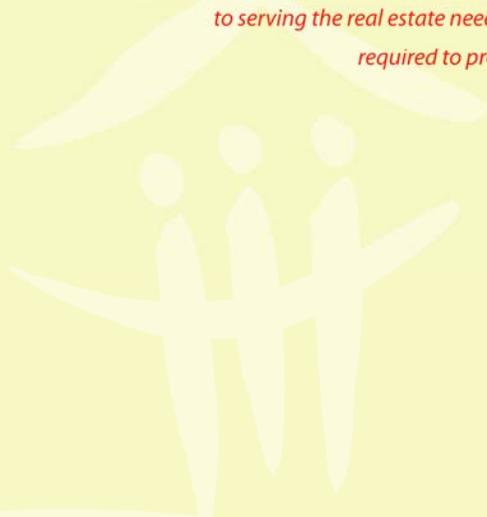




ANNUAL GENERAL REVIEW 2009

Best Western Lamplighter Inn
Tuesday, April 27, 2010

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



AGENDA

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

- 8:30 AM Trade Show begins (Continental Breakfast available)
- 9:30 AM LSTAR Grand Prize Draw deadline
- 10:30 AM Call to order and welcome by 2010 President Richard Thyssen
- Approval of AGM Minutes (April 22, 2009) and adoption of
2009 Annual General Review
AND audited financial statement
AND appointment of the Board's 2010 auditors and solicitors
- Presentation to and remarks of 2009 President
Presentation to 2009 retiring Directors
Address of 2010 President
- Other business (consists of presentations to/of):
 - Quality of Life update
 - Regional Commercial Council update
 - REALTORS Care Foundation update
 - Mission Services presentation
 - Unity Project presentation
- Awards
 - Outstanding Service Awards
 - Long Service Membership Pins/Plaques
 - CREA 25-Year Certificates
- Sponsor Prize Draws (must be present to win)
- 12:00 PM Grace and toast to the Queen
- Lunch and Adjournment

Inside this Issue:

2009 AGM Minutes	3
President's Report	5
EVP's Report	9
RCC Chair's Report	11
Standing Committees	14
Advisory Groups	16
Task Forces	20
Social Committees	22
Sponsors	24
Business Partners	25
In Memorium, Lyn Coupland	26
Service Pin Recipients	27

MINUTES OF THE 2009 AGM

Wednesday, April 22, 2009

Best Western Lamplighter Inn and Conference Centre

1) Call to Order and Welcome

LSTAR's 2009 President, Joe Hough, welcomed everyone and called the meeting to order at 11:15 a.m.

2) Introductions

Joe introduced the Master of Ceremony, Darrin Laidman, who then introduced the head table and invited guests. Joe asked that all Past Presidents and Honourary Members stand and be recognized.

3) Approval of Minutes

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

MOTION

that the Minutes of the April 17, 2008 Annual General Meeting be approved.

CARRIED

4) Adoption of 2008 Annual General Review

MOTION

that the 2008 Annual General Review, which contains the 2008 Committee Reports, be adopted.

CARRIED

5) Adoption of Audited Financial Statement for the Year Ended December 31, 2008

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

MOTION

that the Statement of Revenue and Expenditures for the year ended December 31, 2008, as pre-published to all Brokers and posted on REALTORLink®, be adopted.

CARRIED

6) Appointment of 2009 Board Auditors and Solicitors

MOTION

that Ford, Keast Chartered Accountants continue to be the Board's Auditors for 2009.

CARRIED

MOTION

that David Broad from Siskinds the LAW FIRM and Mervin Burgard, Q.C. continue to act as the Board's Solicitors for 2009.

CARRIED

7) Presentation to and Remarks of 2008 President

Following 2008 President Bruce Sworik's remarks, Joe and Betty presented Bruce with his plaque, scrapbook, and gifts.

8) Presentation to Outgoing Directors

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

Mike Carson
Ken Harper
Greg Harris
Peter Hoffman

9) Address of 2009 President

Joe Hough then gave his address.

10) Other Business

- a) **Connect** – Betty introduced the Members to Project Connect, giving them some background information on it, including its tentative launch date, and going over its Business Rules and how it will benefit them.
- b) **Quality of Life Update** – Jack Lane, Chair of the Quality of Life Task Force, gave a brief overview of the Quality of Life initiative. Jack outlined the five principles and how they can be incorporated into everyone's daily practice.
- c) **Mission Services** – Presented with a cheque for \$14,242.57, bringing the total the Association has raised for Mission Services since 1992 to almost \$210,956.00.
- d) **Unity Project** – Presented with a cheque for \$8,802.01 representing funds raised through the Association's Christmas Gala.
- e) **Outstanding Service Awards** – Presented to Mike Carson and Gerry Weir.
- f) **Community Service Award** – Presented to Bernie Sheridan
- g) **40 Year Plaque Recipients** – Presented to William Bickley; Betty Lynn Cassis
- h) **35 Year Plaque Recipients** – Presented to Gwen Moore; Marge Kavanagh; Michael Morrish; Gary Pollock; John Sandor; Mary Thomson
- i) **30 Year Pin Recipients** – Presented to John Dunbar; Janice Granger; Donna Karges; Jarmo Stromberg; Bruce Sworik; Helen Tomlinson
- j) **25 Year Pin & CREA 25 Year Certificate Recipients** – Barbara Allen; Paula Bodkin; Dennis Broome; Bernadette Chinneck; Knute Dohnberg; Ron Falck; Allen Fayad; Betty Grant; Donna Koenen; William Lee; David Lucas; Kevin MacDougall; Douglas Maclachlan; Keith Marr; Deborah Slade; Henry Verbakel

11) Grace and Toast to the Queen

12) Adjournment

Prior to lunch, the Chair adjourned the meeting.

PRESIDENT'S REPORT



Joe Hough, President

COMMUNICATIONS

Anyone who knows me knows that, when it comes to anything technological, I'm an enthusiastic, some might say downright incorrigible early adopter. I can't help it; I just love this stuff! What great timing was it, then, that my stint as President coincided with LSTAR taking the Social Media plunge by establishing links from www.lstar.ca to our Facebook, YouTube, Twitter and Flickr accounts and by taking advantage of new technologies like podcasts to reach out to our Members and the public alike! In fact, it was my distinct honour to be featured on LSTAR's two maiden podcasts – one back in July and another in October. I won't say it was pretty, but I will say it was cool!

No doubt about it: social media is a great, new way to share and receive information and to stay connected with networks that matter to our Members. It doesn't mean that we won't still reach out to you in all the good old, tried and true ways we always have – by e-mail, e-newsletters, the Board Bag, REALTORLink®, etc. It's just one great more way to communicate with you in a world in which communication is paramount.



STATISTICS

The old Chinese blessing/curse, "May you live in interesting times!" comes to mind when I look back on 2009's statistical ups and downs. The entire world took a hit in the Autumn of 2009 when the Global Financial Crisis hit and our market proved not to be immune. It did, however, prove resilient. By the last three months of a year that began very badly, indeed, we had begun to rally. When the final tally was taken, overall sales were down by only 3.42%, as compared to 35% at the end of January 2009, and December 2009, with its 438 sales, proved to be LSTAR's best December on record. Also testimony to our market's resilience was the fact that our average price for 2009 stood at \$213,401, which represents a 1.2% increase year over year, this at a time when the median price of a home in Detroit is reported to be something in the neighbourhood of \$7,500. Another good reason to thank our lucky stars that we live in a country that believes in the sensible regulation of banks and that takes strong measures against the kind of predatory lending that led to the U.S.'s recent and disastrous housing bubble.

TECHNOLOGY

Supra

2009 saw an exciting new upgrade of our keybox system with the introduction of Supra's new wireless activeKEY, which we swapped out for the older dkeys back in November. The activeKEY's infrared technology eliminates the need for specific key shapes or, indeed, for physical contact points at all. Throw away those old cradles and forget about pesky update codes; the new system delivers the information you need immediately, continuously, and automatically. All you need to do is point your infrared activeKEY at the iBox from a distance of up to three feet and you're in business. It even opens KeyBoxes in areas without cell coverage and can be used with Smartphones and PDAs. As for the iBox itself, it stores up to the last 100 entries, can hold e-notes, can be programmed to restrict access to a particular property; Members can even use it to register their boxes. And, so that you can be that much safer, it comes equipped with a flashlight and a REALTOR® alert button.

Touchbase

In 2007 we adopted TouchBase, a web-based communication tool developed specifically for the real estate profession to provide a mechanism by which Members can contact other Members directly and instantaneously using the communications tool of their choice – pager, telephone, e-mail or blackberry – to request or confirm showings, to make appointments, or for any other kind of message. Here are a few highlights, some stats, a brief analysis and a summary of the year's TouchBase numbers:

- Current percentage of **active profiles** for Members, **91%**;
- **91% of listings** are represented by active profiles in TouchBase;
- On average, **97,000 messages** are paged out per month;
- In 2009 over **one million messages** have been paged out; and
- Administrative staff page out over **77%** of all messages sent.

Indeed, 2009 has proven that LSTAR continues to be one of the strongest users of the TouchBase system in Canada.

- The 91% active profile rate for Members is the 2nd highest of any REALTOR® Association in Canada, just behind Woodstock Ingersoll at 93%;
- Agents' messages are up by 23% from the same period last year;
- The ratio of messages sent per agent is the highest of any REALTOR® Association in Canada.

QUALITY OF LIFE

The first objective of LSTAR's 2004 Strategic Plan included developing, "a strategy for implementing a *Quality of Life* initiative, including a plan for a public launch of this program." At that time, the Directors decided that we should put this initiative on hold until OREA came on board with a province-wide program. In the intervening years, however, LSTAR has been promoting Quality of Life in a low-key way and building up support for the program nationwide. The Quality of Life Task Force was struck in 2008 and we kicked off our program with a salute to Speaker of the House the Honourable Steve Peters, the MPP from Elgin-Middlesex-London. For more on this, please see the report of the Quality of Life Task Force on page 21.

'Quality of Life' (QOL) is both a philosophy and an analytical tool. It helps us to identify ways in which LSTAR as an Association or its Members as individuals can improve or enhance our communities' social, physical or economic environment. It serves as a kind of filter, which we can use to test whether a political issue is, in fact, a REALTOR® issue. This is useful, since, in the past, REALTOR® issues have been dictated either by self-interest -- pro-business, pro-REALTOR®, or pro-development – or by our constituents – first-time buyers, property owners, landlords, etc. There was no mechanism to determine social policy, i.e., the greater good. Embracing QOL makes the communities in which we live our constituents and so gives us that mechanism. QOL, therefore, has considerable implications for both our Government Relations and our community service activities.



President Joe presents Community Living London with their REALTORS Care grant.

The five principles of QOL are:

- Ensuring economic vitality
- Providing housing opportunities
- Preserving our environment
- Protecting property owners
- Building better communities

I can't tell you how much I personally am looking forward to the full implementation of our Quality of Life Program in the years to come.

IN CONCLUSION

What a year and what a ride! To say that I immensely enjoyed my year as your President would be an incredible understatement. True, it was sometimes a little overwhelming (!), but fortunately for me, I had a great team at my back, an outstanding Board of Directors at my side, the excellent staff at LSTAR and the support throughout of our E.V.P. extraordinaire, Betty Doré. 2009 was, quite honestly, the educational adventure of a lifetime, not to be recommended for the faint of heart, but for anybody who loves our profession as much as I do, an unforgettable and a defining experience.

Joe Hough
2009 President



From left to right: QOL Chair Jack Lane; LSTAR President Joe Hough; MPP and Speaker of the House, the Honourable Steve Peters; OREA President Pauline Aunger; and CREA Regional Director Mike Carson.

2009 LSTAR BOARD OF DIRECTORS



Front Row (l-r):
Betty Doré (Executive Vice-President), Stacey Evoy-Smith, Joe Hough (President)

2nd Row (l-r):
Doug Pedlar, Jack Lane (Vice President), Bruce Sworik (Past President)

3rd Row (l-r):
Richard Haddow, Barb Whitney, José Medeiros

4th Row (l-r):
Richard Thyssen (President Elect), Larin Shouldice (Commercial Chair), Tom Dampsy

Back Row:
Costa Pouloupoulos, Jim Holody

Jim Hockings / Off Broadway

EXECUTIVE VICE-PRESIDENT'S REPORT



E.L. (Betty) Doré
Executive Vice President

MLS®

What a difference a decade makes! Back in 2000, we had a number of full-time and several part-time data entry clerks whom the Members kept hopping, our Technology Task Force was conducting investigations into replacing VandX (the software that first allowed our Members to access the online via the Internet rather than by a dial-up connection) with a web-based MLS® system, and when we talked about sharing, which we did cautiously, we were looking very close to home indeed.

Fast forward ten years and the transformation of LSTAR to an Association that empowered its Members to exercise control over and manage their own data was complete. This evolution allowed us not only to reduce staff numbers (from nineteen to thirteen), but also to refocus our human resources so that they better meet our Members' changing needs

Project Connect

Apropos of that was this year's launch of **Project Connect**, a joint venture of the Toronto Real Estate Board, the REALTORS® Association of Hamilton-Burlington, the London and St. Thomas Association of REALTORS® and the Ottawa Real Estate Board. Project Connect makes it possible for Members of participating boards to search and view each others' active listings and recent sales history. It does not offer the full functionality of a board's MLS® (and will, therefore, not devalue board Membership), but it does allow REALTORS® to get information on MLS® listings in other market areas, specifically active listings, two years solds for residential and four year solds for commercial. And it does this within that board's own MLS® format. In other words, if you wish to search active listings in Burlington, you can access those through Filogix. There is no actual data exchange. With the successful launch of this beta project, a vision for which many of us have striven over many years is coming to pass. Very soon REALTORS® throughout the province will be able to access all MLS® listings. Stay tuned. Ontario boards will be coming onstream this year.

IDX

As for our IDX usage in 2009, I am pleased to report that 131 of LSTAR's 135 offices participated with their listings on IDX during the year -- 99.8% of residential listings and 98.2% of commercial listings. In addition, there were 85 offices and 557 salespeople licensed to link to the IDX website. At year end, the total number of hits on IDX stood at 33,715,451.

Filogix and Geowarehouse

Early in the year Filogix underwent a total facelift, which, though beneficial, was a little challenging for the Members to get used to. Then, to complicate matters further, Teranet's Geowarehouse did the same thing! I'm pleased to report, however, that the Members accepted the changes quickly and with good grace and got on with the job with a minimum of downtime.

EDUCATION

In the last decade, the provision and tracking of Mandatory Continuing Education (MCE) credits has become one of our main focuses here at LSTAR. To better serve our Members, our capable Membership and Education Team, headed up by Deb Rogers, Director of Education and Membership, kicked off 2009 by developing its own mission statement:

The Membership and Education Team provides LSTAR Members with a high standard of timely and relevant education/training and, through various design and delivery methodologies, provides learning opportunities geared to meet the needs of all ages and learning styles.

The Membership was surveyed online to determine their educational needs and the results used to research and develop 2009's sessions. In addition, we implemented an annual schedule for course delivery so that each individual Member might develop a personalized learning plan that met his or her needs, interests and (very important) when he or she tended to be most busy. Why not schedule more courses during non-peak periods so that our Members might put their time to good use by getting their MCE credits? We also streamed courses into categories, making it easier for our Members to find sessions that interest them and scheduled courses during evenings and weekends to allow better access for all. All in all, we offered a total of 260 MCE Courses in 2009; 91 in the REALTOR® Halls and 169 in the computer lab, with 3,525 people attending.

In the interest of doing our little part to save the planet, we also eliminated all advertising fliers for individual courses in 2009, saving 48,000 pieces of paper or 5 trees, and decreased the default print margin width in all Word documents from one to 0.5 inch for a 4.75 percent savings of paper, trees and money.

INDUSTRY INVOLVEMENT

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

- CREA:
 - Leadership Conference (March)
 - PAC Days (May)
 - Association Executives Council Seminar (June)
 - Canadian Commercial Council Forum (June)
 - CREA Fall Assembly (November)
- OREA:
 - OREA Leadership Conference (February)
 - Big Ontario Boards Meeting (May)
 - Western Area Meetings (May & November)
 - PAC Days (October)
- NAR:
 - Association Executives Institute (March)
 - REALTORS® Conference & Expo (November)
- Other:
 - Western Connection (January)
 - Large Board Meetings (March & October)
 - Quality of Life Symposium (November)
 - Western Area Meetings

In addition to acting as the Coordinator between the Executive Officers and technical staff working on Project Connect, I also sat on the Filogix Client Advisory Board and, on the Board of Governors of the REALTORS Care Foundation as its Chair Elect.

Locally, I also sat on the London Chamber of Commerce's Municipal, Provincial and National Affairs Committee and its Green Task Force and on the Board of Directors for Community Living London.

CONCLUSION

This has been a whirlwind of a year with much to celebrate, but also much to mourn. This publication celebrates our many successes, so I will only mention that 2009 was also the year we lost my dear friend and colleague and one of the brightest and kindest stars in LSTAR's firmament. I'm speaking, of course, of our longtime Director of Administration and my right hand, Lyn Coupland. Lyn is sorely missed by all of us and often in our thoughts and prayers.

For the rest, I have only gratitude and thanks. Thanks to my incredible staff, whose enthusiasm and commitment make it a joy to come to work. Thanks to our 2009 Board of Directors, whose vision and drive to excel propels us ever forward. And thanks to you, the Members. You are the reason we are here. Be assured, we never forget that.

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

REGIONAL COMMERCIAL COUNCIL



Larin Shouldice
RCC Chair

The Regional Commercial Council (RCC) of the London and St. Thomas Association of REALTORS®, which, in 2009, numbered 78, is committed to assisting its Members succeed in commercial real estate. Its mandate is to represent the interests of its Membership; to contribute to the Council Members' professional development and expertise; to develop recommendations on matters of public policy of a commercial nature and forward to appropriate authorities; and to foster cooperation in the exchange of information among Council Members. In pursuing this mandate, the Council recognizes that the LSTAR Board of Directors has the primary responsibility and authority to manage the Association's affairs and agrees to conduct its activities in such a way as to avoid conflict or duplication.

CHAIR

Larin Shouldice

CHAIR-ELECT

Mike Jakupi

EXECUTIVE

Chris Burgard

Knute Dohnberg

Greg Harris

Sam Nakad

George Kerhoulas

STAFF LIAISONS

Betty Doré

Joanne Shannon

Megan Silk

Katherine Low

SPECIAL EVENTS

Don Smith Commercial Building Awards

The establishment of a Commercial Building Awards Program by the RCC stems from the Board of Directors' 2007 Strategic Plan, which had as one of its objectives to ensure that LSTAR Members are recognized as professionals by the public. One of the strategies devised to meet this objective was to develop an annual community design or building award (e.g., Green, Residential or Commercial) and the RCC came forward with a request, approved by the Directors, that it organize a commercial building award. The program, the stated goal of which was to recognize, reward and celebrate excellence and innovation in commercial building in our community, was named after **Don Smith**, legendary co-founder of Ellis-Don, a world-renowned construction company with London roots. (No stranger to awards himself, Smith has the distinction of having received the National Benefactor Award, the Giffen Award, the

Human Relations Award and the prestigious Order of Canada in the course of a life conspicuous for its public service.)

To be eligible, properties had to be within LSTAR's jurisdiction and completed between January 2007 and June 2009. The fifteen entrants were judged by a distinguished Panel of Judges comprised of **Bill Code**, Associate Professor and Director, Urban Development Program, UWO (retired); **Gerry Macartney**, CEO/General Manager, London Chamber of Commerce; **John Fleming**, Manager of Land Use Planning City of London; **Paul Berton**, Editor-in-Chief, The London Free Press; and **Peter Whatmore**, Senior Vice President, CBRE. The criteria used by the Judges included how environmentally sensitive the individual buildings were; design and innovation; and the extent to which they met a specific developmental need within the broader community.



The first Don Smith Commercial Building Awards ceremony played to a capacity crowd at the London Club.

At a February 3, 2010 event, held at the London Club and sponsored by CB Richard Ellis, Filogix and TD Canada Trust Commercial Group, the winners were announced to a capacity audience. They were:

- Best Commercial Renovation – Citi Plaza, 355 Wellington Street;
- Best Commercial New Build – Tepperman's Retail, Showroom and Distribution Centre, 1150 Wharnccliffe Road South;
- Best Institutional – Sisters of St. Joseph New Residence, 485 Windermere Road;
- Best Industrial – Hanwha L&C Canada, 2860 Innovation Drive; and
- Best Multi-family – The Renaissance, 71 King Street.

In attendance were **Richard Thyssen**, 2010 LSTAR President, Members of the RCC Executive, **Greg Harris**, the incoming Chair of Ontario Commercial Council of the Ontario Real Estate Association (OREA) as well as **Phil Nanavati**, current Ontario Commercial Council Chair, and from the Canadian Real Estate Association, **Bonnie Prior**, Manager of the Canadian Commercial Council. **Don Smith**, his wife **Joan Smith** and daughter **Lynn Cram** were the RCC's very special Guests of Honour.

Golf Tournament

The London Chapter of the Real Estate Institute of Canada (REIC) held its **Annual Summer Solstice Golf Tournament** at the Thames Valley Golf Course on June 23, 2009. The Tournament was co-branded with LSTAR to help increase registrations and a \$500 sponsorship donation was made by the RCC.

Commercial Breakfasts/Trade Shows

A **Spring Commercial Breakfast** was held May 29 and featured Dennis DesRosiers, President, DesRosiers Automotive Consultants Inc., speaking on the troubled Canadian and U.S. automotive industries.

LSTAR's 10th Annual **Fall Commercial Breakfast & Tradeshow** took place October 2, 2009. Over 100 LSTAR Members took advantage of the opportunity to see what 12 exhibitors from a cross-section of the business community had to offer. The event also included an MCE component and commercial updates from both our National and Provincial Associations. Keynote speakers were Tim Hogan, in Bankruptcy & Insolvency at the law firm of Harrison Pensa, and Stephen N. Cherniak, Vice-President/Associate Partner of KPMG Transaction Advisory Restructuring & Insolvency.

At our **Election Meeting** on November 5, 2009, the Executive was acclaimed, negating the need for an election. Mike Jakupi was recognized as the incoming 2010 RCC Chair and LSTAR Past President Bruce Sworik as the Chair-Elect position for 2010. The guest speaker was Michael Lake, of McKenzie Lake Lawyers LLP, who spoke about condo development trends and challenges.

COMMUNICATIONS

LSTAR continued to publish a regular e-newsletter for commercial practitioners throughout the year: *e-commercial*, containing updated commercial news and information.

ADVOCACY

Part of the RCC's role is to advocate on behalf of Commercial practitioners, whose needs are sometimes different from those of the Residential specialists for whom the MLS® Rules and Regs were largely written. In 2009 the RCC asked that the programming for Commercial Sales, which includes Multi-Family, Industrial, Commercial for Sale and Lease, and Business, be changed so that the REALTOR® has the option of suppressing the sale price until 48 hours after closing date. The reasons cited were:

- Commercial sales often have lengthy closings;
- Actual closing price can differ greatly from the original accepted offer;
- Actual sold package can differ greatly from the original sale package;
- A significant number of commercial sales never, in fact, close;
- When the price is published after the removal of conditions, but the sale doesn't for whatever reason close, that negatively impacts the client when his property is put back on the market.

The Directors approved this recommendation. In addition the RCC Executive requested and the Directors approved a change in the wording of the Agreement to Lease form.

PARTICIPATION

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

EDUCATION

The following Commercial courses were offered in 2009:

- Introduction to Commercial, April 15;
- CCIM CI-104 Investment Analysis for Commercial Investment RE, May 4 to 10;
- An MCE component at the Spring Commercial Breakfast;
- RECO Commercial Update, May 12; and
- Introduction to Commercial, October 7.

Larin Shouldice
2009 Regional Commercial Council Chairperson

STANDING COMMITTEES

Arbitration

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

There were six Claims for Arbitration during 2009, the disposition of which is as follows:

- Claim 1: File remains open as Claim still ongoing.
- Claim 2: Upon receipt of the Claim and the Defense by the parties, they mutually agreed to a settlement without the necessity of appointing a Conciliator.
- Claim 3: Claimant and Defendant agreed to Conciliation and claim amount was split evenly between both parties.
- Claim 4: Upon receipt of the Claim and the Defense by the parties, they mutually agreed to a settlement without the necessity of appointing a Conciliator.
- Claim 5: Claimant and Defendant declined Conciliation and the matter is proceeding directly to a Hearing. (The Hearing is scheduled for February 2010.)
- Claim 3: Claimant and Defendant agreed to Conciliation following which the Claimant withdrew the Claim.

CHAIR

Dennis Sonier

MEMBERS

Kathy Amess
Terry Greenwood
Eddie Ippolito
Verna Jones
Ken Lyons
David Maika
Peter Meyer
Randy Pawlowski
Ron Rossini

STAFF LIAISONS

Betty Doré
Lyn Coupland
Joanne Shannon

Discipline

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

There were no Discipline Hearings in 2009.

CHAIR

Sharron McMillan

MEMBERS

Barbara Allen
Sharon Allison-Prelazzi
Kathy Amess
Heather Arnott
Paula Bodkin
Ruth McNab
Maureen O'Halloran Ron Rossini
Helen Tomlinson
Harry Tugender

STAFF LIAISONS

Betty Doré
Lyn Coupland
Joanne Shannon

Executive

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

CHAIR

Joe Hough
(President)

MEMBERS

Bruce Sworik
(Past President)
Doug Pedlar
(Finance Chair)
Rick Thyssen
(President Elect)
Jack Lane
(Vice President)

STAFF LIAISONS

Betty Doré
Lyn Coupland
Joanne Shannon

Finance

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

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

It is also the duty of the Finance Committee to do all things and/or engage in such services which are deemed necessary in order to protect, maintain and/or improve the interior and exterior of the Association's building, its contents and its property generally, which will include: review of all contracts; review of insurance; yearly inspection of the premises, both interior and exterior, for any work needed; and review equipment needs in relation to the building.

In 2009 the Finance Committee recommended and the Directors approved:

- the installation of two humidifiers on the main level to alleviate problems caused by low humidity;
- the installation of an individual zone temperature control system to address the heating/cooling problems experienced in the classrooms on the lower level;
- the retrofit of the Association building's lightning to increase its energy efficiency under the Electricity Retrofit Incentive (Program ERIP), which will pay for itself in two years;
- the repair of the south roof edge to address leakage problems.

The Auditor's Report, which completes the 2009 Finance Committee's Report, will be sent out under separate cover to each Broker Member of the Association. It will also be available via REALTORLink®.

CHAIR

Doug Pedlar

MEMBERS

Mike Carson
Greg Harris
Joe Hough
Tom Kahnert
Ty Lacroix
Joe Pinheiro

EXTERNAL MEMBERS

Ron Murdoch
(Ford Keast LLP)

STAFF LIAISONS

Betty Doré
Karen Gillespie
Joanne Shannon

Professional Standards

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

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

There were eight complaints received in 2009. One complaint was withdrawn prior to prescreening and one after prescreening. The six other complaints were prescreened in 2009 to determine jurisdiction and, of those, one was a Scenario "C" (had some elements that appeared to fall within RECO's jurisdiction and some that fell under LSTAR's jurisdiction); one was a Scenario "B" (solely LSTAR's jurisdiction); three were a Scenario "A" (solely within RECO's jurisdiction); and one was a Scenario "D" (neither LSTAR's nor RECO's jurisdiction).

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

CHAIR

Peter Meyer

MEMBERS

Lucy Coursol
Diane Gordon
Michelle Kay
Ken Lyons
Terry McSpadden
Stephen Ord
Judy Robinson
Tony Scarpelli

STAFF LIAISONS

Lyn Coupland
Joanne Shannon

ADVISORY GROUPS

Brokers Issues

The mandate of the Brokers Issues Advisory Group is twofold:

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

In response to concerns voiced by the Advisory Group that RECO places unfair pressure on Brokers of Record for Salespersons who refuse to follow brokerage policies, the Directors moved that a letter be written to the OREA/RECO Liaison Committee of OREA, outlining this concern.

The Advisory Group also brought forward some of the difficulties arising from the national Do Not Call Registry and initiated a discussion on the protocol required to remove conditions on an offer and whether the forms in question could be e-mailed. The Directors decided to strike a Task Force to look into these issues.

CHAIR

Jim Holody

MEMBERS

Vito Campanale
Glen Gordon
Terry Greenwood
Ken Harper
Michael Hines
Peter Hoffman
Doug Pedlar
Joe Pinheiro
Gary Robinson
Dennis Sonier
Bruce Sworik
Carl Vandergoot
Gerry Weir

EX-OFFICIO

Joe Hough

STAFF LIAISONS

Betty Doré
Lyn Coupland
Joanne Shannon

Community Relations

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

REALTORS CARE FOUNDATION

Through financial support to many local charitable organizations, the REALTORS Care Foundation assists REALTORS® in re-investing in the communities in which they work and live. All of the administrative costs are covered by OREA, which means 100% of donations are invested in the Endowment Fund. Since its inception, the Foundation has granted more than \$2 million on behalf of Ontario REALTORS® to shelter-based organizations across the province ("shelter" being defined as temporary or permanent human shelter that provides protection against injury, danger or discomfort and is a place of safety of immunity, a home, a lodging or dwelling). EVP Betty Doré sits as Chair Elect on the Foundation's 2009/2010 Board of Governors. Every October, the Foundation considers grant applications from registered charitable organizations and real estate associations for Ontario shelter-related causes. Local charities that have previously received grants from the Foundation include the women's shelters in St. Thomas and London, Mission Services of London, the London Area Food Bank, the Unity Project and Community Living London. This year, the Women's Rural Resource Centre of Strathroy received a grant from the REALTORS Care Foundation as did Community Living London's Westdale group home. With additional support from LSTAR, the home was able to build a wheelchair-accessible deck, ramp and healing garden for its residents. Over the past nine years, the Foundation has funneled \$82,500 into our community.

LSTAR's Board of Directors ruled that LSTAR continue with its pledge to the REALTORS Care Foundation in the amount of \$1.00 per Member / per month (to be donated to the capital fund) for 2009 and 2010 in support of the Foundation's 'Every REALTOR®' campaign. The idea behind this provincial-wide initiative is that even a small donation (\$12 per year) from each Ontario REALTOR®, adds up to serious money when multiplied by thousands. In 2009 this campaign, which 41,541 REALTORS® in twenty real estate associations across Ontario netted \$470,081, of which \$300,130 went out in the form of grants. As is customary, the Association also purchased a REALTORS Care Foundation Fellowship for outgoing 2009 President Joe Hough.

CHARITABLE DONATIONS

A breakdown of the amounts LSTAR raised for charity in 2009 is shown below:

BENEFICIARY	MANDATE	AMOUNT
Mission Services of London	Provides for the homeless and disadvantaged	\$15,485
REALTORS Care Foundation	Assists REALTORS® in re-investing in the communities in which they work and live by supporting shelter-based organizations across Ontario.	\$17,568
Community Living London	LSTAR added to the REALTORS Care Foundation grant to help build an accessible deck for the Westdale group home	\$1,000
Unity Project	Provides emergency shelter beds and transitional housing for youth and adults aged 18 years and over	\$12,028
VAWSEC	St. Thomas women's shelter	\$1,000
Women's Community House	London women's shelter	\$1,000
TOTAL		\$48,081.00

CHAIR
Jack Lane

MEMBERS
Kathy Amess
Stacey Evoy-Smith
Susan McGhee
Martin Trethewey

EX-OFFICIO
Joe Hough

STAFF LIAISONS
Betty Doré
Joanne Shannon
Katherine Low

Of these monies, \$4,000 were straight donations from LSTAR; \$17,568 represented the \$1/Member/month pledge to the REALTORS Care Foundation 'Every REALTOR®' campaign. The remainder was raised by the Association through various special events, including the annual Christmas Gala and *Homes for Hope®* Funspiel; the sale of *Homes for Hope®* pins; the LSTAR Business Partners Program; and through sponsorship. By way of benchmarks and to show that, by providing ongoing support we can make a significant difference, to date (since 1992), we have raised the following amounts for our principal beneficiaries:

BENEFICIARY	AMOUNT
<i>Home at Last (HAL)</i>	\$29,750
Mission Services of London	\$226,441
Unity Project for the relief of homelessness in London	\$43,140
VAWSEC	\$25,009
Women's Community House	\$25,578
TOTAL	\$349,918

It was determined that this would be the last year for the Community Relations Advisory Group, as its mandate fits neatly into that of the Quality of Life Task Force. Henceforth, CRAG's various projects, including its awards program, will be taken over by the QOL Task Force.

Government Relations

The mandate of the Government Relations Advisory Group 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, which have significant negative or positive impact either on a sizeable group of Members or property owners, or housing issues, especially affordable housing issues. GRAG must also seek to enhance awareness of and build support for OREA and CREA positions within the Association and the community. Working in tandem with OREA PAC and CREA PAC, it is empowered to advise the Directors on political affairs at the provincial and national levels. On the local level it may advise the Directors concerning municipal matters.

FEDERAL

CREA PAC Days took place in Ottawa, April 26-28, 2009 and were attended by Betty Doré, Bruce Sworik, Joe Hough, Richard Thyssen and Katherine Low. In addition to sessions on the current political climate in Ottawa and national and world market trends with particular reference to the recession, Prime Minister Stephen Harper was on hand to speak to PAC representatives about the importance of home ownership and the impact the housing sector has on the economy.

This year's seminar focused on two REALTOR® issues:

- Reinvestment in Real Property -- REALTORS® support the deferral of the capital gains tax and the recaptured capital cost allowance when a rental real property is sold and the proceeds are reinvested in another rental real property in one year.
- The Home Buyers' Plan – Helping Homeownership and the Economy -- REALTORS® thank the government for raising the RRSP withdrawal limit under the HBP and for recognizing the important role it plays in stimulating the economy and making home ownership a reality of thousands of Canadians. REALTORS® recommend the government permanently index the HBP withdrawal limit to inflation to ensure it never loses its buying power. We also recommend the plan be extended to all home buyers for two years, similar to the temporary stimulus measure applied to help alleviate the 1990s recession.

The LSTAR team was able to meet with three of our four MPs: the Hon. Joe Preston (Elgin-Middlesex-London), the Hon. Irene Mathyssen (London-Fanshawe) and the Hon. Glen Pearson (London North Centre). Representatives visited with the Hon. Ed Holder (London West) in London following PAC Days.

CHAIR

Bruce Sworik

MEMBERS

Mike Carson
Glen Gordon
Richard Hadow
Michael Hines
Costa Pouloupoulos
Dennis Sonier
Rick Thyssen
Gerry Weir

EX-OFFICIO

Joe Hough

STAFF LIAISONS

Betty Doré
Lyn Coupland
Katherine Low

PROVINCIAL

OREA PAC Days took place October 27-29 in Toronto and were attended by Executive Vice-President Betty Doré and LSTAR's GRC Chair, Bruce Sworik. In addition to updating PAC Reps on OREA's ongoing Government Relations Activities, which include working with the government as it creates regulations around home energy audits, continued work on the Mining Act, and brownfields remediation and personal real estate corporations, together with a RECO update, sessions focused on issues currently on OREA's GR radar: mandatory home energy audits; Harmonized Sales Tax; and a Grow-Ops Registry.

In addition, LSTAR E.V.P. Betty Doré and Barbara Sukkau, Chair, Government Relations Committee, OREA, gave a well received presentation on Quality of Life. Indeed, a number of delegates came forward later to thank Betty for the presentation, which they said helped them to understand how OREA's Quality of Life program dovetails with its Government Relations activities.

LSTAR's representatives met with two of our four area MPPS: Khalil Ramal (London-Fanshawe) and the hon. Steve Peters (Elgin-Middlesex-London) and the MPP for London West's Chris Bentley's aide.

MUNICIPAL

The Association works on an ongoing basis with the London Economic Development Corporation, the City of London, and the London Chamber of Commerce to attract and retain business to our area. Further to this, our Executive Vice-President continues to sit on the Chamber of Commerce's Municipal Affairs Committees, which has resulted in her bringing a number of the Chamber's positions forward to the Board of Directors. LSTAR is also involved at the municipal level by virtue of having joined forces with other community groups to combat homelessness and to increase the supply of affordable housing in our jurisdiction.

Another group with which LSTAR is affiliated is the Keep London Growing Coalition, a group of concerned Londoners made up of construction workers, labour unions, contractors, home builders, business owners, land developers, manufacturers, suppliers and residents concerned about the extent to which new development applications become mired in the City's approvals system, as well as by the significant backlog of previously approved applications. London is rapidly running out of serviced lots on which to build; if the situation doesn't improve, we will run out of serviced lots in six to nine months, a far cry from the mandate established by the Province of a two-year supply. The implications for London's overall economy of this happening are dire. Consequently, the Coalition continues to lobby City Hall for a speedy resolution to this issue.

Scholarship

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

In 2009, the Advisory Group awarded its sixteenth annual scholarship to Emily Fister, the daughter of LSTAR Member Wanda Feeney (Colliers), and Thomas Fisher of St. Thomas, the son of LSTAR Member Randy Fisher (CB Richard Ellis).

CHAIR

Ron Rossini

MEMBERS

Carol Belanger

Neera Chopra

Brian Dalton

Jason Vanderkooy

STAFF LIAISONS

Megan Silk



President Joe with 2009 scholarship winners
Emily Fister and Thomas Fisher.

Emily, who attended St. Anne's Catholic Secondary School in Clinton, Ontario, is taking Media, Information and Technoculture and Global Studies at the University of Western Ontario (Huron College).

Thomas, a graduate of Central Elgin Collegiate Institute in St. Thomas, will pursue his Bachelor of Arts in History and Bachelor of Education at Nipissing University. The Association congratulates these fine scholars and wishes them every success in their future studies.

TASK FORCES

Key Box

In 2008 the Board of Directors approved a motion from the Key Box Task Force to move forward with Supra's new activeKey in 2009. Consequently the Task Force worked closely with the Directors and staff over the past year on the nuts and bolts of converting to the new system, making recommendations regarding matters of ownership and eligibility, as well as mapping out swap-out logistics, a big operation given the size of our Membership. The swap-out took place in May for the Key Box and in November for the activeKey.

The Task Force was also instructed to move forward with a proposal to share our system with Members of other real estate boards. This entailed the development of a Terms of Use Policy and the drafting of appropriate documents and subscriber agreements, subsequently approved by the Board of Directors.

CHAIR

Barb Whitney

MEMBERS

Richard Hadow
Peter Hoffman
Terry McSpadden
Costa Pouloupoulos
Warren Shantz
Bruce Sworik
Julie Varley

STAFF LIAISONS

Betty Doré
Lyn Coupland
Joanne Shannon
Katherine Low

TouchBase

This Task Force was struck back in 2006 to investigate TouchBase, a web-based communication tool developed specifically for the real estate profession. Using TouchBase Members can contact other Members directly and instantaneously using the communications tool of their choice – pager, telephone, e-mail, or blackberry. They can use it to request or confirm showings, to make appointments, or for any other kind of message. The technology was tested in 2007 and subsequently adopted by the Association.

In 2008 TouchBase Doorman®, a voice authentication ('voice ID') security system for MLS®, was beta tested at LSTAR. This technology relies on the fact that vocal characteristics, like fingerprints, are unique to each person. When a Member attempts to access the MLS®, the Doorman™ verifies their identity by authenticating their voice combined with their MLS® access code and password. In 2009, LSTAR contracted with TouchBase for Doorman®, which was implemented in November.

CHAIR

Richard Thyssen

MEMBERS

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

STAFF LIAISONS

Betty Doré
Lyn Coupland
Katherine Low
Joanne Shannon

Quality of Life

The first objective of LSTAR's 2004 Strategic Plan included developing, "a strategy for implementing a *Quality of Life* initiative, including a plan for a public launch of this program." At that time, the Directors decided that we should put this initiative on hold until OREA came on board with a province-wide program. In the intervening years, however, LSTAR has been promoting Quality of Life in a low-key way and building up support for the program nationwide. The Quality of Life Task Force was struck in 2008 so that we would be primed to fulfill that 2004 goal when OREA launched its program.

'Quality of Life' (QOL) is both a philosophy and an analytical tool. It helps us to identify ways in which LSTAR as an Association or its Members as individuals can improve or enhance our communities' social, physical or economic environment. It serves as a kind of filter, which we can use to test whether a political issue is, in fact, a REALTOR® issue. This is useful, since, in the past, REALTOR® issues have been dictated either by self-interest -- pro-business, pro-REALTOR®, or pro-development – or by our constituents – first-time buyers, property owners, landlords, etc. There was no mechanism to determine social policy, i.e., the greater good. Embracing QOL makes the communities in which we live our constituents as well and so gives us that mechanism. QOL, therefore, has considerable implications for both our Government Relations and our community service activities.

The five principles of QOL are:

- Ensuring economic vitality
- Providing housing opportunities
- Preserving our environment
- Protecting property owners
- Building better communities

CHAIR

Jack Lane

MEMBERS

Heather Arnott
Mike Carson
Stacey Evoy-Smith
Doug Pedlar
Bernie Sheridan
Larin Shouldice
Bruce Sworik

EX-OFFICIO

Joe Hough

STAFF LIAISONS

Betty Doré
Katherine Low
Joanne Shannon

In 2009 the QOL Task Force and the Government Relations Advisory Group honoured Speaker of the House and MPP for Elgin-Middlesex-London Steve Peters at a luncheon attended by local MPs, MPPs, the mayor of St. Thomas, and OREA and CREA Representatives. The Task Force plans to do similar presentations at the municipal level in the future.

Leadership Recruitment

The mandate of the Leadership Recruitment Task Force was to review the current governance model including nomination/election process and the number of directors and to establish a policy for training and recruitment of volunteers.

In 2009 the Task Force recommended and the Directors approved a change to the composition of the Board of Directors from six Principal Brokers and six Salespersons or Associate Brokers (with the Commercial and St. Thomas Director being of either status) to four Principal Brokers, if available; four Salespeople/ Associate Brokers, if available; and four Directors-at-large (of any class). This item will be taken to the full Membership for review and vote in the Spring.

The Task Force also formulated a comprehensive recruitment plan, which it hopes to unroll in the near future.

CHAIR

Bruce Sworik

MEMBERS

Vito Campanale
Mike Carson
Ken Harper
Jack Lane
Costa Pouloupoulos
Evan Travers
Barb Whitney
Carl Vandergoot

Ex-officio

Joe Hough

STAFF LIAISONS

Betty Doré
Joanne Shannon

Social Committees

Bonspiel

LSTAR held its twelfth annual *Homes for Hope*® Bonspiel on January 24, 2009 at the Ilderton Curling Club. 16 teams participated in all, but the trophy was taken by the team comprised of Ken Harper, Steven Horvath, Greg Anthony and Frank DeCicco.

This popular event is a fundraiser for Mission Services, which has provided shelter and assistance to the homeless and disadvantaged in our community for sixty years. This year's event raised over \$11,000 for the charity, bringing the total raised by the bonspiel since its inception to over \$86,000 and the total raised by the Association through both the bonspiel and other fundraisers, including the very successful *Homes for Hope*® pins, to well over \$193,000.00.

Thanks go out to Joel Shears of Filogix and Sid Kemp of Scotiabank, the event's major sponsors and to LSTAR Past President Glen Gordon, who has headed up the bonspiel's organizing committee from its very beginning.

CHAIR

Glen Gordon

MEMBERS

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

STAFF LIAISONS

Megan Silk

Children's Christmas Party

The mandate of the Children's Christmas Party Committee is to organize an annual holiday event for the children and grandchildren of LSTAR Members and their office staff.

This year's party was held on Saturday, December 5th, at the Hellenic Community Centre in London. Entertainment included a Christmas show with Santa, face painting, balloons, and refreshments. A total of 300 people joined in the festivities this year. Each child received a special Christmas gift and toy donations were collected for the Women's Community House under the theme "Children Helping Children."

A big thank you to the sponsors of this year's party: Royal LePage Triland Realty, Sutton Group - Select Realty Inc., RE/MAX Advantage Realty Ltd., Century 21 First Canadian Corp., HomePRO Inspections and Zeversenuke & Associates/The Co-operators.

CHAIR

Barb Whitney

MEMBERS

Kathy Ames

STAFF LIAISONS

Megan Silk

Christmas Gala

The mandate of the Christmas Gala Committee is to organize LSTAR's annual holiday celebration. On November 20, LSTAR celebrated the start of the Christmas season with a sold-out gala at the London Convention Centre. More than 450 REALTORS® and guests attended the glamorous event, which raised over \$11,000 for "Unity Project for Relief of Homelessness in London." The Unity Project provides emergency shelter and transitional housing accommodations in a safe, secular and home-like setting.

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

A special thanks goes out to all of generous gala sponsors, but especially the event's Titanium Sponsors: Chinneck Law Professional Corporation, Filogix Inc., Homes & Land Magazine, RBC Royal Bank, Realty Executives Elite Ltd., and TD Canada Trust.

CHAIR

Stacey Evoy-Smith

MEMBERS

Yvette Helwig

Jack Lane

Kristen McNeil

Maureen O'Halloran

Linda Rice

Daniela Schmidt

STAFF LIAISONS

Megan Silk

Slo Pitch

LSTAR's seventeenth annual Slo-Pitch Tournament was held on Friday, June 12, 2009 at the SouthwestOptimist Baseball Complex in London. Eleven teams took to the field. After a heated battle against CB Richard Ellis, Sutton Group - Preferred claimed the Championship title. Joan Butler (Sutton Group Preferred) was awarded the first annual Sportsmanship Award, honouring Bob Eaton.

Special thanks go out to Sid Kemp of Scotiabank for once again being the event's corporate sponsor. The generosity of the following individuals and companies is also greatly appreciated: Homes & Land Magazine (Jacket Sponsor), Banners2Go, Peter J. Quigley Law Office, Thomson Mahoney Delorey, and TitlePLUS.

CHAIR

Barb Whitney

MEMBERS

Danny DePrest

Brian Herschell

STAFF LIAISONS

Megan Silk

SPONSORS

LSTAR hosts a number of special events throughout the year, many of which are fundraisers for charity. In 2009, the sponsorship dollars totaled a generous **\$34,419.24**. Thank you to the following sponsors for their support:

Diamond (\$3,000+)

Libro Financial Group *and* Filogix

Titanium (\$2,000+)

Homes & Land of London, St. Thomas & Woodstock
RBC Royal Bank

Platinum (\$1,000+)

Business Development Bank of Canada
Chinneck Law
GE Security (Supra)
Ilderton Curling Club

Realty Executives Elite Ltd.
Scotiabank
Sutton Group Select Realty Inc.
TD Canada Trust

Gold (\$500+)

Cohen Highley Lawyers
Coldwell Banker 1st London
Dominion Lending Centres
Great West Life Assurance Company
Inwood McKenna
JMAC Home Inspection Inc.
Lerners
Old South Lawn, Garden & Construction

Ontario Real Estate Association (OREA)
Siskinds
Teranet
Thomson Mahoney Delorey
TitlePLUS
Vantage Property Management

Silver (\$250+)

A First Impression - Professional Home Staging
Banners2Go
Canadian Real Estate Association
G&R Contracting
Glen Gordon Real Estate Ltd.
Gordon R. Johnson
Harrison Pensa
London Home Inspection

Minute Man Press
QIS (Quality Industrial Solutions) Electrical
Royal LePage Triland Realty
Sutton Group - Preferred Realty Inc.
The Real Estate Advertiser
TLC Professional Landscaping
Touchbase

Friends of LSTAR

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

Above & Beyond Promotions
Aqua Medical Laser Associates
B & M Auto Supply
Bernie's Bar & Grill
Best Western Lamplighter Inn
Better Than Flowers
Betty Doré
Bud Gowan Antiques

Byron Pizza
Cadillac Hummer of London
Canada Versatile Promotions &
Business Forms
Century 21 First Canadian
Charleton Building Credits
Classic Realty
Colio Estate Wines

Computers Canada
Costco Wholesale
Country Depot
Courtesy Ford Lincoln (Wharnccliffe)
Coyle & Greer
Crabby Joe's Tap & Grill (Dundas)
Dave's Place
Dawg House Pub & Eatery

Diesel Training Studios	London Commercial Realty	Sofa Gallery
Dynamic Awareness Inc.	London Delta Armouries Hotel	Somerset Fine Wines & Gifts of London
Elite Ocean Spa Inc.	London Nails & Spa	Source for Sports
Entre Nous	Lowry Signs Ltd.	South London Nissan
EQ3	Marbolt	Staged Advantage
Executive Travel	Mendes Law Firm	Stoneman Distributors
Finan Electric Ltd.	Merle Norman Cosmetics	Sutherland Furniture
First Canadian Title	Metro	The Cooperators (Zeversenuke & Associates)
Fitness Forum	National Leasing	The Delta Armouries
Ford Keast LLP	Ontario West Insurance Brokers	The Hilton
Four Points by Sheraton Hotel	Pet Valu - Masonville	The Radisson Hotel & Suites London
Freedom 55 Financial	Peter J. Quigley Law Office	The Tasting Room
Gail & Peter McMahon	Pioneer Petroleum	The Waltzing Weasel
Hair Tora Hair & Aesthetics Salon	Protek Systems	Tim Horton's (Wonderland Rd. S.)
Home PRO Inspections	PS Spa	Turnbull's Flowers & Urban Accents
Idlewyld Inn	RE/MAX Advantage	What's Up Clothing Company
Ken Topping	Real Mortgage Associates	Winmar Property Restoration Services
KJ Stub & Associates	RealtyStreet.ca	
La Bella Vita Ristorante	Robert Miedema Photography	
Lifeforms	Sanders Pro Distributors	

Business Partners

The LSTAR Business Partners Program enables interested Members of the business community to establish a formal affiliation with the Association. In order to become a Business Partner, an individual (who must not be registered to trade in real estate) or company must agree to act consistently with LSTAR's mission statement and purposes, and pay an annual fee for Membership of the Program. All proceeds from the Business Partners Program are donated to the *Home at Last* (HAL) affordable homeownership project. The Association was pleased to share a formal affiliation with the following Business Partners in 2009

1-800-GOT-JUNK?	O'Donnell Brinac Law Professional Corp.
A Buyer's Choice Home Inspection London	RBC Royal Bank, London and St. Thomas Area
A First Impression - Professional Home Staging Services	Realty Street Inc.
Agent's Equity	Robert Miedema, Photographer
Best Dressed Homes	Staged Advantage
Grassroots - The Inspection Specialists	Task Masters Home Inspections
Home Pro Inspections	Thomson Mahoney Delorey
Homes & Land of London, St. Thomas & Woodstock	Zeversenuke & Associates / The Co-operators
Libro Financial Group	Market Your Car Inc.
London Property Management Association	Thermophoto
	The Energyguy

In memory of Lyn Coupland

On August 28, 2009, after thirty six years of exemplary service to the London and St. Thomas Association of REALTORS® and its Members, we lost one of our most valuable and valued assets, our beloved Director of Administrative Services, Lyn Coupland. Our longest serving staff Member to date, Lyn saw LSTAR evolve from the trade association it was when she first came to work as secretary to Executive Officer Mike Campbell into the professional association it is today.

Lyn's job was to assist our Executive Vice-President with any matters having to do with the Board of Directors, Broker Meetings and the Annual General Meeting, as well as with numerous Committees, Task Forces and Advisory Groups. She also acted as the Association's Personnel Officer, responsible for dealing with staff and human resources issues, and as our Professional Standards Officer, liaising with the Professional Standards Committees as well as the Discipline and Arbitration Committees and the public. Her efficiency, expertise, consistency, conscientiousness and discretion in these matters were of great service to the Association over the years and her knowledge and experience made her a valued resource person not only for ourselves, but for other real estate associations across Ontario and Canada.



Lyn Coupland
Director of Administrative Services

But Lyn was more than that – so much more. Her tender heart, her charitable nature and her generosity of spirit made her a trusted and treasured friend to Members and staff alike, so much so that, when the Directors decided to honour her on the thirty-fifth year anniversary of her employment at the Association, they could think of no better way of doing that than by presenting her with a Fellowship in the REALTORS Care Foundation.

Her colleague and dear friend, LSTAR EVP Betty Doré gave the eulogy at Lyn's memorial service. "Lyn was a wonderful woman," Betty said, "genuinely kind, even when it was inconvenient, deeply charitable and so tenderhearted that she could not bear to hear of any person or animal's suffering without trying to do something to alleviate it. She always put others first and, if she had an ego, she kept it carefully hidden. And she had so, so many friends. We used to tease her about the stream of Members, including many retired Members, who regularly beat a path to her office. They just loved her, maybe because they knew she just loved them. She cared so much."

To honour Lyn, the Board of Directors has resolved to plant a tree in her name on Association property. They have also ruled that, henceforth, the Outstanding Service Award shall be known as the Lyn Coupland Outstanding Service Award, in recognition of her own outstanding service to LSTAR and its Members over many years.



We miss you, Lyn. Every day. Thank you for the great gift that your life was to all of us.

Service Pin Recipients

10 Years

LUCY W. COURSOL
DAN GRANTHAM
MICHELE HENDERSON

JOSEPH IRO
VERONIKA JOVICIC
JOYCE MARSHALL

ASHKA AGNIESZKA
MAZURCZAK DIDIER
ROTTIER

JOEL SANDIE
LARIN SHOULDICE
JULIE VARLEY

15 Years

BOB BARKER
FRED BOTELHO
LYNNE BRADY
TERRY CARROLL
ROBERT CHAPMAN
MARK CONSTANTINE
JENNY DECALUWE
PAUL DESCHAMPS
IRENA DUDA
MARIO GARCIA

CURTIS HAY
MYRA HUENIKEN
NASREEN HUSSAIN
CAROL ANNE KEITH-
WALKER
ROB KILMER
CHRIS KIRWIN
HEATHER LOEDIGE
LYNNE MALLETTE
KIMBERLY MCCANN

ALBERT MCCARTY
RONALD MCDOUGALL
JUDITH OLIVASTRI
GLENNA ORTON
JANICE PIETERSON
MIKE RADCLIFFE
JEAN RAMER
MICHAEL RIZZO
SUSAN SAUNDERS
BOB SCRIMGEOUR

VERNA SHAREN
BOB SHAREN
ANN SMITH
STEPHEN VIRAGOS
TIM WAKELY
LOIS WALLIS
SHAWN WESTERIK
BARBARA WESTMAN
BARBARA WHITNEY

20 Years

GREG ANTHONY
DALE BENSETTE
MICHAEL BOSVELD
NEERA CHOPRA
PETER CHRISTENSEN
TIM CURGIN
JOHN DEBLOCK
JUNE DOAN

BRENDA DOLBEAR
SHARI FULMER
JEFF GARD
FRASER GRANT
ABE HAJJAR
SIL IACOBELLI
MURRAY JONES
ZOLTAN KARVAS

IETJE KERKHOFF
DANUTA KOWALSKI
DEAN KUEHR
SANDY MCGREGOR
WYNN MCGREGOR
COLLEEN MEILLER
KAREN NORDSTROM
TIZ ORLANDO

PAUL REALE
HEINZ PETER RIESS
GERALD SIROEN
LINA SOMBREA
JOANNE WARREN

25 Years

CHRISTINE BROOME
CORRIE CANN
THOMAS CHAPMAN
DOUG CROCKETT
PETER DAOUST
LYDIA GALBRAITH

KEN HARPER
CHRISTOPHER
HARRIS
GLENDA JAMES
STUART KETTLEWELL
CLARE KETTLEWELL

JAN LESSER
TONY LOEDIGE
LINDA NEWCOMBE
RON NIEMAN
ALLAN PIKE
CARMEN PLACZEK

JUDY ROBINSON
LLOYD STEVENS
CAROL TURNBULL
EVANS VAMVAKARIS

30 Years

MIKE FAYAD
RANDALL HANKE

PETER MOFFAT
MARY ANNE OLIVER

BLAKE PALMER
CHRIS PINCOMBE

EDWARD PLACZEK
KENNETH RAMER

35 Years

RON BOYLE
GAIL IRMLER
LEONARD NEILANDS
PETER WHATMORE

40 Years

BILL BOURIS
RUTH ANN DROZD
ALBERT
LUISTERMANS

45 Years

VAL ORDAS

50 Years

WILLIAM
PUTHERBOUGH

55 Years

ROMANO PULZONI

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



www.lstar.ca

342 Commissioners Road, W.
London, Ontario N6J 1Y3

Members of LSTAR also belong to the Canadian Real Estate Association (CREA), one of Canada's largest single-industry trade associations, representing more than 96,000 real estate Brokers/agents and salespeople working through more than 100 real estate boards and associations. They also belong to the Ontario Real Estate Association (OREA), which represents over 45,000 Brokers and salespeople who are Members of the province's 42 real estate boards.

Phone: 519-641-1400
Fax: 519-641-4613

President: Joe Hough
Executive Vice-President: Betty Doré, CIM CAE
Editor: Melissa Hardy-Trevenna

2009 Statistical Summary

Market Activity	Sales of detached homes in the Association's jurisdiction (Middlesex and Elgin Counties) were down 1.4% for 2009 and sales of condos were down 11.4%. A total of 8,070 homes exchanged hands in 2009, down 3.4% from the previous year.
Type of Market	Balanced.
Listings	Active detached home listings end of period were down 22.5%. Active condo listings end of period were down 14.6%.
Average Price Year End	All detached homes in LSTAR's jurisdiction \$226,002, showing no gain over 2008 All condos in LSTAR's jurisdiction up 4.4% to \$158,617
Most popular	Two-storey homes followed by bungalows, then ranches, then townhouse condos
Market factors	Low interest rates and upbeat consumer confidence continue to release the pent-up demand that built late last year and earlier this year," observed Canadian Real Estate Association President Dale Ripplinger. "The release of that pent-up demand has boosted national sales activity to new heights and is drawing down inventories."