



Thursday, March 8, 2001

Annual General Review 2000

Agenda

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Mission Statement

The London and St. Thomas Real Estate Board is an association of REALTORS committed to providing Members with the structure and services to ensure a high standard of business practices and ethics and to service effectively the real estate needs of the community.

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

10:00 AM	Registration
10:30 AM	Call to order and welcome by 2001 President Rick Odegaard
10:40 AM	Approval of AGM Minutes of March 21, 2000 and adoption of: 2000 Annual General Review AND audited financial statement AND appointment of Board's auditors and solicitors Remarks of 2000 President and presentation to 2000 President Presentation to 2000 Retiring Directors Address of 2001 President Remarks of 2000 Marketing Division President and presentation to 2000 Marketing Division President Presentation to 2000 Retiring Marketing Division Directors Remarks of 2001 Marketing Division President
11:15 AM	Other business (consists of presentations to): Mission Services Community Service Award Outstanding Service Awards Long Service - Plaque / Pin Presentations CREA 25-Year Certificates
11:30 AM	Introduction of Guest Speaker , CREA Director Richard Wood Guest Speaker's Address Thanks to Guest Speaker
12:00 Noon	Networking (bar opens)
12:30 PM	Grace and toast to the Queen Lunch and adjournment



Minutes of the Annual General Meeting

Tuesday, March 21, 2000

Paddock Lounge – Western Fair Grounds

1.) **Call to Order and Welcome**

2000 President Greg Anthony welcomed Members and called the meeting to order at 10:37 AM.

2.) **Introduction of Head Table Guests**

In addition to introducing the head table and invited guests, Greg also asked that the 2000 Marketing Division Board of Directors, Past Presidents, Honourary Members and Board staff stand to 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 Honourary Members, invited guests and Board staff had the right to vote at Annual General Meetings.

MOTION

that the Minutes of the March 18, 1999 Annual General Meeting be approved.

CARRIED

4.) **Adoption of 1999 Annual General Review**

MOTION

that the 1999 Annual General Review, which contains the 1999 Committee Reports, be adopted as amended.

CARRIED

5.) **Adoption of Audited Financial Statement for the Year Ended December 31, 1999**

MOTION

that the Statement of Revenue and Expenditures for the year ended December 31, 1999, as contained in the Annual General Review, be adopted.

CARRIED

6.) **Appointment of 2000 Board Auditors and Solicitors**

MOTION

that Ford, Keast Chartered Accountants continue to be the Board's Auditors for 2000.

CARRIED



MOTION

that the law firms of Berg, Kennedy, Cleaver, Broad AND Mervin Burgard, Q.C. continue to act as the Board's Solicitors for 2000.

CARRIED**7.) Remarks of 1999 President**

Gerry Weir then gave his Past President's address (a copy is attached in the Minute Book).

8.) Presentation to 1999 President

After commenting that Gerry had "*gone above and beyond the call of duty in exercising his presidential obligations with diligence and wisdom*", Greg presented him with a plaque, scrapbook, momentos and a gift from the membership for a job well done.

9.) Presentation to 1999 Retiring Directors

Greg then asked retiring the Directors (as noted below) to come to the podium and receive their Directors' plaques in recognition and appreciation of their efforts during their terms of office:

1999 Past President – Nancy McCann

1992 + 1993 Secretary Treasurer / 1991 + 1994 to 1999 Director – Bill Bickley

1998 – 1999 Director – Debbie Collins

1997 – 1999 Director – Harry Johnston

1998 – 1999 Director – Bernie Sheridan

10.) Address of 2000 President

2000 President Gerry Weir addressed the membership (a copy of which is attached in the Minute Book), subsequent to which he called upon 1999 Marketing Division President Tom Dampsy to say a few words.

11.) Remarks of the 1999 Marketing Division President

Tom Dampsy then gave his outgoing speech (a copy of which is attached in the Minute Book), following which Greg called upon Dennis Sonier to thank Tom and present him with his token gift of appreciation.

12.) Presentation to 1999 Marketing Division President

2000 Marketing Division President Dennis Sonier came forward and thanked Tom for all his hard work and dedication to the Marketing Division during his term of office and said that Tom had, "*successfully steered the Division through the toils and snares of 1999 with his usual mix of high energy, high expectations and high spirits*" and then presented Tom with his President's plaque and gift as a token of the membership's gratitude and esteem.

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13.) Remarks of 2000 Marketing Division President

Dennis then gave his incoming speech (a copy of which is attached in the Minute Book), following which he called the following retiring Marketing Division Directors to the podium to receive their Directors' plaques in recognition and appreciation of their efforts during their terms of office.

1999 Past President – Harry Johnston

1996 to 1999 Director – Pat Cooper

1996 to 1999 Director – Doris Granger

1998 – 1999 Secretary Treasurer – Richard Thyssen

14.) Other Business

a) Honourary Membership Plaques

Presented to Jim Rowcliffe and Walter Pokusa

b) Tammie Daigneault

Recognized her efforts to the Board and announced that Tammie would be receiving a computer

c) Mission Services

Presented with a cheque for \$5,000.00

d) Special Presentation to Ashleigh Barney

Award and thanks for her contributions as regards *Homes for Hope*® Pins

e) Community Service Award

Presented to Glen Gordon

f) Outstanding Service Awards

Presented to Bill Bickley, Dave Bowring, Harry Johnston and Richard Thyssen

g) CREA 25-Year Certificates

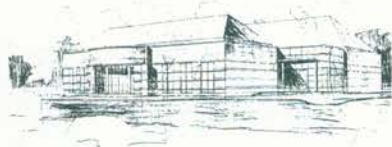
Presented to Ron Annis, Vince Bogdanski, Rebecca Postian-Carnegie, Dan Dencev, Mary Dewar, Bill Elliott, Ray Figueiredo, Jim Gilmore, Alice Grannen, Stefanie Hayek, Gail Irlmer, Sandy Krueger, Matthew Lynch, Len Neilands, Ray Otermanns, Harry Tugender, Cynthia Wilson and Bill Woodsit.

h) Guest Speaker – Allan Johnston, Manager CCD - RECO

Following an introduction of the guest speaker by our Executive Officer, Betty turned the podium over to Allan Johnston, Manager of the Complaints, Compliance and Discipline Department of the Real Estate Council of Ontario. Allan gave the members a detailed explanation of how the Council deals with complaints under its newly established CCD Department. Following this, Betty thanked him and gave him a token gift of appreciation.

15.) Adjournment

Following a short networking break and lunch, Greg adjourned the meeting at 1:37 p.m.



President's Report

Statistics

When I was preparing a market forecast for the Real Estate Institute of Canada in the first month of my term as President, I predicted that the year 2000 would be a *very* good year for real estate. Upon reflection, however, I dropped the word 'very' and predicted instead that 2000 would be simply a good year, that growth would be solid and sustained and that the market would be brisk, but not booming.

As it turns out, cautious optimism was, indeed, in order. 6,505 homes exchanged hands in 2000, making that year the fifth consecutive one in which sales of over 6,000 units was achieved. Generally speaking and going by the benchmark established by Canada Mortgage and Housing Corporation's expert market analysts, anything over 6,000 units is considered a good year. Admittedly, we were down 3.2% from 1999. However, we finished with 4.7% more sales than the average *per annum* over the past decade, which stands a little over 6,196.

The average price of a home in the Board's jurisdiction in 2000 stands at \$134,593, up a modest 2% from 1999, and, although there were occasional stirrings in the move-up sector -- a phenomenon borne out by the slightly higher average house price and the fact that the more expensive two-story home narrowly beat out the less pricey bungalow as the best-selling house type in 2000 -- the market remained a more or less balanced one over the year.

Business Plan

The Organizational Review, conducted in 1999, generated a Business Plan to which we added a few must-do items. This meant that our agenda for the year 2000 was very full right from the start. Much of the work fell to Committees and Task Forces. I will review the various objectives briefly and, where appropriate, refer you to the relevant Committee or Task Force report. I would also like to remind you of the reason we had the Organizational Review done in the first place -- so that we could determine how we could continue to deliver valued services to our Members using fewer dollars. Membership has declined 33% since our peak in 1989 and so have our revenues. Consequently, adjustments had to be made.

Death Benefit

For years the Board has paid the premium on a life insurance policy of \$10,000, payable to a designated beneficiary upon the death of a Member. One of the recommendations put forward in the Organizational Review was to abolish this Member Service. The reasoning behind this recommendation was that no one joined the Board because of the benefit or would leave it if the benefit was eliminated. The point was further made that most Members were unaware of the benefit, so to take away something they did not know they had would not result in a sense of loss. If this sounds a little cold and calculating, please bear in mind that your Directors asked the consultant who conducted the review to be extremely hard-nosed when it came to dollars and cents and this Member Service does set us back approximately \$52,000 *per annum*.



Greg Anthony
2000 President

YEAR	SALES
2000	6,505
1999	6,720
1998	6,416
1997	6,269
1996	6,770
1995	5,397
1994	5,793
1993	5,602
1992	6,285
1991	6,007

(Continued on page 6)



(Continued from page 5)

However, your Board of Directors was not prepared to axe the death benefit without further evaluation and set up a Life Insurance Task Force to look into the matter. For the outcome, please turn to the report of the Life Insurance Task Force on p.33.

Elimination of the Dailies

The consultant also recommended that the hard copy of the paper Dailies be eliminated as soon as staff could put in place alternative ways to access the information contained in the Dailies. To act on this recommendation was a very tough decision for your Directors. However, given the fact that many Members told us that they didn't use their Dailies or could certainly do without them, spending approximately \$109,000 per year to produce them (3 million sheets of paper in 1999 alone) and then \$77,430 to deliver them to your offices only so that many Members could throw them away, seemed an unjustifiable waste of limited resources.

Cost was not the only reason to eliminate the Dailies. In the new millennium there are new realities to deal with, including a new breed of consumer. REALTORS need to remain current in terms of technology if they intend to interact effectively with consumers whose preferred way of communicating with an agent will increasingly be e-mail and whose preferred way of looking through houses will, as often as not, be virtual tours. If we had continued to supply our Members with paper product instead of encouraging them to go online and become more adept at technology, we would be doing them a grave disservice. It's all very well to say that REALTORS must stay at the centre of the transaction, but we cannot do that in a world where the profession is under threat of extinction unless we are willing and able to adapt.

The Dailies ceased production on July 31, 2000. Instead of paper, we introduced VandX, which allows users to access the online via the Internet instead of through a dial-up connection. We also added more phone lines and monitored usage reports to ensure that our Members would not have to deal with busy signals. We published out instructions on how to access the information on the Dailies and the Notice Sheet via the online and made it possible to get the information, in the same format as the printed Dailies, via the Members Only Site on our web page.

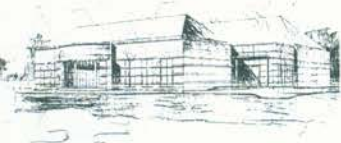
At the end of the year it was decided to send forth to the Floor of a Firm Members Meeting a motion which would include a provision for reinstating the paper Dailies but on an optional, user-pay basis.

Changes to the Catalogue

Another of the key recommendations found in the Organizational Review was to phase out the Catalogue entirely. The Directors did not feel comfortable with that recommendation. However, because the Catalogue is a big ticket item and because, as with the Dailies, many Members have

(Continued on page 7)

"The Dailies ceased production on July 31, 2000."



told us that they do not use the Catalogue (except to give to their clients -- something that is, of course, not supposed to happen), the Directors knew that some change to our present system was overdue. Accordingly, they charged the MLS® Systems Committee to come up with a way to reduce the size of the Catalogue, thereby cutting its cost, while, at the same time, making it more consumer-friendly, so that the REALTORS might be able to give it to their clients in good conscience. For the report of the MLS® Systems Committee, please refer to page 22.



Reduction of Delivery

Since staff undertook this job, I would like to refer you to the Executive Officer's Report on page 14.

Renovation of Building

Another of the objectives set in the Organizational Review was to proceed with building renovations that would eliminate one reception area and provide for both a walk-in REALTOR store and a larger computer training facility. The computer lab in particular was considered a very high priority. Not only must we ensure that our Members have every opportunity to learn about technology and stay current, we also needed to provide them with alternative and, frankly, superior methods of obtaining and working with information than by simply receiving paper product. There was a further advantage to having a bigger and better computer lab: it enables us to provide MCE courses in technology onsite which, in turn, ensures our standing as a certified MCE provider. A task force was struck to look into these issues and its report may be found on page 29.

Web-based MLS System

Our MLS® database went on line back in 1984 when we became the tenth real estate board in Canada to adopt the Vandat software originally written by the Real Estate Board of Greater Vancouver. Since that time there have been various versions of Vandat, from text-based Classic Vandat to WinIDS 3.5, and no one can say that this software has not served us well. However, the world has changed and so must we. Increasingly transactions are being done electronically and that trend is only going to continue. Our Members need the best technology tools we can afford and so we struck a task force to address one of the objectives set in the Organizational Review: to investigate a stand-alone, Web-based MLS® System. For that report, I refer you to page 35.

Key Pad Replacement

We moved from the SUPRA Title Key System to the Electronic KeyBox and SuperCard in 1994. Going into the third year, we started experiencing an increase in SuperCard returns due, in most cases, to the malfunctioning of those keys which made up the Member's code. Of course these were the keys most used.

"If we had continued to supply our Members with paper product instead of encouraging them to go online . . . , we would be doing them a grave disservice."

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(Continued from page 7)

By this time SUPRA recognized the problem with their product and offered us a reasonable warranty agreement, which we accepted. The cost of the warranty over the last four years was \$25,831 *versus* the \$82,529 we would have had to pay to replace the pads ourselves.

During this time SUPRA began production on a new card called the SuperKey and improved on the Super Card by fixing the problem which resulted in so many malfunctions and by adding new features. The reasons we did not move to the new SuperKey earlier were twofold:

1. the new card did not have a proven track record; and
2. keeping the SuperCard was costing us less per year than replacing it with the SuperKey.

Last year, because the Super Cards which work with our electronic key box system are wearing out and SUPRA's warranty on them was due to expire in June of 2000, it was decided to strike a task force to look into the matter of replacing them. For the report of the Key Pad Task Force, please refer to page 32.

"Many of our attitudes towards work were forged in the 80's, when being a workaholic was seen as a virtue and one's personal success was measured in dollar value."

Compensation Review

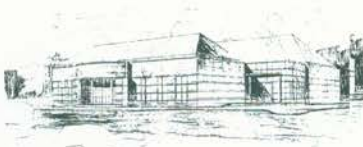
On the recommendation of the consultant engaged to conduct the Organizational Review, a Compensation Review was conducted to determine whether our staff was paid at below, at, or above market. All jobs were evaluated and compared to similar jobs, then adjustments to bring salaries in line with local market value were recommended and approved by the Board of Directors.

Priority Check

If there was a theme to my Presidency – something that I stood for and tried to uphold, whenever possible – it was the need for REALTORS to take time for themselves and their families. Many of our attitudes towards work were forged in the eighties, when being a workaholic was seen as a virtue and one's personal success was measured in dollar value – particularly, I think, in our profession. Many of us sacrificed our marriages, our relationships with our children, not to mention our physical, mental and spiritual health to the pursuit of the all-mighty dollar. Now we need to sit back and take stock of our lives and redefine success in more human terms. It is very true that, if REALTORS are going to continue at the centre of the real estate transaction, we must embrace technology and come up with new ways to add value to our service . . . but, if we are to remain around to do that, we must also take better care of ourselves and those we love.

Conclusion

It has been an exciting year for me and an occasionally sobering one. I found, occasionally to my discomfort, that the President really must remain impartial and nonpartisan, that he must support the decision of the Board of Directors, even if he may sometimes not agree with it. There



have been duties I was obliged to perform that I would rather not have and decisions I had to make because it was in the best interest of the Board as a whole rather than a smaller group of like-minded colleagues.

On the flip side, there have been wonderful moments. I thoroughly enjoyed representing the Board at such events as the Grand Opening of the new stadium at the University of Western Ontario (the Board, as you may recall, has donated to the 2001 Summer Games and the new stadium is part of the infrastructure being put in place to accommodate them), Mission Services' Harvest Banquet and the dedication of the most recent Habitat for Humanity house in London. And who could fail to be impressed at the reception we received from our elected leaders in Ottawa when we went to lobby on CREA issues? Being in a leadership position is tantamount to taking a ringside seat at one, at least, of the greatest shows on earth – organized real estate on the provincial, national, North American and even global arena. You can't help but see the big picture and where we fit into it.

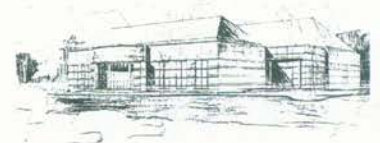
It would be remiss of me, indeed, to not thank our Executive Officer, Betty Doré, along with her Executive Assistant, Lyn Coupland, and Communications Officer Melissa Hardy-Trevenna. Their guidance, patience and expertise were, quite simply, invaluable. I would also like to thank the entire Board staff. Rarely have I had the opportunity to work with such a cohesive and customer-service driven team of people and it has been a real treat. And, of course, I must thank my wife Madeleine, who put up with a husband who occasionally had just a little too much on his plate – I couldn't have done it without her understanding and support!

It has been a honour and a pleasure to have served as your President in the year 2000. Thank you for the confidence you placed in me . . . and God bless!

Greg Anthony
President



"Being in a leadership position is tantamount to taking a ringside seat at one, at least, of the greatest shows on earth."



Board of Directors 2000



Greg Anthony,
President



Rick Odegaard
1st Vice-President



Gerry Weir,
Past President



Michael Hines
2nd Vice-President



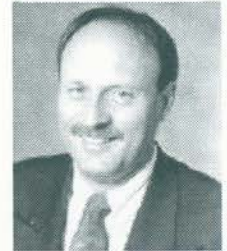
Vito Campanale
Director



Michael Carson,
Director



Tom Dampsy,
Director



Glen Gordon,
Director



Ken Harper,
Director



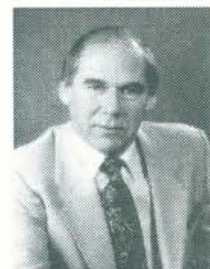
Peter Hoffman,
Director



Joe Hough,
Director



Bill Hyman,
Director



Harold Kewley,
St. Thomas Director



José Medeiros,
Director



Dennis Sonier,
Director



Betty Doré,
Executive Officer



Marketing Division Board of Directors

In the late summer of 2000, Dennis Sonier, 2000 President of the Marketing Division Board of Directors, opened up his own office and, because the resulting change in status from Associate Broker to Firm Member made him ineligible to continue in office, he regretfully resigned. I agreed to come on as President for the remainder of the year as well as for 2001 and Mike Carson, formerly Second Vice-President, became the Marketing Division's First Vice-President. Because our Election Meeting was not far away, we did not replace Mike as Second Vice.

On behalf of the Marketing Division Board of Directors, I would like to thank Dennis for the time and energy he invested in advancing the interests and representing the salesperson Members of our Board over the past five years. He was an excellent president and made a real contribution to the Division.

In 2000 the Marketing Division organized four very successful special events.

Toonie Town Hall

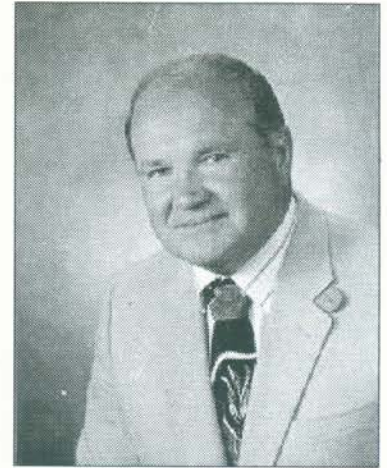
In May 2000 the Marketing Division held a Toonie Town Hall attended by 150 Members, our largest crowd ever for a town hall. It provided salespeople with a social occasion and the chance to mix, mingle and network but, more important in the new millennium, with much-needed information on a national survey on consumer confidence in our profession and on fraud and real estate, particularly in terms of something we all do and need to know about – advertising and protecting our professional image. Marketing Division Directors Debbie Scott and Kathy Amess were in charge of programming events like the town hall and the election meeting.

Union Golf Tournament

About 80 Members turned out for our annual day of golf at the beautiful Union course. In keeping with the Board's policy of ensuring that special events are zero-budgeted, I am proud to report that our fun day not only broke even but actually made money. Kudos and thanks are owed to Marketing Division Director Debbie Scott who worked very hard to secure sponsorship for the event. It raised over \$1,200 for one of the Board's long-time principal beneficiaries, the women's shelter in St. Thomas. I must also thank the Toronto Dominion Financial Group which not only donated \$2,500 but also pitched in all sorts of other goodies – from muffins to putters. They continue to be an absolutely outstanding corporate sponsor and we are so, so grateful for their support.

Election Meeting

Our Election Meeting, held at the Hellenic Centre, took place in late October. In addition to the election itself, the meeting featured an update by LSTREB Director Vito Campanale on REBBA Reform and a report from Past President Gerry Weir, Chair of the Technology Task Force.



Joe Hough,
2000 Marketing Division President

"... increasingly, the role of the Marketing Division is shifting from social convener to conveyor of information."



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Children's Christmas Party

A good time was had by adults and children alike at the Marketing Division's annual Children's Christmas Party which took place on the second Saturday in December at Wonderland Gardens. Two hundred and twenty nine children and two hundred and twenty adults enjoyed the magic and the mayhem, not to mention balloon sculptures, face painting, Jingles the Clown, a present for every child and a guest appearance by none other than the Jolly Elf himself, complete with a real beard. This was the first year that we set up a donations table to benefit the residents of the Women's Community House and we were absolutely overwhelmed by the gifts that poured in for both women and children alike. Many thanks to party planners Barb Hodgins and Mary Smith who pulled out all the stops to make this party such a joyous and fun-filled romp. And, of course, our heartfelt thanks go out to our generous event sponsors, Sutton Group Select and Instant Forms.

Information Reps

I have written about the various special events held this past year. However, increasingly, the role of the Marketing Division is shifting from social convener to conveyor of information. For that reason, the role of what was formerly known as Office Reps is also changing. Their primary function will no longer be just to sell tickets but to assist in the dissemination of information about the Board and industry-related issues to the people in their offices and to solicit input and feedback that they can bring back to the Marketing Division Board of Directors. We have changed their title from Office Reps to Information Reps, to more accurately reflect their new and enhanced role. Obviously that role will be a supporting one. In both the first and the final analysis, it is the responsibility of Board staff to ensure that all the Members have access to the information they need to do their jobs – either through timely publications, either hard-copy or electronic, and the forums provided by information town halls, presentations, demonstrations and meetings. However, Info Reps can greatly assist in the communication process by taking accurate information back to their offices. Marketing Division Directors Tony Scarpelli and Sharon Allison-Prelazzi were in charge of organizing Information Reps in 2000.

"The primary reason the Marketing Division exists . . . is to ensure that the interests of our salespersons may be represented at the LSTREB Board of Directors' table."

Changing Roles

Social events bring value to the Board in terms of networking and the creation of the congenial, collegial atmosphere in which all of us are privileged to work – ours is a profession, after all, that is founded on the principle of sharing, of collectivity. However, the primary reason the Marketing Division exists, that all of us put up with the considerable confusion that arises when one organization has two Boards of Directors and, upon occasion, what appears to be different and sometimes even conflicting agendas as well, is to ensure that the interests of our salespersons may be represented at the LSTREB Board of Directors' table. That is where the real work lies. Why? Because the next decade will see organized real estate and REALTORS either stand together or fall apart. We have to leave politics behind us and, instead, concentrate on staying at the centre of the real estate transaction. And the way we do that is by adding value to the service we provide.

According to surveys, people want to move, on average, every three years, but when do they actually move? Approximately every nine years. For two thirds of the time they are in a given house, they wish they were in a different one. Not because they can't afford to move up. Be-



cause they can't *stand* to. Selling one home, buying another and moving house is such a stressful experience that, although people really want to do it, they postpone it as long as they possibly can.

Think about what kind of market we would have if all those owners who wanted to move every three years would pick up the phone and call us on January 1st of Year Four, rather than six years later. Deals would triple. So what are we waiting for? For someone else to make it less of an ordeal? For someone else to line up and then pitch the valued added services that would make the transition from one home to another painless and even fun? Why aren't we negotiating the mortgage and dealing with the insurance company and contracting with movers and arranging for hydro and cable and telephone and Internet service and informing all relevant government bodies of our client's change of address? Why are we allowing our clients to lift so much as a finger when we know that, by doing everything for them, we are ensuring our place at the centre of the real estate transaction?

Two things will elevate our role to one of total transaction manager. We have to learn how to use technology to make our work easier and we need to avoid at all costs *The Box* – I'm referring to that dreaded *Box* we have all spent the last decade being enjoined to think outside! The new REALTOR must strive to be all things to his or her clients . . . not just the person who sold them the house.

In conclusion, I would like to thank our Staff Liaison, Wendy Preib, for all her hard work and good humor, a dedicated and enthusiastic of Board of Directors and, as of December 31, 2000, the 844 salespersons the Division represents. I appreciate your ongoing confidence in me and I will do my utmost in the year 2001 to work on your behalf.

Joe Hough, President

Marketing Division



Front row, left to right: Sharon Allison-Prelazzi, Mary Smith, Dennis Sonier, Joe Hough, Debbie Scott. Second row, left to right: Kathy Amess, Trevor Tyson, Mike Carson, Barb Hodgins, Dan Fraleigh, Costa Pouloupoulos. Missing from photo: Tony Scarpelli.



Executive Officer's Report

One of the difficulties in being a not-for-profit association with volunteer leadership and a high degree of volunteer participation and involvement is that major changes don't come easy or fast. They require a great deal of consultation; they must be based on mountains of research; consensus – often based on compromise – must be achieved at a leadership level; following this, recommendations must be widely communicated to a diverse group of professionals and, in a sense, both pitched and sold; then, and only then, can they be implemented. And usually we have not one, but multiple projects on our plate, all of which require judicious care and feeding. Yet, perhaps remarkably, we manage to forge ahead. The year 2000 is an excellent case in point.

MLS®

MLS® took centre stage in 2000. The elimination of the paper Dailies meant that staff had to quickly develop alternate ways in which the Members could access critical information about new listings which had come on the system. Fortunately we were able to negotiate with London Hydro for a high-speed, fiber optic connection to the Internet. This made the introduction of VandX – software which allows Members to access the online by the Internet – far more viable. By December 2000, 35% of the Members were using VandX rather than a dial up connection to go online and that's good news in a world where the Internet is the place to be. We also devoted a great deal of time and effort not only to ensuring that the Members could get the Notice Sheet and Latest Listing information using the online and via the Members Only section of our home page, but also to communicating to the Members just how to go about that.

Staff was also heavily involved in the investigations into a Web-based MLS® system by the Technology Task Force and assisted in the development of a lengthy and detailed Request for Proposal sent out to eleven Vendors in December. For more on this subject, please go to the report of the Technology Task Force, found on page 35.

In addition we worked closely both with the MLS® Systems Committee and our present MLS® Vendor, VistaInfo, to develop formats and pricing for a reduced-information, REALTOR friendly, optional, user-pay Catalogue. For more on this issue, I refer you to the report of the MLS® Systems Committee on page 22.

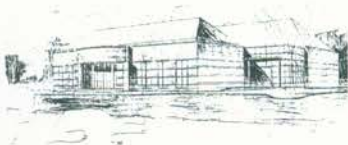
Delivery

Daily delivery to each and every office belonging to the Board happened because of the paper Dailies. When they were eliminated, the Directors saw it as an opportunity to reduce costs. Staff took it one step further, with the approval of the Directors, and decided to try and customize delivery to the extent possible. To that end, we sent out a detailed survey, followed up to ensure that we knew every broker's wishes in this regard, and then mapped out a delivery schedule that addressed every office's individual needs. Built into the new system was the capacity to prompt a delivery when none was scheduled should an item be important or urgent. So far the system seems to have worked well. Should you experience any difficulty as a result of frequency of delivery, please feel free to contact us and we will continue to do our best to meet your delivery needs.



Betty Doré,
Executive Officer

**"By December 2000,
35% of Members were
using VandX rather than
a dial up connection to
go online."**



Members Only Page

This year we had too much on our plate to devote much attention to building an Intranet site. Besides, we are all waiting to see how REALTOR Link™ pans out. The operation and management of this Intranet site, originally developed by a consortium of primarily Western Boards, was to be taken over by CREA at the beginning of 2001, as per the Four Point Accord approved by the General Assembly at CREA's 2000 Conference. After all, there's no use in reinventing the wheel! The Board of Directors, along with the Intranet Task Force, saw a demonstration of REALTORLink™ in 2000 as a first step towards considering whether our Board should participate in the project or not.

In the interim, however, staff built a Members Only Home Page which may be accessed through the Board's home page and is password-protected. This resource includes, among other items:

- Calendar of events;
- CMHC Housing Tips;
- Dailies (Latest Listings);
- Education Calendar;
- Notice Sheet;
- MF-CL-IC-BU-FA (new listings for these listing types only);
- Open Houses;
- Stats; and
- VandX download.

Communications

REALTORS are knowledge workers. They trade in information as much, if not more, than in real estate. To be effective they must keep current and have quality information, not just about a particular property, but about the law, zoning, government regulations, etc. The largest part of our job at the Board is maintaining a powerful database, your MLS®, but we also have a mandate to keep you up to date on all the other issues that affect how you do business.

This year it came to our attention that some of our local lawyers were advising their clients *not* to sign Buyers Agency Agreements, which RECO has mandated that they must do if they wish to enter into an agency relationship with that REALTOR. Therefore, we undertook a comprehensive campaign to educate local lawyers regarding these matters.

We also launched two new publications, *Broker Biz Buzz*, which provides timely information targeted at Brokers and Office Managers, and *Get Real*, a Board and industry update for the Marketing Division's Info Reps.



"REALTORS are knowledge workers. They trade in information as much, if not more than in real estate."

(Continued on page 16)





(Continued from page 15)

Conclusion

In the year 2000 I had the privilege of sitting on OREA's Public Relations Committee and chairing that association's Western Area Professional Development Day Committee. At the national level, I sat on CREA's Association Executive Council's Board of Directors as Past Chair and served as Dean of its 2000 Seminar. I also sat on AEC's Contingency Task Force which looked at how a number of Boards in the U.S. had dealt with the loss of MLS® -- a surprising number of our neighbours to the south have either: undergone amalgamation or merged; divided into two corporations, one a not-for-profit (the Board) and the other a for-profit (MLS®); or joined a regional MLS® while retaining separate Board status.

Certainly MLS® is a core service, but, for the Members of many U.S. Boards, the loss of MLS® has not resulted in their Board's demise. Members stay for a number of reasons. For example, in order to access some Regional MLS®s, you must first belong to one of the Member Boards. Some professionals retain their Board membership so that they call themselves REALTORS; others because they value services, such as lobbying, education and training in and assistance with technology.

Looking southward is like looking into a crystal ball – it lets us see the shape of things to come. Just as REALTORS must adapt if they are to stay at the centre of the real estate transaction, so must our associations remain alert, flexible and willing and able to meet the changing and evolving needs of our Members. Fortunately I think our Board is well positioned to do this because we have three, very valuable assets – an informed and conscientious Board of Directors, a dedicated and hardworking volunteer base and an absolutely top-drawer staff team. I would like to take this opportunity to thank and congratulate all three of these groups for their support and hard work – 2000 belongs to them.

E.L. Betty Dore, CIM, CAE

Executive Officer

"Just as REALTORS must adapt . . . so must our associations remain alert, flexible and willing and able to meet the changing and evolving needs of our Members."



Board Staff

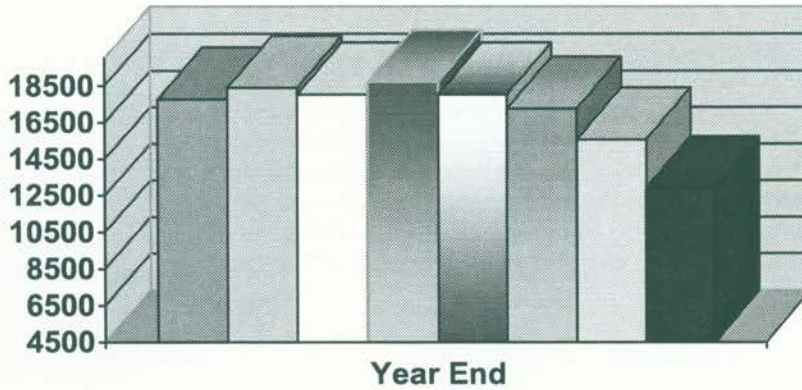
1st row, left to right: Connie Calis, Colleen Daniak, Betty Doré, Lyn Coupland. 2nd row, left to right: Gwen Bodaly, Jenny True, Debbie Czench, Wendy Preib, Liana McLachlan, Cory Coughtrey, Laurie Proulx and Janice Freeman. Missing from photo, Melissa Hardy-Trevenna.



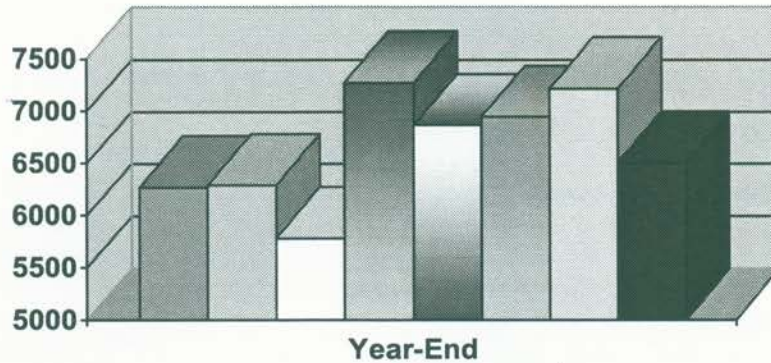
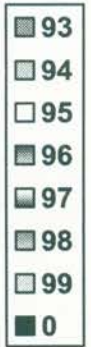
Statistical Graphs 2000



Listings

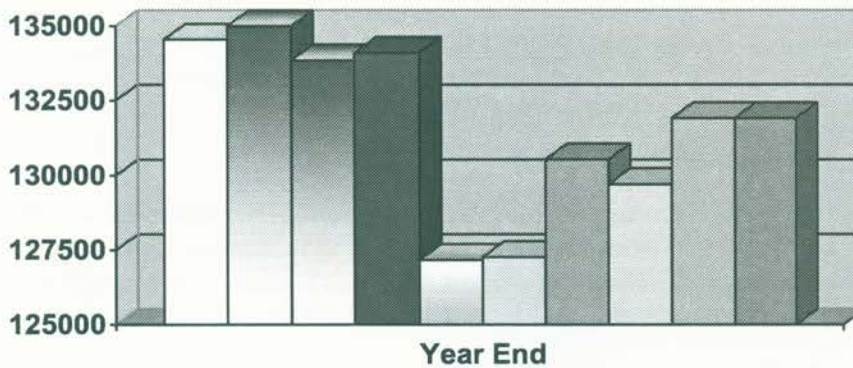


Unit Sales



“Generally speaking, we consider anything over 6,000 sales to be a good year. This year 6,505 homes exchanged hands.”

Average Price



Committee Reports

Arbitration Committee

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

In 2000 there were seven claims altogether, of which three were settled as a result of mediation and one was withdrawn after mediation. Two hearings, involving three claims were held. In one case the claimant was awarded the full amount of the two claims. In the other, the Claimant was awarded a partial amount of the claim.

CHAIRMAN

Dave Roby

MEMBERS

Bing Anrep
 Bev Bosveld
 Rebecca Carnegie
 Ruth McNab
 Grant Monteith
 Dick Nywening
 Bernie Sheridan
 Yvonne Sloan Collyer
 Ron Rossini

STAFF LIAISON

Lyn Coupland



"Overlay Boards for commercial REALTORS were a hot topic of conversation in 2000."

Commercial Committee

The mandate of the Commercial Committee is to:

- Review and recommend changes to commercial forms to the Board of Directors;
- Formulate, plan, arrange and/or conduct education sessions on commercial topics, working in conjunction with the Education Representative and/or the Education Advisory Group and the Member Services Department;
- Make recommendations pertinent to commercial real estate to the Board of Directors;
- Promote and increase the spirit of co-operation among Members who have an interest in commercial real estate; and
- Promote and increase Membership of commercial practitioners.

CHAIRMAN

Mike Jakupi

MEMBERS

John Alguire
 Greg Anthony
 Bev Bosveld
 John Bujouves
 Randy Hanke
 Debbie Scott

STAFF LIAISONS

Betty Doré
 Liana McLachlan

Commercial Mini Trade Show

The first LSTREB Commercial Mini Trade Show took place in September 2000 and was very well attended. Twenty-one exhibitors took part, while Corporate Sponsors Four Point Sheraton Hotel and London Webmasters served up, respectively, continental breakfast and reliable fiber optic Internet connections.



Phil Nesrallah, the Chair of the National Commercial Council of CREA and a member of the CREA Board of Directors, was on hand to speak about the NCC, the cls.ca (a website owned and operated by CREA for the NCC to advertise commercial properties for sale, lease and investment) and commercial overlay boards. An overlay board could encompass the jurisdiction of an existing board but offer services exclusively to commercial practitioners or it could encompass the jurisdictions of several boards. Members of an overlay board would belong to the provincial and national associations but would not have to belong to the local real estate board.

A demonstration of OREA's Commercial Database and the Ontario Investment Service (OIS) was given, after which Gary Nusca, the President of the Central Canada CCIM Chapter, gave an overview of www.iciworld.net.

The Trade Show was very well received by both exhibitors and attendees and deemed a big success.

Commercial Forums

In late August, as Chair of the Commercial Committee, I attended an OREA Commercial Divisions Forum held in Toronto. There were a number of items on the agenda, but most of the discussion focussed on the Commercial Overlay Board Discussion Paper, produced by the NCC. An earlier forum, held in the Spring of 2000, was attended by Rick Odegaard.

I was also able to attend the National Commercial Council's Annual General Meeting and Forum, which took place in conjunction with CREA's annual conference in Toronto.

OIS and cls.ca

In the Spring of 2000 the Committee saw a demonstration of the OIS, which we were very impressed by. A report was made to the Directors and, as a result, the Board began downloading listings to the OIS electronically.

In December the Board of Directors approved a motion to upload the Commercial Members listings to CREA's cls.ca once a week through data transfer only. It was decided to send only MLS® property information, i.e., the Members may put up their own exclusive listings as happens with the OIS. It was also determined that we should update CREA as regards our NCC Membership on a weekly basis. Members should be aware that CREA will be running our listings through a filter and, if you're not a Member of the NCC, your listing will not appear on cls.ca. Members may request an application to join the NCC from Board staff.



"If you are not a Member of the NCC, your listings will not appear on cls.ca."





Discipline Committee

The mandate of the Discipline Committee is to act as judge and jury in cases of alleged violations 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 Committees. If a Respondent is found guilty, the Discipline Hearing Panel imposes appropriate disciplinary action.

Only two of the eleven complaints dealt with by the Professional Standards Committees in 2000 were referred to the Discipline Committee for a hearing, compared to 14 hearings in 1999. In one instance, the Respondent was found guilty and the appropriate disciplinary action was taken. In the other, the Respondent was found not guilty.

CHAIRMAN

Sandy McGregor

MEMBERS

Pat Cooper
Ruth Ann Drozd
Doris Granger
Richard Haddow
Joe Halford
Steven Horvath
Jennifer Murray
Costa Pouloupoulos
John Sandor
John Simpson

STAFF LIAISON

Lyn Coupland

"Only 2 of the 11 complaints dealt with . . . in 2000 were referred to the Discipline Committee for a hearing, compared to 14 hearings in 1999."

Executive Committee

The mandate of the Executive Committee is to act on urgent matters on behalf of the Board of Directors; to examine and review the policies of the Board and recommend to the Directors any additions, deletions or changes, to conduct the performance review of the Executive Officer and make other recommendations for approval; and to perform such other duties as the Directors may delegate.

CHAIRMAN

Greg Anthony

MEMBERS

Mike Hines
Rick Odegaard
Dennis Sonier
Gerry Weir

STAFF LIAISONS

Betty Doré
Lyn Coupland

Finance Committee

The mandate of the Finance Committee is to review regularly and report to the Directors on the financial position of the Board. It approves all accounts for payments and presents any recommendations to the Directors relating to finances, including, but not limited to, needed changes in the financial operations of the Board and/or fees paid by the Members, the management of all assets and investments of the Board; and the annual revenue and expense budget, including adjustments.



Over the last few years, as our Membership has declined, we have reduced conference expenses and begun to charge for Firm Member Dinner Meetings (the meal portion). We have made all special events break-even and Committees and Task Forces have succeeded in paring their budgets down, in many instances, to the bare bone. Our Executive Officer restructured the Board office and reduced staff.

In 2000 as in previous years our declining Membership has, of course, been closely monitored. The 1999 Finance Committee built its budget for the upcoming year on a projected Membership of 1,150. Remarkably, our year-end average came in at precisely that figure! We began the year projecting an approximate \$104,000 deficit – expenses totaled \$2,105,000 and revenues \$2,001,000. By eliminating the paper Dailies, streamlining delivery and postponing the building renovations recommended by the consultant who did our Organizational Review, as well as some judicious nickel- and diming, we were able not only to balance our budget for 2000, but to maintain our reserves, which, according to Policy, should cover three months operating costs, at nearly the level they should be. We managed to do this even with an expenditure of \$10,000 for VandX (this figure includes the cost of upgrading to the latest version of WinIDS).

Although we did have to put on hold the proposed renovations to the building in 2000 – which would have included the construction of a walk-in REALTOR store and a bigger, better computer lab – we nevertheless succeeded in eliminating the Main Reception Area and prepared a comprehensive report with costing on building a state-of-the-art computer lab in the current Arbitration and Ethics Room. The Finance Committee felt that, of the proposed renovations, the lab was our highest priority. The motion to build the lab was approved at a Firm Members Meeting on January 17, 2001. For more on the lab, please see the report of the Building Alteration Task Force on page 29.

However, there are also some prudent expenditures – investments in our collective future – which we cannot afford to not make at this time and these will add to our costs in upcoming years. Accordingly, the 2000 Finance Committee recommended and the Directors approved as part of the 2001 and future budgets the following:

Building Reserve

As a result of a Building Reserve Fund Study, recommended by the Finance Committee and approved by the Directors, an amount of \$23,300 will be deposited annually, beginning in 2001, into a Building Reserve Fund. This reserve is intended to pay for future major repairs, made in a timely way, to the Board building, e.g., new roof, heating system, etc.

CHAIRMAN

Rick Odegaard

MEMBERS

Greg Anthony
Vince Bogdanski
Barb Hodgins
Joe Pinheiro
Warren Shantz
Dennis Sonier/ Joe Hough
Vito Campanale (non-voting Member)

STAFF LIAISONS

Betty Doré
Connie Calis



"The computer training lab was our highest priority."



(Continued on page 22)

(Continued from page 21)

Key Pad Reserve

Over the next four years, beginning in 2001, key pads will have to be replaced at an approximate cost of \$129,600. To offset this expenditure, a Key Pad reserve has been established, with amounts to be deposited annually of \$20,000.

Computer Reserve

After reviewing reports on HP-computer related costs and discussing future technology needs (both hardware- and software-related), a reserve has been established to address those anticipated costs, with accounts being deposited annually of \$35,000.

For the auditor's report, which completes the 2000 Finance Committee's Report, please see page 43.

MLS® Systems Committee

The mandate of the MLS® Systems is to monitor the Board's MLS® computer programs and their usage, recommend to the Directors any additions, deletions or changes deemed appropriate and to make recommendations regarding hardware, software and computer education. In addition, the Committee oversees the operation of the MLS® and the business arising from it, such as renegotiating appropriate contracts.

One of the recommendations made in the Organizational Review of 1999 was to phase out the Catalogue entirely. The Directors hesitated to take such a radical step but, in the interest of reducing costs in view of declining revenues, elected to challenge the MLS® Systems Committee with coming up with a way we could reduce the Catalogue's size (and, therefore, its cost) and of making it optional and user-pay.

We considered a couple of different scenarios. For example, we considered splitting out the Catalogue into commercial and residential . . . or by area, as in city and country. Unfortunately, because of the way bulk buying works, the Book with the fewest takers would be the more expensive, even if it were also the smallest in size. Indeed, there was every likelihood that the cost for those books that were less in demand would be, in fact, prohibitive. This being the case, our final recommendation was to streamline the Catalogue so that it can still serve as a valuable reference tool for REALTORS on the go while ensuring that it no longer contains confidential information, which means that our Members could give it to their clients with impunity.

CHAIRMAN

Ken Harper

MEMBERS

Vince Bogdanski
 Jeff Carpenter
 Ken Lyons
 Jim Lystar
 Grant Monteith
 Trevor Tyson

STAFF LIAISON

Betty Doré



"The Building, Key Pad and Computer reserves are all investments in our collective future. . . ."



Most of the non-listing information included in our current book can be found on the Members Only Site, our Board home page and REALFax. This includes a list of our Committees and who's on them, our REALFax Directory, Catalogue statistics, Members E-mail Directory, Zoning and symbols, Land Transfer Tax and CMHC, Who to Call at the Board and the Individual Members Roster. So, because that information can be found elsewhere, we recommended that it be pulled from the Catalogue. Non-listing information that we thought should remain in the Book includes the front page index, the Directors page, the telephone directory, schools by area, computer abbreviations glossary, office roster and listings by both address and MLS® number. As for listing information, we took the precaution of consulting with specialists working in different areas, such as commercial, farm and cottage before deciding what to include in the new streamline catalogue and what to leave for the online. We also worked with our MLS® Provider on possible formats and pricing grids.

Our recommendations regarding what information to include in the Catalogue and making it optional and user pay were approved by the Directors late in 2000 and by the Firm Members on January 17, 2001. A proposal to bring back paper Dailies but as an optional, user pay service was also approved at the same Firm Members meeting.

Nomination Committee

The Nomination Committee is activated only in cases where the Slate of Officers was not filled by those qualified within the prescribed time period as set out in the Bylaw. In 2000 the Committee was not activated.

CHAIR

Gerry Weir

MEMBERS

Greg Anthony
Vince Bogdanski
Nancy McCann
Joe Pinheiro
Warren Shantz
Bernie Sheridan
Bruce Sworik

STAFF LIAISON

Lyn Coupland

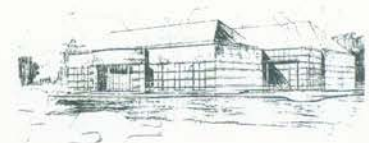
"Optional, user pay Catalogues and Dailies were approved by the Firm Members on January 17, 2001."

Orientation Guides

Our Orientation Program includes a tour of the Board, introducing new Members to both Staff and services. Each session is facilitated by two Orientation Guides. This program, which was introduced in 1998, continues to be well-received by attendees. 3 Orientation Sessions were held in 2000, attended by 29 new or returning Members.

GUIDES

Costa Pouloupoulos
Pat Pope
Debbie Scott
Rick Thyssen





Professional Standards Committees

The mandate of the Professional Standards Committee is to examine and investigate the conduct of any member of the Board. This conduct is analyzed against four objective standards. These are: the CREA Code of Ethics, The CREA Standards of Business Practice, The By-law of the Board, and the MLS® Rules and Regulations and other Policies of the Board.

While both Committees dealt with a total of eleven complaints, only three were referred to the Discipline Committee for a Hearing. One of these was carried over from 1999. For the outcome of those hearings, please refer to the Discipline Committee Report on page 20.

Another fourteen complaints were pre-screened by PSC Sub-Committees. Of those, eight complainants were advised to forward their concerns to RECO, three were dealt with by the Committees and three were out of both the Board and RECO's jurisdiction.

Because so many consumer complaints now fall into RECO's jurisdiction, resulting in a much reduced caseload, the Bylaw was revised so that, in the future, there will be one rather than two Professional Standards Committees.

"Because so many consumer complaints fall into RECO's jurisdiction, PSC's caseload has been substantially reduced."

CHAIR, PSC 1

Donna Koenen

MEMBERS

Mike Carson
Brenda Dolbear
John Dunbar
Harold Kewley
Sharron McMillan
Helen Tomlinson
Brian Toth
Harry Tugender

CHAIR, PSC 2

Dave Bowring

MEMBERS

Kathy Amess
Sharon Allison-Prelazzi
Donna Czach
Bill Hyman
Pat Pope
Libby Seabrook

STAFF LIAISON

Lyn Coupland

Advisory Group Reports

Community Relations Advisory Group

The mandate of the Community Relations Advisory Group is to raise the profile of the Board within the community and to enhance the image of REALTORS through promotional vehicles and community service.

A breakdown of the amounts donated to charity in 2000 follows:

MEMBERS

Joan Ball
Carol Barnard
Mike Carson
Mina Thaler-Adeland

STAFF LIAISON

Melissa Hardy-Trevenna



Mission Services	\$9,608.00
Habitat for Humanity	\$2,000.00
Women's Community House	\$1,000.00
VAWSEC	\$1,600.00
TOTAL	\$14,208.00

Of these monies, \$4,500 were straight donations, \$1,000 was seed money for the *Homes for Hope*® Funspiel and the remaining \$8,708 was raised through various special events and 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 \$81,310 for Mission Services and, since 1994, over \$23,500 for Habitat for Humanity.

In addition, we were able to direct an OREA Foundation donation of \$2,000 to Community Living London for a barrier-free home for persons with Down Syndrome and Alzheimer's Disease. Two clothing drives were held for Mission Services and the Children's Christmas Party organizers set up a donations table for the first time this year. They report that they were overwhelmed by the sheer number of gifts intended for women and children residents at the Women's Community House.

Glen Gordon received the 1999 Community Service Award, which was established to recognize REALTORS who have given outstanding service to their communities for 1999. It recognizes Gordon not only for his ongoing volunteer work for a number of charitable groups and civic organizations, but also for conceiving, championing and then, for the past four years running, organizing an annual, Board-sponsored bonspiel, the *Homes for Hope*® Funspiel, a wonderful fundraiser for Mission Services of London.



"Over \$8,700 was raised for charity in 2000. . . ."

Education Advisory Group

The mandate of the Education Advisory Group is to facilitate professional development through seminars and resource acquisition.

2000 marks the second year for Mandatory Continuing Education and attendance has increased dramatically over the past twelve months. Early registration is strongly recommended.

The following seminars were held in 2000:

- RECO Code of Ethics (4X)
- Top Producer (2X)

EDUCATION CHAIR

Pat Pope

MEMBERS

- Joyce Byrne
- Brenda Dolbear
- Debbie Scott
- Dennis Sonier
- Ken Topping

STAFF LIAISON

Liana McLachlan



(Continued on page 26)



(Continued from page 25)

- Windows '95
- New House Sales
- Ian Grace Marketing (2X)
- Closing is Everything
- Make Me an Offer You Can Refuse
- The Urban REALTOR in the Rural Environment
- Internet and Real Estate E-Commerce (3X)
- Agency Practice
- Leasing 101- an Introduction
- Disclosure and the Real Estate Profession
- Condo – Not Just Buying a Piece of Real Estate
- 4 MCE course booked for the first trimester of 2001.

This year we experimented with scheduling courses for either the evening or the weekend. This has proved to be very popular and we will be doing more in the future. In addition to publishing out information about the Real Estate Institute of Canada's educational offerings, we also continue to provide a voice mail box on the Board's system for the REIC Administrator.

Over the year LSTREB staff trained many Members in the use of proprietary software, including VandX, the software which allows users to access our online via the Internet. In addition, computer training was offered to the Members through LSTREB's partnership with a local computer training lab, Productivity Point. Available to Members and offered at our location at a special discounted rate were Levels One and Two of Top Producer, Windows 95 and Windows 98. More courses, such as Excel, etc., were available at the same discounted rate at their downtown location.

Political Action

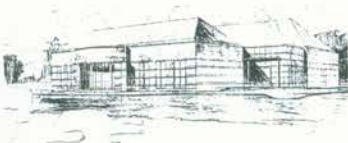
The mandate of the Political Action function within the Board is to maintain an active and open channel of grassroots communication with our MPs and MPPs concerning REALTOR issues. These are defined as issues that have far-reaching impact on members of organized real estate and which have significant negative or positive impact on a sizable group of Members. Until 2000 this function was carried out by the Political Action Committee. However, the workload of the Committee had radically decreased over the past few years, due to a more proactive and better organized Government Relations Department at

CHAIR

Gerry Weir

STAFF LIAISON

Melissa Hardy-Trevenna



(Continued on page 27)

OREA and Federal Affairs Department at CREA. It was felt that one PAC Representative (or Chair), by working with the Staff Liaison and delegating some duties – such as sitting on local councils and committees -- could fulfill PAC's mandate. For that reason the PAC Committee was removed from the list of Standing Committees in the Bylaw and the PAC Chair's role was defined in General Policy as follows:

"It shall be the duty of the Political Action Representative, working with Staff to initiate, develop, administer and maintain:

- a) Contact and correspondence with municipal, provincial and federal levels of government;
- b) Liaison with CREA and OREA regarding their initiatives relating to political positions on issues and activities; and
- c) Any activities of the Board relating to involvement of a political nature."

On the local level the PAC Chair may advise the Directors concerning municipal matters. In 2000 Director Mike Carson continued a three-year term on the London Housing Advisory Council and Second Vice-President Mike Hines sat on the London Chamber of Commerce's Municipal Affairs Committee.

CREA PAC Days 2000

President Greg Anthony, E.O. Betty Dore, Communications Officer and PAC Liaison Melissa Hardy-Trevenna and I, Gerry Weir, attended PAC Days in March of 2000. The two issues lobbied were the proposed Retirement Income and Home Ownership Program (RIHOP) and protecting property rights with reference to Species at Risk legislation (SARA).

RIHOP provides an incentive to house-rich, income-poor empty nesters to downsize by allowing them to invest the difference between the proceeds of the sale of a large, underused home and the acquisition costs of a smaller home in an RRSP. REALTORS are also calling for higher annual RRSP contribution limits.

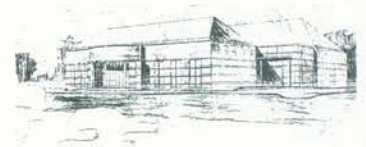
For many years REALTORS campaigned for a constitutional amendment to guarantee property rights in the Canadian Charter of Rights and Freedoms. SARA fails to protect those property rights. MPs were asked, therefore, to support amendments to ensure a landowner is compensated at fair market value when deprived of the use of property to protect endangered species.

Other issues discussed in the course of PAC Days were:



"Private property rights are still not entrenched in the Canadian constitution."

(Continued on page 28)





(Continued from page 27)

- Tax reduction
- Mortgage prepayment disclosure
- Proceeds on money laundering
- The privacy act
- CMHC issues: mortgage insurance and buyer brokerage
- NCC proposal for tax-deferred property exchanges
- The Home Buyers Plan
- Sales of surplus federal property
- Land claims and land management issues

We were able to meet with four of our MPs: Gar Knutson (Elgin, Middlesex, London); Sue Barnes (London West), Joe Fontana (London North Centre) and Pat O'Brien (London Fanshawe), who gave us a warm welcome and were generally receptive to our issues, recognizing that RI-HOP is still very much in a conceptual phase and assuring us that they would keep a heads-up to assure that any property owners who might suffer a loss of land use or income as a result of SARA would be fairly and expeditiously compensated.

"Legislation to replace the current REBBA is expected to be introduced in the Spring of 2001."

OREA PAC Days 2000

OREA PAC Days took place in the Spring of this year and the focus was on one issue only – a new Real Estate and Business Brokers Act to replace the antiquated legislation originally passed by the province in the twenties. Amended from time to time, with the last substantive revision taking place in the forties, REBBA reflected an outdated, registration-focused regulatory style which fails to address consumer protection issues or the fact that the industry has undergone significant changes in the seventy-five years since the Act was framed. OREA has been lobbying for a new Act for three decades. A prime reason for focusing on it in 2000 was the interest and support in the legislation expressed by Bob Runciman, the Minister of Consumer and Corporate Affairs.

REBBA Reform

In the Autumn a discussion paper on the new legislation was sent out by the Ministry. As PAC Chair, I was able to attend a consultation session held at the Chamber of Commerce on the subject. At time of writing, it is our understanding that the government will be releasing draft legislation in the not too distant future, followed by a series of short, focussed consultations with the stakeholders. It is anticipated that the legislation will be introduced at Queen's Park early in the Spring of 2001.





(Continued from page 29)

Unfortunately, budget constraints in 2000 meant that the proposed renovations had to be put on hold, with the exception of closing Main Reception and building the computer training lab. The Task Force, the Finance Committee and the Directors believed that promoting computer literacy among our Members through training and education is one of the Board's most urgent and important objectives and that to meet this objective we needed a larger facility—one that is equipped with the most up-to-date hardware and software that we can afford to provide.

Advantages

Having this lab would:

1. Allow us to make the best use of our in house staff trainers' time;
2. Enable us to bring outside trainers in, when appropriate and deemed advantageous to our Members; and
3. Permit us to offer our Members a wide variety of computer courses taught by qualified instructors on-site (and in a comfortable, relaxed, familiar atmosphere).
4. Reduce Members' waiting time for courses.

Moreover, because the Board is a RECO-certified provider of education, our Members would be able to reap further benefits from the computer training lab, since most of the courses offered would qualify for MCE credits.

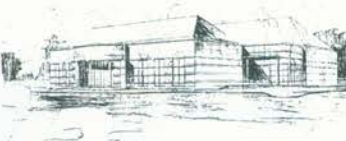
Location of Lab

After considerable deliberation, it was decided to locate the new computer lab in the present Arbitration and Ethics Room. Not only is it the ideal size for the facility, but it is also well situated within the building and would provide the most comfortable learning environment for our Members. The Resource Room (our present computer training centre) could be used for meetings of smaller groups; while the Directors Room might serve for larger and more formal meetings. And, of course, there are always the downstairs rooms that may be used in a pinch.

The Proposed Lab

The proposed computer lab would accommodate up to 12 students at a time. Split-screen monitors would allow students to view, at their individual work stations, the operations performed by the instructor *via* a real-time mirror of the instructor's monitor, i.e., *show*, not just tell. The equipment in the lab should be new and updated on a regular basis to keep pace with upgrades to software and changing requirements. The lab would be a secure place, locked when not in use, and comfortable, with natural light and good indoor air quality and flow.

Although there will be an initial outlay for the lab, it is anticipated that future costs (upgrades, etc.) could be offset by revenue from courses held in the lab and, of course, through sponsorship. In other words, we anticipate the lab, once built, to be largely self-sustaining.



"Promoting computer literacy among our Members is one of the Board's most urgent and important objectives."

Payback

We anticipate that the lab will generate \$10,000 per annum in revenue, which would give us not only a three-year payback but also the means to keep the lab up to date and current thereafter.

Possible Software Purchases

Some of the software that we may wish to purchase for additional training (and which would be paid back through future revenues) might include: Instant Forms; Frontline Agent; Commercial Pro; and Digital Camera software. Top Producer has agreed to provide our entire lab with the required software for that program free of cost. Obviously we plan to work with the above Vendors to obtain free copies of their software whenever possible.

The proposal to build the lab was approved at the Floor of a Firm Members meeting on January 17, 2001.

Computer Lab Sponsors

SPONSOR	AMOUNT
Vince Bogdanski	\$1,000
Rebecca Carnegie	\$1,000
CMHC	\$250
Carter's Printing	\$250
Dickson, Forani & Associates	\$250
G.E. Capital	\$250
Instant Forms	\$250
Inwood McKenna	\$250
London Webmasters	\$1,000 (in services)
Productivity Point	\$1,200 (in courses)
Sutton Group Select Realty Inc	\$200
Title PLUS	\$500
VistaInfo Canada Inc.	\$250
Subtotal	\$4,450 cash \$1,200 courses \$1,000 services
GRAND TOTAL	\$6,650



"We anticipate that the lab, once built, will be largely self-sustaining."

Disaster Plan Task Force

During 1999, the Y2K Task Force became convinced that LSTREB should have a Disaster Plan in place in the event of a natural disaster. It agreed to roll over into a Disaster Plan Task Force with a view towards developing such a plan for the Board. Much of the necessary planning had already been done in connection with Y2K, so developing a Disaster Plan should be a straightforward, but nevertheless a useful exercise. The Task Force did not meet in 2000 because of the Board's very full agenda but is anticipated to reconvene in 2001.

CHAIRMAN

Glen Gordon

MEMBERS

Bing Anrep
Ken Harper
Linda Newcombe
Gerry Weir
Larry Wilcocks

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna





Honourary Membership Task Force

The Honourary Membership Task Force was struck in order to evaluate that category of Membership, to identify the criteria by which Honourary Members should be chosen and to explore ways in which Honourary Membership might be improved or enhanced.

A survey of other Boards was done to find out how they handle Honourary or Life Membership. In the final analysis, it was decided that our Honourary Membership should be left as is. However, the Task Force did have some recommendations to make concerning Retired Members. They believed that Retired Members still have a great deal to offer the Board, not only because their retirement provides them with more leisure time than working REALTORS, but also because of their experience and expertise. For this reason, the Task Force recommended and the Directors approved a change in General Policy that allows Retired Members to sit on Committees. The Task Force will be ongoing in 2001 with a new name — the Retired Members Task Force — and a slightly altered composition.

CHAIRMAN

Bill Hyman

MEMBERS

Greg Anthony
Ruth Ann Drozd
Tom Dutton
Michael Hines
Joe Hough
Max Leisinger
George Tolboom

STAFF LIAISONS

Betty Doré
Lyn Coupland

**"Retired Members still
have a great deal to offer
the Board."**

Key Box Task Force

We moved from the SUPRA Title Key System to the Electronic KeyBox and Super Card in 1994. Going into the third year, we started to experience an increase in Super Card return, due, in most cases, to the malfunctioning of those keys which made up the Member's code. Of course, these were the keys most used.

By this time SUPRA recognized the problem with their product and offered us a reasonable warranty agreement, which we accepted — the cost of the warranty over the last four years was \$25,831 *versus* the \$82,529 we would have had to pay to replace the pads ourselves.

During this time SUPRA began production on a new card called the SuperKey and improved on the Super Card by fixing the problem which resulted in so many malfunctions and by adding new features. The reasons we did not move to the new SuperKey earlier were, as follows: the new card did not have a proven track record; and keeping the Super Card was costing us less per year than replacing it with the SuperKey.

CHAIRMAN

Michael Hines

MEMBERS

Ron Boyle
Nancy McCann
José Medeiros
Linda Newcombe
Tony Scarpelli
Rick Thyssen

STAFF LIAISON

Betty Doré

(Continued on page 33)



(Continued from page 32)

Last year, because the Super Cards which work with our electronic key box system are wearing out and SUPRA's warranty on them was due to expire in June of 2000, it was decided that it was time to replace them. A task force was struck to identify and investigate the Board's options regarding upgrades to and maintenance of the electronic lock box system so that it might recommend to the Directors the most cost effective and best way of continuing to provide this valuable Member Service.

First we reviewed the history of the electronic product in question and a number of reports compiled concerning its rate of malfunction and return, etc., as well as the interest received over the years on key deposits – in excess of thirty thousand this Spring. In addition, the Task Force reviewed comments solicited by the Executive Officer from a number of Boards across Canada which have made the transition to using the SuperKey Pads. We also saw a presentation on the new Palm Pilot technology, which utilizes a digital handheld organizer which can be used to enter into, copy from and backup data between a p.c. and the device.

In the end, we made – and the Directors approved – the following recommendations:

1. That, as soon as our current stock of key pads has been exhausted, key pads shall be replaced only on an *as-needed* (and I would like to emphasize *as needed*) basis with the SuperKey. This will happen over the next three to five years for an approximate cost of \$129,000.
2. That the Task Force will continue to monitor SUPRA's Palm Pilot Technology over the next six months, will keep the Technology Task Force and the Board of Directors informed on this matter and will meet again following the next NAR Conference.

"Key pads will be replaced on an *as-needed* basis. . . ."

Life Insurance Task Force

For many years the Board has paid the premium on a life insurance policy of \$10,000, payable to a designated beneficiary upon the death of a Member. One of the recommendations arising from the 1999 Operational Review was that the death benefit to the members be eliminated for a cost savings of approximately \$52,000 per year. The reasoning behind this recommendation was that no one joined the Board because of the benefit or would leave the Board if the benefit were eliminated. The point was further made that most Members were unaware of the benefit, so to take away something they did not know they had would not result in a great sense of loss. If this sounds a little hard and calculating, bear in mind that the consultant hired to conduct the review was asked to be extremely hard-nosed when it came

CHAIRMAN

Harry Johnston

MEMBERS

Martese Houle
Rick Odegaard
Douglas Paul
Dennis Sonier

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna



(Continued from page 33)

to dollars and cents.

The Board of Directors, however, was uncertain as to whether it should discontinue the benefit or explore other options, so as co-insurance or self-insurance, and a task force was struck to consider this issues, explore the various options and make recommendations.

The Task Force considered three options:

1. Keeping the benefit as is and continuing to include the premium amount in the monthly assessment;
2. Keeping the benefit as is, but breaking out the premium on the invoice so that members may clearly see that it is a benefit and not deduct it; and
3. Explore the possibilities of increasing the benefit.

After canvassing Members and doing some serious soul searching, the Task Force recommended and the Directors agreed that the benefit should stay as is.

"The Membership

downloads an average of
1,000 pictures a month."

Photo Library Task Force

The mandate of the Photo Library Task Force is to monitor the construction of ImageBase 2000 and to develop policies regarding it.

We couldn't have timed the building of our photo library better than by beginning, as we did, in 1998. At that time, the average cost per year for photography was \$111,300 -- and this had been *reduced* from \$200,000! Let me bring you up to speed on what we have spent since then and what kind of savings we have managed to achieve. So far we have spent \$266,634 on shooting and inputting London, St. Thomas and Strathroy properties with the result that, as of December 2000, we were able to retrieve 88% of the images from the Photo Library rather than send a photographer out to take a picture. This has resulted in an average savings per year of \$111,300 a year on photography, which means, in turn, that the Photo Library will have paid for itself in approximately 3 years! In the year 2001, we will have paid both back our investment and reduced our yearly expenses by over \$100,000 – just at a time when we will need to save every dollar we can.

CHAIRMAN

Rick Odegaard

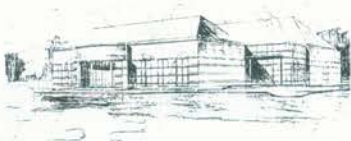
MEMBERS

Tom Dampsy
Richard Haddow
Larry Wilcocks

STAFF LIAISON

Betty Doré

FYI: in 2000, the Board used 10,035 images for MLS® while the Members downloaded for their own use 16,897 images, more than half again as many as were used for MLS®!



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This is the added benefit of having the Photo Library: our Members download more pictures than the Board does for the MLS®. In fact, the membership downloads an average of 1,400 pictures a month; by the end of July 2000 Members had downloaded almost 22% more photographs than they did in the whole of 1999. I think that you will agree that this is a win/win situation.

In 1999, properties in Strathroy were added to the database, in 2000, properties in Lucan, Aylmer, Ailsa Craig and Glencoe.



Technology Task Force

The Technology Task Force was struck for the following purpose:

“To exercise due diligence in the identification and evaluation of new and emerging MLS® Systems and to make recommendations regarding the replacement of our current MLS® System or our continued reliance upon that same system to the Board of Directors.”

If our Members are going to remain at the centre of the real estate transaction, they must be where that transaction is unfolding -- on the Internet. Increasingly transactions are becoming electronic events and that trend is only going to continue. Our Members need the best technology tools we can afford and that's what this Task Force is all about – to determine what our options are and to decide if it's time to take the leap from a Board-owned system like we have now to a system provided to us by an outside Vendor. I would like to emphasize that now may not be that time. We will have to determine that.

The past year has been spent sifting through a multitude of MLS® providers with-stand alone web-based systems to arrive at a list of suitable candidates. Needless to say, we are looking for Vendors with both a great store front and back office, user friendly, flexible software, fantastic service, a good track record and a reasonable pricing structure. In order to do this our entire Task Force has signed up to participate in a list serv entitled MLS® Talk, with contributors from all over North America -- our common goal is to share information and provide feedback about the various MLS® systems out there. What a learning experience! It's also very time consuming – every day brings a new, often three or four page e-mail on the subject under discussion, from add/change modules to the differences between web-enabled and web-based systems to whether a system provides for a distributed database or real time access. . . . I can't emphasize enough how vital it is that we do this kind of in-depth investigation, because all these systems *look* great. It's

CHAIRMAN

Gerry Weir

MEMBERS

Tom Dampy
Richard Haddow
Mike Hines
Peter Hoffman
Joe Hough
Warren Shantz

Tillsonburg Reps

Sharon Smith, E.O.
John Gilvesy, President

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna

“Our Members need the best technology tools we can afford. . . .”

(Continued on page 36)





(Continued from page 35)

how they *work* that matters!

We interviewed five Vendors -- VistaInfo, Interealty.com, MarketLinx, Centric Systems and Rapattoni – and saw a demonstration of REALTYPlus' Fusion MLS at the CREA Conference. In December we sent out a comprehensive Request for Proposal to eleven vendors. Once we've received their responses, we'll develop a short list and invite those on it in for a second round of demonstrations and interviews. After this entire process is completed, sometime in the Spring of 2001, we will be in a position to recommend to the Directors whether we should continue with our present system or make a change.

Let me assure you that we will not change systems unless or until we see a positive advantage for the Membership in doing so and, if we do recommend a change, we will ensure that the new system is both easy to use, superior to our present system and that you receive adequate and timely training on it.

"We will not change
MLS® Systems unless we
see a positive advantage
for the Membership. . . ."

Special Events Committees

Bonspiel

The third annual *Homes for Hope*® Funspiel took place on January 22, 2000 at the Ilderton Curling Club. The bonspiel is sponsored by the London and St. Thomas Real Estate Board with all proceeds going to Mission Services of London. In 2000, the funspiel raised \$5,000 for Mission Services.

Winners were Jerry Robinson, John DeBlock, Jim DeBlock and Carl Vandergoot.

Winners of the euchre tournament held in conjunction with the bonspiel were Peter McMahon, Leslie Edwards, John DeBlock and Jim DeBlock.

CHAIRMAN

Glen Gordon

MEMBERS

Joan Butler
Ken Harper
Bill Hyman
Barb Ginson
Gail McMahon
Jerry Robinson
Paul Walters

STAFF LIASON

Wendy Preib





Christmas Party

The mandate of the Christmas Party Committee is to organize the Christmas gala held annually for Board members. This year's party was held on Friday, December 1 at the Four Points Sheraton Hotel in London. Over 225 people were in attendance.

CHAIRMAN

Debbie Scott

MEMBERS

Barb Hodgins
Clare Skinner
Mary Smith

STAFF LIAISON

Wendy Preib

Golf Committee

Unfortunately low registration compelled the Board to cancel its annual golf tournament in 2000. It was later decided that, beginning in 2001, the Board would combine the Marketing Division's Union Golf Day with the Board's tournament and make it a fundraiser for Violence Against Women Services Elgin County, the women's shelter in St. Thomas, and Habitat for Humanity London.

CHAIRMAN

Mary Smith

MEMBERS

Lina Henry
Greg Shore
Rick Thyseen

STAFF LIAISON

Wendy Preib

"The Board's annual Golf Tournament will be combined next year with the Marketing Division's Union Golf Day."

Slo-Pitch Tournament

Our seventh annual Slo-Pitch Tournament was held on September 16, 2000 at Sportsplex. Ten teams participated. Royal LePage Landco won first place, Royal LePage Triland came in second; and Re/Max Centre City's "B" team took third place.

We would like to thank a wonderful Corporate Sponsor: this is the fourth year in which the TD Bank Financial Group has generously sponsored our tournament.

CHAIRMAN

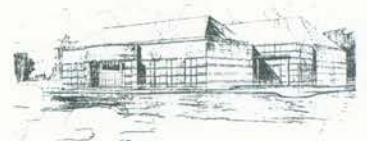
Barb Hodgins

MEMBERS

Danny DePrest
Clare Skinner

STAFF LIAISON

Wendy Preib



Business Partners 2000



**"Our Business Partners
Program began in 1999
and just keeps
growing. . . ."**

COMPANY	CONTACT	ADDRESS	FAX
CanadaHome- Search Inc.	Wayne Thrush	717-7th Ave. S.W., Calgary, Alberta T2P 0Z3	1-888-501-9913 403-262-5773
Grassroots The Home Inspection Specialists	David Andres	1171 Staghorn Cr. London ON N5Y 5R1	451-1322 451-2192
Home Pro Inspections	George Webb	10290 Ilderton Rd. Ilderton ON N0M 2A0	666-2338 666-0196
London Home Inspection	Ollie Hiemstra	159 Clarke Rd. P.O. Box 35024 London ON N5W 5E3	461-1850 471-3310
Marriott Residence Inn – London	Fred Anjema	383 Colborne St. London ON N6B 3P5	433-7222 433-7223
Middlesex Appliance Ltd.	David Wyatt	331 Neptune Cres. London ON N6M 1A9	659-3000 453-3419
James R. O'Donnell, Barrister & So- licitor	James O'Donnell	16-440 Wellington St. London ON N6A 3P2	673-0600 439-3468
Shillington Insurance Brokers	Mark Steer	151 Pine Valley Blvd. London ON N6K 3T6	681-9719 681-4395
The Carpet Place Inc.	Gerard Holden	820 Wharncliffe Rd. S. London ON N6J 2N4	668-6000 668-6055



Sponsors 2000

LSTREB organizes a number of special events in the course of the year, many of which are fundraisers for charity. We were very fortunate in 2000 to have some great sponsors and would like to take this opportunity to acknowledge and thank them for their ongoing support and generosity.

We have officially launched two new sponsorship categories: Titanium Supreme (\$5,000) and Diamond (\$20,000)!



Diamond Plus

The London Free Press is a Gem!

We are thrilled to announce that the London Free Press was our very first Diamond (Plus) sponsor. They very generously sponsored our Union Golf Tournament and our Annual Christmas Party. We were ecstatic when they also threw in approximately \$10,000 to bring renowned speaker Ian Grace to town! LSTREB Members paid only \$35 to attend and received a voucher for \$35 off their next real estate ad! A heartfelt thanks goes out the London Free Press

**"The London Free Press
is our very first Diamond
Plus Sponsor!"**

Titanium Plus

Honourable mention goes to our Titanium Plus Sponsors, listed below, each of which gave in excess of \$2,000 towards one or more special events.

- **London Home Inspection** have spread the wealth by donating generously to the Bonspiel, the Union Golf Tournament, the Christmas Party and the Spring Toonie Townhall. Henry Nieman and Ollie Hiemstra have donated 3 11-piece golf sets with cart bags plus other smaller items.
- **TD Bank Financial Group** was once again, Corporate Sponsor at the Marketing Division Union Golf Tournament, and also at our Annual Slo Pitch Tournament! They also sponsored our Christmas Party!

Platinum Plus

Platinum Plus Sponsors (between \$1,000 & \$2,000) include:

- **Canada Mortgage and Housing Corp.** generously supported our Christmas Party and Computer Lab, were the Corporate Sponsor at our Mini Trade Show in May!

(Continued on page 40)





(Continued from page 39)

- **Vince Bogdanski Real Estate Inc.**, who sponsored the Bonspiel, Christmas Party and our Computer Lab.
- **Four Points Sheraton Hotel & Suites London** sponsored our Commercial Mini Trade Show and our Christmas Party.
- **London Webmasters** has sponsored our Mini Trade Shows and Computer Lab by providing the high speed fibre-optic Internet connections.

Platinum

Rebecca Postian-Carnegie came in at the Platinum level (\$1,000), with her generous donation to our Computer Lab.

"We get by with a lot of help from our friends. . . ."

Gold Plus

Gold Plus Sponsors (between \$500 & \$1,000) included:

- Berg Kennedy Cleaver Broad
- Sutton Group Select Realty Inc.

Gold

The next category of Sponsorship is Gold (\$500), which included:

- Grassroots The Home Inspection Specialist (London)
- Instant Forms
- MacMaster Chevrolet Oldsmobile Cadillac Ltd.
- Oxford Dodge Chrysler
- Title PLUS



Silver Plus

Silver Plus (between \$250 and \$500) Sponsors include:

- G. E. Capital Mortgage Insurance Canada
- Marriott Residence Inn – London
- Sutton Group Preferred Realty Inc.



Silver

Silver Sponsors donated \$250 towards a special event.

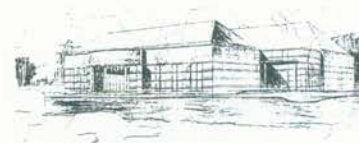
- Dickson, Forani & Associates
- Ford Keast Chartered Accountants
- Inwood McKenna Ltd.
- James O'Donnell
- Lerner and Associates
- Merrill Lynch
- Novi Construction
- Royal LePage Triland Realty
- Vistainfo Canada Inc.
- Watterworth & Marshall
- Williams Funeral Home

“Our friends put the
'special' in our Special
Events. . . .”

Friends of the Board

The Board has many friends whose donation of prizes and services puts the 'special' in our Special Events.

- Attic Books
- Bank of Montreal
- Betty Doré
- Brewhaven





(Continued from page 41)

- Classic Realty (London) Ltd.
- Coldwell Banker 1st London
- Crabby Joe's Tap & Grill
- Douglas Paul
- Eggett Optical Ltd.
- Executive Travel (London) Limited
- Exit Realty 2000
- Glen Gordon Real Estate Ltd.
- Graham, Scott, Enns Chartered Accountants
- H.J. Hyman Real Estate
- Harrison Pensa
- Haskett Menear Associates
- Home Pro Southwestern Ontario
- Hyman Roofing
- Kevin Fryday
- KJ Stub & Associates
- London Commercial Realty Inc.
- London Curling Club
- Merv Burgard, Q.C.
- Nails by Di
- Ontario Mortgage Action Centre
- Original Kids Theatre Co.
- Protek Systems
- Real Estate Advertiser
- Remax Centre City Realty Inc.
- Roy Inch & Sons
- Sanders Pro Distributors
- Scotia Bank
- Semco Paint Ltd.
- Shoppers Drug Mart
- Steam Canada
- Talbot Ford Lincoln
- Tender Tootsies
- The Mortgage Centre
- Upper Room Book Store
- Vantage Property Management
- Wine Worx

"Because our Special Events are zero-budgeted, we rely on sponsors and donors to make them happen."



**THE LONDON AND ST. THOMAS
REAL ESTATE BOARD**

Financial Statements

Year ended December 31, 2000

PARTNERS:

Peter G. Smith, CA
Paul H. King, BComm, CA

William J.B. Korvemaker, BA, CA
Michael J. Davies, BA, CA

Werner Schmidt, BMath, CA
Thomas R. Getliffe, BA, CA

Michael A. Scott, BMath, CA
David J. Raines, BA, CA



AUDITORS' REPORT

To the Members of
The London and St. Thomas Real Estate Board

We have audited the statement of financial position of The London and St. Thomas Real Estate Board as at December 31, 2000 and the statements of operations, changes in net assets and cash flow for the year then ended. These financial statements are the responsibility of The London and St. Thomas Real Estate Board's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the The London and St. Thomas Real Estate Board as at December 31, 2000 and the results of its operations and the changes in cash flow for the year then ended in accordance with generally accepted accounting principles.

January 15, 2001

Ford Keast
Chartered Accountants

PARTNERS:

Peter G. Smith, CA
Paul H. King, BComm, CA

William J.B. Korvemaker, BA, CA
Michael J. Davies, BA, CA

Werner Schmidt, BMath, CA
Thomas R. Getliffe, BA, CA

Michael A. Scott, BMath, CA
David J. Raines, BA, CA

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Statement of Financial Position
as at December 31, 2000

	2000	1999
ASSETS		
CURRENT		
Cash	\$ 59,562	\$ 63,323
Accounts receivable	89,469	114,771
Inventory of resale supplies	54,240	50,956
Prepaid expenses	28,982	11,363
	<hr/>	<hr/>
	232,253	240,413
	<hr/>	<hr/>
KEY TRUST FUND (Note 3)	90,950	100,950
	<hr/>	<hr/>
INVESTMENTS (Note 4)		
General reserve	540,174	510,302
	<hr/>	<hr/>
CAPITAL ASSETS (Note 5)	3,561,808	3,594,655
	<hr/>	<hr/>
	\$ 4,425,185	\$ 4,446,320
<hr/>		
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 78,775	\$ 78,396
	<hr/>	<hr/>
KEY TRUST FUND LIABILITY	90,950	100,950
	<hr/>	<hr/>
DEMAND MORTGAGE PAYABLE (Note 6)	79,134	130,134
	<hr/>	<hr/>
NET ASSETS		
Net assets invested in capital assets	3,482,674	3,464,520
Net assets internally restricted	540,174	510,302
Unrestricted net assets	153,478	162,018
	<hr/>	<hr/>
	4,176,326	4,136,840
	<hr/>	<hr/>
	\$ 4,425,185	\$ 4,446,320
<hr/>		

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Statement of Changes in Net Assets Year ended December 31, 2000

Net Assets	Invested In Capital Assets	Internally Restricted	Unrestricted	2000	1999
BALANCE, beginning of year	\$ 3,464,520	\$ 510,302	\$ 162,018	\$ 4,136,840	\$ 4,044,595
Excess (deficiency) of revenues over expenses	(145,275)	31,554	153,207	39,486	92,245
Investment in Capital Assets	163,429	-	(163,429)	-	-
Interfund transfers	-	(1,682)	1,682	-	-
BALANCE, end of year	\$ 3,482,674	\$ 540,174	\$ 153,478	\$ 4,176,326	\$ 4,136,840

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Statement of Operations
Year ended December 31, 2000

	2000	%	1999	%
REVENUES				
Monthly Assessments	\$ 1,600,164	85.5	\$ 1,700,938	85.5
Initiation fees	45,000	2.4	64,425	3.2
Annual dues	60,826	3.3	64,850	3.3
M.L.S. charges	11,605	0.6	11,315	0.6
Interest	23,103	1.2	25,181	1.3
Member charges	13,019	0.7	20,269	1.0
Resale supplies	56,126	3.0	55,830	2.8
Business Partner	2,475	0.1	500	0.0
Coffee Sales	1,716	0.1	1,394	0.1
Digi Print	6,791	0.4	6,096	0.3
Realtor Hall Rental	2,210	0.1	2,021	0.1
MCE Registrations	36,554	2.0	24,312	1.2
Quarterly Sales Book	11,421	0.6	12,853	0.6
	<u>1,871,010</u>	<u>100.0</u>	<u>1,989,984</u>	<u>100.0</u>
EXPENSES				
M.L.S. - Schedule 1	533,777	28.5	615,434	30.9
Committees - Schedule 2	49,983	2.7	51,984	2.6
Professional development - Schedule 2	78,578	4.2	84,504	4.2
Administration - Schedule 2	632,609	33.8	606,265	30.5
Operations - Schedule 3	324,687	17.4	327,760	16.5
Occupancy - Schedule 4	218,988	11.7	231,970	11.7
MCE	24,456	1.3	16,650	0.8
	<u>1,863,078</u>	<u>99.6</u>	<u>1,934,567</u>	<u>97.2</u>
EXCESS OF REVENUES OVER EXPENSES ON GENERAL OPERATIONS	7,932	0.4	55,417	2.8
OTHER INCOME				
Investment income earned on reserves	31,554	1.7	36,828	1.9
EXCESS OF REVENUES OVER EXPENSES FOR THE YEAR	<u>\$ 39,486</u>	<u>2.1</u>	<u>\$ 92,245</u>	<u>4.6</u>

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Statement of Cash Flow
Year ended December 31, 2000

	2000	1999
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of revenues over expenses for the year	\$ 39,486	\$ 92,245
Add (deduct) non-cash item:		
Depreciation	145,275	145,722
Net change in non-cash working capital balances		
Accounts receivable	25,302	(1,266)
Inventory of resale supplies	(3,284)	10,488
Prepaid expenses	(17,619)	15,199
Accounts payable and accrued liabilities	380	20,653
Deferred government debt reduction	-	(33,257)
	<u>189,540</u>	<u>249,784</u>
CASH FLOW FROM INVESTING ACTIVITIES		
Acquisition of capital assets		
Personal computers and software	(8,564)	(18,051)
HP computer and software	(59,011)	(653)
Equipment	(4,991)	(10,778)
Photo library	(39,863)	(33,246)
General reserve investments	(29,872)	23,843
	<u>(142,301)</u>	<u>(38,885)</u>
CASH FLOW FROM FINANCING ACTIVITIES		
Mortgage principal repayments	(51,000)	(56,606)
INCREASE (DECREASE) IN CASH DURING THE YEAR	<u>(3,761)</u>	<u>154,293</u>
Cash (bank indebtedness), beginning of year	63,323	(90,970)
CASH, end of year	<u>\$ 59,562</u>	<u>\$ 63,323</u>
Supplemental disclosure of cash flow information:		
Cash paid for interest	\$ 7,399	\$ 9,914

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Schedule of Expenditures
Year ended December 31, 2000

	2000	%	1999	%
Schedule 1				
M.L.S.				
Information				
Catalogues and dailies	\$ 337,889	18.1	\$ 402,025	20.2
Photography and digi prints	20,481	1.1	30,821	1.5
Quarterly sales book	10,218	0.5	11,234	0.6
	<u>368,588</u>	<u>19.7</u>	<u>444,080</u>	<u>22.3</u>
Services				
Delivery	69,050	3.7	75,950	3.8
Land registry	-	0.0	108	0.0
Property assessment	9,751	0.5	-	0.0
	<u>78,801</u>	<u>4.2</u>	<u>76,058</u>	<u>3.8</u>
Computer				
Hardware	669	0.0	420	0.0
Repairs, maintenance and service	23,115	1.2	16,339	0.8
Software and support service	29,057	1.6	29,029	1.5
Supplies	2,682	0.1	2,633	0.1
Telephone	16,180	0.9	22,586	1.1
	<u>71,703</u>	<u>0.0</u>	<u>71,007</u>	<u>0.0</u>
General				
Directors' liability insurance	290	0.0	3,888	0.2
Key pads	-	0.0	4,762	0.2
Computer	14,395	0.8	15,549	0.8
Lockbox sundry	-	0.0	90	0.0
	<u>14,685</u>	<u>0.8</u>	<u>24,289</u>	<u>1.2</u>
	<u>\$ 533,777</u>	<u>28.5</u>	<u>\$ 615,434</u>	<u>30.9</u>

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Schedule of Expenditures
Year ended December 31, 2000

2000 % 1999 %

Schedule 2

COMMITTEES

Christmas party	\$ (946)	(0.1)	\$ (387)	0.0
Commercial	917	0.0	857	0.0
Community relations	10,463	0.6	8,574	0.4
MLS systems	955	0.1	561	0.0
Directors	1,135	0.1	3,507	0.2
Executive	2,195	0.1	2,363	0.1
Golf tournament	155	0.0	(51)	0.0
Marketing division	15,527	0.8	20,365	1.0
Membership services	11,632	0.6	7,820	0.4
Membership affinity	2,024	0.1	1,689	0.1
Orientation	1,242	0.1	1,609	0.1
PAC	3,837	0.2	4,515	0.2
Professional standards	472	0.0	562	0.0
Intranet	375	0.0	-	0.0
	<u>\$ 49,983</u>	<u>2.7</u>	<u>\$ 51,984</u>	<u>2.6</u>

PROFESSIONAL DEVELOPMENT

Sponsorship	\$ 910	0.0	\$ 960	0.0
Association dues - other	5,984	0.3	4,001	0.2
CREA conference	24,343	1.3	27,799	1.4
Honorarium	5,000	0.3	5,000	0.3
OREA conference	17,016	0.9	18,704	0.9
General meetings	13,793	0.7	16,433	0.8
NAR conference	11,532	0.6	9,362	0.5
Vision 2000	-	0.0	2,245	0.1
	<u>\$ 78,578</u>	<u>4.2</u>	<u>\$ 84,504</u>	<u>4.2</u>

ADMINISTRATION

Salaries	\$ 535,955	28.6	\$ 510,893	25.7
Pension and benefits	64,280	3.4	62,995	3.2
Payroll assessment	32,374	1.7	32,377	1.6
	<u>\$ 632,609</u>	<u>33.8</u>	<u>\$ 606,265</u>	<u>30.5</u>

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Schedule of Expenditures
Year ended December 31, 2000

	2000	%	1999	%
Schedule 3				
OPERATIONS				
Equipment				
Repairs, maintenance and copier charges	\$ 14,283	0.8	\$ 16,952	0.9
General				
Bank charges	7,793	0.4	7,110	0.4
Depreciation	106,697	5.7	106,155	5.3
Employee training	11,755	0.6	10,176	0.5
Member life insurance	48,065	2.6	49,826	2.5
Miscellaneous	3,987	0.2	4,007	0.2
Postage and courier	6,733	0.4	6,454	0.3
Resale forms	60,833	3.3	52,763	2.7
	<u>245,863</u>	<u>13.1</u>	<u>236,491</u>	<u>11.9</u>
Professional Fees				
Audit and related services	7,270	0.4	7,833	0.4
Consultant	12,000	0.6	12,000	0.6
Legal - general	3,493	0.2	8,103	0.4
Compensation/Organizational review	12,000	0.6	13,232	0.7
	<u>34,763</u>	<u>1.9</u>	<u>41,168</u>	<u>2.1</u>
Stationery				
Letterhead	2,316	0.1	2,080	0.1
Stationery and supplies	6,756	0.4	9,475	0.5
	<u>9,072</u>	<u>0.5</u>	<u>11,555</u>	<u>0.6</u>
Communications	20,706	1.1	21,594	1.1
	<u>\$ 324,687</u>	<u>17.4</u>	<u>\$ 327,760</u>	<u>16.5</u>

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Schedule of Expenditures
Year ended December 31, 2000

	2000	%	1999	%
Schedule 4				
OCCUPANCY				
Building				
Janitorial	\$ 14,073	0.8	\$ 14,369	0.7
Repairs and maintenance	17,961	1.0	17,972	0.9
Yard, sewer and elevator charges	16,081	0.9	12,916	0.6
	<u>48,115</u>	<u>2.6</u>	<u>45,257</u>	<u>2.3</u>
General				
Depreciation	38,578	2.1	39,567	2.0
Insurance	5,994	0.3	4,994	0.3
Mortgage interest	7,399	0.4	9,914	0.5
Property taxes	92,229	4.9	107,837	5.4
Utilities	24,672	1.3	24,399	1.2
General	2,002	0.1	-	0.0
	<u>170,874</u>	<u>9.1</u>	<u>186,711</u>	<u>9.4</u>
	<u>\$ 218,989</u>	<u>11.7</u>	<u>\$ 231,968</u>	<u>11.7</u>

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Notes to Financial Statements
December 31, 2000

1. PURPOSE OF THE ORGANIZATION

The London and St. Thomas Real Estate Board is a not-for-profit trade association of Realtors committed to providing members with the structure and services to ensure a high standard of business practices and ethics so that they might serve effectively the real estate needs of the community.

2. ACCOUNTING POLICIES

The accompanying financial statements are prepared in accordance with accounting principles generally accepted in Canada. The significant accounting policies are summarized below.

Revenue Recognition

The Board follows the deferral method of accounting for fees and charges. Restricted contributions are recognized as revenue of the appropriate reserve in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amounts to be received can be reasonably estimated and collection is reasonably assured.

Unrestricted investment revenue is recognized as revenue when earned.

Measurement Uncertainty

The preparation of financial statements in accordance with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amount of revenues and expenses during the reported period. These estimates are reviewed periodically, and, as adjustments become necessary, they are reported in earnings in the period in which they become known.

Inventory

Inventory is valued at the lower of cost and net realizable value; cost being determined on a first-in, first-out basis.

Contributed Services

Contributed services by volunteers are not recognized in these financial statements due to the difficulty in determining their fair market value.

Capital Assets

Capital assets are recorded at acquisition cost. Amortization is provided on the declining balance method over the estimated useful lives of the assets at the following annual rates:

Building	2.5 %
Personal computers and software	33.33 %
HP computer and software	20 %
Equipment	20 %

The photo library is being amortized on a straight-line basis over ten years.

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Notes to Financial Statements
December 31, 2000

3. KEY TRUST FUND

The Key Trust Fund represents the refundable deposits paid by members for a key box. The fund has been invested in the same manner as the general reserve investments listed in Note 4. Market value as of December 31, 2000 for investments - \$92,664 (1999 - \$99,050).

4. INVESTMENTS

The restricted investments for reserves are recorded at cost and are comprised of cash, Government of Canada Bonds, Provincial Bonds, Canada Mortgage and Housing Corporation Bonds, Ontario Hydro Bonds, highgrade corporate issue bonds and Canada Trust Private Canadian Money Market Fund. Market value as of December 31, 2000 for the investments - \$542,637 (1999 - \$510,302).

Internally Restricted

The General Reserve has been established by the Board to be used to support operating cost needs.

	<u>General Reserve</u>	
	2000	1999
Balance, beginning of year	\$ 510,302	\$ 534,145
Investment income for the year	29,872	26,157
Net transfer to unrestricted funds	-	(50,000)
Balance, end of year	<u>\$ 540,174</u>	<u>\$ 510,302</u>

5. CAPITAL ASSETS

	Cost	Accumulated Amortization	<u>Net</u>	
			2000	1999
Land	\$ 1,583,000	\$ -	\$ 1,583,000	\$ 1,583,000
Building	1,938,004	433,474	1,504,530	1,543,108
Personal computers and software	144,817	104,570	40,247	51,803
HP computer and software	555,125	346,603	208,522	201,641
Equipment	93,278	55,047	38,231	42,798
Photo library	248,890	61,612	187,278	172,305
	<u>\$ 4,563,114</u>	<u>\$ 1,001,306</u>	<u>\$ 3,561,808</u>	<u>\$ 3,594,655</u>

6. DEMAND MORTGAGE PAYABLE

First mortgage of \$79,134 which is being repaid in monthly instalments of \$4,250 plus interest at the Scotiabank's prime demand rate of interest. The mortgage payable is secured by the property 338-358 Commissioners Road and is due on demand. Scotiabank has given the London and St. Thomas Real Estate Board the assurance that it will not demand the mortgage within the next fiscal period therefore the mortgage has been reclassified as long term.

THE LONDON AND ST. THOMAS REAL ESTATE BOARD

Notes to Financial Statements
December 31, 2000

7. CONTINGENCY

An action has been commenced against the Board for the alleged wrongful termination of a member of the Board. The Board is defending this claim.

At the current time, the amount of loss to the Board, if any, is not determinable.

**LONDON AND ST. THOMAS
REAL ESTATE BOARD**

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WE'RE ON THE WEB
www.lstreb.com



The London and St. Thomas Real Estate Board is an association of REALTORS committed to providing its Members with the structure and services to ensure a high standard of business practices and ethics so that they may serve effectively the real estate needs of the community.

Members of the London and St. Thomas Real Estate Board also belong to the Canadian Real Estate Association, which represents over 66,000 licensed and registered real estate practitioners in 112 local real estate boards, 10 provincial associations and 1 territorial association throughout Canada, as well as the Ontario Real Estate Association, which represents the 35,000 brokers salespeople who are members of the province's 46 real estate boards.

2000 Chairpersons



Front Row (left to right) : Greg Anthony, Pat Pope;
Second Row: Glen Gordon, Rick Odegaard,
Gerry Weir, Betty Doré, Debbie Scott; **Third Row:**
Michael Hines, Ken Harper, Mike Jakupi; Sandy
McGregor.

Missing from photo: Dave Roby, Donna Koenen,
Dave Bowring, Barb Hodgins, Mary Smith, Len
Fowler, Harry Johnston, Bill Hyman.

