

Unfortunately, there is no extant copy of the 1988 **Annual General Review**. However, the big news of this year would have to have been this: a Prohibition Order, negotiated between CREA and the Competition Bureau and approved by the Federal Court, came into effect on December 20, ending the series of inquiries into anti-competitive activities on the part of a number of Canadian real estate boards, including LSTREB.

What a Prohibition Order means is that representatives of a specific industry have agreed to take the required steps to make sure certain business practices or activities are prohibited because of their anti-competitive nature.

Although only nine real estate boards and The Canadian Real Estate Association (CREA) were named as Respondents under the Prohibition Order, all member boards and associations were bound to comply with certain terms of the Prohibition Order

by virtue of the Competition Law Agreement. The Competition Law Agreement was an internal document executed by CREA with all of its Member Boards and Associations.

The main areas addressed in the Order that affected Boards or Associations involved matters dealing with membership admission, acceptance of listings, commissions, advertising and various administrative responsibilities.

As part of the compliance procedure, CREA created a Compliance Guideline and education package to make members aware of competition issues.

1988 marked Mike Campbell's last year at LSTREB's helm. He retired – this time for good – and was replaced by Liz Condie.

As for the provincial association, OREA launches an artiding program, which became mandatory within the first two years after registration.

1989

“Having done our best the previous year to get the best possible agreement with the Competition Bureau,” wrote Tony Sonderup, 1989 President, “LSTREB finally acquiesced and so the first task of the directors was to ensure the Bylaw, Rules and Regulations were brought into conformity with the Order.”

There were some new faces in LSTREB's staff room. The Board had hired its first in house Communications Officer and Liz Condie was now sitting behind Mike Campbell's old desk. After thirty years, Campbell had actually truly retired.

1989 also saw the beginnings of a Member Services Department as well as a Communications Department. A weekly newsletter – *Bulletin*, the ancestor of

today's *e-Bulletin* – made its debut this year. In addition, the life insurance coverage maintained by the Board for the benefit of its Members was increased to \$10,000.

The Board had become financially stable, maintaining a six months reserve, as per policy.

In terms of political action, LSTREB actively lobbied all levels of government on such issues as tax reform, income tax legislation, lot levies and the provincial Employer Health Tax.

The Board's Vandat system was updated (December 1) to an H-P 3000 series 52.

LSTREB's major community service project for 1989 was the purchase of new equipment for the Brain Research Fund Foundation – the Public Relations and Community Services Committee was able to raise \$21,000 towards the cost of updated spectrophotometer.

LSTREB also co-sponsored the Ontario Trillium Award with Landscape Ontario Trillium Award.

The Marketing Division continued its support of the Special Olympics Softball Tournament and, for the first time, entered a float in the Santa Clause Parade.

In addition, mill rates and land transfer tax schedules were added to the catalogue.

1989 STATISTICS	
Total \$\$ Volume	\$ 999,041,866
Units Sold	7,786
Listings	14,960

LSTREB's membership climbed to an all-time record of 1,678 in 1989, an increase of 12.8% over the previous year – this record

has yet to be beaten -- and staff now numbered 15.

The Nineties

1990

In his Annual General Review Report for 1990 President Lorne Ford noted, “A milestone in our Board’s history was achieved this year with the purchase of 2.5 acres of land on Commissioners Road West for a new Board office.” The London-based firm of Ellis-Don was selected to build the building, which was designed by architect Desh Malholtra. The new building, “should send a strong signal to the community that we are, indeed, a progressive corporate neighbor with faith in the continuing strong economy of our area.”

1990 also saw a complete revision of LSTREB’s Bylaw to bring it more in line with other Ontario Boards, as well as a revamped MLS® Rules & Regulations and a revised policy manual.

LSTREB continued to actively support the Easter Seal Campaign, the United Way and the Special Olympics, as well as the Trillium Awards. It also participated for the first time in the St. Thomas Trillium Awards.

The Board sponsored an event at Centennial Hall entitled ***Focus on the Home Front: Housing in the 90s***, which brought together federal and provincial politicians from the three major parties to talk about issues relating to housing. The event was videotaped and twice aired as a one-hour TV-London news special.

Lobbying issues included opposition to the Goods and Services Tax (GST), which was introduced in this year, and the use of RRSP funds to buy a home – the Home Buyers Plan.

In this same year OREA struck a Task Force, headed up by Peter Whatmore, a previous President of LSTREB’s Marketing Division, on MLS® Accessing and Information Sharing, to investigate the regionalization of MLS® and CREA struck an MLS® Futures Task Force to investigate the impact and opportunities new technologies present for the industry.

1991

Of 1991, President Jerry Vandergoot wrote, “It was a challenging year and not without controversy.” Fortunately the new building came in more or less on budget and the predicted drop in Membership (there was a Recession going on) turned out not to be as drastic as feared. Still, as Executive Officer Liz Condie wrote, “the Recession made conservative management – through the elimination of programs and personnel – compulsory.”

Community Service activities in 1991 included a Blood Donor Challenge, the collection of non-perishable food items and fundraising for the Women’s Community House.

This was the first year for the Community Service Award, which was won by Dave Hutchison for his work on behalf of the Sunshine Foundation.

One of the highlights of 1991 was the bestowal of the Urban Design Award on LSTREB’s new building.

1992

In 1992 the Recession continued and the threat of Quebec Separatism dominated the news cycle; the entire country was on edge.

LSTREB addressed this concern by dedicating and raising the Canadian flag over its new building.

“To me that act symbolized a kind of coming of age of the real estate industry,” wrote President Joe Pinheiro. “For the most part it is institutions that fly flags. The Board may owe its existence to a decision made over sixty years ago by a number of local real estate professionals that they would be better off sharing information through the Multiple Listing Service, but it has grown, over time, into an institution.”

This year saw the approval of the Commission Account Agreement, designed to safeguard registrants in the event of the theft, confiscation or mismanagement of their commission in a real estate transaction.

The Community Service Committee launched its “*Homes for Hope*” project in 1992. Ceramic style pins with a house motif were commissioned from a cottage industry organized by LSTREB and sold to benefit Mission Services of London, a local shelter. This project, never intended to be long-term, was so successful that it continues to this day, nearly twenty years later.

The relationship established with Mission Services back in 1992 has had profound consequences for LSTREB, causing it to increasingly focus its community service on shelter-related charities and to advocate for affordable housing for all Canadians, including affordable rental housing. *Quality of Life* has its roots here.

1992 also saw the launching of the REALTOR Watch program, a Letter to the Editor campaign by the Political Action Committee, the maiden voyage of the ***Across the Board*** magazine, Broker Load for listings, a photo loading program, the institution of the Community Service Award, and the publication of ***Privileges of Membership*** – a booklet of discounts available to Members.

In 1992 Betty Doré replaced Liz Condie as Executive Officer and the Board held its first Strategic Planning exercise. The objectives it identified included: the formulation of a long term financial plan, online picture transmission, a heightened public profile and enhanced image, a stronger PAC and the institution of an annual ball tournament.

1993

In 1993 the computer system was upgraded to a H-P 3000 series 937, monthly assessment was lowered, the newly revised Rules and Regulations were implemented, and the Board signed a Regional Access Agreement.

The Board became involved with Habitat for Humanity London in 1993 – the year the charity was founded – setting up a fund in which monies were to be accumulated until 1996, when they would be donated to Habitat.

Working with Rogers Cable, LSTREB produced a television series entitled *Home at Last*, which included such topics as the Board’s political involvement, government incentives for home buyers, how to buy your first home, development charges, etc.

A comprehensive Orientation Program for Directors and Committee Chairs was designed and delivered – the first in the Board’s history – and a health and dental plan put in place.

1993 was also the first year for the IC&I – Industrial, Commercial and Investment Committee – the ancestor of today’s Regional Commercial Council.

Twelve Professional Development Initiative Seminars were held in 1993 -- certified OREA courses offered at a substantially lower price. Four home buying seminars were held this year.

LSTREB was active in a coalition to freeze City taxes -- HALT (Hold All London Taxes) -- and struck strategic alliances with the London Development Institute, the London District Building and Construction Trades Council, the London Property Management Association, the Appraisal Institute of Canada, the London Home Builders Association, the Real Estate Institute of Canada and the Canadian Condominium Institute.

PAC issues included: extending the Home Buyers Plan, the Income Tax Act and Competitiveness, elimination of the \$100,000 capital gains exemption on real estate, GST/Business Transfer Tax, Unemployment Insurance Benefits for Commissioned Salespersons and REALTOR® and Lender Liabilities.

1993 was a federal election year and LSTREB co-sponsored a series of Business Issues Forums with the Chamber of Commerce, the first of which took place at the Board office.

Mike Carson, a Member of the PAC Committee and later LSTAR President, represented LSTREB on the London Housing Advisory Committee, which reports to City Council. As a result of his presence on this municipal committee, LSTREB sponsored a Landlord-Tenant Forum.

The Realty Watch Program moved into high gear in 1993, with a Home Security Seminar for the public, a Self Defense Course for REALTORS®, donations to Crimestoppers in both London and St. Thomas and a public service announcement campaign for Crimestoppers.

The London Convention Centre had its official opening on October 14, 1993 and LSTREB was quick to make use of this impressive new facility, renting it for both the first Region 1 Salesarama (organized by

the Marketing Division working in concert with the other OREA Region 1 Boards) and its annual Christmas party.

1994

1994 was a big year for technology. LSTREB switched over from a manual lock box system to an electronic one in and, in response to a market which demanded visuals with its information and which existed increasingly in a Windows environment, did the final testing of the WINids online picture transmission program.

In addition, a new committee was struck – Committee 2000 +- to deal with “the Lions coming over the hill,” a metaphor for third party vendors getting into the real estate game by providing public access to real estate data. For many years organized real estate had resisted public access; now its leaders understood that this was not so much a threat as an opportunity, provided it was handled properly.

When the City of London and the federal government decided to raffle off some homes attached to the Wolseley Barracks rather than list them on the MLS®, the Board protested, on the grounds that it did a disservice to taxpayers, since the homes were not being sold for market value. It was a difficult stand to take and not very popular, but the Board managed to stick to its guns while remaining gracious. Fortunately, relations between the federal government, the city and LSTREB remained cordial throughout.

In 1994 PAC lobbied on deficit/debt reduction, GST reform and RRSP ceilings, subsidized housing, planning & development reform, and the extension of OHOSP. It also co-sponsored with HALT a Board of Control Candidates meeting.

Realizing the importance of Leadership, OREA and CREA began to provide more support and training for Leaders through the OREA Leadership Conference, media seminars and PAC Days in both Ottawa and Toronto. Herein lie the roots of OREA's Centre for Leadership.

In 1994 development charges re-emerged as an issue. LSTREB joined LHBA in battling big increases in these charges.

LSTREB's Home Runners took its first gold medal in the Labatt's Blue Light Relay in 1994 and the Board entered a team in the Corporate Challenge.

Five *How to Buy a Home* seminars took place in 1994 and 18 Professional Development Seminars.

A scholarship was established, to be given to one male and one female child or grandchild of a Board Member or staff upon graduation from high school.

1995

LSTREB had its first woman President in 1995 – Debbie Collins. During this same year another London REALTOR®, Rose Leroux, was President of OREA .

Another first came some months later. As Debbie Collins wrote, "We have the distinction of being the first Board to develop an electronic mini catalogue extension of MLS® – REILink – and this development is only the first of many coping mechanisms with which we will be providing our Members. If we are not on the Net by the time you receive this report, we will be shortly and we will be there in the way that best serves your interests and those of your vendors."

REILink represented the culmination of Committee 2000+'s work and it got the Members accustomed to the idea that

public access did not mean the end of organized real estate . . . although it did mean the end of organized real estate as they knew it, for, in this same year, CREA took the proactive step of launching *mls.ca*, forerunner of the present day *REALTOR.ca*, and organized real estate in Canada entered the Internet Age.

Agency Disclosure was made mandatory on January 1st of this year. This meant that, from here on out RECO required registrants to disclose in writing the nature of the services they are providing and encouraged them to obtain written acknowledgement of that disclosure. An Agency Task Force was established to help members through the transition. Peter Hoffman, the Task Force's Chair, was also on OREA's Agency Disclosure Task Force.

In addition, the Board started a Debt Reduction Campaign, intended to highlight organized real estate's concern over the size of Canada's burgeoning debt, and was commended on the floor of Parliament for so doing.

CREA's issues this year included the Deficit and the Debt, Interest Act Amendments and Mortgage Interest Deductibility. There was also a provincial election and LSTREB co-sponsored Candidates Meetings in London and St. Thomas.

1995 also marks a philosophical shift in how the Board treated its Members. As then Executive Officer Betty Doré wrote, "Perhaps the most fundamental shift which the Board of Directors . . . has accomplished over the past few years . . . has been to re-conceptualize the Board's principal role from the of *Enforcer* to that of *Provider*."

In keeping with this shift, MLS® fines and fines for such items as missing Orientation were dropped, *Welcome to London* and *Welcome to St. Thomas* kits were made available to Members for use with out of

town clients, and the first Professional Development Week was organized as well as a computer fair.

On the community service side, the Board began to focus more and more on shelter-related charities, the *"Home at Last"* television series continued on Rogers Cable and four *First Time Home Buyers Seminars* were held.

1995 also the establishment of the Ontario Investment Service, a joint venture between the provincial government and OREA. Today this service is known as *Invest in Ontario*.

A new Strategic Plan was struck in 1995, which included among its objectives the elimination of the MLS® fine system; implementing a Fax on Demand system; the provision of a statistical graphics package to every Member every month (the origin of today's Stats Pack), the introduction of computer skills courses and clinics from basic computer skills to desktop publishing, Windows and Top Producer; accelerating the conversion of Members from a book-based Board to a computer-based Board where electronic access was the prevailing system; and looking into an alternate voting structure that would give greater representation to salespeople.

As regards the latter, Ben Kristensen, President of the Marketing Division, wrote, "It is not often that an elected body wishes so wholeheartedly to vote itself out of existence as this one does . . . however, we see the institution of a more equitable voting structure as being a win/win solution for the Board, one which makes the best use of all our human resources for the betterment of all our Members."

LSTREB was emerging as a strong voice and force on the provincial scene. Not only was OREA's President Rose Leroux an LSTAR Member, Joe Pinheiro was the Region One

Director and chaired OREA's Standard Forms Committee. Peter Whatmore was a pivotal force in the design and implementation of OIS, while Jim Rowcliffe served on OREA's Arbitration and Ethics Advisory Committee. Peter Hoffman served on OREA's Finance Committee and Nancy McCann served on OREA PAC.

1996

There was a new "first" in 1996 – Dennis Broome became the first REALTOR® from St. Thomas to serve LSTREB as President. "It was not always easy to reposition the spotlight away from the City of London to the other areas of the Board," wrote Broome. "However, we made great strides in this area."

The Fax on Demand system, mandated by the previous year's Strategic Plan, was implemented. It was known as REALFax and provided Members with 24-hour access to just about any document they might ever need, from Standard Forms to articles for their newsletters to the dailies to information about everything from GST on real estate to the New Home Warranty Program to stats.

The groundwork for an LSTREB Intranet was laid.

Another new Member Service offered in 1996 was onsite home page development.

Other Member Services included another computer fair, the second annual Professional Development Week, which included seminars entitled *Purchasing a Personal Computer*, *GE Capital Mortgage Insurance*, *Making Sense out of the Agency Maze*; *Internet Training*, *Inspecting a House*, and *Attitude Control Centre*, the introduction of computer skills courses offered in partnership with Productivity Point and a tiered program to recognize long term Membership.

LSTREB also became an Open Board on the Interboard system and negotiated access agreements with all Region One Boards and with Woodstock.

“Boards used to guard their information as if it were gold,” wrote Broome. “We have come to realize, however, that easier access to more information is better for all REALTORS® and that borders are at best self-defeating and unnecessary.”

1996 was a great year for community service. Not only did the Board donate over \$20,000 to Habitat for Humanity London, it approached the \$40,000 mark in donations to Mission Services of London and received, along with the Windsor-Essex Real Estate Board, the national G.E. Community Service Award.

LSTREB’s PAC lobbied MPs on amendments to the Interest Rates Act and the Home Buyers Plan and MPPs on reforming the Real Estate and Business Brokers Act and rent controls. They lobbied both MPs and MPPs on the proposed harmonization of GST & PST.

An alternate Voting Structure put forward by the Voting Structure Task Force failed to be approved at the Floor of a Brokers Meeting. This was a great disappointment to many. Wrote Richard Haddow, Marketing Division President for 1996, “The only way that salespeople will secure valid and meaningful representation on the Board of Directors will be through an extension of the franchise to include all Members.” It was an emotional and divisive issue . . . and one that would not go away.

The OREA Leadership Conference held in London in February 1996 – the first year it had not been held in Toronto for many years and the last since then. The event was made all the more momentous when

the provincial government formally declared at the podium its intent to grant the real estate industry self-management.

“From that point on negotiations proceeded at such a rapid pace that self management will be a reality in 1997,” wrote Broome, adding, “It is now time to live the dream.”

1997

The Real Estate Council of Ontario (RECO), a self-managed, not-for-profit corporation -- was established in 1997 to administer the Real Estate Brokers Act on behalf of the Provincial government and the real estate industry joined the ranks of other Ontario professionals – such as travel agents and funeral directors -- enjoying self-management. RECO’s Board of Directors is made up of REALTORS® and representatives from the public and government.

LSTREB became the MLS® Provider to the Tillsonburg and District Real Estate Board in 1997, a role it continues to fulfill today.

It also offered various other services to its neighbouring Boards, including REALFax (which swelled to include 350 documents), the electronic lock box system and education courses. According to President Vince Bogdanksi, “LSTREB is fast becoming a kind of regional hub.”

In 1997 LSTREB also became one of the first Boards to sign the OREA Data Sharing Agreement. It also signed Access Agreements with all its fellow Vandat Boards -- Huron, Woodstock and Perth. (Vandat was the name of the program used to access LSTREB’s online MLS® system.)

The Builder/ REALTOR® Task Force was struck to forge stronger ties and foster better relations between the two organizations in 1997. (For earlier efforts at cooperation between LSTREB and LHBA, please see reports for 1959, 1962, 1972, 1986, and 1993.)

CREA PAC issues in 1997 included the proposed Seniors Benefit, residential mortgage prepayment and GST/PST harmonization. OREA's issues included REBBA reform, deficit reduction and the reform of the Occupational Health and Safety Act.

The Board's first website, www.lstreb.com, was registered this year and was expanded to include over 75 articles of interest to consumers.

Land registry information was made available online through Teraview® and a voicemail system was implemented.

Another Strategic Plan was struck in 1997, one which mandated a governance restructuring – various committees were combined or their duties were reassigned. For example, the MLS® and Computer Committees were combined to make the MLS® Systems Committee. Increasingly the Board moved to a limited number of Standing Committees and a variable number of Task Forces. Task Forces were struck for an express purpose; when that task was completed, the Task Force was disbanded. In addition, Committees and Task Forces met only when there was work to be done. The monthly meetings of LSTREB's early days – too often, meetings for meeting's sake -- became a thing of the past.

So divisive had the issue of the Voting Structure become, that the Voting Structure Task Force was reconvened in 1997 under the chairmanship of Peter Hoffman and charged with analyzing, "the reasons for that rejection and to make changes . . . that might make it more palatable to the Firm Members." Clearly the Directors were eager to put this issue behind them so that the Board could move forward.

1998

In 1998 the Prohibition Order placed on organized real estate a decade earlier was lifted and CREA and its Member Boards agree to abide by what are known as the Principles of Competition. These Principles clearly delineate what behavior the Bureau would consider anti-competitive.

Compliance was and is mandatory.

1998 saw the first *Homes for Hope* Bonspiel, a very successful fundraiser for Mission Services of London that continues to this day, as well as the development of a new, more Member-friendly Orientation Program.

Initiation fees were lowered to \$750 to make it easier to join the Board. Dedining membership as a result of a tight market motivated the drop in price. LSTREB had 1,225 Members in 1998, compared to over 1,700 a little more than a decade earlier.

This was the first year for the Photo Library, a bold initiative whereby all the homes in the Board's jurisdiction were to be photographed and stored in a digital library by street address. In this way, as soon as a Member took a listing, he or she could attach to that listing the appropriate photo from the library. This improved turnaround, insured that the photo would be a good one (photos were summer-standard; i.e., snow was not an issue), and ultimately reduced photography costs – a big, ongoing expense for the Board. It would take a number of years to complete this huge and ground breaking project. By Year End, 96,000 digital images were stored in the Library.

In the meantime, the Board undertook a comprehensive Y2K audit to ensure that its computer systems would not crash at the turn of the new millennium. The Year 2000 Problem or Millennium Bug had its origins in the fact that many computer programs stored years with only two decimal digits; for example, 1980 would be stored as 80.

Some such programs could not distinguish between the year 2000 and the year 1900, while others would try to represent the year 2000 as 1900. Had this happened to the Board's MLS® data, the loss would have been incalculable.

As it fell out, LENI, the service computer used to read lockboxes (to see who showed properties, etc.) for the Supra Lock Box System, was not Y2K compliant, and had to be replaced by KIM, which was.

In the meantime, LSTREB was making the transition – not easy – from paper to virtual. Leadership was beginning to question whether a bi-weekly MLS® Catalogue and paper dailies were an appropriate use of Member revenue in a digital age.

As had long been recognized, many REALTORS® liked the hardcopy Catalogue because they could give it to their clients, even though this was technically frowned upon. To meet this need, a streamlined Consumer Catalogue was published on a user pay basis. It was soon discontinued, however, due to lack of demand.

Betty Doré, the Board's Executive Officer, had been elected to the Board of Directors of CREA's Association Executives Council in 1997; in 1998 she represented that body on CREA's Board of Directors (she was to continue on this body for several years.) She also continued to work on OREA's MLS® Interconnectivity Task Force, which, in 1998, had 27 signatory Boards, representing 89% of all REALTORS® in Ontario. The day when every REALTOR® in the province would have access to every listing in Ontario was that much closer.

Unfortunately the issue of equal representation for salespeople continued to polarize the Membership. Another attempt to change the voting structure in 1998 failed. According to President Nancy

McCann, "this issue is one that impedes our progress and distracts us from the very real challenges we are presently facing. It must be resolved if we are going to survive and prosper in the new millennium."

The news on this front was not all bad, however. The Firm Members approved the restriction of the number of proxies an individual might hold from an unlimited number to one. No longer could a few individuals wield disproportionate power on the floor of a Firm Members Meeting.

1999

In addition to continuing with its exhaustive Y2K audit, the Board also underwent an organizational review in 1999. This was done to ensure that the Board was delivering value for dollars. Membership was down 33% from its peak in 1989, resulting in lower revenues.

A highlight of the year came when President Gerry Weir presented a cheque for \$27,000 to Federal Finance Minister Paul Martin – the proceeds of the Board's Debt Reduction Campaign begun four years earlier.

With donations to various charities totaling over \$38,500, 1999 was also a good year for community service. As President Gerry wrote, "When it was announced at the OREA Foundation Golf Tournament that LSTREB had won the Bank of Montreal Charity Challenge along with the Kitchener-Waterloo Board, I was a proud President indeed!"

1999 was also the first year for both the Sponsorship Program and Business Partners Program.

In the meantime, RECO was unrolling a Mandatory Continuing Education (MCE) Program to begin in 2000. In order to renew their registration, all registrants had to have fulfilled the requirements of this program –

a minimum of 24 Continuing Education credits each two-year cycle that they are registered – regardless of how long they had been trading in real estate. Each broker and salesperson had to take a mandatory six credit RECO Real Estate Update Course. The balance of the courses could be selected from a wide range of areas allowing registrants to tailor their education to areas of special interest. Preparing for this massive initiative was one of the biggest jobs faced by LSTREB staff in 1999.

Strathroy properties were added to Photo Library in 1999 and the Western Area's Cooperation Agreements for Arbitration and Disciplines incorporated into Bylaw to accommodate OREA's coexisting Jurisdictions Model with RECO.

The New Millennium

2000

All the time and effort that went into LSTREB's Y2K audit paid off. One minute after midnight on January 1, 2000 came and went without a single systems crash. After that, it was down to business.

The Organizational Review completed the year before generated a Business Plan that dictated much of the Board's work in the first year of the new millennium.

One of the items potentially on the chopping block was the death benefit of \$10,000 payable to a designated beneficiary upon the death of a Member. After a review by the Life Insurance Task Force, struck for this express purpose, it was

decided to keep this valued Member Service.

Other initiatives were: to eliminate the hard copy of the paper Dailies, to phase out the catalogue, to reduce and customize delivery, to build a computer lab, to move to a web-based MLS® system, to look into replacing lock box keypads, and to conduct a staff compensation review. As required, Task Forces were struck to deal with each of these issues. In addition, events were made break even and staff was reduced. .

January 1, 2000 also marked the beginning of Mandatory Continuing Education and the Board entered a new phase of its existence. While the delivery of MLS® remained its core function, the facilitation and provision of MCE became increasingly important.

In 2000, LSTREB built a Members Only homepage accessible to Members through www.lstreb.com, but put the development of an intranet on hold in anticipation of a national intranet – REALTORlink – under construction by CREA.

The first Commercial Mini Trade Show was held in 2000 and the Board began uploading commercial listings to the OIS.

In addition, Properties in Lucan, Aylmer, Ailsa Craig and Glencoe were added to the Photo Library in 2000.

2001

2001 saw the successful completion of the Business Plan, including a streamlined, user-pay optional catalogue and a new state of the art computer training lab.

Most momentous, however, was the decision to replace LSTREB's propriety Vandat system with one that was Internet-based. This job had been assigned to the Technology Task Force, chaired by Gerry Weir.

After an exhaustive investigation and consultations with stakeholders, the Task Force recommended and the Directors approved going forward with Filogix for MLS® and MMSI for Membership and Accounting.

The Board also managed to procure land registry information through VistaInfo's TEELAPoint product and worked with its map provider to update LSTREB's map.

2001 saw the striking of another Strategic Plan, which included among its goals: making LSTREB an education provider of the finest caliber, fostering partnerships with other Boards, making the Board a one-stop service shop, determining what's public information, developing a new communications strategy, and the establishment of a commercial council.

LSTREB began to get more involved at the municipal level in 2001, forging closer ties with the London Economic Development Corporation, the City's Realty Services Department, and MainStreet London, a downtown revitalization group.

Board representatives also participated in the process of developing a Community Plan to deal with the worsening issue of homelessness and affordable housing in London.

CREA launched ds.ca in 2001 – the commercial counterpart to mls.ca. LSTREB was one of the first Boards to go live with this new service for commercial practitioners. In addition, the Board agreed to upload commercial data to the City's website, thus ensuring its currency and accuracy.

2002

"2002 was a banner year for our Board on and off the ledger sheets," wrote President

Michael Hines. "Not only did we manage to change MLS® Systems (just about the most horrendous job a real estate board can tackle), we also played a larger role in advancing not only our community's economic development, but also its well-being."

He continued, "We are all charged with the responsibility of improving our community, socially and economically. Attracting business and creating more jobs is an important part of the equation. Improving the quality of life is equally important, which means that we must identify and address our social ills . . . That is why we have become so involved at every level of our organization in affordable housing issues . . . It's good to be smart; it's good to be strategic; it's even better to do good things."

The Board may have not yet embraced *Quality of Life* back in 2002, but it was clear that it understood its value and importance.

Homelessness had reached crisis proportions throughout Ontario by 2002 and London was by no means immune. The City hired a consultant to put together a community plan to deal with the problem; LSTREB was represented throughout the consultative process and took it upon itself to convince CREA to take affordable housing, including shelter and rental housing, on as a REALTOR® issue. It lobbied OREA to do the same with less success. This was a departure for organized real estate, which had previously focused narrowly on issues affecting home ownership or that impacted REALTORS® and their business.

In 2002, LSTREB rented space in its building to the London Property Management Association and the Directors of both LSTREB and LHBA approve a form entitled "Co-operation Guidelines" – an optional

form that could be used by REALTORS® and Builders working with new home buyer. The two associations began to actively promote it to their respective Memberships, with varying success.

Provincially, marijuana grow houses began to emerge as a major issue and LSTREB asked OREA's Government Relations Committee to lobby government to license and regulate both Home Inspectors and New Homes Salespeople.

Since the advent of Mandatory Continuing Education two years earlier, education had become a main focus for OREA. In 2002 the Ontario Real Estate College was formed and assumed all the duties of the OREA Education Department. The Real Estate Encyclopedia was greatly expanded in 2002.

CREA's National Commercial Council (NCC) was held in London in 2002, the same year that CREA's Membership voted to codify the traditional, historical and existing requirement for acceptable contracts for posting on a listing service operated under the MLS® trademark. This meant that the *Three Pillars of MLS® – Membership, Agency and Compensation* – were included in CREA's Rules & Regulations.

2003

In 2003 LSTAR won CREA's first ever PAC Team Award, in large part for its work on affordable housing.

As President Glen Gordon explained, “. . . we were asked to participate in the Community Planning Sessions on homelessness and seminars and workshops and symposiums and we came to understand the scope of the problem and how it impacted all of our various systems – healthcare, the police, social agencies, etc. – and we became the lone business voice crying in the wilderness . . . A decade ago we had a Community Service Committee, a

Public Relations Committee and a Political Action Committee, all with different mandates and different agendas. Now our community service agenda and our political action agenda have become so integrated as to be almost indistinguishable from one another. As for public relations, who needs it? We couldn't buy the positive press . . . or the respect that our advocacy of affordable housing has garnered us over the past several years.”

No wonder the Board was so receptive to *Quality of Life* when it arrived! It had already begun to look at its political action and its community service through the same lens.

2003 proved to be a watershed year for the Marketing Division. On April 15, the Firm Members passed a number of changes to the Bylaw that extended the vote at Members Meetings to all past and current Members of the Board of Directors, all past and current Directors and Presidents of CREA and OREA and all Associate Brokers, thereby opening up the vote to those salespersons who had served as President, Vice-President and Past President of the Marketing Division or who had once been a Principal Broker, then changed status, as well as many others.

The composition of the Board of Directors was also changed to allow a number of Associate Brokers or those who had previously served on the Board of Directors to run for the Board of Directors.

After many years and much bitterness, the impasse was finally resolved.

LSTREB launched Internet Data Exchange (IDX) in 2003, the first real estate board in Ontario and the second in Canada to offer customers, through its Members' web sites, online access to what amounted to 99% of

its entire database of listings – smart-framed, current and real time.

The Board also converted to the new Supra DisplayKey (Dkey) system and Geowarehouse’s online land registry services.

2004

On January 1, Privacy Legislation took effect, meaning that LSTREB had to be privacy compliant. Accordingly a Privacy Audit was undertaken as well as an awareness campaign for Members.

2004 also marked the dissolution of the Marketing Division after 46 years of existence. At a Members Meeting held in September 2004, a new governance model was approved, giving every Member a vote and the ability to run for the Board of Directors, regardless of their status. Consequently, on December 2, the Marketing Division, “left the building” with one last great hurrah at a meeting at the Western Fair.

2004 was also the year that the Regional Commercial Council was established, with a mandate to represent the interests of its membership, contribute to the Council Members’ professional development and expertise; develop recommendations on matters of public policy of a commercial nature and forward to appropriate authorities; and foster co-operation in the exchange of information among Council Members. In pursuing its mandate, the Council was expected to recognize that the Board of Directors had the primary responsibility and authority to manage LSTREB’s affairs and agree to conduct its activities in such a way as to avoid conflict or duplication.

One of the Council’s first acts was to strike a Strategic Plan. The first Chair of the Council was Jack Lane.

A new Strategic Plan for the Board as a whole was also struck this year, described as, “LSTREB’s plan to position itself as a significant stakeholder, resource and leader not only for its Members, but also to the greater good of the communities it serves.” The Directors formally adopted “*Quality of Life*” at this time.

2005

Issues around MLS® data – its ownership, use, security, integrity, etc. – loomed large this year. According to President Vito Campanale, “The Internet has made it all the more imperative that we retain control over and ownership of our most important asset, MLS® data. In order to do this, we must have a thorough understanding of the issues and challenges surrounding this.”

A new service was introduced: Data Management Exchange or DMX. DMX allowed Members to link to “Your Listings” and “Your Office Listings” from their websites, removing the need to keep websites current.

Electronic voting took place for the first time in 2005 and the first one-Member-one vote election was held.

Five years after the introduction of Mandatory Continuing Education, “next to building and maintaining the MLS®, delivery MCE has become our most important function as an association,” wrote Betty Doré. In 2005 a total of 140 MCE courses were run, 96 of which were in LSTAR’s computer lab.

LSTREB also underwent a branding exercise, resulting in new corporate colours, a new logo and tagline and a new name. From here on out the Board would be known as

the London and St. Thomas Association of REALTORS® or LSTAR.

2006

The first former Marketing Division President to serve as President of LSTAR's Board of Directors took up the gavel in 2006 – Costa Pouloupoulos. He had served as Marketing Division President in 2003. Costa would be followed in 2007 by Mike Carson (MD President in 2002), in 2009 by Joe Hough (MD President in 2001), in 2010 by Richard Thyssen (MD President in 1992).

LSTAR's new website – www.lstar.ca – was launched in 2006 and its first "*Home at Last's*" first renovation project – 836 Lovett St. -- got underway. The "*Home at Last*" partnership was made up of LSTAR, CMHC, the London Affordable Housing Foundation and the London Home Builders Association. The Partnership's goal was to provide homeownership opportunities for low-income households, which could carry a small mortgage.

LSTAR took the lead in 2006 in warning its Members and the public about the dangers of potentially asbestos-laced vermiculite. It also brought the matter to the attention of CREA.

The Touchbase Task Force investigated this web-based communication tool developed specifically for the real estate profession to provide a mechanism by which Members can contact other Members directly and instantaneously and recommended a 60-day free trial of the product beginning the following year.

LSTAR representatives worked in conjunction with the London Economic Development Corporation, the City of London, the London Chamber of Commerce on attracting new business to London. LSTAR was also represented on the London Housing Advisory Committee, the London

Homeless Coalition and the St. Thomas Social Housing Advisory Committee.

2007

Concerned about London's shortage of serviced lots on which to build, LSTAR joined forces with construction workers, labour unions, contractors, home builders, business owners, land developers, manufacturers, and suppliers to form the "Keep London Growing" Coalition," which put pressure on City Hall for improved consistency and efficiencies in the development approvals process.

The "*Home at Last*" renovation of 836 Lovett St. was successfully completed in 2007.

2007 also saw the launch of the Project Connect data sharing initiative between LSTAR, Hamilton, Toronto and Ottawa. The project allowed members to search and view listings and recent sales history of each participating board in their own local MLS® format.

As regards community service, LSTAR adopted a new principal beneficiary: the Unity Project, a local homeless shelter.

It also signed onto the Every REALTOR® Campaign, an initiative of the REALTORS Care Foundation wherein participating Boards contributed a dollar amount per Member to the Foundation. This campaign revolutionized the Foundation's finances, making it possible for the RCF to donate far more money to charity than previously.

The Foundation was chaired by LSTAR Member Peter Whatmore in 2007; Betty Doré sat on its Board of Governors.

Touchbase was introduced and immediately embraced by the Membership and "On demand" photographs were eliminated.

2008

In a year soured by the global financial meltdown that wreaked havoc on world markets, LSTAR scored some real successes.

On October 2, 2008, *mls.ca* became *REALTOR.ca* and LSTAR adopted consumer-friendly forms created to help the public understand our forms and clauses, thanks to the Toronto Real Estate Board, who shared these forms with us.

LSTAR entered into a 5-year contract with Teranet in 2008 and user-pay for listings load was introduced, resulting in a successful transition to broker and member-loaded listings and a reduction in staff.

The development of Project Connect continued on track and the Regional Commercial Council started to work on a Commercial Building Awards Program, intended to ensure that LSTAR Members are recognized by the public as a group of professionals. Greg Harris, the 2008 Chair of the Council, was elected to the Ontario Commercial Council.

This same year also saw the creation of a new Ontario Commercial Federation.

In partnership with CREA, LSTAR sponsored a production at London's Grand Theatre of *Real Estate, the Play*, "a light-hearted, feel-good romantic comedy bringing together love, expectations and real estate sales."

"Our involvement as a sponsor not only allowed us to promote LSTAR as an Association," wrote Grand Theatre Task Force Chair Richard Thyssen, "but also gave us the opportunity to showcase the national REALTOR® ad campaign and the www.howrealtorshelp.ca website . . . exposing our message to over 16,000 patrons across 20 performances."

In September 2008, a crisis precipitated by a fatal combination of predatory lending in the United States and Wall Street malfeasance resulted in the collapse of the U.S. housing industry and a global financial crisis that slammed the brakes on the what had been up until then a very good few years for real estate in Canada.

2009

The true impact of the economic downturn that started in the Fall of the previous year began to be felt in LSTAR's jurisdiction in the first quarter of 2009.

"Our market proved not be immune," wrote President Joe Hough. "It did, however, prove resilient. By the last three months of a year that began very badly, indeed, we had begun to rally."

Our region was not out of the woods yet, however. Economic turmoil in the U.S. meant losses in manufacturing jobs, especially in the automotive industry. The market would continue to lag into 2011, hovering at 2002-2003 levels.

In 2009 LSTAR ventured into social media for the first time, producing a couple of podcasts that it posted on YouTube, opening a Twitter and a Flickr account and building a Facebook Page.

2008 also saw an upgrade of LSTAR's keybox system with the introduction of Supra's new wireless activeKEY with infrared technology.

LSTAR struck a *Quality of Life* Task Force in 2009, which kicked off our program with a salute to Speaker of the House the Honourable Steve Peters, MPP from Elgin-Middlesex London.

2009 also saw the launch of the first Don Smith Commercial Building Awards Program, named after the legendary co-

founder of Ellis-Don, a world-renowned construction company with London roots. The goal of the program was to recognize, reward and celebrate excellence and innovation in commercial building in our community. The very successful awards ceremony took place the following February at the London Club. The event was well attended and received excellent coverage in the local media.

Sadly, we lost one of our most valuable human assets in 2009 – our Director of Administration, Lyn Coupland, LSTAR's longest serving and one of its best loved staffpersons, passed away in August of that year.

2010

"It would be difficult to write an update purporting to sum up 2010 without mentioning CREA's negotiations with the Competition Bureau," wrote President Richard Thyssen. "Competition was a very big issue, indeed, and the fallout should we not have proved successful in reaching an agreement with the Competition Bureau would have been significant. Fortunately representatives from nearly 100 member Boards and Associations, including LSTAR, voted on October 24, 2010 to ratify the settlement CREA had successfully negotiated with the Commissioner of Competition . . . The Commissioner and CREA have agreed that its rules as well as those of its members should not deny or discriminate against REALTORS® wishing to offer mere posting services. If such rules exist, they must be repealed or Boards will lose their license to operate under the MLS® trademarks. The process of ensuring that our Rules and Regulations are in compliance was ongoing through the latter part of 2010 and will continue in 2011."

With the hiring of a Communications Coordinator versed in social media the previous year, LSTAR's social media

presence was greatly enhanced. Presidential podcasts were given a higher production value and staff swapped out a regular Facebook page for a fan page and began to make more aggressive use of these new kind of media.

A tech helpline became our newest Member Service and was well-used in 2010 and mobile DMS was approved for launch in 2011.

In 2010 LSTAR was particularly well represented at the provincial and national levels of organized real estate:

- * LSTAR's RCC Chair-Elect Greg Harris was named Chair-Elect of the Ontario Commercial Council;
- * LSTAR Past President Joe Hough was elected to CREA's MLS® and Technology Council;
- * LSTAR Past President Peter Hoffman was elected to the Board of Directors of the Real Estate Council of Ontario;
- * LSTAR Past President Gerry Weir served on both the OREA and CREA Boards;
- * LSTAR Past President Mike Carson sat on the CREA Board of Directors; and
- * Executive Vice-President Betty Doré chaired the REALTORS Care Foundation Board of Governors.

By Year End 15 boards were participating in Project Connect – 43,621 REALTORS® or 86% of OREA's Membership. "For many years we have envisioned a future in which all REALTORS® in the province had access to all MLS® data," wrote Betty Doré. "That future, it appears, is just around the corner."

"Home at Last's" second renovation – 57 Burslem Street -- was completed in 2010 and the keys presented to its new owners.

LSTAR's partners for this renovation were CMHC and Habitat for Humanity London.

LSTAR also entered into discussions with the Police Services of London, St. Thomas and Strathroy and with the OPP on a Realty Watch Program, similar to that of other real estate associations across the country. Presently the OPP is designing a course for REALTORS® on how to spot and report suspicious activity; we hope to launch that course in 2011. The program will also be promoted to the Western Area Boards. In addition, AMBER alerts will be issued using Touchbase.

2011

To serve as the tagline for the celebration of the 75th anniversary of real estate in Middlesex and Elgin Counties we chose these words: "75 years of REALTORS® giving back to the community" and how better to celebrate that fact than by redoubling our efforts to improve the Quality of Life in our communities? 2011 was a banner year for Quality of Life, what with the completion of our third "Home at Last" (HAL) Affordable Home Ownership Partnership at 1189 Huron St. and the launch with the OPP of our own brand of community policing – Realty Watch.

It was also a year for awards – the prestigious Pillar Community Collaboration for our HAL Partnership and OREA's Leadership Award.

OREA launched a public relations campaign called **Home Ownership Matters** just in time for the provincial election in the Fall of 2011 and LSTAR's PAC Team lobbied for homeowner friendly measures – a home renovation rebate, home energy efficiency rebate and Land Transfer Tax Rebates for first-time homebuyers.

The trend towards greater connectivity continued in 2011, with the successful

integration of the Tillsonburg & District Real Estate Board's database and that of the Woodstock Ingersoll Real Estate Board with LSTAR's. Project Connect's membership also increased, with Boards and Associations representing 93% of OREA's total Membership (i.e., 51,560 Members) participating.

In 2011 LSTAR continued to be well represented at the provincial and national levels of organized real estate:

- * Past LSTAR RCC Chair Greg Harris chaired the Ontario Commercial Council;
- * LSTAR Past President Joe Hough served on CREA's MLS® and Technology Council;
- * LSTAR Past President Peter Hoffman served as a Director on the Board of Directors of the Real Estate Council of Ontario;
- * LSTAR Past President Gerry Weir served on both the OREA and CREA Boards;
- * LSTAR Past President Mike Carson sat on the CREA Board of Directors;
- * LSTAR Past President Costa Pouloupoulos sat on the OREA Board of Directors; and
- * Executive Vice-President Betty Doré chaired the REALTORS Care Foundation Board of Governors.

www.lstar.ca is redesigned and launched.

2012

LSTAR won OREA's Quality of Life Award in 2012 and little wonder, given the caliber of its community service during the year. Under the leadership of President-Elect Doug Pedlar, LSTAR led the pack (and OREA PAC!) in expressing our concern over the ramifications of the Green Energy Act as it had been unrolled and calling for more

research on the impacts of wind turbines and a better process for determining their number and placement.

LSTAR also partnered with ReForest London in the Million Tree Challenge and in the Canadian Blood Services Partnership for Life and donated \$27,000 to Youth Opportunities Unlimited to expand its kitchen prep area and purchase needed kitchen equipment.

Participation in Project Connect continued to grow in 2012 with 94% of OREA's Membership (53,915 Members) on board by Year End.

In order to better ensure the integrity of our data, the Association entered into a contract with Clarity Security for SCOUT for SafeMLS®, technology that curbs illegitimate sharing of accounts through an automated, multi-layer authentication and mitigation process.

The Directors also gave the green light to Alternate Feature Sheets, to providing third-party web service providers with an IDX feed and approved CREA's Data Distribution Facility™ Policy and Rules. A protocol for allowing LSTAR Members and Members of the Windsor Essex REB to access each other's ActiveKey system was put in place.

In February, the second Don Smith Commercial Building Awards Presentation took place at the London Club and was a great success.

Lobbying issues in 2012 at the federal level included the indexation of the Home Buyers Plan (HBP), allowing individuals to use the HBP a second time if they have experienced a major life change and the deferral of Capital Cost Allowance to level the playing field for small investors.

2013

In 2013 LSTAR sponsored Hockey Helps the Homeless, a fantasy tournament benefitting three LSTAR beneficiaries – YOU, Merrymount and the Unity Project. The tournament was held the following year.

In 2013, the Directors expanded the Scholarship Program from two recipients to four.

SCOUT for SafeMLS® was implemented in 2013, as was Individual Billing.

Lobbying issues for CREA remained the same as the previous year, while delegates of OREA's PAC Days lobbied against Municipal Land Transfer Taxes and Mandatory Energy Audits and advocated for Personal Real Estate Corporations and a registry of Marijuana Greenhouses and Clandestine Labs.

The beneficiary of the Christmas Gala was switched from the Unity Project to Merrymount Family Support and Crisis Centre.

A new fundraiser was added: REALTOR® Kool Wheels, a charity auto and bike show that raised over \$3,000 for YOU.

LSTAR also donated \$25,000 to St. Joseph's Hospice in fulfillment of its pledge to donate a total of \$50,000 to London's first palliative care residence over two years.

2014

2014 proved to be the best year for area real estate since 2007, when the Global Financial Meltdown resulted in a deep recession that dampened housing markets for many years.

In 2014 LSTAR became a founding Member of Progress London, a group of influential stakeholder organizations including homebuilders, organized labor and the Chamber of Commerce, that came together to advocate for job creation and economic

growth by providing a balanced perspective on its benefits to the community.

Rules and Regulations were amended to allow Assistants, Virtual Assistants and Administrative Staff access to DMS®.

A Building Reserve Study and a valuation of the building for insurance were both done in 2014.

The annual updating of the Photo Library was discontinued since so many Members now provide their own photos.

It was a busy year for government relations with both a provincial and a municipal election. OREA asked its Member Boards to focus their lobbying efforts on opposition to a Municipal Land Transfer Tax. LSTAR's PAC Team met with ten of the twelve provincial candidates and the front-runners in the mayoral campaign. In addition to the MLTT, REALTORS® lobbied for Personal Real Estate Corporations. CREA issues this year were indexing the Home Buyers Plan to inflation and allowing Canadians relocating for a job to use the Home Buyers Plan.

IN 2014, LSTAR directed an Ontario Realtors Care grant of \$25,000 to St. Joseph's Hospice in fulfillment of its pledge (see 2013).

London's first Hockey Helps the Homeless fantasy hockey tournament raised \$120,000 for Merrymount, Y.O.U. and the Unity Project. Over 75 REALTORS® helped to organize the event, which was chaired by LSTAR's Director of Business and Promotions.

Over 60 LSTAR Members and their families turned out to plant nearly 400 trees and shrubs in Springbank Flats in the Association's first REALTOR® Tree Planting Day.

LSTAR pledged to donate \$25,000 in 2015 towards the construction of a new women's

shelter in Elgin County. It also donated \$6,000 to the London Housing Registry and \$5,000 towards a facility for new Moms and their babies being spearheaded by Y.O.U. REALTORS® Kool Wheels 2014 raised \$3,732.76 for Y.O.U.

2015

2015 proved to be the second best year for real estate sales in our area since 2007.

In accordance with one of the priorities set forth in our 2014-2017 Strategic Plan, LSTAR began to investigate the possibility of forming a Regional MLS® with neighbouring Boards. It also approved the inclusion among its Standing Committees of a Governance Committee, charged with reviewing and providing guidance and/or recommendations to the Board on governance issues and hired a recruitment firm to replace long-term EVP Betty Doré, who announced that she would retire in May 2016.

Supra's DKeys were swapped out for eKeys in 2015.

Federal issues lobbied in 2015 included indexing the Home Buyers Plan to inflation and letting Canadians needing to relocate for jobs to use it a second time.

Provincially we lobbied against a Municipal Land Transfer Tax and mandatory energy audits at time of listing.

LSTAR's PAC Team also met with candidates in the 2015 Federal Election.

LSTAR sponsored the Port Stanley Festival Theatre's production of *Real Estate, the Play*. It also donated \$25,000 to the Elgin County Women's Shelter, \$5,000 to London Meals-on-Wheels for its *Home to Stay Program*, \$2,400 to the Women's Community House's *Homes 4 Women Project* and \$6,000 for the London Housing Registry.

Outstanding Service Awards

Renamed in 2010 “The Lyn Coupland Outstanding Service Awards”

1989

Bill Bickley
Ron Rossini
Harry Mohaupt

1993

Helen Girardin

1994

Canada Trust Company

1995

Peter Whatmore
Joe Pinheiro

1996

Bill Warder
Rose Leroux

1998

Pat Batticuore
Peter Hoffman
Dorothy Howell

1999

Bill Bickley
David Bowring
Harry Johnston
Richard Thyssen

2000

Vince Bogdanski
Costa Pouloupoulos
Dennis Sonier
Gerry Weir
Tom Dampsy

2001

Nancy McCann
Pat Pope

Debra Scott

2002

Barb Hodgins
Debbie Collins
Joe Hough

2003

Mike Carson
Michael Hines
Joe Pinheiro

2004

Glen Gordon

2006

Rick Odegaard

2007

Vito Campanale
Costa Pouloupoulos

2008

Mike Carson
Gerry Weir

2009

Bernie Sheridan

2010

Richard Haddow
Bruce Sworik
Heather Arnott
Betty Doré

2012

Ken Topping
Joe Hough

2013

Doug Pedlar

Community Service Awards

1991

David Hutchison, Sunshine Foundation

1992

Norm Shaw, Canadian National Institute for the Blind

1993

Judy Dennis, Violence Against Women Services Elgin County

1995

Nancy Scriver, Stevenson Children's Camp

1996

Doug Chateauneuf, Habitat for Humanity London

1997

Carol Barnard, support for Board beneficiaries over many years

1998

ReMax Centre City, Western Ontario Children's Hospital,
Gail Irmiler, Women's Community House,
2nd Stage Housing

1999

Glen Gordon, Mission Services

2000

Ray Otermanns, wheelchair concert patrons
Royal LePage Triland, Women's Community House

2001

Bob Sharen, Komputers for Kidz

2002

Royal LePage Triland, Women's Community House &VAWSEC^{viii}
Rick Odegaard, Unity Project

2003

Ietje Kerkoff, Mission Services
ReMaxCity Centre, Western Ontario Children's Hospital

2004

Renald Guindon and Dan Grantham, various

2005

Steve Parker, Habitat for Humanity
Sutton Group Select, Alzheimer's Society

2008

Vince Bogdanski, various

2009

Bernie Sheridan, various

Quality of Life Awards

2010

The Rev. Susan Eagle
Cheryl Miller

2011

Revised 2015

Mike Carson

2012

No award was given this year

2013

Paula Hodgson
Murray Mugford

2014

Mary Johnson
The *Hockey Helps the Homeless* London Team:

- Debbie Collins
- Warren Shantz
- Dan Grantham
- Barb Whitney
- Tracy Marino

Our Community Service

As of the end of 2015 and since 1992, we have given the following sums to these worthy organizations.

Beneficiary	2015 Amount Year End
Mission Services of London	\$311,014
Unity Project	\$108,821
VAWSEC	\$56,574
Women's Community House	\$33,883
All Our Sisters Conference Bursaries	\$2,000
Youth Opportunities Unlimited	\$38,882
Merrymount	\$78,688
London Housing Registry	\$6,000
St. Joseph's Hospice	\$50,000
Meals on Wheels "Home to Stay" Program	\$5,000
TOTAL	\$689,067

LSTAR Scholarship Recipients

1995

Sabrina Matthews
Christopher Spencer

1996

Claire Hirst
Duncan Viragos

1997

Jennifer Rossini
Ethan Adeland

1998

Corrina Allen
David Bake

1999

Sarah Healey
Joseph Barfett

2000

April Caldwell
Chris Pellarin

2001

Jill Patenaude
Cole Pearn

2002

Marta Biderman
Robyn Carson

2003

Randelle Hewitt
Warren Berger

2004

Lauren Black
Paul Miller

2005

Jaime Carson

Gregory Falck

2006

Rochelle Cruickshank
Alex Nickle

2007

Marcia Hay
Michael Radford

2008

Alexandra Hueniken
Eric Roszell

2009

Emily Fister
Thomas Fisher

2010

Tori Zavitz
Max Holden

2011

Na Hyun (Jona) Cho
Levi Mullan

2012

Megan Steer
Dillon Phoenix

2013

Madison Walker
Jess Hodgson

2014

Morgan Austin
Laura McFalls
Benjamin Staffl
Kale Waram

2015

Sophia Koladich
Courtney Simpson
Jack Phoenix

Sam Peifer-Dawson

Timeline

DateYear	Event
1880s	Concept of an informal association of local real estate agents originates in U.S.
1880	Vancouver Real Estate Board established.
1903	Winnipeg Real Estate Board established.
1908	National Association of REALTORS® formed.
1911	Real estate office opens in Port Stanley.
1918	The Windsor Essex County Real Estate Board, the oldest Real Estate Board in Ontario, incorporated.
1919	Bert Weir opens his real estate office at 7 Market Lane.
1920	Toronto Real Estate Board established.
1921	Real Estate Boards incorporated in Ottawa, Hamilton, Regina and Victoria.
1922	Ontario Association of Real Estate Boards (OAREB) formed .
1930s	Act for Registration of Real Estate Brokers and Salesmen ^{ix} comes into effect.
1935	Movement to create Canadian Association of Real Estate Boards (CAREB, now CREA) begins.
1936	London Real Estate Board chartered.
1937	OAREB establishes is first permanent office in Toronto.
1942	Sarnia Real Estate Board established.
1943	First constitution of the CAREB drawn up.
1944	First CAREB Conference, in Niagara Falls. (Term “REALTOR®” adopted for use by CAREB members.)
1947	Provincial proficiency exams made mandatory.
1950s	Co-Op Listing Arrangement introduced by NAR, adopted in Canada first by TREB. Promoted by CAREB and practiced in some large Canadian cities.
1951	Co-operative Division (later MLS®) initiated, March 1.
1952	M.S. Snyder employed as Board’s 1st full-time Secretary-Treasurer. Hamilton introduces the Photo Co-Op Listing Service. CAREB forms an MLS® committee to develop bylaws governing the use of an MLS® system.
1953	Stratford Real Estate Board established.
1954	OREA starts an educational program at four different locations in the Province. Sept. 17 -- The London Real Estate Board incorporated by Letters Patent issued by the Provincial Secretary of the Province of Ontario.
1955	Board purchases the office at 580 Adelaide Street.
1956	Woodstock Real Estate Board established.
1957	Michael Campbell replaces M.S. Snyder upon his retirement.
1958	First LREB Annual General Review produced. Salesmen’s Division (Marketing Division) formed. LREB purchases its own Multilith Machine. LREB adopts and advertises the term “Photo Co-op.”
1959	First full time Co-op Photographer hired: Jesse Wood-Shaw. First Registrar of REBBA is Londoner Harold Tanton.
1960	Cornwall, Ottawa, Kingston and Brockville Boards agree to create the Eastern Ontario Photo

DateYear	Event
	Co-Op Service. The Vancouver Real Estate Board registers MLS® as a trademark. LREB Bowling League started.
1961	Bert Weir, "The Father of Real Estate in London," dies. Salesmen's Division holds first Annual Banquet at Seven Dwarfs Restaurant.
1962	The legal battle over the use of the word "co-op" comes to a head with registration of the MLS® trademark being transferred to CAREB. Kwiksort system adopted by LREB.
1963	January 1st, official launch of the national use of the phrase MLS® instead of Photo Co-op. LREB starts delivery service ("Board Bag."). LREB forms a Credit Union – first real estate credit union in Canada. Stratford Real Estate Board incorporates.
1965	Construction begins on 311 Oxford St.
1967	Canada's Centennial Year. Official opening of 311 Oxford.
1969	First Sales-o-rama organized by Salesmen's Division.
1970	CAREB becomes The Canadian Real Estate Association (CREA). Sept. 1 – LREB and the St. Thomas and District Real Estate Board amalgamate to form the London and St. Thomas Real Estate Board.
1971	First Regional Conference of Region 1 held in Chatham.
1972	As a result of OREA's lobbying efforts, Ontario government made drastic new educational requirements for entry into real estate profession . President of Marketing Division (name has changed from Salesmen's Division) allowed to attend Brokers meetings. Marketing Division and Brokers held their first meetings in St. Thomas.
1973	Free Teela service (complete, region by region, property ownership records and historic sales database).
1974	Legislation proposed under the Combines Act (predecessor to the Competition Act). Directors Liability Insurance introduced
1977	CREA obtains national trademark registration for the phrase Multiple Listing Service®.
1980's	CREA launches a Board computerization project, working with local real estate Boards to provide discounts for Brokers and salespersons to purchase a central computer for their offices.
1980	Conversion to new Supra Lock Box System and use of the Title Key Lease Agreement form. First Public Info session on how to buy a home at Board Office.
1981	Joe Clark, Leader of Opposition, guest speaker at a meeting held at the Paddock. Completion of Management by Objectives by all committees. Purchase of a mini computer. Signs of trouble with Credit Union.
1982	LSTREB strikes a Computer Committee to look into the possibilities of computerizing MLS®. Karen Dianne Baldwin, daughter of broker members Bill and Marion Baldwin, crowned Miss Universe. President Ron Annis won a seat on London's Board of Control. More credit union problems.
1984	In-house computer system installed and Membership & Accounting goes online. Ontario's 200 th anniversary.

DateYear	Event
	<p>Texas Instrument T1707 chosen as terminal for brokers. By August most offices had terminals and were using them.</p> <p>Computer Committee produces communication networks for all terminals, online user manuals and online training seminars.</p>
1986	<p>New Competition Act passes.</p> <p>Arrangement with City to dump assessment and tax info from City to LSTREB computer by 1987.</p> <p>Service fees dispensed with.</p>
1987	<p>Major conversion to new MLS® processing system.</p> <p>A series of inquiries into the activities of several real estate boards across Canada uncovers evidence of anticompetitive activities.</p> <p>Competition Bureau walks in on LSTREB and seizes its files.</p>
1988	<p>Dec. 20, Prohibition Order comes into effect on December 20.</p> <p>OREA launches an articling program.</p> <p>Liz Condie hired to replace Mike Campbell as Executive Officer.</p>
1989	<p>Membership peaks at 1,678. All time high.</p>
1990	<p>CREA strikes an MLS® Futures Task Force to investigate the impact and opportunities new technologies present for the industry.</p> <p>GST introduced.</p> <p>LSTREB buys lot at 342 Commissioners Road West for its new building.</p> <p>Bylaw, Rules & Regs and Policy Manual revised.</p> <p>OREA starts to look into the regionalization of MLS®.</p>
1991	<p>New building at 342 Commissioners Road West.</p> <p>Building receives the Urban Design Award.</p>
1992	<p>Commission Trust Plan approved.</p> <p>“Homes for Hope” pin program started.</p> <p>Betty Doré replaces Liz Condie as EO.</p> <p>Canadian flag outside LSTREB dedicated – response to Quebec Separatism issue.</p> <p>LSTREB develops programs for Broker load and photo load.</p> <p>Community Service Award instituted.</p> <p>First Strategic Planning session held.</p>
1993	<p>First year for supporting Habitat for Humanity.</p> <p>Regional Access Agreement.</p> <p>Cable TV shows on Board, our political involvement, government incentives for home buyers, how to buy your first home, etc.</p> <p>Buyer Agency.</p> <p>First Commercial Committee struck (ICI).</p> <p>LSTREB participates in HALT (Hold All London Taxes).</p> <p>Strategic Alliances struck with LDI, London District Building and Construction Trades Council, LPMA, AIC, LHBA, REIC and CCI.</p> <p>First Region 1 Salesarama held at London’s new Convention Centre.</p>
1994	<p>LSTREB goes on electronic key box system.</p> <p>Wolseley Barracks raffle.</p> <p>WINids online picture transmission program added to the MLS® Vandat System.</p> <p>Committee 2000 struck to deal with projected transition to public access.</p>
1995	<p>Agency Disclosure made mandatory, Jan. 1.</p>

DateYear	Event
	<p>LSTREB's Debt Reduction Campaign begun; First woman president: Debbie Collins. President of OREA is LSTREB Member Rose Leroux REILink – electronic mini catalogue extension of MLS® for the public. Philosophical shift from Enforcer to Provider of Services. MLS® fines and fines for missing Orientation dropped. Focus on shelter-related charities begins. Ontario Investment Service (OIS) started. Mls.ca launched.</p>
1996	<p>OREA Leadership Conference held in London Fax on demand system (REALFax) First St. Thomas President – Dennis Broome. \$20,000 donation to Habitat for Humanity London With Windsor, won GE Community Service Award. LSTREB becomes an Open Board on Interboard system</p>
1997	<p>Self management achieved; RECO established. LSTREB becomes MLS® Provider for Tillsonburg. www.lstreb.com registered. Number of proxies limited to 1.</p>
1998	<p>Prohibition Order lifted. 1st Homes for Hope Bonspiel. Photo Library established. Y2K audit begun. LENI updated to KIM.</p>
1999	<p>Organizational review. Presentation of \$27,000 to Finance Minister Paul Martin -- Debt Reduction Campaign . With Kitchener-Waterloo Board won the BMO Charity Challenge</p>
2000	<p>Thanks to intensive Y2K audit, LSTREB survives the millennium bug. MCE made mandatory. Paper Dailies eliminated. First Commercial Mini Trade Show.</p>
2001	<p>MLS® catalogue replaced with optional user-pay catalogues. CREA launches ds.ca – LSTREB one of the first Boards to go live.</p>
2002	<p>Three Pillars of MLS® included in CREA's Rules & Regulations. Ontario Real Estate College formed LSTREB converts to Filogix and MMSI. Computer training lab built.</p>
2003	<p>IDX launched (1st Board in Ontario and 2nd in Canada. LSTREB converts to new Supra DisplayKey (Dkey) system. Geowarehouse online Land Registry replaces Teelapoint. LSTAR wins CREA's first PAC Team Award.</p>
2004	<p>Privacy audit undertaken to comply with PIPEDA. Marketing Division dissolved after 46 years. LSTREB Regional Commercial Council established. Voting Structure expanded to one vote per member "Quality of Life" philosophy adopted.</p>

DateYear	Event
2005	Data Management Exchange or DMX Electronic voting introduced.. First one-member-one-vote election.
2006	LSTREB re-branded and name changed to London and St. Thomas Association of REALTORS® (LSTAR) www.lstar.ca launched. "Home at Last's" first renovation project launched – 836 Lovett St. LSTAR takes lead in warning consumers about vermiculite.
2007	LSTAR joins "Keep London Growing" Coalition. First "Home at Last" renovation completed – 836 Lovett St. Launch of Project Connect data sharing initiative. Unity Project becomes new principal beneficiary. LSTAR supports the Every REALTOR® Campaign. Touchbase introduced.
2008	mls.ca changed to REALTOR.ca. 5 year contract entered into with Teranet. User-pay for listings load introduced, resulting in successful transition to broker and member-loaded listings.. Global Financial Crisis..
2009	Supra's new activeKey implemented. LSTAR and CREA partner in sponsoring <i>Real Estate, the Play</i> at the Grand Theatre. LSTAR takes Social Media plunge – Facebook, Twitter, YouTube, Flickr. First Don Smith Commercial Building Awards. Quality of Life Award presented to the Hon. Steve Peters.
2010	CREA negotiates settlement with Competition Bureau over issue of "mere postings". Tech helpline added to services. Realty Watch program initiated 15 Boards participating in Project Connect Second "Home at Last" project completed – 57 Burslem St.
2011	LSTAR's official 75 th anniversary. Third "Home at Last" project completed – 1189 Huron St. "Home at Last" Partnership wins Pillar Community Collaboration Award. LSTAR wins the OREA Leadership Award. TDREB and WIREB integrate their databases with that of LSTAR. New redesigned www.lstar.ca is launched.
2012	LSTAR won OREA's Quality of Life Award. LSTAR partnered with ReForest London in the Million Tree Challenge and in the Canadian Blood Services Partnership for Life and donated \$27,000 to Youth Opportunities Unlimited. SCOUT for SafeMLS® -- authentication software – implemented. IDX feeds allowed. Second Don Smith Commercial Building Awards Presentation.
2013	LSTAR sponsored Hockey Helps the Homeless. Directors expanded the Scholarship Program from two recipients to four. SCOUT for SafeMLS® was implemented. Individual Billing.

DateYear	Event
	<p>The beneficiary of the Christmas Gala was switched from the Unity Project to Merrymount Family Support and Crisis Centre.</p> <p>A new fundraiser – REALTOR® Kool Wheels – raised over \$3,000 for YOU.</p> <p>LSTAR donated \$25,000 to St. Joseph’s Hospice.</p>
<p>2014</p>	<p><i>First Hockey Helps the Homeless</i> London Tournament</p> <p>LSTAR founding partner in Progress London.</p> <p>Rules and Regulations were amended to allow Assistants, Virtual Assistants and Administrative Staff access to DMS®.</p> <p>First LSTAR Tree Planting Day.</p> <p>LSTAR’s \$50,000 pledge to St. Joseph’s Hospice fulfilled.</p>
<p>2015</p>	<p>Second best year for home sales since 2007</p> <p>LSTAR begins to investigate Regional MLs® with area Boards</p> <p>LSTAR donates \$25,000 to VAWSEC’s Women’s shelter</p>

Author’s Note

The sources for this history included the brief history prepared in 1980 for use in Orientation, which appears to have been based largely on interviews with Bob Allison, **Annual General Reviews** dating from 1958, a conversation with Maurice Beaudry about what went on behind the scenes at the time the London and St. Thomas Boards amalgamated, an OREA publication entitled **80 Years of Progress**, a history of organized real estate in Canada prepared by the Canadian Real Estate Association and some brief forays into the archives of the St. Thomas Times Journal.

Melissa Hardy-Trevenna

Endnotes

ⁱ STTJ, Feb. 4

ⁱⁱ STTJ, Jan. 11, March 14, April 5 and Sept. 27

ⁱⁱⁱ The Act was amended in 1940 and again in 1949 but there were still no academic qualifications required and no formal training in the real estate business was required.)

^{iv} Its various designations -- Fellow of the Real Estate Institute (Appraisal Specialist) - (FRI(A)); Certified Real Estate Specialist - (CRES); Certified Manager of Condominiums - (CMOC); Certified in the Marketing of Real Estate - (CMR); and Certified in Land Planning and Development (CLP.) – although not currently marketed by REIC, are highly regarded in the industry.

^v The reporting on membership in the **Annual General Reviews** varies a great deal over the years. Sometimes we are given very detailed breakdowns into various membership categories, including Active Members, Probationary Active Members, Active Associate Members, Associate Members, Honorary Associate Members, etc., sometimes only a figure. Sometimes the number of Member Offices are given, sometimes just the number of individual Members. For the purposes of this history, we have noted total number of individual Members and number of Member Offices, when those have been provided.

^{vi} Management by Objectives is a structural approach to organization-wide participative goal setting that aims to serve as a basis for (A) greater efficiency through systematic procedures, (B) greater volunteer motivation and commitment through participation in the planning process, and (C) planning for results instead of planning just for work.

^{vii} UFFI was developed in the 1950s as an improved means of insulating difficult-to-reach cavities in house walls. It is typically made at a construction site from a mixture of urea-formaldehyde resin, a foaming agent and compressed air. When the mixture is injected into the wall, urea and formaldehyde unite and "cure" into an insulating foam plastic. During the 1970s, when concerns about energy efficiency led to efforts to improve home insulation in Canada, UFFI became an important insulation product for existing houses. Most installations occurred between 1977 and its ban in Canada in 1980, followed widespread concerns about its safety. (UFFI has since been proven harmless.)

^{viii} Violence Against Women Services Elgin County, St. Thomas's Women's Shelter.

^{ix} The Regulations, Chapter 247 of the Real Estate Brokers Act (1930) stipulated the rules which had to be followed, if one wanted to practice real estate in Ontario. Initially, the rules were not very stringent.^[2] If one wanted to practice, all that was required was to make an application in writing on the forms provided by the Registrar, accompanied by the prescribed fee, and supply a \$500 surety bond. A Broker who carried on business in a city, or within 5 miles from the boundaries of a city, having a population of 100,000 paid a \$15.00 fee, and all other Brokers paid \$5.00. Salesmen also required to be registered through a registered broker. The fee for Salesmen was \$3.00 and there was a \$1.00 fee for a salesmen notifying that he had changed brokers, or for any other change in registration such as an address change. In 1931 there were 668 Brokers and 400 salesmen registered under the new Act.

The Act was amended in 1940 and again in 1949 but there were still no academic qualifications required and no formal training in the real estate business was required.