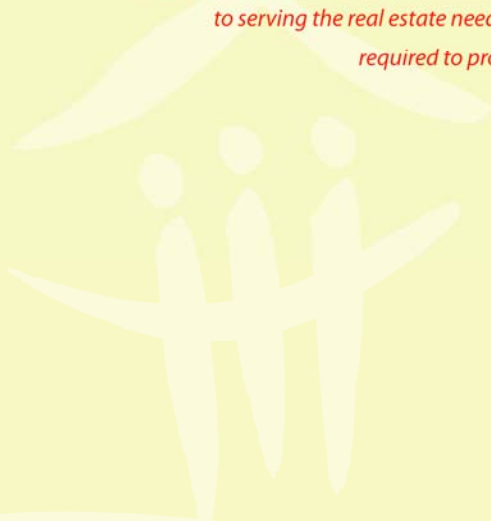




# ANNUAL GENERAL REVIEW 2008

Best Western Lamplighter Inn  
Wednesday, April 22, 2009

**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.*



# AGENDA

*Please turn off all cell phones and pagers for the duration of the meeting.*

8:30 AM	Trade Show begins (continental breakfast available)
9:30 AM	LSTAR prize draw
11:15 AM	Call to order and welcome by 2009 President Joe Hough
11:25 AM	Approval of AGM Minutes (April 17, 2008) and adoption of 2008 Annual General Review AND audited financial statement AND appointment of the Board's 2009 auditors and solicitors
	Presentation to and remarks of 2008 President Presentation to 2008 retiring Directors Address of 2009 President Executive Vice-President's Update
11:45 AM	Other business (consists of presentations to/of): <ul style="list-style-type: none"><li>• Quality of Life Update</li><li>• Mission Services</li><li>• Unity Project</li><li>• Outstanding Service Awards</li><li>• Community Service Awards</li><li>• Long Service Membership Pins/Plaques</li><li>• CREA 25-Year Certificates</li></ul>
12:30 PM	Grace and toast to the Queen  Lunch and Adjournment

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# MINUTES OF THE 2008 AGM

Thursday, April 17, 2008  
Best Western Lamplighter Inn

**1) Call to Order and Welcome**

LSTAR's President for 2008, Bruce Sworik, welcomed everyone and called the meeting to order at 11:13 a.m.

**2) Introductions**

Introductions began with Bruce introducing the Master of Ceremony, Darrin Laidman after which Darrin introduced the head table and invited guests. Bruce asked that all Past Presidents and Honorary Members stand and be recognized.

**3) Approval of Minutes**

Prior to approval/adoption of the following items, the President pointed out that all Members, with the exception of Honorary Members, invited guests and Board staff, had the right to vote at Annual General Meetings.

**MOTION**

that the Minutes of the April 10, 2007 Annual General Meeting be approved.

**CARRIED**

**4) Adoption of 2007 Annual General Review**

**MOTION**

that the 2007 Annual General Review, which contains the 2007 Committee Reports, be adopted.

**CARRIED**

**5) Adoption of Audited Financial Statement for the Year Ended December 31, 2007**

Following a report on the end-of-year statements by Finance Chair Peter Hoffman, the members ruled:

**MOTION**

that the Statement of Revenue and Expenditures for the year ended December 31, 2007, as pre-published to all Brokers and posted on REALTORLink™, be adopted.

**CARRIED**

**6) Appointment of 2008 Board Auditors and Solicitors**

**MOTION**

that Ford, Keast Chartered Accountants continue to be the Board's Auditors for 2008.

**CARRIED**

**MOTION**

that David Broad from Siskinds the LAW FIRM and Mervin Burgard, Q.C. continue to act as the Board's Solicitors for 2008.

**CARRIED**

**7) Presentation of Gifts to President (2007)**

Bruce and Betty presented Mike with his plaque, scrapbook and gifts.

**8) Presentation to Outgoing Directors**

The retiring Directors (as noted below) were asked to come to the podium to receive their Directors' plaques in

recognition and appreciation for their efforts during their terms of office:

Costa Pouloupoulos  
John Sandor  
Larin Shouldice

**9) Address of 2008 President**

Bruce Sworik then gave his address.

**10) Other Business**

- a) **REALTORS Care Foundation** – OREA President, Gerry Weir, and Laura Leyser, Chair of the REALTORS Care Foundation, presented Mike Carson and Bruce Sworik with a \$10,000 cheque to LSTAR's "Home at Last" project.
- b) **Fellowship Plaque and Award of Excellence** – in recognition and celebration of Lyn Coupland's 35-year employment with LSTAR, President Bruce Sworik and EVP Betty Dore presented Lyn with a REALTORS Care fellowship plaque and an award of excellence.
- c) **Award of Excellence** – in appreciation of Betty Dore's 30 years of dedicated service to LSTAR, President Bruce Sworik presented Betty with an award of excellence and personalized (EVP – LSTAR) licence plates.
- d) **Mission Services** – Presented with a cheque for \$14,086.45, bringing the total the Association has raised for Mission Services since 1992 to almost \$182,000.00.
- e) **Outstanding Service Awards** – Presented to Vito Campanale and Costa Pouloupoulos.
- f) **LSTAR Special Recognition Award** – In recognition of its leadership, vision and commitment to growing a dynamic community through the establishment of enduring business relationships, Betty Dore presented the award to CMHC staff - - Ken Sumnall, Diane Van Alstyne and Judy Binder.
- g) **35 Year Plaque Recipients** – Allan Appleby, Betty Lyn Cassis, Betty Mallette and Ernie Steele.
- h) **30 Year Pin Recipients** – Phil Anrep, Elfriede Atcheson, Pat Batticuore, Victor Bernardo, Jack Cox, Doris Granger, Ed Hamden, Mary Koziol, Pauline Krygsman, Nancy McCann, Ruth McNab, Ron O'Connell, Dennis Oliver, Gary Robinson, Sawaran Singh, Daniel Tapping, Melvyn Vetero, Percy Whitcroft, Jackie Wilcox.
- i) **25 Year Pin & CREA 25 Year Certificate Recipients** – Frank Abiuso, Sherry Cook, Dale Galloway, Lyse Geldard George Gicopoulos, David Harding, Brian Higgs, Cam Hutchinson, Donald Jackson, Mike Jakupi, Matthew Kennedy, Chester Pawlowski, Fran Peach, Jim Queen, Ronald Rossini, Paul Smith, Nick Visscher, Gary White.

- 11) Guest Speaker (MCE Session)** – Gary Ford, Vice-President of Professional Development, First Canadian Title – topic "The Power of Persuasion"

**12) Adjournment**

Prior to lunch, the Chair adjourned the meeting.

# PRESIDENT'S REPORT



Bruce Sworik, President

## Communication

Clear and strong communication is often the backbone of an effective organization, so I have been especially grateful for vehicles which encourage this, especially the President's e-mail address ([president@lstar.ca](mailto:president@lstar.ca)) and our e-communications, including e-Prez. It has been a pleasure working with our diverse and strong membership and I am truly appreciative to have served as President in 2008. Thank you to everyone for your hard work, encouragement and support to make LSTAR such a progressive and innovative Association. I also worked hard this year to form a strong and trustworthy alliance with the local media, radio, TV stations and newspapers. This has enhanced our REALTOR® image to the public and has resulted in regular real estate news.

## Reflections ...

As LSTAR President in 2008, I was fortunate to experience a wide variety of opportunities where I could expand upon my leadership skills and constantly learn more about our dynamic profession. I am very grateful for the feedback I received from our membership as well as the help and support of LSTAR's staff. Like the rest of the Association, I don't know how we would do it without our incredible Executive Vice-President, Betty Doré, whose passion and dedication continue to bring us great success. Betty has given me advice and guidance all year long and, more importantly, a cherished friendship. Lyn has added with her depth of research and knowledge, Joanne for all her organizing of trips, schedules and meetings and Katherine for her excellent communication skills. Thank you to all our members and all our staff for a wonderful year.

## Statistics

While our home sales declined toward the end of the year, our numbers were still well within the 10-year average. In fact, our year-end sales were between 2003 and 2004 sales data and those years were very good years. We saw some excellent numbers in 2008. The area had its third-best February, its second-best May (also its third-best month ever), its second-best July on record and its best September ever. The total number of homes sold in LSTAR's jurisdiction in 2008 came in at 8,356, well under 2007's record of 9,378. In 2008, sales of detached homes were down 10.7%, while sales of condos were down 11.8%. But the average price of a home in LSTAR's jurisdiction rose 4.3% to \$210,888.

The best-selling house styles in LSTAR's jurisdiction in 2008 were two-storey homes, followed by bungalows, ranches, and townhouse condos:

House Style	Units Sold	Average Price
Two-storey	1,858	\$291,499
Bungalow	1,386	\$170,321
Ranches	995	\$254,098
Townhouse Condo	858	\$145,292

The following table shows the number of sales in LSTAR's jurisdiction over the past 10 years:

Year	Units Sold
2008	8,356
2007	9,378
2006	8,916
2005	8,859
2004	8,903
2003	8,120
2002	8,097
2001	7,307
2000	6,505
1999	6,720
1998	6,416

The following table compares the number of sales and average prices in London<sup>1</sup> for 2006 to 2008:

Area	2006		2007		2008	
	Sales	Price	Sales	Price	Sales	Price
North London	1,653	\$234,416	1,781	\$248,490	1,696	\$253,004
South London	2,477	\$182,821	2,648	\$201,236	2,283	\$209,636
East London	1,989	\$160,506	2,036	\$172,622	1,861	\$175,283

Outside London:

Area	2006		2007		2008	
	Sales	Price	Sales	Price	Sales	Price
St. Thomas	751	\$162,250	867	\$172,550	583	\$182,818
Middlesex County	618	\$228,283	587	\$239,894	550	\$257,434
Elgin County	564	\$177,561	556	\$174,665	482	\$183,886

Despite price gains, the London CMA continued to be very affordable and compared favorably with other Canadian centres throughout the year. According to the Canadian Real Estate Association's Major Market Release for December 2008, the average price January 1, 2008 – December 31, 2008 year to date for:

- **London and St. Thomas was \$212,092;**
- Calgary was \$405,267;
- Durham Region was \$272,429;
- Edmonton was \$332,852;
- Hamilton-Burlington and District was \$280,790;
- Kitchener-Waterloo was \$271,222;
- Ottawa was \$290,483;

<sup>1</sup> For MLS® purposes, London is divided into three sectors, as determined by the Thames River: North, South, and East. There is no "West London".

- St. Catharines & District was \$222,104;
- Toronto was \$379,943; and
- Greater Vancouver was \$593,767.

According to a study prepared for the Canadian Real Estate Association by Altus Clayton, the average amount of economic spin-off generated by a real estate transaction over the two-year period spanning 2004 to 2006 was \$32,200 per transaction. MLS® sales in the Association's jurisdiction injected approximately \$269,063,200 into the local economy in 2008. Total dollar volume in 2008 came in at \$1,503,222,895, below 2007's \$1,896,758,895.

### Random Act of Kindness Cards

Thanks to the Durham Board for this idea. It's an easy way to pass on a bit of kindness and promote LSTAR at the same time! For example, you may buy the person in line behind you at Tim Hortons a coffee, and then leave this card. Hopefully that person will do the same and pass the card on again.



### Consumer-Friendly Forms

I would also like to take a minute to talk about our consumer-friendly forms for the public. These forms are created with a view to identify and to help the public understand our forms and clauses. Thanks to the Toronto Real Estate Board for their tremendous help in establishing this project. The pre-set portion of any form is complex and can be difficult to understand. The explanations are meant only to be a general, simple overview and are not meant to replace the full text and legal ramifications of each form and any provision, paragraph or section therein. With these forms, you can link to them or the LSTAR site for quick and easy access. You can also email them to clients. The basic forms are there for you to use.

### REALTOR.ca

On October 2nd, the well-known internet address **mls.ca** changed. That was the day the new REALTOR.ca website was officially launched. The site features new ways to look for properties, including interactive mapping by Microsoft Virtual Earth. As a result of two years of study and re-design, the site has evolved into a portal providing consumer access to all of the public web sites operated on behalf of REALTORS®. The re-branding of the website was recommended by a task force of The Canadian Real Estate Association, and approved by the membership at the CREA Fall Assembly in 2007. While the site is re-branded, the old address – **www.mls.ca** - will not disappear. CREA will maintain ownership of the old URL, and consumers using it or referring to bookmarks will be automatically re-directed to the new site.

**Project Connect**

'Project Connect' is on schedule and coming along well. The project, a new data sharing initiative between LSTAR, the REALTORS® Association of Hamilton-Burlington, the Ottawa Real Estate Board and the Toronto Real Estate Board, will allow members to search and view listings and recent sales history of each participating board in their own local MLS® format (e.g. Filogix). When 'Project Connect' launches, other Ontario associations/boards will be invited to join on a simple, cost-sharing formula. The goal is to have all Ontario Boards using Project Connect.

**Home at Last (HAL)**

I am very pleased to report that progress is well under way for our second *Home at Last* (HAL) affordable homeownership project. The goal of HAL is to increase the supply of affordable housing in London and to provide homeownership opportunities for a family currently living in assisted housing, but able to afford a low mortgage. Thanks to the efforts of our community partners, and the generosity of more than 60 donors, the first HAL project was a complete success and we are excited for renovations to soon begin on our second HAL house at 183 Springbank Drive. Thank you to everyone for your hard work and support on this project.

**Quality of Life**

The real estate profession is committed improving Quality of Life by supporting growth that encourages economic vitality, provides housing opportunities and builds communities with good schools and safe and healthy neighbourhoods.

The five principles of QOL are:

1. Ensuring economic vitality
2. Providing housing opportunities
3. Preserving our environment
4. Protecting property owners
5. Building better communities

Along with the whole newly created Quality of Life task force, I attended a two-day meeting in Toronto in the fall and came away totally inspired and equipped with sound ideas which are being implemented by the committee. A BIG step forward!

**Time Capsule**

This year marks my thirtieth at LSTAR and I will be reflecting on how far we have come during my presentation at the AGM.

**In Conclusion**

As I reflect on the many successes of 2008, I also look forward to continued success in 2009 and beyond. It has been a pleasure to serve such an involved and passionate membership, and I encourage you all to remain active in your communities and in your profession. Such involvement makes us all proud to be REALTORS® and it makes our community a better place to live, work and play.



And finally, please join me in welcoming my successor, Joe Hough, your President for 2009. Joe is a motivated and passionate leader who will serve the Association well. I look forward to working with Joe, our 2009 Board of Directors, and of course all of our great members and staff of LSTAR.

**Success,  
Bruce Sworik  
2008 President**

## 2008 LSTAR BOARD OF DIRECTORS



Front Row (l-r):  
Doug Pedlar, Joe Hough  
(President-Elect)  
2<sup>nd</sup> Row (l-r):  
Barb Whitney, Betty Doré  
(Executive Vice-  
President), Bruce Sworik  
(President)  
3<sup>rd</sup> Row (l-r):  
Mike Carson (Past-  
President), Jack Lane  
4<sup>th</sup> Row (l-r):  
José Medeiros, Peter  
Hoffman, Greg Harris  
(Commercial Chair)  
Back Row: Richard Haddow,  
Ken Harper, Richard  
Thyssen (Vice-President),  
Jim Holody

Jim Hockings / Off Broadway

# EXECUTIVE VICE-PRESIDENT'S REPORT



E.L. (Betty) Doré, CIM, CAE  
Executive Vice-President

## Education

Education is the foundation of a capable, professional and successful industry. We are very fortunate to have such a hard-working education team at the Association, and I would like to thank our education department and our instructors for the diverse and interesting courses our members so appreciate. A total of 235 MCE courses ran in 2008, with 3,782 seats filled in all, 669 of which were enrolments for the OREA education courses held at the Association. Of these courses, 145 took place in our state-of-the-art computer lab, including training for the new look of Filogix! There were also MCE credits available for sessions rolled into various special events, including the President's Breakfasts held in Strathroy and St. Thomas, which featured presentations on the Do-Not-Call list. I'm pleased to report that in 2008, 744 LSTAR members attended compliance training in the REALTOR® hall with FINTRAC's Lyn Penney, including our 3-day training "marathon" in July. On behalf of the Association, thank you to everyone who attended those sessions. Four orientation sessions for new members were also held.

2008 also saw the third successful year of OREA licensing education and articulating courses held at the Association office.

## Technology

I am pleased to report that at the end of 2008, 87% of LSTAR members had active Touchbase profiles, representing 90% of our listings. On average, 98,000 messages are paged out per month and in 2008, more than 1,000,000 messages were paged out!

And looking at our IDX update, I am pleased to report that 132 of LSTAR's 135 offices participate in IDX. 99.8% of residential listings and 97% of commercial listings may be accessed through IDX. 78 of our 135 offices (58%) not only participate in IDX, they link to it; this represents 80% of our membership. 487 individual members not only participate through their offices in IDX, but link directly to it from their own websites. We had 328,768 total page hits for the month of December 2008, down 15% over December 2007.

A revised Receipt of Funds Record Form and REALTOR® Information Booklet were added to REALTOR Link® and WEBForms™ during the first week of August, and a new FINTRAC "Q&A" resource was also added on August 1.

In 2008, the Board of Directors also moved to enter into a five-year contract with Teranet after a long, drawn-out negotiation process that resulted in the Toronto Real Estate Board negotiating a great deal for all Ontario boards. The Board of Directors also saw a presentation on the enhancements to their Geowarehouse 2009 program, which had been designed with the focus on user workflows and the incorporation of their latest Internet technologies (i.e. new user interface, demographics, property details, streetscape imagery, etc.).

Following the move to a user-pay system for Association staff-loaded listings, we're also pleased that our broker/member listing load is now at 94%. A \$10 fee per listing for Association staff-loaded listings began June 1, 2008. Changes are at 60% and sales are at 77%. We have been very pleased with the successful transition to broker and member-loaded listings and have received positive comments from both office administration staff and members that they feel more in control of their listing data.

**Industry Involvement**

In addition to working with the Directors and our various Committees, Task Forces, and Advisory Groups to accomplish their goals, part of my role as Executive Vice-President is to attend a wide range of meetings, conferences and seminars to ensure that our Association is always at the forefront of developments in the real estate industry. This year I attended:

- CREA's Fall and Special Assemblies, two Large Board meetings, as well as CREA's Leadership Conference and PAC Days;
- National Association of REALTORS® (NAR) Conference and Association Executives Institute;
- OREA Leadership Conference and PAC Days; and
- Eastern Connection

I also sit on the REALTORS Care Foundation Board of Governors and the Filogix Client Advisory Board. Locally, I am a Director of Community Living London, and also sit on the Municipal, Provincial and National Affairs Committees of the London Chamber of Commerce.

**Conclusion**

As I always say, success breeds success, and 2008 proved to be a very successful year. It is such a pleasure to work with so many dedicated and passionate members, volunteers and staff. I am proud to be a part of such a progressive and capable Association and it is because of everyone's hard work that we are seen as leaders in a dynamic and rewarding industry.

I would also like to thank the Board of Directors and President Bruce Sworik for a wonderful and rewarding year. It is because of your dedication and commitment that LSTAR continues to be so successful. Thank you to everyone for your hard work and have a wonderful 2009.

**E.L. (Betty) Doré, CIM, CAE**  
**Executive Vice-President**

# REGIONAL COMMERCIAL COUNCIL



Greg Harris  
RCC Chairperson

The Regional Commercial Council (RCC) of the London and St. Thomas Association of REALTORS® is committed to assisting its members to succeed in commercial real estate.

The Council's mandate is 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 cooperation in the exchange of information among Council members.

In pursuing its mandate, the Council recognizes that the LSTAR Board of Directors has the primary responsibility and authority to manage the Association's affairs and agrees to conduct its activities in such a way as to avoid conflict or duplication.

## Membership

There were 77 members of the LSTAR RCC in 2008. A complete membership roster is available online at [www.lstar.ca/Commercial.Members.asp](http://www.lstar.ca/Commercial.Members.asp).

## Special Events

The following commercial events took place in 2008:

- The annual RCC Spring Commercial Breakfast meeting was held on March 7. It featured a presentation from Peter White, LEDC President. Developers, ORE and ING also presented on their new portfolio plans in London.
- A second spring commercial breakfast was held May 7 and featured Dennis DesRosiers, President, DesRosiers Automotive Consultants Inc. At that breakfast, Mr. DesRosiers gave a presentation on the interpretive insights into the Canadian and U.S. automotive industry.
- LSTAR's ninth annual Commercial Breakfast and Mini Trade Show was held on Tuesday, Oct. 7. Over 70 LSTAR members enjoyed the opportunity to mix and mingle with 14 exhibitors from a cross-section of the business community, and we heard commercial updates from both our National and Provincial Associations. Adrienne Warren, Senior Economist & Manager with Scotiabank, was our keynote speaker and presented a very informative commercial real estate forecast aptly titled "Boom, Bust and Beyond"!

### CHAIR

Greg Harris

### CHAIR-ELECT/PAST CHAIR

Larin Shouldice

### EXECUTIVE

Piper Badgley

Chris Burgard

Jack Lane

Mike Jakupi

Knute Dohnberg

### STAFF LIAISONS

Betty Doré

Lyn Coupland

Kathryn Olde

Joanne Shannon

Katherine Low

- At our Election Meeting November 4, all members were acclaimed, so there was no need for an election. Larin Shouldice was recognized as the incoming 2009 RCC Chair and I was appointed as a representative to fulfill a two-year term to the Ontario Commercial Federation, and have since been acclaimed to sit on the Ontario Commercial Council at OREA for a 2 year term. I am also pleased to announce that Mike Jakupi was appointed to the Chair-Elect position for 2009. Our guest speakers for our Election Meeting were: Peter White, President & CEO of the London Economic Development Corporation, Janette MacDonald, Manager of MainStreet London and Gregg Barrett, Manager - Land Use Planning, Policy in the Department of Planning and Development, Planning Division with the City of London, who presented updates on the incentives for attracting offices to London and new businesses to our downtown.

### **Communications**

LSTAR continued to publish two regular e-newsletters for commercial practitioners throughout the year: *e-commercial* (updated commercial news and information) and *e-CI Connect* (notification of up-coming commercial events and education courses).

You can find information about the RCC, including a commercial membership search function and a link to [www.icx.ca](http://www.icx.ca) on LSTAR.ca.

### **Forms**

In 2008, the Commercial Agreement to Lease became available on web forms, Filogix Forms and a hard copy is available in the realty store. Brokerages and other Boards are now using this form. It has also been submitted to OREA for review and adoption as the Standard Commercial Lease Form.

### **Participation**

Representatives of the LSTAR RCC attended the CCC AGM in Vancouver; the CREA Leadership Conference; the OREA Annual Conference; the Atlantic Connection in Halifax; the CCC Forum in Toronto; and the NAR REALTORS® Conference & Expo.

### **Commercial Building Award**

- Another exciting initiative undertaken by the 2008 Council was the development of a Commercial Building Award for the Association. This initiative came out of a key objective in our 2007 Strategic Plan to ensure LSTAR members are recognized by the public as a group of professionals. The RCC's strategy to achieve this goal is through the development of an annual community design or building award. Stay tuned for further developments with our building award plans!

### **Other**

- The London Chapter of the Real Estate Institute of Canada (REIC) held its Annual Summer Solstice Golf Tournament at the Thames Valley Golf Course on June 24, 2008. The Tournament was co-branded with LSTAR to help increase registrations, and a \$500 sponsorship donation was made by the RCC. The Executive has agreed that Knute Dohnberg should represent the RCC on the organizing committee.

- I am very pleased that in 2008, the Council has gone green and made our meetings paperless.
- The Council also held a very productive brainstorming session to do long-range forecasting with Bonnie Prior, CREA's General Manager of Commercial Services, facilitating.
- 2008 also saw the creation of the new Ontario Commercial Federation and modifications to the Ontario Commercial Council Structure. I was pleased to represent LSTAR.

**Greg Harris**  
**2008 Regional Commercial Council Chairperson**



# STANDING COMMITTEES

## Arbitration

The mandate of the Arbitration Committee is to arbitrate disputes over commissions between Firm Members.

There were three Claims for Arbitration during 2008, the disposition of which is as follows:

- Claim 1: Upon receipt of the Claim and the Defense by the parties, they mutually agreed to a settlement without the necessity of appointing a Conciliator.
- Claim 2: Claimant and Defendant declined Conciliation and the matter proceeded directly to a Hearing. (The Hearing Panel upheld the Claim and the Defendant paid the arbitrators' award of \$2,068.50 to the Claimant's brokerage.)
- Claim 3: Claim was denied (was not filed within the allotted time frame as noted in LSTAR's bylaw)

## Discipline

The mandate of the Discipline Committee is to act as judge and jury in cases of alleged violations (that do not fall within the jurisdiction of the Real Estate Council of Ontario) of the CREA Code of Ethics, CREA Standards of Business Practice, MLS® Rules and Regulations, the Bylaw and Policies and, based on the evidence presented at a Hearing, to render a finding of guilty or innocent. The Discipline Committee deals with complaints referred to it by the Professional Standards Committee. If a respondent is found guilty, the Discipline Hearing Panel imposes appropriate disciplinary action.

There was one discipline hearing held during 2008, the disposition of which is as follows:

- Hearing 1: The Member was charged with alleged violations of Articles 5 and 10 of our MLS® rules and regulations. The Member pleaded guilty and asked for an abbreviated hearing (no witnesses called - - parties speak only to what penalty should be imposed). After hearing recommendations on penalty from both the Presenter (on behalf of the Professional Standards Committee) and the Respondent (the Member), the Hearing Panel issued a \$500.00 fine.

### CHAIR

Dennis Sonier

### MEMBERS

Phil Anrep

Rebecca Carnegie

Terry Greenwood

Eddie Ippolito

Ken Lyons

David Maika

Peter Meyer

Ron Rossini

Harry Tugender

### STAFF LIAISONS

Lyn Coupland

Joanne Shannon

### CHAIR

Paula Bodkin

### VICE CHAIR

Sharron McMillan

### MEMBERS

Sharon Allison-Prelazzi

Kathy Amess

Ruth McNab

Maureen O'Halloran

Ron Rossini

Warren Shantz

Brian Toth

Harry Tugender

### STAFF LIAISONS

Lyn Coupland

Joanne Shannon



## Executive

The mandate of the Executive Committee is to act on urgent matters only on behalf of the Board of Directors; to examine and review executive policies of the Association and recommend to the Directors any additions, deletions or changes; to conduct an annual performance review of the Executive Vice-President; to select and approve all Committee Chairs, Committee Appointees, Advisory Groups, and the Political Action (PAC) Representative, following the General Election Meeting in each calendar year; and to appoint substitutes to serve for members temporarily unable to act upon any Committee for such time as they may direct. Such appointments shall also be confirmed at the next Board of Directors meeting. In addition, it may perform other such duties as the Directors may delegate.

In 2008, the Executive ruled that in an effort to reduce costs, the 2009 Election Meeting will be held at the Association Office. Advanced polling will be discontinued in 2009. The committee also ruled to no longer sponsor a hole at OREA Foundation Golf Challenges.

### CHAIR

Bruce Sworik  
*(President)*

### MEMBERS

Mike Carson  
*(Past President)*  
Peter Hoffman  
*(Finance Chair)*  
Rick Thyssen  
*(Vice-President)*  
Joe Hough  
*(President Elect)*

### STAFF LIAISONS

Betty Doré  
Lyn Coupland  
Joanne Shannon

## Finance

The mandate of the Finance Committee is to regularly review and report to the Directors on the financial position of the Association. The Committee approves all accounts for payment and presents recommendations to the Directors relating to finances, including, but not limited to:

- Needed changes in the financial operation of the Association and/or the fees paid by members;
- The management of all assets and investments of the Association; and
- The annual revenue and expense budget, including adjustments.

It is also the duty of the Finance Committee to do all things and/or engage in such services which are deemed necessary in order to protect, maintain and/or improve the interior and exterior of the Association's building, its contents and its property generally, which will include:

- Review of all contracts;
- Review of insurance;
- Yearly inspection of the premises, both interior and exterior, for any work needed; and
- Review equipment needs in relation to the building.

In 2008, the Finance committee reviewed several policies and initiatives. First, I am pleased to report on one of LSTAR's Going Green initiatives – a lighting retrofit for the Association office which will result in substantial cost savings. The retrofit will take place in 2009. Retrofitting the lighting will not only save hydro, but will also save on fixtures in the future which will result in a payback of two years.

The finance committee also proposed amendments to the bylaws that cover past-due accounts, developed a new

### CHAIR

Peter Hoffman

### MEMBERS

Vito Campanale  
Leo Dertinger  
Tom Kahnert  
Ty LaCroix  
Eavan Travers  
Bruce Sworik

### EXTERNAL MEMBERS

Ron Murdoch  
*(Ford Keast LLP)*

### STAFF LIAISONS

Betty Doré  
Karen Gillespie  
Joanne Shannon

report to reflect the average age of the new members joining the association, monitored the finances throughout the year, including a mid-year adjustment, and reviewed our banking costs.

The auditor's report, which completes the 2008 Finance Committee's Report, will be sent out under separate cover to each Broker member of the Association. It will also be available via REALTORLink®.

## Professional Standards

The mandate of the Professional Standards Committee is to examine and investigate the conduct of any member of the Association. This conduct is analyzed against four objective standards. These are:

- The CREA Code of Ethics;
- The CREA Standards of Business Practice;
- The Bylaw of the Association; and
- The MLS® Rules and Regulations, and other Policies of the Association.

There were six complaints prescreened in 2008 to determine jurisdiction and, of those, three were scenario "C's" (had some elements that appeared to fall within RECO's jurisdiction *and* some that fell under LSTAR's jurisdiction); one was a scenario "B" (solely LSTAR's jurisdiction); one was a scenario "A" (solely within RECO's jurisdiction); and, one was a scenario "D" (neither LSTAR's nor RECO's jurisdiction).

Two of the complaints dealt with by the Committee were dismissed after the initial investigations as there was either no evidence or insufficient evidence to proceed with charges.

One was dealt with under the FAST Model (Fine Assessment Template) because it was a "basic MLS®" rule infraction. In that case, the member agreed to pay a \$100.00 fine and dispense with the necessity of a Hearing.

The other complaint involved two MLS® infractions. The Member pleaded guilty and asked for an abbreviated Hearing to solely determine appropriate penalty. The Member was fined \$500.00 and the decision was not appealed.

**CHAIR**  
Helen Tomlinson

**VICE CHAIR**  
Peter Meyer

**MEMBERS**  
Barbara Allen  
Heather Arnott  
Lucy Coursol  
Ken Lyons  
Terry McSpadden  
Stephen Ord  
Tony Scarpelli

**STAFF LIAISONS**  
Lyn Coupland  
Joanne Shannon

# ADVISORY GROUPS

## Brokers Issues

The mandate of the Brokers Issues Advisory Group is twofold:

1. To provide a peer forum at which brokerage and real estate industry issues might be identified, vetted, discussed, and debated.
2. To make recommendations to the Board of Directors (or appropriate Committees, Advisory Groups or Task Forces) on issues that have the potential to impact real estate brokerage and/or the real estate industry and, through this mechanism, to alert organized real estate at the provincial and national levels to issues impacting brokers.

### CHAIR

Jim Holody

### MEMBERS

Vito Campanale  
Glen Gordon  
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Ken Harper  
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Joe Pinheiro  
Gary Robinson  
Dennis Sonier  
Bruce Sworik  
Carl Vandergoot

Gerry Weir

### EX-OFFICIO

Joe Hough

### STAFF LIAISONS

Betty Doré  
Lyn Coupland  
Joanne Shannon

## Community Relations

The mandate of the Community Relations Advisory Group is to raise the profile of the London and St. Thomas Association of REALTORS® within the community through focused community service particularly in the area of shelter; to enhance the image of REALTORS® within the community through emphasis on ethics and good corporate citizenship; and to encourage involvement in the Association's community service activities and promote volunteerism; and to foster a sense of ownership and pride in the Association among its Members.

### *Home at Last (HAL)*



The most significant project initiated by the Community Relations Advisory Group has been the *Home at Last* (HAL) affordable homeownership project, with partners LSTAR, the London Home Builders Association, the London Affordable Housing Foundation, and Canada Mortgage and Housing Corporation.

Modelled after a similar program in Hamilton and similar to Habitat for Humanity, but with a renovation rather than a new build, HAL allows a family currently living in assisted housing, but able to carry a low mortgage, to achieve homeownership. Chair Mike Carson represents the Association on HAL's Steering Committee, along with Executive Vice-President Betty

### CHAIR

Jack Lane

### MEMBERS

Kathy Amess  
Stacey Evoy-Smith  
Dennis Broome  
Gerry Weir

### EX-OFFICIO

Bruce Sworik

### STAFF LIAISONS

Betty Doré  
Kathryn Olde  
Joanne Shannon  
Katherine Low

Doré.

The objectives of the HAL partnership are to:

- Strengthen the community by assisting tenant families who reside in assisted housing realize the dream of owning their own home and in doing so, to free up an assisted housing unit for a household on the London and Middlesex Housing Corporation (LMHC) waiting list.
- Build strong public-private partnerships between organizations with complementary goals and interests.
- Grow a pool of skilled labour in our community through education and hands-on training in the trades to students/apprentices wishing to pursue a career in construction/renovation.
- Use existing infrastructure to revitalize neighbourhoods through direct investment and through a commitment to improving the quality of life in our communities on the part of families and the Partners.
- Educate homeowners in the responsibilities inherent in homeownership.

The first HAL project, the renovation of 836 Lovett Street, began in autumn 2006 and ended when the keys to the property were officially handed over to the family of Andy Neilson and Vicki Schnurr on March 22, 2007. The HAL Committee is currently in the process of finalizing its second HAL project at 183 Springbank Drive.

### **REALTORS Care Foundation**

Through financial support to many local, charitable organizations, the REALTORS Care Foundation assists REALTORS® in re-investing in the communities in which they work and live. The Foundation is unique among charitable foundations in Canada, because all administrative costs are covered by OREA, which means 100 per cent of donations are invested in the Endowment Fund. Since its original inception, the Foundation has granted more than \$2 million on behalf of Ontario REALTORS® to shelter-based organizations across the province ("shelter" being defined as temporary or permanent human shelter that provides protection against injury, danger or discomfort and is a place of safety of immunity, a home, a lodging or dwelling). LSTAR member Peter Whatmore chaired the Foundation in 2007 and Executive Vice-President Betty Doré serves on the Board as a Governor.

Every October, the Foundation considers grant applications from registered charitable organizations and real estate associations for Ontario shelter-related causes. Local charities that have previously received grants from the Foundation include the women's shelters in St. Thomas and London, Mission Services of London, the London Area Food Bank, the Unity Project and Community Living London. This year, the Women's Community House received a grant from the REALTORS Care Foundation which, in the words of Susan Dill, Director, Residential Programs and Services, "is an essential first step in realizing a goal to embark on a social enterprise venture."

In 2008, LSTAR continued to pledge \$1/member/month from 2007 in support of the Foundation's 'Every REALTOR®' campaign. The idea behind this provincial-wide initiative is that even a small donation (\$12 per year) from each Ontario REALTOR® has the potential to make a large collective difference. Your 2008 Board of Directors ruled that LSTAR continue with its pledge to the REALTORS Care Foundation in the amount of \$1.00 per member / per month (to be donated to the capital fund) for 2009 and 2010. These funds help the Foundation tremendously and we have seen many examples of the wonderful work that can be done through the Foundation. These funds have helped support shelter-based charities across Ontario, including two local organizations who received substantial grants from the Foundation this year: Women's Community House (one of LSTAR's principal beneficiaries) and the

local Block Parent Program. That brings the total grant amount received by our community to \$69,000 in eight years – certainly something to proud of!

The Association also purchased a REALTORS Care Foundation Fellowship for outgoing 2008 President Bruce Sworik, as is done each year. LSTAR also attended and sponsored such Foundation fundraisers as the annual Shelter Ball.

LSTAR was also pleased to host the filming of a video for the Foundation at our office in September, to try and encourage all other Ontario Boards/Associations to commit to the \$1/member/month pledge on a permanent basis. A \$12 per year contribution from every Ontario REALTOR® has the potential to make a huge collective impact, providing stable funding for the Foundation and offering greater opportunities for shelter-based charities across the province to receive assistance. This year the Toronto Real Estate Board joined the \$1/per member/per month program which resulted in a contribution to the foundation of \$370,000. This, along with the other boards contributing, allowed the foundation to grant out \$260,000 instead of the usual \$70,000 to 80,000. What a difference this program can make!

A new initiative launched in 2008 to raise funds for the foundation is the sale of award-winning wines. \$12 per case is donated to the REALTORS Care Foundation. The wine can be ordered online at [www.realtorscareontario.ca](http://www.realtorscareontario.ca).

2008 also saw the 3<sup>rd</sup> Annual Ride for Charity from July 9 – 12. London was the final stop on this year's REALTORS Care Foundation 'Ride for Charity' and LSTAR was pleased to host the wrap-up party on July 12. Event details are available through the REALTORS Care website.

### Other Fundraising Initiatives

#### Charitable Donations

A breakdown of the amounts LSTAR raised for charity in 2008 is shown below:

BENEFICIARY	MANDATE	AMOUNT
Mission Services of London	Provides for the homeless and disadvantaged	\$21,591.22
REALTORS Care Foundation	Assists REALTORS® in re-investing in the communities in which they work and live by supporting shelter-based organizations across Ontario.	\$17,232.00
Salvation Army Sleep in the Park event	Helps raise money for the homeless and others who often remain invisible during the holidays and throughout the year.	\$500.00
Unity Project for the relief of homelessness in London	Provides emergency shelter beds and transitional housing for youth and adults aged 18 years and over	\$8,802.01
Violence Against Women, Services Elgin County (VAWSEC)	St. Thomas women's shelter	\$1,000.00
Women's Community House	London women's shelter	\$1,000.00
	<b>TOTAL</b>	<b>\$40,014.01</b>

Of these monies, \$4,500 were straight donations from LSTAR; \$17,232 represented the \$1/member/month pledge to the REALTORS Care Foundation 'Every REALTOR®' campaign. The remainder was raised by the Association through various special events, including the annual Holiday Gala and *Homes for Hope®* Funspiel; the sale of *Homes for Hope®* pins; the LSTAR Business Partners Program; and through sponsorship.

By way of benchmarks and to show that, by providing ongoing support we can make a significant difference, to date (since 1992), we have raised the following amounts for our principal beneficiaries:

BENEFICIARY	AMOUNT
<i>Home at Last</i> (HAL)	\$20,625.00
Mission Services of London	\$193,927.67
Unity Project for the relief of homelessness in London	\$31,112.01
VAWSEC	\$24,009.00
Women's Community House	\$24,578.00
<b>TOTAL</b>	<b>\$294,251.68</b>

## PAC Issues

### Federal

- **2008 CREA PAC Days**

President Bruce Sworik, PAC Chair Mike Carson, President-elect Joe Hough and Executive Vice-President Betty Doré joined over 240 REALTORS® from across Canada at the 2008 CREA PAC Days, held in early May.

Current REALTOR® issues included:

- FINTRAC regulations;
- The significance of TFSAs for the Home Buyer's Plan and the Reinvestment in Real Estate proposal; and
- Green Real Estate

Highlights of the conference included:

- Award-winning scientist, environmentalist and broadcaster, Dr. David Suzuki, on the challenge of global warming for REALTORS®, calling on the industry to help get the message to the federal government that the environment matters;
- Nic Nanos, President of Nanos Research, presented the latest polling data on the political issues most important to Canadians;
- Dr. Sherry Cooper, Chief Economist for BMO Capital Markets, spoke about the Canadian economy as a whole and explained why it's on such a different track from the U.S.;
- CREA Chief Economist Gregory Klump presented his outlook for the Canadian housing market in 2008 and 2009 during the 'Hill Day' breakfast on May 6;

The LSTAR team was able to meet with three of our MPs on May 6: the Hon. Sue Barnes (London West), Irene Mathyssen (London-Fanshawe) and Glen Pearson (London North Centre). Joe Preston, M.P. for Elgin-Middlesex-London, was not available for a meeting.

Outlined below are the legislative and policy issues taken to our MPs this year:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>▪ Federal Finance and Taxation Issues</li> </ul>  | <ul style="list-style-type: none"> <li>○ Reinvestment in Real Property</li> <li>○ Adjusting the Home Buyers Plan</li> <li>○ Revitalizing Canadian Communities</li> </ul>                  |
| <ul style="list-style-type: none"> <li>▪ Housing and Real Estate Issues</li> </ul>       | <ul style="list-style-type: none"> <li>○ A National Housing Policy for Canada</li> <li>○ Radical Change for Aboriginal Housing</li> </ul>   |
| <ul style="list-style-type: none"> <li>▪ Justice, Legal and Regulatory Issues</li> </ul> | <ul style="list-style-type: none"> <li>○ Money Laundering and Terrorist Financing</li> <li>○ National Do-Not-Call List</li> <li>○ Property Rights: Closing the Book on Mirabel</li> </ul> |

The new anti-money laundering and terrorist financing regulations were far and away the 'hot topic' on the Hill. All of our MPs were very concerned about the privacy implications of REALTORS® being required to collect personal information from buyers, then having to pass that information along to the listing office. In fact, Glen Pearson is a member of the government's Standing Committee on Access to Information, Privacy and Ethics (ETHI) and he encouraged us to follow up with the Committee Chair ASAP. Thanks to our lobbying efforts, the FINTRAC issue is

#### CHAIR

Mike Carson

#### MEMBERS

Glen Gordon

Richard Haddow

Michael Hines

Costa Pouloupoulos

Dennis Sonier

Rick Thyssen

Gerry Weir

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Betty Doré

Lyn Coupland

Katherine Low

Kathryn Olde

now on their radar and they are sympathetic to our cause. Mr. Pearson also strongly recommended that CREA speak with the Privacy Commissioner, if this has not already been done. All of our MPs also agreed that the enforcement of the regulations should be delayed for at least six months. Upon returning from the appointments with our local representatives, you could really hear and feel the 'buzz' in the air surrounding the issue – no matter which party or constituency, the MPs were all very, very concerned.

With regard to other lobbying issues, all of our MPs were in agreement with adjusting the Home Buyers' Plan (i.e. increasing the borrowing limits under the HBP - unchanged since 1992 at \$20,000 – to \$25,000) and indicated their support of MP John Cummins' (Delta-Richmond East) Private Member's Bill introduced to facilitate the change.

They were also supportive of the reinvestment in real property proposal, but felt there wasn't much they could do in the current political environment.

## Provincial

### ▪ OREA PAC Days

OREA PAC Days 2008 took place October 28 - 30 at the Sutton Place Hotel in Toronto and was attended by Betty Dore, Mike Carson, Bruce Sworik, and Katherine Low. This year's conference featured information sessions on Native land claims, funding municipal government and the Ontario Mining Act.

Issues at the conference included:

- *The Ontario Mining Act:*
  - Premier McGuinty announced he will introduce a new Mining Act
  - Our goal is to strike a better balance between surface and mineral right holders (property owners and prospectors)
  - Speaker Peter Griesbach, OREA Advisor on the Mining Act, informed the participants of the issues
- *Funding Municipal Government*
  - Review began in 2006 in conjunction with the AMO
  - Identify new fiscal and service delivery partnerships
  - Scott Tipping, Director of Corporate Services, Niagara-on-the-Lake, spoke about the difficulties in that region because of the current funding issues
  - The consensus is that property taxes should not fund provincially mandated social services
  - The province should upload costs off the property tax base
  - Increased property taxes hurt housing affordability
  - We were told to ask MPPs to commit to the principle that provincially mandated services should be paid for by the province.

As an update to this, the province eased financial pressures on municipalities and property taxpayers. The Government of Ontario is moving to upload all social assistance benefits and court security costs from municipalities, as stated in an agreement announced October 31, 2008 by the Province of Ontario, the Association of Municipalities of Ontario (AMO) and the City of Toronto. The Report completes the work of the Provincial-Municipal Fiscal and Service Delivery Review, which has created new and better ways to fund and deliver services to the people of Ontario. The agreement accomplishes the following:

- The Report announces the upload of Ontario Works benefits and court security costs.



- Early outcomes of the Review process include the upload of Ontario Drug Benefits, completed in 2008, and the Ontario Disability Support Program, beginning in 2009.
  - By 2018, when all these uploads are completed, the Review will result in a net annual benefit to municipalities of more than \$1.5 billion compared to 2007.
  - By 2018, total annual ongoing support to municipalities, including other provincial initiatives, is projected to reach \$3.8 billion – an increase of about \$2.7 billion or 250 per cent over 2003.
  - The upload of Ontario Works benefits will reduce municipal costs by more than \$400 million annually, by 2018.
  - The cost of court security will also be uploaded to the province, starting in 2012 to a maximum of \$125 million a year by 2018. OREA lobbied MPPs at Queen’s Park during our Political Affairs Conference in 2007 and 2008 for the uploading of more provincially mandated health and social services to ease the property tax burden on Ontarians.
- *Personal Real Estate Corporations (PREC)*
    - Working with the Ministry of Small Businesses and Consumer Services on how incorporation might be accomplished via two options:
      - Amend REBBA to provide for a new class of membership for PREC or
      - Regulatory exemption that allow commissions to be payable to PREC (OREA preferred solution – passage by Cabinet vs. Legislature)
  - *Municipal Land Transfer Tax*
    - Stop the spread across Ontario; eliminate in Toronto
    - Minister and Ministry staff indicate no plans to amend the municipal act
    - Fight in Toronto against MLTT demonstrated political damage that could happen across the province
    - Continue to monitor this issue closely

As an update to this, more family farms are exempt from the land transfer tax. The Government of Ontario is expanding exemptions under the land transfer tax to include transfers of farmland from a family farm corporation to one or more family members. As a result of the new exemption, a family transferring a farm valued at \$500,000 would save \$5,975 in land transfer tax (LTT), and a family transferring a farm valued at \$1,000,000 would save approximately \$13,475 in LTT. The exemption complements existing LTT exemptions that apply when farmland is transferred from a family member into a family farm corporation, and when farms change ownership between members of the same family.

- *Bill 101: Home Energy Rating Act*
  - Private member’s bill introduced by Phil McNeely
  - Would require homes to undergo energy audits
  - Received all party support at second reading
  - Monitoring the bill closely
  - Meeting with MPP McNeely during conference and will raise concerns
  - Notifying Ministry of Municipal Affairs and Housing OREA opposes the bill
- *Vendor Take-Back Mortgages (VTB)*
  - REALTORS® were nearly required to register under the new mortgage brokers act to arrange VTB mortgages
  - Cost to REALTORS would have been \$550 annual licensing fee plus errors and omissions insurance

- Convinced Ministry of Finance that VTB mortgages are regulated under REBBA
- REALTORS were granted a specific exemption
- o *Title Fraud: Two Lawyer Rule*
  - Generally supported title fraud legislation
  - Concerned about two lawyer rule, in particular in rural Ontario
  - Would have forced buyers/sellers to drive to the next town for legal counsel
  - Minister agreed to exempt transactions where the rule is impractical
  - Decreases the closing costs of the transaction for your clients

Additional highlights included:

- o A political 'pundit' panel, including: Warren Kinsella (Liberal Pundit); Graham Murray (New Democratic Pundit); and Paul Rhodes (Progressive Conservative Pundit).
- o **John Wright**, Senior Vice President, Ipsos-Reid, gave the Queen's Park update. He stressed the importance of the changing economy and gave an overview of the current structure at Queen's Park. He suggested that the current economic situation is far worse than acknowledged. He showed current poll numbers that reflected Ontarian's concerns compared to national concerns. These concerns were largely focused on the economy, but he suggested that the number is smaller than it was during the recession of the early '90s. He showed the worst readings ever for the outlook of the economy. Between 39 to 40 per cent thought it would get worse over the next year. The majority of Ontarians and Canadians thought the economy would get significantly worse over the next year. Conversely, more Canadians thought their family economic outlook would get better than worse.
- o **Peter Griesbach**, OREA Advisor on the Ontario Mining Act, spoke about Property Rights and the Mining Act. He explained the act is an infringement on the right to privacy and spoke about trenching, the practice of removing tonnes of material from one's property with only 24 hours' notice and no compensation to the owner. Prospectors can also stake a claim on private property without the owner's knowledge. The Mineral Development Strategy has seen a modernization of rights and the MMAAC Recommendation includes clear restrictions to staking and assessment work on private surface rights. In August 2008 a discussion paper came out entitled, "Modernizing the Mining Act." It looks to reform the mining act across five areas. OREA submitted four key points:
  - 1) Enhanced notification rules for prospectors
  - 2) Less intrusive methods of prospecting
  - 3) Expanded lists of lands not open to staking
  - 4) Amend the 'Purpose' of the Mining Act
- o LSTAR Representatives had productive meetings with MPP Khalil Rhamal, London-Fanshawe, MPP Deb Matthews, London North Centre, and Speaker of the House, Steve Peters, who gave representatives a private tour of the Speaker's apartments. A gift of appreciation was presented to Steve Peters in March 2009.

## **Municipal**

The Association continues to work in conjunction with the London Economic Development Corporation, the City of London, and the London Chamber of Commerce to attract and retain business to the area. Further to this, our Executive Vice-President continues to sit on the Chamber of Commerce's Municipal, Provincial and National Affairs Committees and, acting in this capacity, has brought forward the Chamber's positions on a number of issues.

LSTAR is also involved at the municipal level by virtue of having joined forces with other community groups to combat homelessness and to increase the supply of affordable housing in our jurisdiction. Our Director of Communications continues to sit on the London Housing Advisory Committee and the St. Thomas Social Housing Advisory Committee as a resource member and to attend Council Housing Leadership Committee meetings, furthering our understanding not only of how Council works, but also of the impact made of provincial downloading and provincially and federally mandated programs.

The Association also continues to be involved with the Keep London Growing Coalition, a group of concerned Londoners (construction workers, labour unions, contractors, home builders, business owners, land developers, manufacturers, suppliers and residents) alarmed at how City Hall's current actions will directly affect workers in our community. Not only are new development applications getting mired in a very problematic approvals system, but there is also a significant backlog of previously approved applications. This means London is rapidly running out of serviced lots on which to build and at the current rate we will run out of serviced lots in only six to nine months (far below the Province's mandate of a two-year supply). This will financially impact not only skilled workers, but their families and London's economy as a whole. The Coalition continues to lobby City Hall for an immediate resolution to this issue to ensure stable, healthy growth and strong economic development for our City.

## Scholarship

The Scholarship Advisory Group is responsible for selecting the recipients of the LSTAR Scholarship Award, which is intended to recognize a university or college-bound male and female student in their last year of high school who have demonstrated academic excellence, a high level of involvement in school and/or the community, maturity and responsibility, initiative and/or strength of character, and to promote their higher education through a bursary of \$1,500 each. Eligible applicants must be the children or grandchildren of an Association member or staff.

In 2008, the Advisory Group awarded its fifteenth annual scholarship to Alexandra Hueniken, the daughter of LSTAR member Myra Hueniken. Alexandra attended London Central Secondary School, and is studying Social Sciences at the University of Guelph, and Eric Roszell, the son of LSTAR member Randi Roszell. Eric graduated from A.B. Lucas Secondary School and is studying Biological & Medical Sciences at The University of Western Ontario.

### CHAIR

Ron Rossini

### MEMBERS

Carol Belanger

Brian Dalton

### STAFF LIAISONS

Megan Silk

Cathy Ferrie



Bruce Sworik, LSTAR President, and Betty Doré, Executive Vice-President, with scholarship winners Eric Roszell and Alexandra Hueniken

# TASK FORCES

## Key Box

The Board has approved a motion from the keybox task force to move forward with Supra's new activeKey. The new system, which will likely be implemented in May 2009, has the wireless operation which eliminates the cradle. Wireless updates deliver information immediately, continuously, and automatically. This means no more update codes while providing the Association/MLS with instant deactivation capability. It even opens KeyBoxes in areas without cell coverage.

Supra's infrared KeyBox is flexible and secure. Infrared technology eliminates the need for specific key shapes and physical contact points. Communication with the iBox is accomplished by pointing an infrared key at the box from a distance of up to three feet. It also provides a flashlight and a REALTOR® alert button for safety as well as instant notification of showings. The eKey can be used with Smartphones and PDAs. The iBox stores up to the last 100 entries, can hold e-notes, and has programmable CBS allowing the listing agent to restrict access. The box also allows members to automatically register their boxes. This lease will be valid for six years.

## TouchBase

The mandate of this Task Force was to investigate TouchBase, a 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 using the communications tool of their choice – pager, telephone, e-mail, or blackberry – to request or confirm showings, to make appointments, or for any other kind of message.

An exciting initiative in 2008 was the testing of TouchBase Doorman, a voice authentication ('voice ID') security system for our MLS®. This technology relies on the fact that vocal characteristics, like fingerprints, are unique to each person. When a member attempts to access the MLS®, the Doorman™ verifies their identity by authenticating their voice combined with their MLS® access code and password. Seventy-five volunteers took part in the beta testing of this product, designed to improve data security. Stay tuned to Association information for the latest on Touchbase Doorman.

### CHAIR

Barb Whitney

### MEMBERS

Mike Carson  
Richard Haddow  
Peter Hoffman  
Terry McSpadden  
Costa Pouloupoulos  
Warren Shantz  
Bruce Sworik  
Julie Varley

### STAFF LIAISONS

Betty Doré  
Lyn Coupland  
Joanne Shannon  
Katherine Low

### CHAIR

Joe Hough

### MEMBERS

Debbie Collins  
Ken Harper  
Jim Holody  
Stephen Ord  
Bruce Sworik  
Gerry Weir  
Barb Whitney

### STAFF LIAISONS

Betty Doré  
Lyn Coupland  
Katherine Low  
Joanne Shannon

## Grand Theatre

- *Real Estate* the play:

A key objective of LSTAR's 2007 Strategic Plan focuses on the representation and promotion of REALTORS®. We certainly had a unique opportunity to fulfill that objective when we found out that *Real Estate* the play would be coming to London's Grand Theatre in March.

In partnership with CREA, LSTAR was pleased and proud to sponsor the play – “a light-hearted, feel-good romantic comedy bringing together love, expectations and real estate sales!” This required thinking outside the usual ‘advertising box,’ but we could think of no better way to spend our advertising dollars than by assisting our local professional theatre in providing a quality cultural experience to our community, and at the same time, getting the word out to the public about how REALTORS® help.

Our involvement as a sponsor not only allowed us to promote LSTAR as an Association, but also gave us the opportunity to showcase the national REALTOR® ad campaign and the [www.howrealtorshelp.ca](http://www.howrealtorshelp.ca) website. For example, we placed the national print ads (tailored by CREA for LSTAR with our logo) in both the Grand Theatre's 07-08 season brochures and the play's program, exposing our message to over 16,000 patrons across 20 performances.

### CHAIR

Rick Thyssen

### MEMBERS

Mike Carson  
Vito Campanale  
Ken Harper  
Peter Hoffman  
Jack Lane  
Bruce Sworik

### STAFF LIAISONS

Betty Doré  
Lyn Coupland  
Kathryn Olde  
Joanne Shannon

## Quality of Life



LSTAR is proud to have adopted ‘Quality of Life’ (QOL) – a philosophical and analytical tool for looking at how cities and the people in them live and thrive. It can be said to be an evaluation of our social, economic and physical environments.

The five principles of QOL are:

1. Ensuring economic vitality
2. Providing housing opportunities
3. Preserving our environment
4. Protecting property owners
5. Building better communities

The QOL team had a wonderful opportunity this year to attend the Toronto Real Estate Board's Quality of Life Symposium in late November. The symposium was a great way for Boards and Associations across Canada to share ideas and discuss Quality of Life issues in our communities. This year we were again inspired by the work of so many different Boards/Associations who have embraced the five QOL principles and are working toward improving the communities in which their members live and work.

### CO-CHAIRS

Mike Carson and Jack Lane

### MEMBERS

Heather Arnott  
Nelson Conroy  
Melissa Hardy-Trevenna  
Doug Pedlar  
Larin Shouldice

### EX-OFFICIO

Bruce Sworik

### STAFF LIAISONS

Betty Doré  
Kathryn Olde  
Katherine Low  
Joanne Shannon

# Social Committees

## Bonspiel

2008 marked the eleventh anniversary of LSTAR's *Homes for Hope*® Funspiel, held on Saturday, January 19th at the Ilderton Curling Club. This popular annual event is a fundraiser for Mission Services of London, which has provided shelter and assistance to the homeless and disadvantaged in our community for over 50 years. A full complement of 16 teams participated, enjoying the festivities both on and off the ice, but it was the squad consisting of Joan Butler, Lynn Jarvis, Bernice Tracey and Sheryl Ross who won the Championship.

A great day was had by all, with a total of \$10,000 raised for Mission Services. Since its inception, the Bonspiel has raised over \$75,000 for this very worthwhile cause.

Special thanks to the Bonspiel's Major Sponsors: Joel Shears of Filogix, Sid Kemp of Scotiabank, and Chris Osti of TitlePLUS.

### CHAIR

Glen Gordon

### MEMBERS

Joan Butler  
Barb Ginson  
Ken Harper  
Ron McDougall  
Gail McMahon  
Geraldine Tripp  
Sheryl Ross

### STAFF LIAISONS

Megan Silk

## Children's Christmas Party

The mandate of the Children's Christmas Party Committee is to organize an annual holiday event for the children and grandchildren of LSTAR members and their office staff. This year's party was held on Saturday, December 6th, at the Hellenic Community Centre in London. Entertainment included a Christmas show with Santa, face painting, balloons, and refreshments. A total of 320 people joined in the festivities this year. Each child received a special Christmas gift and toy donations were collected for the Women's Community House under the theme "Children Helping Children."

A big thank you to the sponsors of this year's party: Royal LePage Triland Realty (Peter Hoffman), Sutton Group - Select Realty Inc. (Bruce Sworik), Mullins Realty Corp. (Peter Mullins), Best Dressed Homes (Karen McMillan) and Zerversenuke & Associates/The Co-operators (Nadia Zerversenuke).

### CHAIR

Barb Whitney

### MEMBERS

Kathy Ames  
Theresa Holmes

### STAFF LIAISONS

Cathy Ferrie



## Christmas Gala

The mandate of the Christmas Gala Committee is to organize LSTAR's annual holiday celebration. On November 14, LSTAR celebrated the start of the Christmas season with a gala at the London Convention Centre. More than 300 REALTORS® and guests attended the glamorous event which raised over \$7,000 for "Unity Project for Relief of Homelessness in London, Inc.". The Unity Project provides emergency shelter and transitional housing accommodations in a safe, secular and home-like setting.

This event featured London Jazz Orchestra, a buffet dinner, plus a DJ with dancing and prizes throughout the evening.

A special thanks goes out to all of generous gala sponsors, but especially Filogix Inc. (Joel Shears), Homes & Land Magazine of London, St. Thomas & Woodstock (Jim LaLonde), Old South Lawn, Garden & Construction (Bren & Megan Silk), RBC Royal Bank (Patrick Tremblay), Realty Executives Elite Ltd. (Costa Pouloupoulos & Mary Johnson), RE/MAX Centre City Realty Inc., (Carl Vandergoot), Sutton Group - Select Realty Inc., (Bruce Sworik).

### CHAIR

Stacey Evoy-Smith

### MEMBERS

Yvette Helwig

Jack Lane

Kristen McNeil

Linda Rice

Megan Silk

### STAFF LIAISONS

Cathy Ferrie

## Slo Pitch

LSTAR's fifteenth annual Slo-Pitch Tournament was held on Friday, June 6, at Slo Pitch City in Dorchester. Nine teams took to the field:

- CB Richard Ellis
- Century 21 First Canadian
- Elgin Realty
- Oliver & Associates
- RE/MAX Centre City
- Royal LePage Landco
- Royal LePage Triland
- Sutton Group - Preferred
- Sutton Group - Select

After a heated battle against RE/MAX Centre City, Royal LePage Landco once again claimed the Championship title. Special thanks go out to Sid Kemp of Scotiabank for once again being the event's corporate sponsor. The generosity of the following individuals and companies is also greatly appreciated: London Home Inspection Inc. (Ollie Hiemstra), Peter J. Quigley Law Office (Peter Quigley), RealtyStreet.ca (Marco DeMelo), Sanders Pro (Bob Windling), Thomson, Mahoney, Delorey (Stewart Thomson), and TitlePLUS (Chris Osti).

### CHAIR

Barb Whitney

### MEMBERS

Danny DePrest

Brian Herschell

### STAFF LIAISONS

Cathy Ferrie



# SPONSORS

LSTAR hosts a number of special events throughout the year, many of which are fundraisers for charity. In 2008, the generosity of our sponsors helped us raise almost \$22,000 for *Home at Last* (HAL), Mission Services of London; Women's Community House; Violence Against Women, Services Elgin County (VAWSEC); and the Unity Project.

Thank you to the following sponsors for their support:

## **Titanium Supreme** (\$3,000)

- Filogix Inc.

## **Titanium Plus** (+\$2,000)

- Homes & Land of London, St. Thomas & Woodstock

## **Platinum Plus** (+\$1,000)

- Business Development Bank of Canada (BDC)
- First Canadian Title
- Libro Financial Group
- Old South Lawn, Garden & Construction
- RBC Royal Bank, London & St. Thomas Area
- Realty Executives Elite Ltd.
- Scotiabank
- Sutton Group - Select Realty Inc.
- TitlePLUS

## **Platinum** (\$1,000)

- RE/MAX Centre City

## **Gold Plus** (+\$500)

- LEDC
- Siskinds
- Thomson Mahoney Delorey

## **Gold** (\$500)

- Appraisal Institute
- Dominion Lending Centres
- Harrison Pensa LLB
- Inwood McKenna
- JMAC Home Inspections

- London Home Inspection
- Ontario Real Estate Association (OREA)
- Real Estate Advertiser
- Royal LePage Triland Realty
- Z Group

## **Silver Plus** (+\$250)

- Coldwell Banker 1<sup>st</sup> London
- Home Pro Inspections
- Mullins Realty Corp
- RBC Royal Bank, Exeter
- Sutton Group Preferred Realty

## **Silver** (\$250)

- A First Impression - Professional Home Staging
- Amerispec Home Inspections
- Best Dressed Homes
- Best Western Lamplighter Inn
- Bowsher & Bowsher
- Cohen Highley Lawyers
- G&R Contracting
- Pillar to Post
- QIS Contracting (Electrical)
- Touchbase
- Vantage Property Management

## **Friends of LSTAR**

(Monetary donation of up to \$250, prizes and/or services provided)

- Above & Beyond Promotions
- Aqua Medical Laser Associates
- B & M Auto Supply
- Banners2Go

- BathMaster (Sunrise Bath Renos)

- Bernie's Bar & Grill
- Betty Doré
- Bud Gowan Antiques
- Byron Pizza
- Canada Versatile Promotions & Business Forms
- Classic Realty
- Colio Estate Wines
- Computers Canada
- Country Depot
- Crabby Joe's Tap & Grill
- Crabtree & Evelyn
- David Maika Real Estate
- Diesel Training Studios
- Donna Anderson
- Elite Ocean Spa Inc.
- EQ3
- Executive Travel
- Fire Rock Golf Club
- Ford Keast, LLP
- Four Points Sheraton
- Freedom 55 Financial
- Gail McMahan
- Glen Gordon Real Estate Ltd.
- Idlewyld Inn
- Ilderton Curling Club
- J.J.'s Bistro
- Joan Fisher
- KJ Stub & Associates
- Lamar Advertising
- Lifeforms
- London Commercial Realty
- London Delta Armouries Hotel
- London Free Press

**Friends of LSTAR**

(Monetary donation of up to \$250, prizes and/or services provided)

- Lynn Blumas Photography
- Michael Roberts Furniture
- Minuteman Press
- Mortgage Intelligence
- National Leasing
- Ontario West Insurance Brokers
- Pet Valu
- Peter J. Quigley Law Office
- Protek Systems
- Real Mortgage Associates
- RealtyStreet.ca
- ReVita Medispa
- River Bend Golf Community
- Robert Tyrrell
- Sanders Pro Distributors
- Somerset Fine Wines & Gifts of London
- Staged Advantage
- Sutherland Furniture
- The Mortgage Centre
- The Radisson Hotel & Suites London
- The Tasting Room
- The Waltzing Weasel
- The Wortley Roadhouse
- Touch of Tranquility
- Turnbull's Flowers & Urban Accents
- UpStaged Homes
- What's Up Clothing Company
- Zeversenuke & Assoc./The Co-operators

## BUSINESS PARTNERS

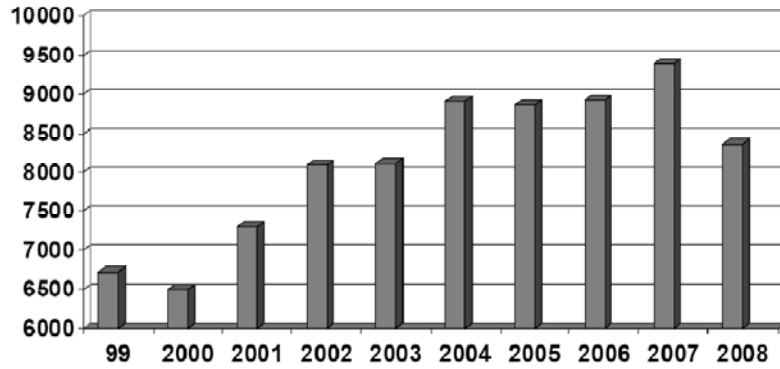
The LSTAR Business Partners Program enables interested members of the business community to establish a formal affiliation with the Association. In order to become a Business Partner, an individual (who must not be registered to trade in real estate) or company must agree to act consistently with LSTAR's mission statement and purposes, and pay an annual fee for membership of the Program. All proceeds from the Business Partners Program are donated to the *Home at Last* (HAL) affordable homeownership project.

The Association was pleased to share a formal affiliation with the following Business Partners in 2008:

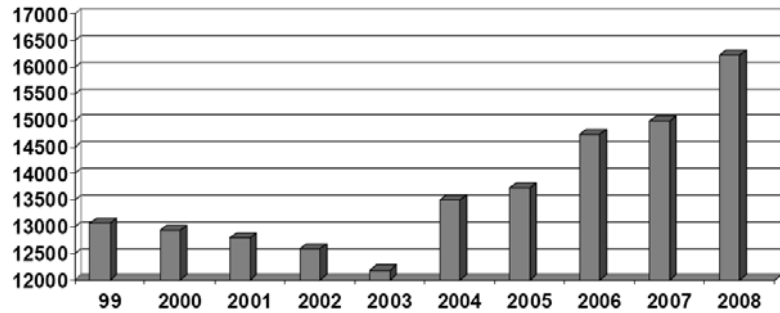
- 1-800-GOT-JUNK?
- 4 Hire
- A First Impression - Home Staging Services
- Agent's Equity
- Best Dressed Homes
- BuyWise Inspection Services Ltd.
- Homes & Land of London
- Home Pro Inspections
- HouseMaster®
- Libro Financial Group
- London Property Management Association
- Market Connections Inc.
- OBEO (Vistas Canada)
- O'Donnell Brinac Law Professional Corp.
- RBC Royal Bank, London and St. Thomas Area
- Robert Miedema - Photographer
- Siskinds Expedited Realty Services
- Staged Advantage
- Thomson Mahoney Delorey
- Zeversenuke & Assoc./The Co-operators

# 2008 STATISTICAL GRAPHS

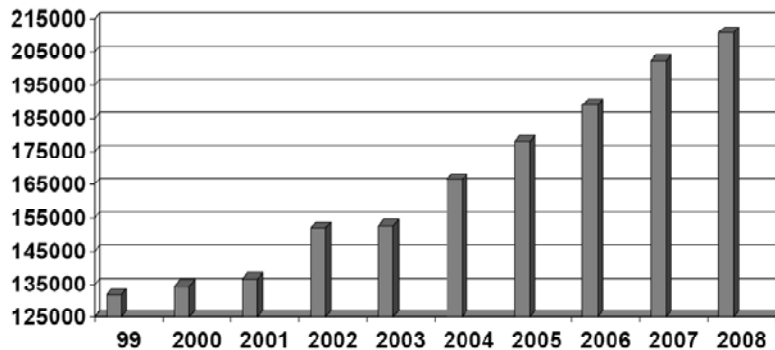
**MLS® Residential Sales**  
(Jan. 1 to Dec. 31 – a 10 year review)



**MLS® Residential Listings**  
(Jan. 1 to Dec. 31 – a 10 year review)



**Average Residential Price in Association's Jurisdiction**  
(10 year review)







The London and St. Thomas Association of REALTORS® (LSTAR) 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 a high standard of ethics and business practices.



www.lstar.ca

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Members of LSTAR also belong to the Canadian Real Estate Association (CREA), one of Canada's largest single-industry trade associations, representing more than 97,000 real estate Brokers/agents and salespeople working through more than 100 real estate boards and associations. They also belong to the Ontario Real Estate Association (OREA), which represents over 45,000 Brokers and salespeople who are members of the province's 42 real estate boards.

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Executive Vice-President: Betty Doré, CIM CAE  
Editor: Katherine Low

# 2008 STATISTICAL YEAR END REPORT

<b>Market Activity</b>	Sales of detached homes in the Association's jurisdiction (Middlesex and Elgin Counties) were down 10.7% for 2008 and sales of condos were down 11.8%. A total of 8,356 homes exchanged hands in 2008.
<b>Type of Market</b>	A larger supply of listings is resulting in a more balanced resale housing market in 2008.
<b>Listings</b>	Active detached home listings end of period were up 43.3%. Active condo listings end of period were up 24.4%.
<b>Average Price Year End</b>	All detached homes in LSTAR's jurisdiction up 4.2% to \$2225,981  All condos in LSTAR's jurisdiction up 4% to \$151,969  Two-storeys up 5.5% to \$291,499  Bungalows up 4.4% to \$170,321  Ranches up 1.7% to \$254,098  Townhouse Condos up 6.7% to \$145,292
<b>Most Popular</b>	Two-storey homes followed by bungalows, townhouse condos and ranches.
<b>Economic Spin</b>	Approximately \$269,063,200 from residential and condo MLS® sales.
<b>Market Factors</b>	CREA Chief Economist Gregory Klump says: "These changes in the Canadian housing market reflect a broader and weakened picture of both the economy and buyer sentiment. National sales activity and price trends will continue reflecting increased cautiousness on the part of lenders and buyers, as the economy works its way through and out of the current recession."