

Tuesday, March 19, 2002

Annual General Review 2002

Agenda

Please turn off pagers for the duration of the meeting.

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10:00 AM	Registration
10:30 AM	Call to order and welcome by 2003 President Glen Gordon
10:40 AM	Approval of AGM Minutes (March 19, 2002) and adoption of 2002 Annual General Review AND audited financial statement AND appointment of the Board's 2003 auditors and solicitors
	Remarks of and presentation to 2002 President Presentation to 2002 Retiring Directors Address of 2003 President
	Remarks of and presentation to 2002 Marketing Division President Presentation to 2002 Retiring Marketing Division Directors Remarks of 2003 Marketing Division President
11:15 AM	Other business (consists of presentations to/of): Honourary Membership Plaque to Grant Monteith Special Recognition — Technology Task Force & Celerity Trainers Mission Services Community Service Award Outstanding Service Awards Long Service Membership Plaques CREA 25-Year Certificates
11:30 AM	Introduction of Guest Speaker: George Duncan, City Manager 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

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.



Minutes of the Annual General Meeting

Tuesday, March 19, 2002
Best Western Lamplighter Inn



- 1) **Call to Order and Welcome**
 2002 President Michael Hines welcomed Members and called the meeting to order at 10:31 AM.
- 2) **Introduction of Head Table Guests**
 In addition to introducing the head table, invited guests and award winners, Michael also asked that the 2002 Marketing Division Board of Directors, Past Presidents, Honourary Members, Board staff and Board photographer 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 28, 2001 Annual General Meeting be approved.

CARRIED

- 4) **Adoption of 2001 Annual General Review**

MOTION

that the 2001 Annual General Review, which contains the 2001 Committee Reports, be adopted as amended.

CARRIED

- 5) **Adoption of Audited Financial Statement for the Year Ended December 31, 2001**

MOTION

that the Statement of Revenue and Expenditures for the year ended December 31, 2001, as pre-published to all Brokers and found on REALFax, be adopted.

CARRIED

- 6) **Appointment of 2002 Board Auditors and Solicitors**

MOTION

that Ford, Keast Chartered Accountants continue to be the Board's Auditors for 2002.

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 2002.

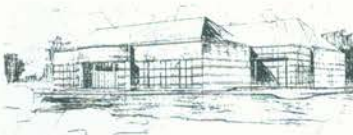
CARRIED

- 7) **Remarks of 2001 President**

Rick Odegaard then gave his Past President's address (a copy is attached in the Minute Book)

- 8) **Presentation to 2001 President**

After complimenting and thanking Rick for a job well done, Michael presented him with a



plaque, scrapbook, mementos and a gift from the Membership in appreciation for all his hard work during 2001.

9) **Presentation to 2001 Retiring Directors**

Michael then asked the retiring 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:

Greg Anthony
Tom Dampsy
Peter Hoffman

10) **Address of 2002 President**

2002 President Michael Hines addressed the Membership (a copy of which is attached in the Minute Book).

11) **Remarks of and Presentation to the 2001 Marketing Division President**

Joe Hough then gave his speech (a copy of which is attached in the Minute Book). At the conclusion of his speech, 2002 Marketing Division President Mike Carson thanked Joe for his hard work during the past year and a half and presented him with his outgoing President's plaque and gift.

Mike then 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:

Kathy Amess
Tom Dampsy
Barb Hodgins
Debra Scott
Trevor Tyson

12) **Remarks of 2002 Marketing Division President**

Mike Carson addressed the Membership (a copy of his speech is attached in the Minute Book).

13) **Other Business**

- a) **Honourary Membership Plaque** – presented to Harry Mohaupt.
- b) **Mission Services** – Presented with a cheque for \$5,500.00, bringing the total the Board has raised for Mission Services since 1992 to \$95,123.00.
- c) **Community Service Award**
Presented to Bob Sharen (accepted by Trish Sharen-Bray).
- d) **Outstanding Service Awards**
Presented to Tom Dampsy, Nancy McCann, Pat Pope and Debra Scott.
- e) **Long Service – Plaque/Pin Presentations**
 - 45 Year Plaque**
Karl Hobyen





35 Year Plaques

Mike Ansari, Bev Bosveld, Wayne Jolly and Joe Vivinetto

30 Year Pins

Betty Lynn Cassis, Norm Chesterfield, Ralph Dodds, Bruce Jones and Bob Lauckner

25 Year Pins and CREA 25 Year Letters

Elfriede Atcheson, Jeff Chapman, Terry Greenwood, John Lauckner, Ed Milani, Tim MacFarlane, Bill McCarvell, Manuel Medeiros, Douglas Paul, Ina Rivard, Teri Robertson, Diane Ryan and Bernie Sheridan

- 14) **Guest Speaker** – Garry K. Nichols, FINTRAC’s Regional Director for Ontario
Garry gave an in-depth report to the membership on Bill C – 22 & Bill C – 36 “Proceeds of Crime (Money Laundering) Act”. Following his presentation, Executive Officer Betty Doré thanked him for attending and gave him a token gift of appreciation.
- 15) **Live Demo of the Board’s New Celerity DMS MLS® SYSTEM** - Jason Lo and Melanie McBride of FiLogix.
- 16) **Adjournment**
Following lunch, the Chairman adjourned the meeting at 1:53 p.m.

President’s Report

Statistics

Statistically speaking, 2002 was the best year the London and St. Thomas Real Estate Board has ever experienced. We had an unprecedented twenty consecutive months in which sales exceeded those of the previous month, ending with November 2002. What a run! 8,097 homes (detached and condos combined) sold last year, the highest number of home sales ever for the London and St. Thomas Real Estate Board. The next highest number of sales occurred last year, when 7,307 homes exchanged hands.

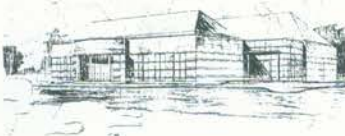
Year end figures show sales of detached homes up 7.5% from 2001 and condo sales up 27% over the previous year, while total dollar volume generated by MLS® sales topped last year’s best ever record, coming in at a whopping \$1,248,341,983. Last year was the first year we came in at over the \$1 billion mark.

The average price for a detached home in the Board’s jurisdiction for 2002 stands at \$151,705, a modest 4.8% gain over 2001, while the average price for a condo stands year end at \$102,516, up 5.9% over last year. According to CMHC, these price increases are not inflationary and do not suggest that we are experiencing any kind of housing “bubble” as seems to be happening in Ottawa and Windsor. Active listings end-of-period were down 27.2 % for detached homes and 34.4% for condos, supporting the contention

Year	Sales
2002	8,097
2001	7,307
2000	6,505
1999	6,720
1998	6,416
1997	6,269
1996	6,770
1995	5,397
1994	5,793
1993	5,802
1992	6,285
1991	6,007
1990	5,466
1989	6,771
1988	7,003



Michael Hines
2002 President



that 2002 was a Sellers Market.

St. Thomas also performed solidly in 2002. A total of 646 homes sold last year, up 27% from 2001. The average price of a home in St. Thomas stands at \$121,422, up from last year's figure of \$114,257.

Community Involvement

2002 was a banner year for our Board on and off the ledger sheets. Not only did we manage to change MLS® Systems (just about the most horrendous job a real estate board can tackle), we also played a larger role in advancing not only our community's economic development but also its well being.

We have been actively partnering with the London Economic Development Corporation and the City's Realty Services to attract new business to London and have shown ourselves to be solidly behind Mayor Anne-Marie DiCicco in her efforts to boost London. In addition, the Board is represented on MainStreet London, the organization charged with revitalizing our downtown core, by our Executive Officer, Betty Doré, who chairs its Economic Restructuring Committee and sits on its Executive. We have also been very well represented on the London Housing Advisory Committee by Mike Carson, to whom this Board owes a debt of gratitude for having done an absolutely bang up job, over the past five years, of keeping us in touch with reality at the street level, particularly as regards affordable housing issues.

We are all charged with the responsibility of improving our community, socially and economically. Attracting business and creating more jobs is an important part of the equation. Improving the quality of life is equally important, which means that we must identify and address our social ills. We believe that a better community is also a more attractive community and a more attractive community is one that recognizes its problems and takes measures to address them. And what happens to this very attractive community? People want to live in it. Businesses want to locate or relocate in it. And isn't it better to live in a place where people care? I think so.

That is why we have become so involved at every level of our organization and at every level of government in affordable housing issues. CREA is onside; we are active at the local level; and we are banging on OREA's doors, asking our provincial association to come on board. It's good to be smart; it's good to be strategic; it's even better to do good things.

This has been a phenomenal year for me. I have been stretched to the limit, preparing for and attending some-



First row, left to right: Joe Hough, Betty Doré, Michael Hines, Sandy McGregor
 Second row, left to right: Mike Carson, Bill Hyman, Bill Bickley
 Back row: Vito Campanale, Rick Odegaard, Ken Harper, Sandy Krueger, Glen Gordon

Missing from photo: José Medeiros, Costa Pouloupoulos, Bruce Sworik



"It's good to be smart; it's good to be strategic; it's even better to do good things."





thing on the order of one hundred meetings on behalf of the Board at the same time as I was trying to meet the needs of my clients. However, I have not regretted a moment of my involvement. To say that volunteering at this level is educational would be to put it very mildly, indeed. It is mind-expanding to the point of being mind-blowing and, best of all, it is interesting. You can't believe how interesting.

Interesting or not, I might have found myself overwhelmed more often than I in fact did on my tour of duty, had it not been for our Executive Officer Betty Doré, who was always there to guide and assist me. I would also like to thank our Communications Officer Melissa Hardy-Trevenna, who went beyond the call of duty to champion our affordable housing issues with CREA. I am also grateful for the help and support of other staff members who strove to lighten my load whenever possible. Last, but not least, I would like to thank my lovely wife Heather, who put up with my absences and preoccupation with the cheerfulness that I recognize as characteristic of her, but that I never take for granted.

Marketing Division President's Report

The Marketing Division had another busy year in 2002, with our Marketing Division Directors filling 19 positions on 14 Committees, Task Forces and Advisory Groups. In addition to sitting on ten committees, Past President Joe Hough, President Elect Costa Pouloupoulos and I sat on two Boards of Directors. In addition Joe and I participated in the changeover from Vandat to Celerity DMS as trainers and I represented the Board on the London Housing Advisory Committee as Vice-Chair.

The mandate of the Marketing Division is, in part, to provide networking opportunities for our Members. We did that through a number of events this year.

The first was our inaugural St. Thomas celebration day, which took place on June 27. St. Thomas Chamber of Commerce President and CEO Bob Hammersley served as M.C. and MP for Elgin-Middlesex-London Steve Peters was the featured speaker. The event raised \$348 for the women's shelter in St. Thomas. Special recognition is to be given to Theresa Holmes for her efforts in organizing this event.

Our second annual Old Fashioned Family Picnic took place in London Life Park on September 12, complete with complimentary hot dogs, chips, pop and cookies and featuring face painting, balloon artists, games and prizes. Lyn Mallette was our key person on this event and is to be commended for a job well done.

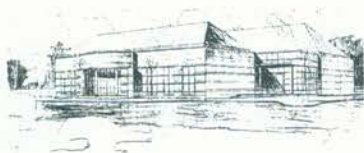
\$250 was raised for the London Food Bank at our Election Meeting, which took place on November 1 at the Hellenic Centre.

We also hosted our annual Children's Christmas Party on December 7 at Wonderland Gardens. Jingles the Clown made an appearance and fun activities included a Christmas Show, magic tricks, face-painting, puppets, refreshments and balloon artists. Because Christmas is a time for giving, the children attending the party were invited to help other, less fortunate children, with the result that the Marketing Division was able to present the Women's Community House with two huge boxes of toys. Barb Hodgins and Theresa Holmes were our busiest elves and once again created a memorable occasion for all.

The role of the Marketing Division, however, is not merely to act as a social convener for the Board. It is also our job to represent the salesperson members of our Board, which we do via Ar-



Mike Carson, President
Marketing Division



ticle 6, Section 1.02 of the Bylaw, which deals with Directors and Officers and which specifies that three positions on the Board of Directors must be filled by the President of the Marketing Division, its Past President and President Elect. This means, in effect, that the Marketing Division Board of Directors acts as a kind of talent pool, a ladder by means of which people can ascend to the Board of Directors.

In 2003 the Firm Members will be meeting to vote on a recommendation put forward by the Franchise Review Task Force and approved by the Directors that will, in effect, expand the pool of people eligible to vote at Firm Member Meetings to include all past members of the Board of Directors, all Associate Brokers who were previously registered with the Board as Firm Members, and all past and current Presidents of OREA and CREA. It would also allow all past Members of the Board of Directors to run for the Board of Directors.

This is not one member one vote. Far from it.

What it is, however, is an appropriate and prudent use of available resources. After all, you have invested a great deal in those Marketing Division Directors who have risen through the ranks to sit on the Board of Directors. You have sent us to conferences so that we could learn what we needed to know to make informed decisions on your behalf. You have nominated and elected us to sit on the supreme governing body of this Board – the Board of Directors – and, in so doing, trusted in our judgment to do what was right for you and your business. And you have done so not for a brief period of time, but over a number of years in some instances. Your investment in me and others like me has been a considerable one. I do not take it lightly. Neither, I believe, should you. Does it make good business sense to invest and invest and invest in people and then throw them away as if they had some kind of expiry date stamped on them? We don't think so.

In closing, I would like to thank the Marketing Division for the privilege of serving as your President, my fellow Marketing Division Directors for all your hard work, our Staff Liaison, Wendy Preib, for her special blend of efficiency and good humour, and my wife and family for their continuing support and love.



First row, left to right: Costa Pouloupoulos, Mike Carson, Theresa Holmes, Jim McFadden
Second row, left to right: Joe Hough, Mary C. Smith, Wendy Preib, Larry Carroll, Lynne Mallette
Missing from photo: Sharon Allison-Prelazzi, Jim McCormick

Executive Officer's Report

2002 might have been the Chinese Year of the Black Horse, but, for this Executive Officer, it was overwhelmingly the Year of Celerity! The scuttlebutt from colleagues both in Canada and the United States is that the most traumatic thing that can ever happen to an Executive Officer is switching MLS® systems. Now, after having overseen the complete conversion of both our Membership and Accounting data from Vandat to MMSI and all the MLS® data for both our Board and the Tillsonburg District Real Estate Board from Vandat to Celerity, and having facilitated the training of all our Members and the Members of TDREB, I can say unequivocally that the scuttlebutt is correct.



**"This is not one
member one vote.
Far from it."**



Betty Doré,
Executive Officer



To give you a notion of just how much data we are talking about, check out the MLS® stats to the right, assembled in 1999 for use in the Request for Proposal sent to various Vendors. These are for our Board only. They do not include TDREB's data.

While the switchover was very complex, it was also very rewarding. A big reason for that is because I had such quality help making it happen. Jason Lo and his team at FiLogix were flexible, efficient and very accommodating . . . and those of

you who know me realize that I'm pretty demanding and insist on going for the gold (or the throat!) whenever possible! My staff worked overtime and on weekends to make it all happen in a timeframe that might have been laughable if we hadn't actually managed to accomplish what we needed to do within it. And an amazing team of trainers drawn from your ranks managed to train virtually every single member of the Board in over 230 training sessions held back to back and on weekends in our computer training lab before we finally pulled the plug on Vandat and said, "Goodbye Twentieth Century. Hello, Twenty-First!" I would be remiss indeed if I did not take this opportunity to thank my President, Michael Hines, for his tremendous support. Change is never easy and, whenever I found myself in a hard place, he was my rock.

ITEM	LSTREB
New Listings	15,575
Average # Active Listings	5,000 to 6,000
Average # expired listings (# of years retained)	60,000; 5 years
Sales for the year only	7,215
Archived Sales (Dating back of 1984)	100,000
Photo Library Images	140,000
Land Registry Records	207,114

**"We held over 230
training sessions
back to back and on
weekends."**

Switching systems has a tendency to spawn its own 'to do' list. For example, what better time to convert our country search areas to correspond to newly amalgamated townships in the Board's jurisdiction as well as in other outlying counties? And then there was Internet Data Exchange. Part of the contract we negotiated with FiLogix was the assurance on their part that they would provide us with a Board-run IDX web site, which meant that the Data Management Task Force had to determine how such a site would look and operate. Another part of the contract dealt with Forms Integration, so there were issues that needed to be hammered out in connection with what forms would be integrated with our new system and what that would cost. And, if we were to expect the Members to be able to use Celerity effectively, we had to make sure their computer literacy was sufficiently high. This meant that we had to run MCE-credit classes in Windows, Internet and E-Mail. A whole lot of them.

Obviously business may not go on as usual during the kind of transition we underwent in 2002, but it does go on. We continued to work closely with the London Economic Development Corporation in 2002 to attract new business to London. We also started to upload our IC&I data to the City of London's Real Estate Services site, which led to the City winning an Ontario Showcase Award for Excellence in Technology for its Business Location Finder. I was asked to sit on the Executive of MainStreet London and to chair its Economic Restructuring Committee, which has proved very interesting, indeed.

Now that we are on the other side of the system switchover, we are looking forward to reaping the fruits of having made the change. For example, the kind of statistics that we are able to generate with Celerity are so much more specific than we were ever able to pull out of Vandat. Want to know what a ranch style home in Sub Area G cost in 1995? It's easy, using the CMA function of Celerity. What to know how many two-story homes with a double car garage and central air conditioning sold in Delaware last year? It's as simple as setting your parameters and hitting 'Monthly Reports'. And now that our national intranet, REALTORLink, is fully operational, we have this incredible communications vehicle at our disposal. I wouldn't want to go through 2002 again, any time soon. However, what we did in 2002 is going to make 2003 and beyond so exciting that I can hardly wait.



Committee Reports

Arbitration Committee

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

In 2002 there were four claims altogether. Three were settled at Conciliation, while one went to a full Hearing (Conciliation having been refused) and the Claimant was awarded \$2,752.58. The Defendant appealed to the Ontario Real Estate Association. The Association upheld the Arbitration Panel's decision, demanded that the Award of \$2,752.58 be paid, and kept the Defendant's \$750.00 filing fee to partially defray the costs of the Appeal Hearing.

CHAIRMAN

Grant Monteith

MEMBERS

Bev Bosveld
Bill Bouris
Rebecca Carnegie
Ruth McNab
Dick Nywening
Ray Porter
Dave Roby
Ron Rossini
Harry Tugender
Bill Warder
Larry Wilcocks

STAFF LIAISON

Lyn Coupland



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.

Over the past several years the partnerships that LSTREB has actively pursued with the City of London, the London Economic Development Corporation (LEDC) and MainStreet London have bourn significant fruit.

For example, LSTREB is now automatically uploading IC&I listings to the City's web site, thereby ensuring their accuracy and currency. In the fall of 2002, the City of London received an Award of Excellence from Showcase Ontario (sponsored by the province in order to recognize Information Technology initiatives throughout the public sector) for its Business Location Finder. The City publicly acknowledged the contribution of the Board as having been key to the utility and functionality of the BLF. We have also been approached by Middlesex County, which is interested in a similar partnership with LSTREB.

In February 2002, the Board was asked by LEDC to do two presentations on the local real estate

CHAIRMAN

Mike Jakupi

MEMBERS

John Alguire
Greg Anthony
Larry Carroll
Tom Dampy
Randy Hanke
Peter Hoffman
Bill Hyman
Al Jefferies
Joe Kuchocki
Jack Lane
Rick Odegaard
Douglas Paul
Joe Pinheiro

STAFF LIAISONS

Betty Doré
Liana McLachlan

"There were four
arbitration claims in
2002."





market to employees of a large corporation that was relocating to London. In this case, the fact that our Board's jurisdiction offered the company's employees a good range of housing options and affordable pricing sweetened the pot on an otherwise commercial deal. We also provide LEDC with up to date statistical information and information on listings as needed.

Board representatives also attended the Synergies Conference – an annual event focusing on bringing together those organizations in London that have, as one of their core principles, growing, expanding and/or retaining business in London. Representatives also attended the Mayor's Breakfast and the London Chamber of Commerce's Faces of London sessions – a breakfast speaker series designed to encourage business people to look at the community holistically rather than by sectors. Board President Michael Hines and staff also met with representatives of the Old East Village Business Improvement Area (OEVBIA) to discuss ways in which our two associations might further the aims and objectives of both organizations.

Our Executive Officer was appointed first to MainStreet London's Economic Restructuring Committee, then to its Executive as Chair of that Committee. MainStreet's mandate is to strengthen the downtown's economic base through business retention and recruitment and to introduce new economic functions to the core. Betty has organized an advisory group of commercial REALTORS working in the downtown area to meet with and advise the Mainstreet Committee on what the roadblocks to commercial activity are downtown and how they might be overcome. Through Betty's connection with MainStreet, we are able to provide the following applications at our MLS® desk: Downtown Rehabilitation and Redevelopment Grant Program Guidelines, Façade Programme: and Upgrade to Building Code Downtown Renovation Loan.

**"In 2002 the
Committee voted to
become a
Commercial
Council."**

Both OEVBIA and MainStreet were exhibitors at our third annual Commercial Breakfast and Mini Trade Show, a very successful event that featured an update on CREA's Commercial MLS® web site, www.cls.ca, and Luciano Piccioni, MCIP, RPP, speaking on brownfields. Other exhibitors included Canada Mortgage & Housing, Complete Interiors & Design Ltd., Compusmart, Designer Baskets, Foundation Networks, Hilton London, iLOOKabout, Investors Group, James O'Donnell, Marriott Residence Inn, Ontario Real Estate Association, RBC Royal Bank, Stevenson & Hunt, The Planit Measuring Co., Title PLUS, and Wright's Send A Basket.

In 2002, the Commercial Committee decided to bring our Board in line with other large Boards in Canada and to give our commercial practitioners more visibility and credibility at the provincial and national levels by voting to become a Council. Discussions took place regarding the benefits that might accrue to our commercial practitioners as a result of such a change and how such a division might be structured. In 2003 the Committee will be looking at writing Bylaws to take to the Directors for approval and to the Floor of a Firm Members Meeting, if the Directors so move.

The mid-year Forum of the National Commercial Council of CREA was held in London this year and co-hosted by our Board and thirteen MCE courses of specific interest to Commercial REALTORS were held at LSTREB in 2002.

Discipline Committee

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



disciplinary action.

Of the two complaints dealt with by the Professional Standards Committee in 2002, only one was referred to the Discipline Committee for a Hearing. As the referral to Discipline was done in late December, the notice of Hearing went out in mid-January and the Hearing is slated for late February 2003.

CHAIRMAN

John Simpson

MEMBERS

Dave Bowring
Yvonne Collyer
Jeff Chapman
Brenda Dolbear
Richard Haddow
Steven Horvath
Donna Koenen
Jennifer Murray
Costa Pouloupoulos
Brian Toth

APPEAL PANEL CHAIRMAN

Glen Gordon

MEMBERS

Ken Harper
Sandy McGregor
Joe Hough (Alternate)
José Medeiros (Alternate)

STAFF LIAISON

Lyn Coupland



Executive Committee

The mandate of the Executive Committee is:

- to act on urgent matters only on behalf of the Board of Directors;
- to examine and review executive policies of the Board and recommend to the Directors any additions, deletions or changes;
- to conduct an annual performance review of the Executive Officer;
- to select and approve all Committee Chairs, Committee Appointees, Advisory Groups, the Political Action (PAC) Representative and the Education Representative, following the General Election Meeting in each calendar year;
- to recommend any new Task Forces to the Directors; and
- and to appoint substitutes to serve for Members temporarily unable to act upon any Committee for such time as they may direct. Such appointments shall also be confirmed at the next Board of Directors meeting.

In addition, it may perform other such duties as the Directors may delegate.

CHAIRMAN

Michael Hines (President)

MEMBERS

Rick Odegaard (Past President)
Glen Gordon (President Elect)
Ken Harper (Vice President)
Mike Carson (Marketing Division President)
Vito Campanale (Finance Chair)

STAFF LIAISON

Betty Doré
Lyn Coupland

**"Only one complaint
was referred to the
Discipline Committee
in 2002."**





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

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

In 2002, the Board was approached by the London Property Management Association to lease office space in the Board Building. The details of this lease were worked out between the consultant engaged to advise the Board on this matter and the Finance Committee and approved by the Board of Directors.

In addition, the Finance Committee successfully recommended various measures to increase the Board building's security and these have been implemented.

The Finance Committee also recommended policies on how the Board's Computer Lab might be used by the Members to the Board of Directors. These were approved and implemented, with the result that the lab is frequently booked by different Firm Members so that they might provide specialized computer training for their salespeople and administrative staff.

The auditor's report, which completes the 2002 Finance Committee's Report, will be sent out under separate cover to each Broker Member of the Board. It will also be available on REALTOR-Link™ and through REALFax.

MLS® Systems Committee

The mandate of the MLS® Systems Committee 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.

CHAIRMAN
Vito Campanale

MEMBERS
Mike Carson
Michael Hines
Costa Pouloupoulos
Ron Rossini
Joe Pinheiro
Gerry Weir

STAFF LIAISONS
Betty Doré
Connie Calis

**"The auditor's report
will be sent out under
separate cover."**

CHAIRMAN
Bill Bickley

MEMBERS
Vince Bogdanski
Dianne Conway
Theresa Holmes
Bill Hyman
Debbie Scott
Richard Thyssen

STAFF LIAISON
Betty Doré
Liana McLachlan



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 2002 the Committee was not activated. Hence its balance was not determined.

CHAIRMAN

Rick Odegaard

MEMBERS

Michael Hines
Greg Anthony
Vince Bogdanski

STAFF LIAISON

Lyn Coupland



Professional Standards Committee

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 Bylaw of the Board
- The MLS® Rules and Regulations and other Policies of the Board.

Six complaints were "prescreened" in 2002 to determine jurisdiction and, out of those six, four fell within the Real Estate Council of Ontario's jurisdiction and two in the Board's. One of the complaints was sent back to the complainant for further information (and was never resubmitted) and the second one was investigated and ultimately sent to Discipline.

The Professional Standards Committee spent time reviewing OREA's recommended "FAST" model. "FAST" (the fine assessment template) is a simplified professional standards and discipline procedure, specifically designed for straightforward MLS rule infractions. However, as the Committee has only had three written complaints about alleged MLS rule infractions in the past two years and, as adopting "FAST" would require bylaw amendments, the Committee decided not to recommend its adoption at this time.

CHAIRMEN

Donna Czach and Harry Tugender

MEMBERS

Kathy Amess
John Dunbar
Dan Fraleigh
Roger Guindon
Sharron McMillan
Sharon Allison-Prelazzi
Helen Tomlinson

STAFF LIAISON

Lyn Coupland

"Of the six complaints pre-screened in 2002, four fell within RECO's jurisdiction and two in the Board's."

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 raised for charity in 2002 follows:

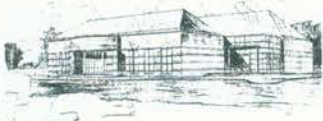
Beneficiary	Purpose	Donation Amount
Mission Services	Provides for homeless and disadvantaged	\$8,500
Habitat for Humanity	Makes home ownership a reality for the working poor	\$1,000
Women's Community House	London Women's Shelter	\$6,000
VAWSEC	St. Thomas Women's Shelter	\$2,498
Business Cares Food Drive	London Food Bank	\$1,250
Rotary Auction	Fundraiser for various local charities	\$100
TOTAL		\$19,348

Of these monies, \$9,000 were straight donations (\$5,000 of the \$6,000 donation to Women's Community House was donated by the OREA Foundation, with LSTREB's endorsement), \$1,000 was seed money for the *Homes for Hope*® Funspiel and the remaining \$9,348 was raised through various special events (the Bonspiel, Marketing Division events, and the Christmas party) and through sponsorship.

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

Charities	Totals
Mission Services	\$98,233
Habitat for Humanity	\$25,500
Women's Community House	\$15,752
VAWSEC	\$16,242
Totals	\$155,727

Two clothing drives were held for Mission Services in 2002 and the Children's Christmas Party organizers collected hundreds of toys for Women's Community House. A total of seven Pentium-level computers were donated to various charities. In addition, the Board sponsored its second annual flu shot clinic for the Members here at the Board as a fundraiser for St. John's Ambulance.



Bob Sharen received the 2001 Community Service Award (given in 2002). Not only does Bob have an impressive service record in his home community of Grand Bend, he has established an innovative network called Komputers for Kids that takes computers discarded as obsolete and places them with families with a learning challenged child. The Board made a donation of \$100 to Komputers for Kids.

MEMBERS

Sharon Allison-Prelazzi
Joan Ball
Carol Barnard
Jim McFadden
Mina Thaler-Adeland

STAFF LIAISON

Melissa Hardy-Trevenna



Education Advisory Group

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

2002 marks the fourth year for Mandatory Continuing Education. The following MCE seminars were held in 2002, in a number of cases two or three times:

- RECO Real Estate Update
- The Awesome Power of E-Mail
- A Realtor's Guide to Zoning
- The How's & Why's of Dealing with Agency
- Green Market Know How
- Becoming Condo Savvy
- Condo Reserve Fund (Firm Member Meeting)
- RECO Code of Ethics
- A Step-By-Step Guide to Prospecting and Selling Rental Apartments
- Multiple Offers: The Vendor, The Buyer & You!
- Presentation of Offers & Power of Sale
- Property Disclosure
- Environmental Awareness
- Grow Houses (town hall)
- Buyer Beware!
- Multiple Offers
- Building Your Business, Sustaining your Business
- Commercial Agency
- Turning Brown Into Green (Commercial Mini Trade)
- Disclosure & The Real Estate Professional
- Water – The New Realty Problem
- CMHC – Mortgage Financing
- Merv's Comments

- Property Search Productivity
- Sharpening Your Communication Skills
- Stigmatized Properties
- Buyer Agency Agreement
- Money Laundering/Grow Houses
- Internet Fundamentals
- Focus on Digital Photography

CHAIR

Dennis Sonier

MEMBERS

Joyce Byrne
Brenda Dolbear
Pat Pope
Debbie Scott
Ken Topping

STAFF LIAISON

Liana McLachlan

Because we wanted to ensure that our Members were able to take full advantage of our new Internet-based Celerity DMS, we ran a staggering number of basic computer skills courses in our new computer lab with such titles as Basic Internet, Internet Fundamentals, Basic E-mail – Outlook, Windows Levels 1 and 2 and Teelapoint Training.

Two town halls were held in 2002, one on Grow Houses (MCE) and one on Teelapoint. The guest speaker at the Board's Annual General Meeting was Garry Nichols, the Regional Director of FINTRAC, on the subject of money laundering. Our Board also played host to the Western Area Frontline Forum and facilitated CREA's National Tour Meeting in 2002.

"In 2002, we ran a staggering number of basic computer skills courses . . ."



Political Action Issues Advisory Group

The Issues Advisory Group was designed to function somewhat like a think tank to look at how our Board might take a more proactive role when it comes to political action and how it might provide useful input to both OREA's Government Relations Committee and CREA's Federal Affairs Committees regarding those issues that we feel should be lobbied, including the identification of issues with some relevance to our Membership and communities. While the PAC Chair carries out most of the functions as regards political action (such as attending CREA and OREA PAC Days, meeting with elected representatives, and acting as the point person for anything having to do with government at all levels), PAC-IAG is there to bounce ideas off and to advise.

CHAIRMAN

Michael Hines

MEMBERS

Mike Carson
Glen Gordon
Peter Hoffman
Rick Odegaard
Dennis Sonier
Gerry Weir

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna

On PAC-IAG's recommendation, the Board of Directors addressed letters to OREA's Government Relations Committee, asking that it lobby the government to license and regulate Home Inspectors and New Homes Salespersons.

Perhaps the single most significant thing LSTREB PAC did in 2002, however, was to climb firmly on the bandwagon as regards homelessness/affordable housing issues. Not only did we champion the cause at the CREA level, with the happy result that affordable housing initiatives were included in CREA's Pre-Budget Submission and lobbied to positive effect with our Members of Parliament, we have also formally asked that OREA's Government Relations Committee take the issue on. LSTREB has also been at the forefront of this issue locally, through our membership on the London Housing Advisory Committee and by giving presentations to various groups, including one given by Executive Officer Betty Doré to the Federal Finance Committee and one, given by Mike Carson and coordinated by the London Homeless Coalition, to City Council and various MPs.

The PAC Chair attended both CREA and OREA PAC Days in 2002 and met with each of our elected representatives, either in Ottawa or in the constituency, with the exception of Gar Knutson, whose Special Assistant we met with. We also made a second constituency visit to each of our MPs. CREA issues lobbied in 2002 included increasing RRSP contribution limits, the importance of continuing to pay down the National Debt and Species at Risk legislature and the implications for private property rights. We were fortunate that the MP for London West, Sue Barnes, is Chair of the Finance Committee and, as a consequence of our meeting with her, some of the initiatives we advocated ended up in that Committee's draft budget. OREA issues lobbied were extending the Land Transfer Tax Rebate to buyers of resale homes, brownfields remediation and passing the Real Estate Business and Brokers Act.

Scholarship Advisory Group

It is the task of this group to select the recipients of the LSTREB scholarship, which is intended to recognize a university or college-bound male and female student in their last year of high school who have demonstrated academic excellence, a high level of involvement in school and/or the community, maturity and responsibility, initiative and/or strength of character and to promote their higher education through a bursary of \$1,000 each. Eligible applicants must be either the children or grandchildren of a Board Member or Staff. In 2002, the Scholarship Advisory Group elected to award its ninth annual scholarship to Marta Biderman, daughter of REALTOR Ziggy Biderman, and Robyn Carson, son of REALTOR Mike Carson.

MEMBERS

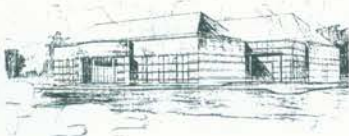
Pat Batticuore
Debbie Collins
Sandy Krueger
Gerry Weir

STAFF LIAISON

Wendy Preib



"In 2002, LSTREB championed the cause of affordable housing at the national level."



Broker Issues Advisory Group

The Brokers Issues Advisory Group was created in order to provide a peer forum at which issues affecting brokers might be discussed and debated, such as shrinking profitability margins, the cost of technology and the learning curve required to use it, new business models, the aging of the REALTOR demographic, whether this is a problem and how we might deal with it, the rising power of the consumer, salaried salespersons and single licensing.

CHAIR

Michael Hines

MEMBERS

Vito Campanale
Robert Eaton
Glen Gordon
Ken Harper
Peter Hoffman
Jim Holody
Sandy Krueger
Dick Nywening
Douglas Pedlar
Joe Pinheiro
Dennis Sonier
Bruce Sworik
Gerry Weir

STAFF LIAISONS

Betty Doré
Lyn Coupland



Task Forces

Conferences

Because of recent changes to the annual CREA Conference, (i.e., the elimination of the Trade Show, the shortening of the Leadership portion of the conference, its being always held in Ottawa, etc.) that will result in cost savings for the Board and because attending the NAR Conference is a valuable experience for Leadership in that it broadens Directors' horizons and perspectives and helps them to understand larger, global issues coming down the pike such as IDX, VOWs, etc., a Conference Task Force was struck under the Chairmanship of Joe Hough to look at who should attend what conferences.

After reviewing a survey of 15 mid-to-large sized Boards' conference policies and after lengthy discussions, the Task Force recommended and the Directors approved a new policy regarding conferences that determines who will go to what conference and what they will receive in terms of registration, travel expenses and per diem.

CHAIR

Joe Hough

MEMBERS

Dorothy Howell
Rick Odegaard
Joe Pinheiro
Costa Pouloupoulos
Gerry Weir

STAFF LIAISONS

Betty Doré
Lyn Coupland

**"Attending the NAR
Conference broadens
Directors' horizons
and perspectives."**



Data Management Task Force

Millions of consumers visit Internet web sites each month to search for information on real estate for sale. Property listings are available on thousands of sites everywhere on the web, from local newspaper sites to national real estate listing aggregator sites, many of which are not broker-owned or controlled by REALTORS®. For brokers to capture and maintain first contact with consumers in their area, broker web sites need to offer visitors the same local information that's available on the national sites. The challenge for real estate boards is how to ensure that members maintain first contact with consumers in the online real estate transaction. NAR responded to this challenge by developing a policy that allows brokers to post listing information from their local MLS® on their own web site with some limitations – a process called Internet Data Exchange (IDX, a.k.a., Broker Reciprocity or MLS® Reciprocity). NAR has made IDX mandatory as of January 1, 2002.

CHAIRMAN

Peter Hoffman

MEMBERS

Jeff Chapman
Debbie Collins
Terry Greenwood
Jim Holody
Joe Hough
Dennis Sonier
Michael Hines (*ex officio*)

STAFF LIAISONS

Betty Doré
Lyn Coupland
Melissa Hardy-Trevenna

Typically, what happens in the United States also happens in Canada – just a little later. For that reason and to achieve Objective 5 of our most recent strategic plan -- “To determine what information should be available to public” -- the Directors struck the Data Management Task Force. LSTREB was not entirely alone in its investigations in Canada. The Greater Vancouver Real Estate Board has already implemented a similar program and CREA has struck a task force to consider how IDX might be regulated in Canada.

First the Task Force had to decide whether IDX was a good idea. After identifying numerous advantages to our Brokers of having an IDX program, a consensus was reached that IDX was, indeed, a good idea, provided the program be confined to a Board-operated site only, with amendments/rewrites to our MLS® Rules and Regs to accommodate it. The Task Force then set about identifying the pertinent issues that would need to be discussed and making recommendations relative to them.

These included checking in with RECO – since IDX is a form of advertising and RECO deals with advertising. Fortunately, RECO appears to have no problem with IDX as long as it doesn't negatively impact the public. Moreover, since RECO has jurisdiction over registrants, not over Boards, it therefore follows that Boards are free to offer IDX as a Member Service, provided they ensure that the Members are aware of those provisions of REBBA that deal with advertising and the RECO Code of Ethics. The Task Force also checked in with CREA's legal counsel, who saw no problems with IDX from a competition standpoint.

Therefore, the Task Force set ground rules for IDX and revised the Rules & Regs accordingly. The Directors approved the implementation of IDX, and the Firm Members approved it early in 2002. In order to implement the program, however, FiLogix first had to do a considerable amount of programming, which was deferred until after the transition from Vandat to Celerity. There were also a number of decisions to be made regarding IDX by the Task Force. These included recommending:

- That a change be made in the advertising clause in the listing agreement, regarding who can advertise the property (to accommodate IDX);
- That there be no links off the Board's IDX site.

IDX is slated to come on board early in 2003.



“Our IDX program is slated to come on board in 2003.”



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 was 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 fairly straightforward, but nevertheless a very useful exercise.

The Task Force has not yet met because of the Board's very full agenda but is anticipated to reconvene in 2003.

CHAIRMAN

Glen Gordon

MEMBERS

Ken Harper
Linda Newcombe
Gerry Weir
Larry Wilcocks

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna



Electronic Key Box Task Force

The Key Box Task Force was struck in 1999 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.

In April 2000, the Directors had approved replacement of keypads on an as-needed basis and asked that the situation be monitored, as per the Task Force's recommendation. A reserve fund was established with the amount of \$20,000 being added each year starting in 2001. The cost to purchase new keypads comes from this reserve.

In the meantime, our Executive Officer continued to monitor what was happening in the States with the product's Vendor, Supra, only to find out, in the Spring of 2002, that Supra has developed a new Infrared box and, after July 1, 2003, this will be the only product available for sale. In order for us to use the new box, we would have to change our entire membership to a new keypad and Supra would charge approximately \$15 per member per month to do so. The result would be that our annual budget item for key boxes would skyrocket from \$13,000 a year to close to \$200,000 a year. The new keypad will work with the existing key boxes and the new Infrared boxes, but this is cold comfort in the face of such a huge increase in cost. Unfortunately for real estate boards, Supra's competition, Risco, is owned by the same parent company that owns Supra. As this is a concern not only for our Board, but for all the other Canadian Boards that use Supra, the fifteen large Canadian Boards met in August of 2002 and agreed that we would attempt to negotiate with the Vendor as a Country rather than as individual organizations.

In the meantime, the Task Force has been charged with evaluating the costs and implications of:

- 1) Staying with Supra;
- 2) Moving to Risco;
- 3) Reverting to a non-electronic key box system (i.e., combination locks);
- 4) Trying to coast along on the existing system until the contract for KIM expires on January 16, 2005 in the hopes that, by that time, there may be different options. The down side of this plan would be that, once the contract is terminated, we would be unable to buy key boxes or key pads from Supra.)

CHAIRMAN

Michael Hines

MEMBERS

Ron Boyle
Vito Campanale
Mike Carson
Nancy McCann
José Medeiros
Linda Newcombe
Tony Scarpelli
Bruce Sworik
Rick Thyssen

STAFF LIAISONS

Betty Doré
Lyn Coupland
Melissa Hardy-Trevenna

**"Costs for key boxes
would skyrocket."**



Franchise Review Task Force

The mandate of the Task Force was to look at such issues as whether the franchise (or voting rights), as well as the right to run for the Board of Directors and/or for President should be extended to *Marketing Division Past Presidents*.

Because Past Presidents of the Marketing Division have served for a number of years on the Board of Directors, as the Chair pointed out, they are experienced individuals in whose education and training the Board has already heavily invested. They are conversant with the issues faced by the Board and by organized real estate and the Board would benefit from their knowledge and expertise.

The Task Force discussed at great length the issue of who should be allowed to vote and whether experience at the Board of Directors table qualified a person to vote at the Floor and to run for office.

In the course of this discussion, it was pointed out that, under our present policy, Members who had in the past been Brokers and, as Brokers, had sat on the Board of Directors, are unable to vote. It was further pointed out that there were a number of Associate Broker Members of the Board who had once been Principle Brokers, and that these Members were, as a consequence of their diminished status, presently unable to vote.

In order to rectify this, the Task Force made a number of recommendations to the Board of Directors, which, after much discussion, were amended to the following:

- That all past members of the Board of Directors be given full voting rights.
- That all Associate Brokers who were previously registered with the Board as Principal Brokers (Firm Members) be given full voting rights.
- That all past Members of the Board of Directors be eligible to run for the Board of Directors.
- That all past and current Presidents of OREA and CREA be given full voting rights.

At a subsequent meeting the Directors approved the changes to Bylaw and Policy required to implement the above. The motion to expand the franchise will go to the Firm Members in 2003.

Land Registry/Assessment Task Force

The Land Registry/Assessment Task Force was struck to monitor developments regarding land registry and assessment data and, when the timing was appropriate, to make recommendations to the Board of Directors so that our Members could continue to obtain this crucial data at the best possible price. The Land Registry/Assessment Task Force did not meet in 2002, but has a meeting scheduled for the beginning of 2003.

CHAIR

Bill Hyman

MEMBERS

Greg Anthony
Mike Carson
Tom Dampsy
Joe Hough
José Medeiros
Costa Pouloupoulos

STAFF LIAISONS

Betty Doré
Lyn Coupland
Melissa Hardy-Trevenna



"The Task Force saw expanding the franchise as a prudent and appropriate use of resources."



CHAIRMAN

Glen Gordon

MEMBERS

Peter Hoffman
Vito Campanale

Sandy McGregor

José Medeiros

Rick Odgaard

Joe Pinheiro

Bruce Sworik

STAFF LIAISONS

Betty Doré

Lyn Coupland

Photo Library Task Force

The mandate of the Photo Library Task Force is to monitor the construction of the photo library and to develop policies regarding it. The Task Force did not meet in 2002.

CHAIRMAN

Rick Odegaard

MEMBERS

Tom Dampsy
Richard Haddow
Larry Wilcocks

STAFF LIAISONS

Betty Doré
Liana McLachlan



REALTOR/Builder Task Force

In 1997 LSTREB and the London Home Builders Association struck a joint task force with a mandate to forge stronger ties and foster better communication and cooperation between Members of the two organizations. The REALTOR portion of the joint task force was originally chaired by Nancy McCann and comprised of Peter Hoffman, Elliot Laxer, Chester Pawlowski and Gerry Weir. When LSTREB became busy Y2K-proofing the Board's various systems, the Task Force lapsed and was reinstated, under the Chairmanship of Greg Anthony, in 2002.

It quickly became apparent that payment of commission was a huge stumbling block for both builders and REALTORS.

With MLS®, it's very clear how REALTORS get paid and how much. With new homes, however, it is not always clear how much or even *if* our Members are going to be paid.

Builders, on the other hand, have had deals go sour or had to cut deep into their own profit margin when a Buyer's Agent, whose existence their customer had given them no reason to suspect, suddenly materialized at the eleventh hour, wanting to be paid.

The solution to this apparent impasse was to establish terms of cooperation that both sides could agree to. REALTORS want to know from the get-go how much they can expect to be paid and what the terms of cooperation are and builders need to know that their customer is represented by an agent who is willing to work with them.

In 1999 the Ontario Real Estate Association and the Ontario Home Builders Association signed a Joint Policy on REALTOR/Builder Cooperation, which LSTREB endorsed. However, the Joint Policy was more a statement of intent than an attempt to establish protocol. What was required was a protocol that both associations will encourage their members to follow – the Cooperation Guidelines, an optional form, which the Boards of Directors of both LSTREB and LHBA ap-

REALTOR CHAIR

Greg Anthony

REALTOR MEMBERS

Elliot Laxer
Jan Luistermans
Mike Morrish
Chester Pawlowski
Gerry Weir

REALTOR STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna

BUILDER CHAIR

Carl DiNardo
Marco Palumbo
Rennie Pieterman
Alan Churchill
Derek Anderson

BUILDER STAFF LIAISON

Lois Langdon

**"Payment of
commission was a
huge stumbling
block."**





proved in 2002 and began actively promoting to their respective Memberships. A similar program exists in parts of the United States and in Calgary, Alberta, but this is the first such agreement reached between a homebuilders' association and a real estate board in Ontario.

Statistics Task Force

The Statistics Task Force met early in 2002 to discuss Board statistics with reference to the transition to Celerity. Included in the discussion was Ken Sumnall, CMHC's Manager of Market Analysis for Western Ontario, one of the most significant end users of our statistical data. Because of Ken's considerable expertise in this area, it was deemed prudent to have his input on these matters.

CHAIR

Rick Odegaard

MEMBERS

Peter Hoffman
Ken Sumnall (CMHC)

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna

Residential Stats

The following decisions were reached, regarding residential stats:

- That statistical information, identical to that found in our present *Comparative Activity by Property Type for Year* and *Comparative Activity by Property Type for Month* printouts be generated for the Board's entire database (i.e., all listings and sales processed in our system).
- That statistical information, identical to that found in our present *Comparative Activity by Property Type for Year* and *Comparative Activity by Property Type for Month* printouts be generated for each of the (in many instances, newly amalgamated) areas in Middlesex and Elgin Counties, in other outlying counties (perimeters to be determined) and outside jurisdiction.
- That the information displayed in our present *Comparative Activity by Property Type for Year* and *Comparative Activity by Property Type for Month* printouts be grouped more logically, by type.
- That the information displayed in our present *Comparative Activity by Property Type for Year* and *Comparative Activity by Property Type for Month* printouts be cleaned up. There are a number of types that are left blank with no data following.
- That our new statistical program generate not only average house price but median house price.
- That FiLogix be asked how fall-throughs are dealt with statistically. In our current system, fall throughs are subtracted from total sales in the month they occur, not the month the sale was recorded.
- That the report entitled *London and St. Thomas Real Estate Board, Statistical Report for the Month Ending*: be produced for each of the different areas of the Board, including St. Thomas (scrap their current report), using the same format.
- That the report entitled *London and St. Thomas Real Estate Board, Statistical Report for the Month Ending*: be revised to include an additional table in the bottom right hand corner.
- That statistics include the ratio of new listings to sales in a given month or year (arrived at by dividing the total number of sales in a given period by the total number of new listings taken in that same period).

In addition, it was decided to advise Member Services not to include the CREA Detail Sheet in the Stats Pack. CREA's reporting requirements are different from ours and this results in different numbers, which occasionally creates confusion.

"Switching to Celerity gave us an opportunity to improve our statistics."



Commercial Statistics

The following decisions were reached concerning commercial statistics, which will not include leases (they will be totally separate):

- That Members should be encouraged where possible to use acreage as the standard unit of measurement for vacant and industrial land so that searches can be made by property size.
- That a separate category be established for IC&I leases, run separately from the sales sheets, to include data on: total square footage leased, total dollar volume over term of lease, number of units leased.
- Broken down by type of lease, e.g.: office, retail, industrial (forget about 'strip malls', 'enclosed malls,' etc.). It should default to the first item entered, as 3 are allowed.
- That the system should default to what is identified on the leasing form as the largest square footage, not the type, to determine the type.

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."

After two years of exhaustive investigation into new, Internet-based MLS® systems by the Technology Task Force, the Board of Directors endorsed and the Firm Members, at their October 19, 2001 meeting, approved the Task Force's recommendation that LSTREB enters into a contract with FiLogix for its Celerity DMS product. It was decided at that time that the Task Force would remain in place throughout 2002 to ensure a smooth transition and to consider issues related to the new system.

The first item on the agenda for 2002 was for the Executive Officer to negotiate the contract with FiLogix, which resulted in securing for our Members, at an extremely advantageous price, many features that Celerity had not at the time developed (e.g., an IDX site, Forms integration capability, a distributive database), as well as extensive customization. At the same time she had to negotiate the contract with the Vendor of our new Membership and Accounting Program, MMSI – Vandat included Membership and Accounting, but FiLogix didn't.

Next, all of LSTREB and the Tillsonburg District Real Estate Board's data had to be converted from Vandat to Celerity – a monumental task. In addition Membership and Accounting Data had to be converted and staff trained in how to use MMSI.

Following this and beginning on April Fool's Day 2002, the entire Membership had to be trained on the new system. This entailed the recruitment and training of the trainers, then the scheduling and teaching of approximately 250 classes in our new computer lab, run back to back and on weekends. These classes included Basic Celerity Training, Advanced Celerity Training and how to do CMA's, Targeted Celerity Training (i.e., for Tillsonburg, for Appraisers, for MAC Users, for Administrators and for Brokers), Celerity Cafes, including focused sessions on such topics as Prospecting, the Whereabouts of Menus 21 and 66, E-Mail, and City and County Searches.



CHAIRMAN

Gerry Weir

MEMBERS

Tom Dampsy
Richard Haddow
Michael Hines
Peter Hoffman
Joe Hough
Rick Odegaard
Warren Shantz
Tillsonburg Rep
Woodstock Rep

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna

"Approximately 250 Celerity training sessions, run back to back and on weekends, were held in 2002."





During the training period, Vandat and Celerity were run side by side, so that those Members who had not yet been trained in Celerity would still be able to use the online. This necessitated double-data entry, so additional part-time staff were hired on for the duration.

911 Areas and Rural Map Task Force

This Task Force, which was struck to review search areas outside major centers, recommended to the Board of Directors that we move to the new amalgamated areas where possible and that we set up search areas for our neighbouring boards. These changes, which entailed converting country search areas to correspond to newly amalgamated townships in the Board's jurisdiction as well as in Lambton, Kent, Huron, Perth and Oxford counties and working with CREA to apply the new areas to the maps on mls.ca, were implemented in 2002.

CHAIRMAN

Vince Bogdanski

MEMBERS

Jan Berman
John Campbell
Ken Lyons
Doug Pedlar
Dennis Sonier

STAFF LIAISONS

Betty Doré

Special Volunteers

"Our country search areas now correspond to the newly amalgamated townships.."

Celerity Trainers

Our thanks go out to those individuals who volunteered to train their fellow Members/colleagues on our new Celerity DMS System. We couldn't have done it without them!

- ◆ Cathy Swan
- ◆ Mike Carson
- ◆ Joe Hough
- ◆ Julie Varley
- ◆ Darlene Reidy
- ◆ Steve Parker
- ◆ Terry McSpadden
- ◆ Ken Topping
- ◆ Keith Fretter
- ◆ Dave McRae
- ◆ Aaron Wouters
- ◆ Janet Christensen
- ◆ Linda Newcombe

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. Four Orientation Sessions were held in 2002, attended by 42 new or returning Members.

Costa Pouloupoulos
Pat Pope
Debbie Scott
Dennis Sonier
Rick Thyssen
Linda Newcombe

STAFF LIAISON

Janice Freeman



Special Events

Bonspiel

The fifth annual *Homes for Hope*® bonspiel took place on January 19, 2002 at the Ilderton Curling Club and raised \$4,472,54 for Mission Services of London.

Overall tournament winners were Gail and Peter McMahon, Rick Odegaard and Lee Billingsley, while winners of the euchre tournament were (Draw 1) Dave Stapleford and Heather Arnott and (Draw 2) Ken Harper and Frank DeCicco. The Loudest Team was (Draw 1) Beverly Cameron, Jim Irwin, Heather Arnott, and Maureen O'Halloran and (Draw 2) Glen and Ingrid Gordon and Wanda and George Lawrence. Double Take Out was won in Draw 1 by Barb Ginson and in Draw 2 by Jim Lapp. Congratulations are due to the Most Improved Curler (Draw 1) Lee Billingsley and (Draw 2) George Lawrence. And last, but never least, the winner of the Crazy Hat contest was Cheryl Harper.

CHAIRMAN

Glen Gordon

MEMBERS
Joan Butler
Barb Ginson
Ken Harper
Bill Hyman
Ron McDougall
Gail McMahon
Geraldine Tripp
Bob Tyrrell

STAFF LIAISON
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 November 29 at the Hilton London Hotel. Approximately 380 people were in attendance.

A special thanks goes out to our sponsors, but especially the RBC Royal Bank, which donated all the fabulous prizes for the RBC Royal Bank Midnight Draw.

The Christmas Party raised \$1,150 for the London Area Food Bank in 2002 and \$1,000 for Violence Against Women Services Elgin County, the St. Thomas Women's Shelter.

CHAIRMAN

Debbie Scott

MEMBERS
Joyce Byrne
Vito Campanale
Bev Cameron
Mark Laskey
Lynne Mallette
Terry McSpadden
Maureen O'Halloran

STAFF LIAISON
Wendy Preib

"The Christmas party raised \$2,150 for VAWSEC and the London Area Food Bank."

Slo-Pitch Tournament

Our ninth annual Slo-Pitch Tournament was held on July 26, 2002 at Sportsplex. Royal LePage Landco won the tournament, with Century 21 First Canadian placing second and Sutton Group Preferred taking third place.

Melanie Thorensen from the Century 21 First team won female MVP and Trevor McAninch from the Bearcats team (made up of members from various offices) was awarded the male MVP.

CHAIRMAN
Barb Hodgins

MEMBERS
Danny DePrest
Brian Herschell

STAFF LIAISON
Wendy Preib



Sponsors

Throughout the year LSTREB hosts a number of special events, some of which are fundraisers for charity. In 2002, we raised money for Mission Services of London, Women's Community House, Violence Against Women Services Elgin County and the London Food Bank. These are the great sponsors that helped us out!



Titanium Plus

More than \$2,000:

- ◆ FiLogix
- ◆ Marriott Residence Inn
- ◆ RBC Royal Bank
- ◆ inthehouse.com

Titanium

\$2,000:

- ◆ iLookAbout.com
- ◆ The London Free Press

Platinum Plus

Between \$1,000 and \$2,000:

- ◆ Flowers by Martha
- ◆ Ontario Mortgage Action Centre
- ◆ Sutton Group Select

Platinum

\$1,000:

- ◆ London Home Inspection
- ◆ London Webmasters
- ◆ Vince Bogdanski Real Estate

Gold Plus

Between \$1,000 and \$500:

- ◆ Pocket Real Estate
- ◆ The Travel Bug

Gold

\$500:

- ◆ Ontario Real Estate Association
- ◆ Pinpoint Publications

Silver Plus

Between \$250 and \$500:

- ◆ First Canadian Title
- ◆ Forest of Flowers
- ◆ Scotia Bank
- ◆ Sutton Group Preferred Realty
- ◆ Title PLUS
- ◆ Via Rail

Silver

\$250:

- ◆ Canada Mortgage & Housing Corporation
- ◆ Ford Keast Chartered Accountants
- ◆ Instant Forms
- ◆ Inwood McKenna Ltd.
- ◆ Laurentian Bank
- ◆ Real Estate Advertiser
- ◆ Stewart Title

Friends of the Board

We have many friends whose monetary donation of up to \$100, prizes, and/or services add the finishing touch to special events. Our sincere thanks go out to:

- ◆ A Little Extra
- ◆ Above & Beyond Productions
- ◆ Acupuncture and Shiatsu Therapy
- ◆ AmeriSpec Home Inspections
- ◆ Attic Books
- ◆ Bank of Montreal
- ◆ Barb Ginson
- ◆ Barnes, Kelly & Hayes
- ◆ Berg Kennedy Cleaver Broad
- ◆ Betty Doré
- ◆ Bob Tyrrell
- ◆ Bud Gowan Antiques
- ◆ Bud Gowan Formal Wear
- ◆ Chancey Smith's Steak & Seafood
- ◆ Classic Realty
- ◆ Executive Travel
- ◆ Glen Gordon Real Estate

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



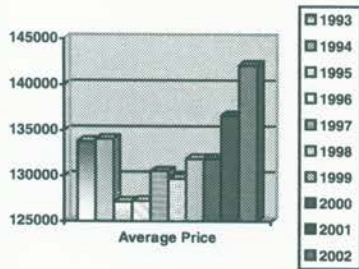
- ◆ Gord Johnson
- ◆ Great Mortgages.com
- ◆ Harrison Pensa
- ◆ Haskett, Menear Associates
- ◆ Hilton London
- ◆ House Master Home Inspections
- ◆ Ilderton Curling Club
- ◆ James O'Donnell
- ◆ Jerry Collins, Lawyer
- ◆ Ken Young
- ◆ KJ Stub & Associates
- ◆ London Curling Club
- ◆ London Honda
- ◆ McFalls Moving & Storage
- ◆ Merry Maids
- ◆ Merv Burgard Q.C.
- ◆ Michael's on the Thames
- ◆ Molly Maid
- ◆ Monty Fordham, Lawyer
- ◆ Pillar to Post
- ◆ Protek Systems
- ◆ Real Estate Book
- ◆ Rogers AT&T
- ◆ Royal Lepage Triland
- ◆ Sanders Pro Distributors
- ◆ Saturn Saab Izuzu London
- ◆ Somerset Fine Wines and Gifts
- ◆ St. Thomas Golf & Country Club
- ◆ Stewart Bowsher, Lawyer
- ◆ Talbot Station
- ◆ The Mortgage Centre
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- ◆ Vantage Property Management
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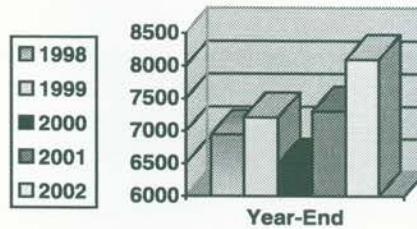
"2002 was a banner year for real estate in our area.."

2002 Statistical Graphs

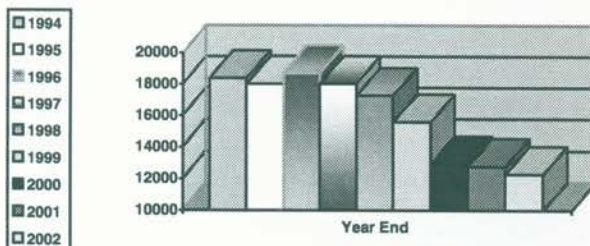
Average Price



Unit Sales



Listings



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

342 Commissioners Road West
London, Ontario Canada
N6J 1Y3

Telephone: 519-641-1400
Fax: 519-641-1419
E-mail: melissa@lstreb.com

President: Michael Hines
Executive Officer: Betty Doré, CIM, CAE
Editor: Melissa Hardy-Trevenna, MA

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 63,000 licensed and registered real estate practitioners in 104 local real estate boards, 10 provincial associations and 1 territorial association throughout Canada, as well as the Ontario Real Estate Association, which represents the 33,000 brokers and salespeople.

2002 Statistical Year End Report

Market Activity	Year End sales of detached homes are up 7.5% and condos are up 27%. In 2002 a total of 8,097 homes sold in the Board's jurisdiction, beating last year's all time high of 7,307 by a considerable margin
Type of Market	A sellers' market
Listings	Active detached homes listings were down 27.2% and condo listings were down 34.4%
Average Price Year End	All detached homes in Board's jurisdiction \$151,705, up 4.0% All condos in Board's jurisdiction \$102,516, up 5.9% Two-story, \$203,019 Bungalow, \$110,120 Ranch, \$176,877 Townhouse condo, \$98,325
Most popular	Two-stories, then bungalows, then ranches, then townhouse condos.
Market factors	Low interest rates, consumer confidence and concerns about the stock market should continue to fuel the market well into 2003.