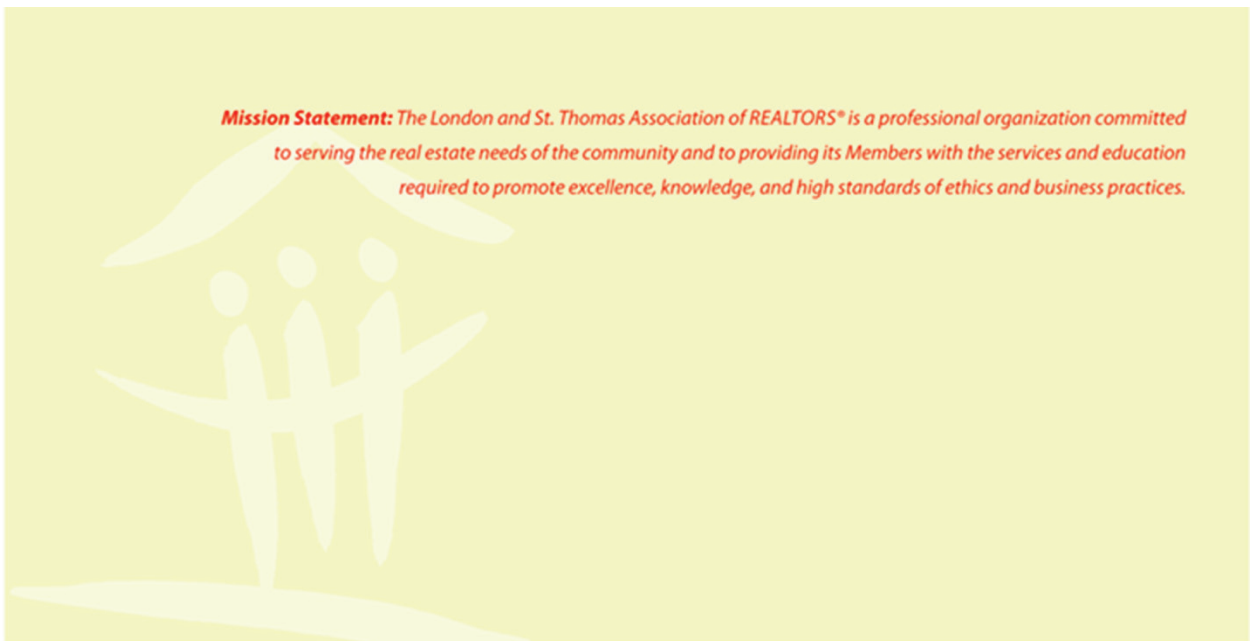




ANNUAL GENERAL REVIEW 2010

London Convention Centre
Tuesday, April 26, 2011

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 your mobile devices for the duration of the meeting.

8:30 AM	Trade Show begins (Continental Breakfast available)
9:00 AM	LSTAR Grand Prize Draw deadline
9:30 AM	Secondary Prize Draw deadline
10:30 AM	Call to order and welcome by 2011 President Jack Lane
	Approval of AGM Minutes (April 27, 2010) and adoption of 2010 Annual General Review AND audited financial statement AND appointment of the Board's 2011 auditors and solicitors
	Presentation to and remarks of 2010 President Presentation to 2010 retiring Directors Address of 2011 President
	Other business (consists of presentations to/of): Canadian Real Estate Association Ontario Real Estate Association REALTORS Care Foundation update Mission Services presentation Unity Project presentation
	Awards "Lyn Coupland" Awards for Outstanding Service Quality of Life Award 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

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MINUTES OF THE 2010 AGM

Tuesday, April 27, 2010

Best Western Lamplighter Inn and Conference Centre

1) Call to Order and Welcome

LSTAR's President for 2010, Richard Thyssen, welcomed everyone and called the meeting to order at 10:30 a.m.

2) Introductions

Introductions began with Richard presenting the Master of Ceremony, Darrin Laidman, after which Darrin introduced the head table and invited guests. Richard 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 Board staff, had the right to vote at Annual General Meetings.

MOTION

that the Minutes of the April 22, 2009 Annual General Meeting be approved.

CARRIED

4) Adoption of 2009 Annual General Review

MOTION

that the 2009 Annual General Review, which contains the 2009 Committee Reports, be adopted.

CARRIED

5) Adoption of Audited Financial Statement for the Year Ended December 31, 2009

Following a report on the end year statements by Finance Chair Doug Pedlar, the members ruled:

MOTION

that the Statement of Revenue and Expenditures for the year ended December 31, 2009, as pre-published to all Brokers and posted on REALTORLink™, be adopted.

CARRIED

6) Appointment of 2010 Board Auditors and Solicitors

MOTION

that Ford, Keast Chartered Accountants continue to be the Board's Auditors for 2010.

CARRIED

MOTION

that David Broad from Siskinds the LAW FIRM and Mervin Burgard, Q.C. continue to act as the Board's Solicitors for 2010.

CARRIED

7) Presentation to and Remarks of 2009 President

Following his remarks, Richard and Betty presented Joe Hough, 2009 President, 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:

- Jose Medeiros
- Larin Shouldice
- Bruce Sworik

9) Address of 2010 President

Richard Thyssen then gave his address.

10) Other Business

- a) **Quality of Life Update** – Jack Lane, Chair of the Quality of Life Task Force, gave a brief update on the Quality of Life initiative. He noted that brochures and pins promoting Quality of Life have been ordered and will be distributed once they are received. Jack added that the Realty Watch program will be introduced soon and explained the background and benefits of the program.
- b) **Commercial Update** – Mike Jakupi, Chair of the Regional Commercial Council (RCC) presented the highlights of the recent Commercial Building Awards.
- c) **REALTOR Care Foundation Update** – Betty Dore, EVP and Chair-Elect of the Foundation explained the \$1/per member/per month and how it has continued to grow across Ontario with more and more participants.
- d) **Mission Services** – Glen Gordon, Chair of the Bonspiel Committee, presented Gordon Russell of Mission Services with a cheque for \$14,499.88 bringing the total the Association has raised for Mission Services since 1992 to over \$225,450.
- e) **Unity Project** – Stacey Evoy-Smith, Chair of the Christmas Gala Committee, presented Silvia Langer of the Unity Project with a cheque for \$11,000 representing the funds raised through the Association's Gala.
- f) **Lyn Coupland Outstanding Service Awards** – Presented to Richard Haddow and Bruce Sworik (In memory of Lyn Coupland, Director of Administration and staff member for over 37 years, the Outstanding Service Award was renamed the *Lyn Coupland Outstanding Service Award* in her honour.)
- g) **55 Year Pin Recipient** – Presented to Romano Pulzoni
- h) **50 Year Plaque Recipient** – Presented to William Putherbough
- i) **45 Year Plaque Recipient** – Presented to Val Ordas
- j) **40 Year Plaque Recipients** – Presented to Ruth Ann Drozd; Albert Luistermans
- k) **35 Year Plaque Recipients** – Presented to Ron Boyle; Gail Imler; Leonard Neilands; Peter Whatmore
30 Year Pin Recipients – Presented to Mike Fayad; Randall Hanke; Peter Moffat; Mary Anne Oliver; Blake Palmer; Donald Perry; Chris Pincombe; Edward Placzek; Kenneth Ramer
- l) **25 Year Pin & CREA 25 Year Certificate Recipients** – Presented to Christine Broome; Corrie Cann; Thomas Chapman; Doug Crockett; Peter Daoust; Lydie 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; Doug Workman

11) Grace and Toast to the Queen

Adjournment

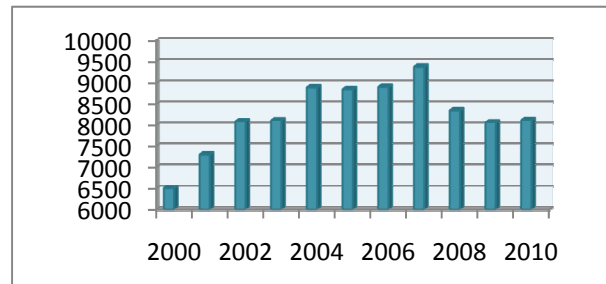
Prior to lunch, the Chair adjourned the meeting.

PRESIDENT'S REPORT



THE 2010 REAL ESTATE MARKET

By and large the market stayed on track in 2010 after a tumultuous couple of years that saw a global financial collapse followed by a deep recession. Given the severity of the downturn, our local market rebounded quickly and well. By Year End, 2010 has managed to outstrip 2009 by a modest 0.7% in terms of sales. A total of



8,128 homes exchanged hands in 2010 – 6,587 detached homes (up 0.4%) and 1,541 condos (up 2.1%), putting sales for last year on par with those of 2002 and 2003 – both of which were banner years for real estate in the London Census Metropolitan Area. This doesn't mean that we didn't take a hit in 2008 – our manufacturing sector in particular suffered losses. However, the fact that we are in as good shape as we're in testifies to the overall resilience of our market.

The average price for a home in the Association's jurisdiction in 2010 rose 6.3% for detached homes to stand at \$240,147; 7.9% for condos to stand at \$171,098; and 6.4% for total residential to stand at \$227,056. The average sale price is calculated based on the total dollar volume of all properties sold and, while it can be useful in establishing trends over time, it should not be used as an indicator that specific properties have increased or decreased in value. Moreover, although average home prices may appear to have increased significantly year over year, their increase from one month to the next is far more modest and more fully represents the level and pace of actual appreciation, as indicated by the table at right.

Month 2010	Average Price
Jan.	\$222,798
Feb.	\$222,680
March	\$225,983
April	\$229,289
May	\$230,056
June	\$229,208
July	\$228,283
Aug.	\$227,794
Sept.	\$227,152
Oct.	\$227,636
Nov.	\$227,257
Dec.	\$227,056

In December, as in previous months and years, homes in LSTAR's jurisdiction maintained their affordability compared to other major Ontario and Canadian centers. According to the CREA's National MLS® Report for December 2010, the average price, seasonally adjusted to take into consideration factors such as warmer or colder weather were as follows:

- **London and St. Thomas – \$227,056**
- Vancouver – \$711,998
- Victoria – \$487,840
- Toronto – \$446,708
- Calgary – \$404,068
- Edmonton – \$324,168
- Ottawa – \$321,448
- Hamilton – \$ 331,673
- Kitchener-Waterloo – \$278,134
- St. Catharines – \$249,321

House Style	Units Sold	Average Price
2 storey	1913	\$309,509
Bungalow	1386	\$176,611
Ranches	973	\$ 271,443
Townhouse Condo	781	\$ 155,998

The best-selling house style in LSTAR's jurisdiction for 2010 was the two-storey, followed by the bungalow, the ranch and the townhouse condo.

Home sales in London's Sister City of St. Thomas numbered 662 for the year, 5.7% down from 2009. The average price

for a home in St. Thomas at the end of 2010 stood at \$182,719.

According to a recent study prepared for the Canadian Real Estate Association by Altus Group Economic Consulting in Toronto, a total of \$46,400 in ancillary expenditure is generated by the average housing transaction in Canada over a period of three years from the date of purchase. That means that 2010's sales will generate \$377,139,200 of economic activity over the next few years, helping to drive our local economy.

All in all, 2010 has proven to be a very satisfactory year. Sales volumes were very respectable, the market became increasingly balanced over 2010 – good news for both sellers and buyers – and we saw modest, but real price increases over time, while still remaining affordable.

COMPETITION

It would be difficult to write an update purporting to sum up 2010 without mentioning CREA's negotiations with the Competition Bureau.

Competition was a very big issue, indeed, and the fallout, should we not have proved successful in reaching an agreement with the Competition Bureau, would have been significant. Fortunately, representatives from nearly 100 member Boards and Associations, including LSTAR, voted on October 24, 2010 to ratify the settlement CREA had successfully negotiated with the Commissioner of Competition. We all know that organized real estate in Canada has always been and will always be incredibly competitive. The numbers testify to that: there are 100,000 REALTORS® in Canada and thousands of brokerages who compete for business every day by offering a myriad of services and business models, from those who charge fees to list on Board MLS® Systems to those who charge a commission for marketing, advertising, negotiation and a whole host of additional services.



The Commissioner and CREA have agreed that its rules as well as those of its members should not deny or discriminate against REALTORS® wishing to offer mere posting services. If such rules exist, they must be repealed or Boards will lose their license to operate under the MLS® trademarks. The process of ensuring that our Rules and Regulations are in compliance was ongoing through the latter part of 2010 and will continue in 2011.

STRATEGIC PLAN 2007 UPDATE

I'm happy to report that we have almost completed our 2007 Strategic Plan, which identified four areas for improvement:

1. Association Governance;
2. The setting and enforcement of the Association's Regulations and Standards;
3. Representing and promoting the interests of REALTORS®; and
4. The provision of products and services to our Members.

Out of the Plan came such initiatives as a Strategic Communications Plan; our participation in CREA's radio co-op program (a first for us); a Leadership Recruitment Plan; a Succession Plan for Senior Staff, a Competition

Awareness Campaign; the Don Smith Commercial Building Award Program; TouchBase; the facilitation of a Broker/Member Listing Load and a user pay system for staff loads; the use of podcasts; the establishment of a social media presence for LSTAR; providing access to our Keybox system by Ontario REALTORS®; the integration of our MLS® database with that of Tillsonburg and District Real Estate Board and our ongoing participation in the Connect Project.

Outstanding are the establishment of an Area Member Task Force to provide recommendations on how to increase awareness in outlying areas and to review the effectiveness of current member events in these areas; investigating new signage on the LSTAR building; the establishment of an Education Outreach Task Force to investigate the feasibility of providing programs to educate students about careers in real estate and real estate in general; the development of a disaster plan; and the investigation of a Buyer Registry. These remaining objectives are slated for completion in 2011.

We also undertook a number of measures to improve the effectiveness of the Board of Directors in 2010, including the adoption of a Code of Conduct; the development of Job Descriptions for Directors; guidelines for how to behave during meetings and Succession Planning.

SOCIAL MEDIA

We had a first attempt to establish a social media presence in 2009, with the creation of a Facebook group. At the same time, we set Twitter, YouTube and Flickr accounts for the Association and produced a couple of podcasts featuring the 2009 President Joe Hough. In 2010, however, we took it to a whole new level, swapping our Facebook group for a Facebook Fan Page, getting more aggressive with our tweets and upping the quality of our podcasts. We also put in place a Social Media Policy for Members, outlining what is required by a Member to participate in any LSTAR-sponsored social media.



MOBILE DMS APPROVED

According to CREA's Futures Project, Internet access on mobile devices will exceed laptop or desktop access within two years. We want our Members to be poised to catch the wave, not be swept away by it. Accordingly, we negotiated a contract with Filogix that will allow our Members to access our MLS® database by Mobile DMS. The launch is scheduled for 2011.

TECH HELPLINE

As regards Member Services, 2010's surprise success story may well be our group buy of TechHelpline. In 2010 there were a total of 343 calls from our Members to the Helpline. The total minutes of all combined calls were 3,279 – an average of 18.30 minutes per call. Had the Members been serviced independently by other tech support services, it would have cost them \$80 per call. Moreover, everyone we heard from about this service had nothing but positive things to say about it. Needless to say, we are very pleased. There's no better feeling than getting it right.



LEADERSHIP

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

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

We are also very proud of our Executive Vice-President Betty Doré, who chaired the REALTORS Care Foundation Board of Governors in 2010.

CONCLUSION

In 2010 we managed to navigate the Competition minefield without sustaining any critical injuries to the way we do business; to weather negative media regarding our profession on the one hand and, on the other, to temper the media's propensity to cry Chicken Little when, really, it was only a little rain that was falling. But we didn't just hold our own in 2010; we made solid strides forward on all fronts. For me personally, I learned a tremendous amount – about how organized real estate works (incredibly effectively); about our role and place within the larger community; about how to handle the media and present to the public. I even experienced first hand how James Cameron shot the movie *Avatar* when I was shot in front of a green screen to make our quarterly statistical podcasts!

There are a number of people I need to thank, without whose help I don't know how I would have managed – our EVP Betty Doré, who does an absolutely stellar job year after year making sure that your Directors are able to make informed decisions about any and everything impacting our business, along with her great staff who, working with her and our other volunteers, make it all happen; my fellow Directors, who took their job and their duty to you, the Members, seriously and acted accordingly; and, of course, my wife and son for putting up with my many absences and my crazy schedule over the past year. Finally, I would like to thank you, LSTAR Members, for allowing me the privilege of serving and representing you in 2010.

Richard Thyssen
2010 LSTAR President



2010 LSTAR BOARD OF DIRECTORS



Front Row (l-r):
Betty Doré (Executive Vice-President), Richard Thyssen (President), Jack Lane (President Elect)

2nd Row (l-r):
Stacey Evoy-Smith, Barb Whitney, Vito Campanale

3rd Row (l-r):
Doug Pedlar, Joe Hough (Past President)

4th Row (l-r):
Tom Dampsy, Richard Haddow, Mike Jakupi (Finance Chair)

Back Row:
Costa Pouloupoulos, Jim Holody, Ken Harper

Jim Hockings / Off Broadway

EXECUTIVE VICE-PRESIDENT'S REPORT



PROJECT CONNECT

In 2009, LSTAR, the Toronto Real Estate Board, the REALTORS® Association of Hamilton-Burlington and the Ottawa Real Estate Board launched *Project Connect*, a joint venture enabling Members of participating boards to search and view each others' active listings and recent sales history. Project Connect doesn't offer the full functionality of a board's MLS®. What it does do is 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. Since the Project's launch, many other Ontario real estate boards have come on board. By Year End 2010, 15 Boards were participating:

- Ottawa Real Estate Board (including the Renfrew County Real Estate Board);
- Toronto Real Estate Board (including the Real Estate Boards of Brampton, Durham; Orangeville; and Mississauga);
- REALTORS® Association of Hamilton-Burlington;
- London and St. Thomas Association of REALTORS®;
- Cornwall and District Real Estate Board;
- Peterborough and Kawarthas Association of REALTORS®;
- Rideau-St Lawrence Real Estate Board;
- Niagara Association of REALTORS®;
- Real Estate Board of Cambridge Inc.;
- Orillia and District Real Estate Board; and
- Windsor-Essex County Real Estate Board.

The Kitchener, Tillsonburg and Chatham Boards are coming on stream in 2011. That makes 19 Boards with a total of 44,901 Members who have access to CONNECT... that's 85% of OREA's Membership (52,721).

For many years we have envisioned a future in which all REALTORS® in the province had access to all MLS® data. That future, it appears, is just around the corner.

GEOWAREHOUSE

Usage of Geowarehouse remained strong in 2010, with 66% of the Members (or 1,000 Members) visiting the site on an average of nine times each per month. Users browsed approximately 31 reports per user per month and at least four reports were pulled per month per GeoWarehouse login. Each LSTAR Member pulled the Property Details Report approximately 182 times in 2010. The numbers of Members actively using GeoWarehouse has increased year over year, peaking in March. The number of times users viewed the new Property Details Report grew 9-46% during 2010, compared to 2009 when the new version of the site was launched.

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, **92%**;
- **93% of listings** are represented by active profiles in TouchBase;
- On average, **98,034 messages** are paged out per month;
- Administration staff paged out **858,168** messages in 2010, compared to Members, who paged out **315,018**;
- In 2010, a total of **1,176,413 messages** were been paged out;

We are also looking at TouchBase to send out AMBER Alerts and other Missing Persons alerts to our Members as part of our (forthcoming in 2011) Realty Watch Program, a *Quality of Life* initiative.

EDUCATION

In 2010, REALTOR® Hall was the setting for 124 MCE courses, attended by 2,613 students, with an additional 136 being taught in our Computer Lab, attended by 867 students. A total of 3,480 students were serviced over the course of the year.

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
 - PAC Days
 - Association Executives Council Seminar
 - CREA Fall Assembly
 - Large Boards Meeting
 - Quality of Life Summit
- **OREA:**
 - OREA Leadership Conference
 - Big Ontario Boards Meeting
 - Western Area Meetings
- **NAR:**
 - Association Executives Institute
 - REALTORS® Conference & Expo

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.

Locally, I also sat on the London Chamber of Commerce's Municipal Affairs Committee and on the Board of Directors for Community Living London.

CONCLUSION

In a year chock-full of meetings and events, close calls, near misses and hard-won victories, one event stands out for me: our Tree Dedication Ceremony in honour of our dear friend and colleague, Lyn Coupland, who passed away in August 2009. The ceremony was very well-attended. Of course it was. LSTAR's longest employee at 36 years, Lyn was not so much a fixture of our Association as a pillar and much beloved. The tree is a beautiful ornamental pear and it is planted on the berm adjacent to the building's east parking lot. These are the words I said at the ceremony:

This tree's roots will help keep topsoil in place when heavy rains and snowfall would otherwise wash it away . . . the same way Lyn grounded all of us, rooted in the past as she was, but, at the same time, always striving upwards towards the light. She was in many ways LSTAR's moral rudder and our moral touchstone.



This tree will provide food and shelter for animals and provide an anchor for new eco-systems, a foothold for life... Enough said. We all know how much Lyn loved animals.

This tree will also remove about a tonne of carbon dioxide from the air each year and contribute to a continuous supply of fresh air for us all... the same way Lyn served as a kind of venting post for Members and the public alike. Whenever anyone had a grievance to air, she was our frontline person and she did her utmost to be there for everyone who came to her... and there were a lot of people who did. You've heard of people who suck the oxygen right out of a room. Lyn pumped it back in.

And finally, by creating shade, this tree will join with others in moderating temperatures both globally and in the micro-climates of cities and counties . . . the same way Lyn cooled things down and smoothed things over with the Members and public alike.

Lyn's life was both a blessing and a gift and hers is a legacy that I see all around me everyday, in the good working relationships that she fostered and the professional environment she nurtured. Let this tree be a fitting memorial to our dear friend and colleague; as it grows stronger and taller year by year, as it blossoms in Spring and sheds its leaves in the Fall, let us remember Lyn's life with gratitude for the gift that it was to all of us.

Thanks to my great Staff for pulling together and making this all work. Lyn would have been ... is, I'm sure, proud. I certainly am. And thanks to our Leadership, which I can say with great confidence, is unparalleled in Canada.

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

REGIONAL COMMERCIAL COUNCIL



Mike Jakupi,
2010 RCC Chair

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

- Represent the interests of its membership;
- Contribute to the Council members' professional development and expertise;
- Develop recommendations on matters of public policy of a commercial nature, and forward to appropriate authorities; and
- Foster cooperation in the exchange of information among Council members.

In pursuing its mandate, the Council recognizes that the LSTAR Board of Directors has the primary responsibility and authority to manage the Association's affairs and agrees to conduct its activities in such a way as to avoid conflict or duplication. In 2010 the Membership of the RCC numbered 84.

CHAIR

Mike Jakupi

CHAIR-ELECT

Bruce Sworik

EXECUTIVE

Chris Burgard
Knut Dohnberg
Greg Harris
Sam Nakad
George Kerhoulas

STAFF LIAISONS

Betty Doré
Joanne Shannon
Megan Silk

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 and Commercial) and the RCC came forward with a request, approved by the Directors, that of organizing 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**, the 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 McCartney, 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. 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 Wharncliffe 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. The venue was filled to capacity and media coverage of the event was excellent.

SPRING COMMERCIAL BREAKFAST

Our fifth annual Spring Commercial Breakfast took place on May 28, 2010. It was sponsored by BDC and two MCE credits were provided by Garth Howes of Ernst and Young LLP – who spoke about the Capital Gains Tax, as it applies to commercial real estate – and John Goodwin, MTC Consultants, Inc. – who discussed the changes to Brownfield Regulations and their impact on clients.

FALL COMMERCIAL BREAKFAST AND MINI-TRADE SHOW

Our eleventh annual Fall Commercial Breakfast and Mini-Trade Show took place on September 24, 2010 and was sponsored by OREA and CREA. John Fleming, the City of London's Director of Land Use Planning provided an MCE credit to attendees, speaking on London's urban design. Commercial updates were given by myself (regional), Greg Harris (provincial) and Bonnie Prior (national). There were ten industry-related exhibitors.

RCC ELECTION AND ANNUAL GENERAL MEETING

Our Election and Annual General Meeting took place on November 2, 2010 and was sponsored by the London Economic Development Corporation. A panel of experts – consisting of Peter White, London Economic Development Corporation; Jannette MacDonald, Downtown London; Dennis Broome, St. Thomas Economic Development Corporation; and Len Magyar, City of Woodstock – discussed the region's economic development for one MCE credit and I gave an update of the RCC's activities over the year.

In 2011, your RCC Executive will be chaired by REALTOR® Bruce Sworik. Also on the 2011 Executive will be myself as Past Chair, as well as Greg Harris (Chair-Elect), Chris Burgard, Knute Dohnberg, Larin Shouldice, and Bill Taplay.

EDUCATION

The following Commercial Courses were offered over the past year:

- Commercial Heating & Air Conditioning (February 16, 2010)
- Commercial: Roofs and Exteriors (February 16, 2010)
- Commercial: Structures & Electrical (February 17, 2010)
- Hotel Feasibility/Market Demand/Valuations and Appraisals (April 15, 2010)
- Introduction to Commercial and Investment Real Estate (September 9, 2010)

- Introduction to Valuing Small Businesses (September 29, 2010)
- Fire Code and Multi-unit Properties (October 19, 2010)
- CCIM Introduction (November 18, 2010)

COMMUNICATIONS

LSTAR continued to publish a regular e-newsletter for commercial practitioners throughout the year: *e-Commercial*, containing commercial news and updates. In addition, a redesign of www.lstar.ca, which will feature more information under the Commercial Tab, has been started and will be fully implemented in 2011.

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 Regulations 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;
- Sometimes 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, which was implemented in 2010. In addition, the RCC Executive requested and the Directors approved a change in the wording of the Agreement to Lease form.

Also, beside lobbying, both at CREA PAC Days and at our Fall MP Meetings, all of our MPPs and our MPs on provincial and national issues affecting commercial real estate – such as encouraging brownfields' redevelopment and unlocking property reinvestment – we joined the South West Economic Alliance, a body made up of elected representatives, representatives from post-secondary institutions, and private sector partners from London, Middlesex, Elgin and Oxford, that has as its mandate the development of a new, knowledge-based economy in the region.

PARTICIPATION

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

Mike Jakupi
2010 Regional Commercial Council Chairperson

STANDING COMMITTEES

EXECUTIVE

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

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 2010, the Finance Committee recommended and the Directors approved:

- The replacement of the building's toilets, hot water heater and sink/vanity faucets;
- That the Photo Library be written off as an asset and the annuals costs for the Library be expensed in the budget;
- That \$50,000 be moved from the General Reserve to the Computer Reserve, as per the replacement plan in place requiring the transfer of funds to this reserve;
- That a security camera system be installed in the building.

CHAIR

Richard Thyssen

MEMBERS

Joe Hough
Jack Lane
Barb Whitney
Doug Pedlar

STAFF LIAISONS

Betty Doré
Joanne Shannon

CHAIR

Doug Pedlar

MEMBERS

Stewart Blair
Mike Carson
Greg Harris
Tom Kahnert
Joe Pinheiro
Richard Thyssen

STAFF LIAISONS

Betty Doré
Karen Gillespie
Joanne Shannon

The auditor's report, which completes the 2010 Finance Committee's Report, will be sent out under separate cover to each Broker member of the Association. It will also be available on REALTORLink®.

PROFESSIONAL STANDARDS

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

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

There were four complaints received in 2010. The complaints were prescreened to determine jurisdiction and, of those, two were a Scenario "A" (solely within RECO's jurisdiction); and two were a Scenario "C," (had some elements that appeared to fall within RECO's jurisdiction and some that fell under LSTAR's jurisdiction). Of the two complaints that were a Scenario "C," one complaint resulted in a member being fined and the other complaint was dismissed following investigation because there was insufficient evidence to proceed.

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 By-laws and Policies of LSTAR 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 2010.

CHAIR

Peter Meyer

MEMBERS

Lucy Coursol
Diane Gordon
Tom Kahnert
Michelle Kay
Ken Lyons
Stephen Ord
Judy Robinson
Tony Scarpelli

STAFF LIAISONS

Betty Doré
Joanne Shannon

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
Joanne Shannon

ARBITRATION

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

There was only one Claim for Arbitration during 2010, which was met through conciliation.

ADVISORY GROUPS

BROKERS ISSUES

The mandate of the Brokers Issues Advisory Group is twofold:

- To provide a peer forum at which brokerage and real estate industry issues might be identified, vetted, discussed, and debated.
- 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 2010 the Brokers Issues Advisory Group raised the following issue with the Board of Directors: since, if the co-operating Broker requests it, the Listing Salesperson must provide him/her, in writing, with the number of written offers that he has received on a particular property, which party should sign the Offer Presentation Acknowledgement Form?

The Directors ruled that the OREA Standard Forms Committee be asked to amend Form 109, Offer Presentation-Acknowledgment to include the following: a separate, mandatory line, which reads, “number of competing offers...,” and that an additional signature line be added to the form for the Listing Salesperson/Broker.

On July 1, 2010, the Province of Ontario replaced the Provincial Sales Tax (PST) and the Goods and Services Tax (GST) with a Harmonized Sales Tax (HST). The HST is applicable to realty services. However, it was unclear which tax REALTORS® should charge clients if their business relationship with that client straddled the date of implementation. The Brokers Issues Advisory Group, wishing to have clarification on this point, sought advice from an accountant specializing in these matters, who advised that, during the transition period, which tax would be owing would depend on many factors, including when the majority of the work took place – prior to July 1 or after July 1.

The Advisory Group discussed the matter and came up with a rule of thumb – not a rule – that, as regards the application of GST and HST to real estate commissions, all sales done before July 1st, 2010, including those which were conditional, would be billed for GST, while those after that date would be billed for HST. The only exception to this rule of thumb would be conditional sales (i.e., those conditional on the sale of another property). In that case, provided the condition was removed after June 30th, 2010, HST would be charged.

At a subsequent Brokers Meeting, the Broker Members endorsed this rule of thumb, understanding that their decision to do so was a business practise and not in any way mandated by the Association.

CHAIR

Dennis Sonier

MEMBERS

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

STAFF LIAISONS

Betty Doré
Joanne Shannon

CHAIR

Jim Holody

MEMBERS

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

STAFF LIAISONS

Betty Doré
Joanne Shannon

DATA MANAGEMENT

In 2010 the Data Management Advisory Group met with Filogix to brainstorm ideas on how to update the IDX website and then communicated those ideas to the Board of Directors. Suggestions included:

- The addition of mapping, possibly the kind of polygon mapping use on Filogix DMS®;
- Giving the public two search options – by map or by current search engine;
- Adding an e-mail link to the website's owner – either the Salesperson's or the Broker site (as part of the IDX website);
- Allowing the IDX participant's branding (i.e., the Broker's) to appear at the top of the IDX website, along with the office information and the Salesperson's branding;
- The addition of a link to Public Open Houses, which provides the MLS® number, the date and time of the Open House as stated on the feature sheet, and a thumbnail. (Giving Members the ability to add Public Open Houses to Prospector by providing a 'yes' or 'no' button, was also suggested.); and
- A mobile version in the future.

CHAIR

Joe Hough

MEMBERS

Vito Campanale
Debbie Collins
Terry Greenwood
Peter Hoffman
Jim Holody
Steven Parker
Stephen Ord
Dennis Sonier

STAFF LIAISONS

Betty Doré
Joanne Shannon

GOVERNMENT RELATIONS

The mandate of the Government Relations Advisory Group is to maintain an active an 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 May 2-4, 2010. Representing LSTAR were: Richard Thyssen, President; Bruce Sworik, PAC Rep and Government Relations Advisory Group Chair; Jack Lane, President-Elect; Richard Haddow, St. Thomas Director; Betty Doré, Executive Vice-President; and Melissa Hardy-Trevenna, Director of Communications. Also present for the three-day event were Gerry Weir and Mike Carson, both LSTAR Past Presidents now serving as CREA Directors, and Immediate LSTAR Past President Joe Hough, a Director of CREA's MLS® and Technology Council.

This was the twenty-fifth anniversary of the event, which began in 1985 when REALTORS® first converged in Ottawa to hear from pundits and public policy leaders and to take our message to Members of Parliament. Over the years, PAC Days has grown in size and stature and have evolved into one of the most successful industry lobby events in the country. This year 243 delegates from more than 100 real estate associations across the country attended PAC Days and met with 180 MPs. Both the number of delegates and the number of meetings was unprecedented.

Featured speakers included Leader of the Official Opposition Michael Ignatieff, who joined CREA's Vice-President of Government and Public Relations Randall McCauley for a candid conversation on Parliament and politics, and comedian and political satirist Rick Mercer.

CHAIR

Bruce Sworik

MEMBERS

Mike Carson
Glen Gordon
Richard Haddow
Joe Hough
Nancy McCann
Costa Pouloupoulos
Dennis Sonier
Gerry Weir

EX-OFFICIO

Richard Thyssen

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna

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 property is sold and the proceeds are reinvested in another rental property within one year;
- The indexing of the Home Buyer's Plan. **The HBP's RRSP withdrawal limit needs to be indexed to ensure it never loses its buying power.**

We were able to meet with Ed Holder (MP, London West); Irene Mathysen (MP, London Fanshawe), and Joe Preston (MP, Elgin-Middlesex-London) in Ottawa and arranged a later meeting in the constituency with Glenn Pearson (MP, London North).

We also met a second time with all our MPs in the constituency in the Autumn of 2010.

PROVINCIAL

OREA PAC Days 2010 was held in Toronto at the Sutton Place Hotel November 23-25 and attended by Government Relations Chair Bruce Sworik and Director of Communications Melissa Hardy-Trevenna. LSTAR Members Greg Harris, OCC Chair, Gerry Weir, Ontario Director for CREA, and Joe Hough, CREA MTC Director, also attended PAC Days and took part in our MPP meetings. Altogether, 200 plus delegates representing all of OREA's 42 Member Boards and Associations were registered for the conference and over 80 MPP visits were scheduled – a record number for this conference.

The two issues lobbied this year were to amend REBBA 2002 to permit real estate brokerages to pay commission to a salesperson's personal real estate corporation and brownfields remediation.

We were able to meet with all four of our Members of Parliament: The Honourable Steve Peters (MPP, Elgin-Middlesex-Fanshawe); Deb Matthews (MPP, London North), Khahil Ramal (MPP, London Fanshawe) and the Honourable Chris Bentley (MP, London West).

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 is a Member of both the London Chamber of Commerce and the St. Thomas Chamber of Commerce. In 2010, at the suggestion of Glenn Pearson, MP, London North, we joined the South West Economic Alliance (SWEA), a body made up of elected representatives, representatives from post-secondary institutions (Universities of Western Ontario, Guelph, Waterloo and Windsor, and Fanshawe College), economic development personnel from all over the region and private sector partners from London, Middlesex, Elgin and Oxford. SWEA's mandate is to develop and foster a new, knowledge-based economy in the region.

Locally, LSTAR participated in consultations towards the development of a **London Community Housing Strategy** intended to provide direction on how the City can meet the continuum of housing needs for different populations according to their unique needs, from emergency shelters to homeownership and everything in between. We also continue to sit in an advisory capacity on the London Housing Advisory Committee, the Council House Leadership Committee (London), the St. Thomas Social Housing Advisory Committee and the London Homeless Coalition. In advance of the 2010 City elections, LSTAR participated in and financially contributed to Action London, a grass roots group of associations, organizations, business owners and individuals that created a website to serve as a forum, with polls, surveys and discussion groups. Action London did not support or endorse any one particular issue or candidate. Rather, it was committed to talking about the issues, helping voters make informed decisions on election night and getting the vote out.

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 2010, the Advisory Group awarded its seventeenth annual scholarship to Tori Zavitz, the daughter of LSTAR Member Vicki Zavitz, and Max Holden, the son of LSTAR Member Heather Holden. Tori, a graduate of Strathroy District Collegiate Institute, will be attending the University of Western Ontario in the fall to study Media, Information and Technoculture, while Max, a graduate of A.B. Lucas Secondary School, plans to study Mechanical Engineering at the University of Toronto.

The Association congratulates these fine scholars and wishes them every success in their future studies.

CHAIR

Ron Rossini

MEMBERS

Carol Belanger

Neera Chopra

Brian Dalton

Mark Mohan

Jason Vanderkooy

STAFF LIAISONS

Betty Doré

Megan Silk



TASK FORCES

ANNIVERSARY TASK FORCE



The mandate of the Anniversary Task Force was to design a suitable 75th Anniversary Commemoration for the year 2011 to instill in the Members a sense of pride in their Association and to enhance the reputation of REALTORS® by showcasing their contributions to the community over many years.

The Task Force produced an Action Plan, approved by the Directors, which included the composition of a more in-depth history than we currently have of LSTAR; the collection of memorabilia for a museum-style exhibit; the development and use of a logo to raise awareness about the Anniversary; the production of a video on LSTAR's history and its community service; an Open House in September, and an LSTAR Trivial Pursuit Contest.

The official launch of the Anniversary is planned for 2010 Annual General Meeting on April 26, 2011.

CHAIR

Richard Haddow

MEMBERS

Ken Harper
Michael Hines
Glen Gordon
Dennis Sonier
Sam Yusuf

EX-OFFICIO

Richard Thyssen

STAFF LIAISONS

Betty Doré
Joanne Shannon
Melissa Hardy-Trevenna
Megan Silk

iLOOKABOUT

The mandate of the iLookabout Task Force was to investigate a geo-coded image product called iLookabout StreetScape, which allows viewers to virtually tour not a particular property and its interior, but the neighbourhood in which that property is located. Teranet's Ontario Parcel Data is integrated with iLookabout's StreetScape image database; Teranet is partnering with iLookabout to deliver StreetScape to its customers, one of which is LSTAR.

Upon the Task Force's recommendation, the Directors agreed to a three-month trial of the product, with a number of stipulations. Benchmarks were determined in order to judge the success of the pilot project. Participants in the pilot project were surveyed at the end of the trial period and, on the basis of that survey's results, the Directors decided against entering into an agreement with Teranet for the StreetScape product.

CHAIR

Larin Shouldice

MEMBERS

Tom Dampsy
Stacey Evoy-Smith
George Kerhoulas
Glen Gordon
Costa Pouloupoulos
Barb Whitney
Richard Thyssen

STAFF LIAISONS

Betty Doré
Joanne Shannon

LEADERSHIP RECRUITMENT

The mandate of the Leadership Recruitment Task Force that carried over from 2009 into 2010 was to establish a policy for the training and recruitment of volunteers. Issues of governance also fall to this Task Force.

With regards to OREA's Leadership 100, the Task Force recommended and the Directors approved a motion that, beginning in 2012, Leadership 100 should be mandatory for all volunteers, including Directors. The course should be taken before the volunteer attends her first meeting, with exceptions being at the call of the Chair. These courses are offered online at no charge.

In addition, money has been put in the 2011 budget to cover running Leadership 200 and 300 free of charge for our volunteers. OREA's Western AREA Associations will also be invited to send their leadership to these courses.

CHAIR

Bruce Sworik

MEMBERS

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

STAFF LIAISONS

Betty Doré
Joanne Shannon

QUALITY OF LIFE



'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 and how LSTAR strives to fulfill each of them follows.

PRINCIPLE 1: ENSURING ECONOMIC VITALITY

REALTORS® believe a strong economy with full employment remains the single biggest key to our communities' Quality of Life. We know that economic development brings new opportunities and an improved Quality of Life for city and town residents by increasing the number of jobs available, by boosting purchasing power and by growing the tax base—crucial to government's ability to deliver necessary public services, provide new amenities for neighborhoods and maintain infrastructure.

Here are some of the activities we have undertaken to ensure economic vitality.

CHAIR

Jack Lane

MEMBERS

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

EX-OFFICIO

Richard Thyssen

STAFF LIAISONS

Betty Doré
Joanne Shannon
Melissa Hardy-Trevenna

- For many years LSTAR was represented on the Board of Directors of MainStreet London, established to revitalize London's downtown core, and has taken an active role in the recruitment and retention of businesses to our historic centre.
- LSTAR has served as a clearing centre for information regarding grants designed to preserve historic buildings in both London and St. Thomas's downtown cores.
- LSTAR has worked with the London Economic Development Corporation to bring new business to London by providing them with information regarding not only commercial and industrial real estate, but also residential real estate – often a deciding factor for companies seeking to relocate, but wishing to retain key employees.
- In the competitive climate for doctors, the City of London has counted on LSTAR to provide it with the real estate information that is a strong consideration for prospective doctors deciding where to set up their practices.
- The Members of LSTAR's Regional Commercial Council are actively involved in selling our communities to businesses coming from outside our jurisdiction and celebrating our local commercial sector through such mechanism as our Don Smith Commercial Building Award Program.
- LSTAR is a Member of the London Chamber of Commerce, the St. Thomas Chamber of Commerce and the Southwest Economic Alliance. The role of SWEA is to link governments, business and industry, as well as the academic sector to create a common vision for the region and encourage cooperative action in order to generate growth and prosperity.
- Every year LSTAR awards a bursary to a male and female student to assist them with their college or university education. We believe that investing in human infrastructure is critical to our region's future prosperity.

PRINCIPLE 2: PROVIDING HOUSING OPPORTUNITIES

REALTORS® are strong advocates for home ownership. Not only is it the dream of most Canadians, it's also the bedrock upon which our communities are built, contributing to a strong civic life; economic, business and employment stability; and family security and well being. For some families, however, the dream of home ownership remains elusive. It is for this reason that we must also commit ourselves to providing housing options other than home ownership. Finally, we must acknowledge those Canadians who, for whatever reason, are simply unable to take care of themselves or who require assistance. These people must also be accommodated if our community's Quality of Life is to be ensured. It is our contention that every Canadian, regardless of his or her economic status, has the right to safe, decent and affordable housing and that choice must include affordable rental accommodation. Here are some of the ways LSTAR Members have worked to provide housing opportunities:

- Ongoing advocacy for affordable housing, including affordable rental housing, has long been one of LSTAR's hallmarks as an organization. Since 1992 we have actively lobbied for such initiatives at all levels of government and have been and continue to be represented at the table federally, provincially and locally both in a consulting and in a participatory fashion.
- We were the only private sector entity to donate money to start London's Rent Bank – a mechanism through which families in danger of losing their rental housing are able to avoid eviction and homelessness.
- Our community service has long been targeted at affordable housing, as a consequence of which we have raised significant dollars for principal beneficiaries Mission Services of London, Violence Against Women Services Elgin County, Habitat for Humanity, Women's Community House and the Unity Project.
- We financially support the REALTORS Care Foundation (which provides grants to shelter-related charities) through the purchase of Fellowships and participation in the "Every REALTOR®" Campaign.

- A little more than two years ago, working in partnership with the London Home Builders Association, the London Affordable Housing Foundation and CMHC, we were able to put a family living in assisted housing in their own home – our first “Home at Last” or HAL project. Currently we are partnering with Habitat for Humanity London on our second HAL renovation.
- LSTAR sits as a Resource Member on the London Housing Advisory Committee and the Council Housing Leadership Committee as well as the St. Thomas Social Housing Committee and the London Homeless Coalition.

PRINCIPLE 3: PRESERVING OUR ENVIRONMENT

REALTORS® recognize the importance of parks, open space, and unique eco-systems to our Quality of Life; we view air and water quality and the preservation of habitat and environmentally sensitive areas as essential to it. We, therefore, support policies that encourage conservation and wise use of natural resources, while still allowing for responsible, well-managed growth and development. This can be achieved by innovative planning techniques, green architecture, and the use smart growth principles.

- We’ve lobbied for the restoration of programs like the EnerGuide program.
- We conducted a campaign to raise awareness of the potential danger of vermiculite insulation.
- One of the criteria for our Commercial Building Awards was environmental sensitivity.
- We offer our Members a broad spectrum of Environmental courses, dealing with subjects like water and air quality, wells and wastewater, energy efficiency, insulation and asbestos, septic tanks and sewers and brownfields.
- An energy audit was conducted on LSTAR’s office building and appropriate retrofits made.
- LSTAR has actively lobbied for a Provincial Grow House Registry, citing environmental concerns.

PRINCIPLE 4: PROTECTING HOME OWNERS

REALTORS® believe private property rights are fundamental to our free-market economic system. REALTORS® recognize and protect the natural right to own property. A strong economy depends upon preserving the right to freely own, use and transfer real property. Home ownership is the bedrock upon which our profession and, indeed, our civil society are built. Organized real estate has long seen protecting and advocating for the home owner as an important part of its role. Consequently, when it comes to issues like property taxes, land transfer taxes, predatory lending, insurance companies refusing to insure properties without adequate reason and property rights, LSTAR steps up to the plate.

PRINCIPLE 5: BUILDING BETTER COMMUNITIES

A better community is about neighbourhoods and livability and what works. Recent LSTAR community-building activities include:

- Active support of such SmartGrowth principles as intensification, infill and brownfields redevelopment so that we can make the best use of existing infrastructure, prevent urban sprawl, reduce traffic gridlock and preserve green space.
- Working with the local area police on Realty Watch, a crime-prevention/detection program.
- Partnering with the OPP on AMBER Alerts.

REALTY WATCH

In 2010, the Task Force recommended to the Board of Directors that it undertake a Realty Watch program similar to initiatives already underway at a number of other real estate boards and associations. A value-added component of this program is that it costs the Members nothing at the same time as it strengthens alliances with both police and the public. Upon gaining the Directors' approval for this measure, the Task Force met with local police services. Presently the OPP is designing a course for REALTORS® on how to spot and report suspicious activity; we hope to launch that course in 2011. At the Directors' direction, the program will also be promoted to the Western Area Boards.

QUALITY OF LIFE SYMPOSIUM

The fifth *Quality of Life* Symposium was held in Halifax on October 4, 2010 and was attended by LSTAR QOL Task Force Chair and President Elect Jack Lane, EVP Betty Doré and Director of Communications Melissa Hardy-Trevenna. Out of that summit came a number of ideas, including some green initiatives the Association could undertake, how to use QOL as a filter for government relations and RCC activities, how to shine a brighter, hotter spotlight on the good work REALTORS® do in our community, not just through our Association and our REALTORS Care Foundation, but also as Offices and individuals and how to communicate to our elected representatives in very concrete ways our commitment to Quality of Life.

We also introduced a new web feature in 2010, the *Every REALTOR® Showcase*, which spotlights the good work in the community that REALTORS® do – just one more way of getting the word out about *Quality of Life* and what it means to our Members.

QUALITY OF LIFE AWARD

When the Community Relations Advisory Group was rolled into the *Quality of Life* Task Force, it was agreed to discontinue the Community Service Award and, instead, institute a *Quality of Life Award* to recognize and honour outstanding contributions to the community in accordance with one or more of the five Quality of Life Principles on the part of an individual Member, an office or a Business Partner or Sponsor. In 2010 the Directors approved the criteria of the new award, as set forth by the Task Force. The first such award will be presented at the Annual General Meeting on April 26, 2011.

HOME AT LAST AFFORDABLE HOMEOWNERSHIP PARTNERSHIP

The first of the five Quality of Life Principles to which LSTAR subscribes to is, "Protecting economic vitality." The second is, "Providing housing opportunities." That's why LSTAR spearheaded the "*Home at Last*" Affordable Homeownership Partnership back in 2005 – to help low income families achieve homeownership, extend the useful life of existing buildings through rehabilitation, effectively revitalizing neighbourhoods, and to provide an opportunity to promote the build/renovation trades to students/apprentices to ensure the sustainability of our pool of newly skilled tradespersons and the ongoing economic development and viability of the region.

Working with partners Habitat for Humanity London and CMHC, our second project – the renovation of 57 Burslem Street, a property donated to Habitat – was completed in the late Autumn of 2010. Habitat for Humanity was placed in charge of construction and family selection, while LSTAR assumed financial responsibility for the renovation and arranged for professional services – realty services, home inspections, energy audits, etc. CMHC committed to \$16,000 in RRAP funding and coordinated publicity and media relations and the North American Trade School donated labour. The City of London helped out with a \$15,000 grant and the REALTORS Care Foundation donated \$10,000 to the project. Renovations began in the Spring with a projected end date in June. However, due to unforeseen problems with the foundation, the renovation took longer than anticipated. The family of Scott, Melissa and Hunter Moss took possession of the house on November 24, 2010. The renovation came in on budget and was deemed a great success.

CHARITABLE GIVING

Donations to Principal Beneficiaries in 2010 other than REALTORS Care Foundation grants:

- **\$13,479.16** raised by Christmas Gala for Unity Project
- **\$1,000** for Women's Community House and Violence Against Women Services Elgin County
- **\$15,499.88** for Mission Services, raised by Bonspiel, *Homes for Hope*, etc.



REALTORS Care Foundation: LSTAR's Board of Directors ruled that LSTAR continue with its pledge to the REALTORS Care Foundation's **Every REALTOR® Campaign** in the amount of \$1.00 per member/per month in 2011. These funds have helped support shelter-based charities across Ontario, including two local organizations who received grants from the Foundation in 2010: the Block Parent Program and one of our Principal Beneficiaries, the Unity Project. That brings the total grant amount received by our community to \$89,410 in ten years.

As of the end of 2010 and since 1992, we have raised the following sums for these worthy organizations.

Beneficiary	Amount
<i>Home at Last</i> (HAL)	\$41,625
Mission Services of London	\$241,942
Unity Project	\$56,619
VAWSEC	\$26,009
Women's Community House	\$26,578
TOTAL	\$392,773

SOCIAL COMMITTEES

BONSPIEL

LSTAR held its thirteenth annual *Homes for Hope®* Bonspiel on January 23, 2010 at the Ilderton Curling Club. This popular event is a fundraiser for one of the Association's long time principal beneficiaries, Mission Services of London, which has provided shelter and assistance to the homeless and disadvantaged in our community for well over fifty years. This year's event raised over \$11,000 for the charity, bringing the total raised by the bonspiel since its inception to over \$91,000.

Thanks to Filogix, this year's Platinum Sponsor, RE/MAX Centre City, its Gold Sponsor, and Scotiabank, its silver sponsor. A special thank you, as always, goes out to Past LSTAR President Glen Gordon, who has headed up the bonspiel's organizing committee from its inception.

The winning team in this year's bonspiel was comprised of Kate Hoornaert, John DeBlock, Jim DeBlock and Scott Galpin.

CHAIR

Glen Gordon

MEMBERS

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

STAFF LIAISONS

Megan Silk

CHILDREN'S CHRISTMAS PARTY

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

This year's event took place at the Hilton Hotel on December 4, 2010. Entertainment included live music from "Kid Pop", face painting, clowns, balloon artists, and, of course, a visit from not only Santa Claus, but Mrs. Claus who made sure each girl and boy received his or her own special gift.

We'd like to thank our Gold Sponsors – Prudential Family Realty, Royal LePage Triland, Sutton Group Preferred and Sutton Group Select – our Silver Sponsor, JMAC Home Inspections, and our Bronze Sponsors – Century 21 First Canadian, Pace Mortgage Group, RE/MAX Advantage, Royal LePage 1st London, and Shanahan Realty.

The many toys collected through our "Children Helping Children" were given to the children spending Christmas at the Women's Community House.

CHAIR

Barb Whitney

MEMBERS

Kathy Amess
Stacey Evoy-Smith
Verna Jones
Adam Miller

STAFF LIAISONS

Megan Silk

CHRISTMAS GALA

The mandate of the Christmas Gala Committee is to organize LSTAR's annual holiday celebration.

On November 26, LSTAR celebrated the start of the Christmas season with the largest attended gala ever, at the London Convention Centre. More than 475 REALTORS® and guests attended the glamorous event, which raised \$13,479.16 for the Association's newest principal beneficiary, the Unity Project. The gala's theme, appropriately enough, was "Unity through Giving." Entertainment was provided by the London Jazz Orchestra and Music Central DJ Services.

Titanium Sponsors included: Chinneck Law Professional Corporation (Jed Chinneck and Bill Mitches); Club Real Estate (Andrew and Danielle Lampman); Filogix Ltd. Partnership; Homes & Land Magazine (Jim LaLonde), RBC Royal Bank, Realty Executives Elite Ltd. (Costa Pouloupoulos & Mary Johnson); and TD Canada Trust.

Our Gold Sponsor was Sutton Group Select (Bruce Sworik), while Silver Sponsors included Dominion Lending Centres (Yvette Helwig and Rita Nicholson); JMAC Home Inspections Inc. (John MacDonald); Lerner LLP (Brad Bain); Libro Financial Group (Terry Marcoccia); RE/MAX Centre City (Carl Vandergoot); and Realty Street (Marco DeMelo).

CHAIR

Stacey Evoy-Smith

MEMBERS

Susie Dietrich
Yvette Helwig
Richard Houston
Kristen McNeil
Jim Smith
Andrew Wilkie

STAFF LIAISONS

Megan Silk

SLO-PITCH

LSTAR's annual Slo-Pitch Tournament was held on Friday, June 11, 2010 at Slo-Pitch City in Dorchester. Ten teams, comprised of more than 150 Members, were fielded. Participants enjoyed a day of friendly competition, refreshments and some fabulous prizes.

Sutton Group Select claimed the 2010 championship title, while Dan Hirschberger and Susie Dietrich, both from RE/MAX Centre City, claimed the male and female MVP titles respectively. The 2010 Bob Eaton Sportsmanship Award, presented by Royal LePage Landco, was awarded to Paula Hodgson of Sutton Group Select.

CHAIR

Barb Whitney

MEMBERS

Danny DePrest
Brian Herschell
Vince Mitchell
Stephen Ord

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 **\$47,720.71**. Thank you to the following sponsors for their support:

Diamond (\$3,000+)

Filogix *and* TD Canada Trust

Titanium (\$2,000 – \$3,000)

Homes & Land Magazine
Libro Financial Group

Platinum (\$1,000 – \$2,000)

Business Development Bank of Canada (BDC)
CB Richard Ellis
Chinneck LawClub Real Estate
Ilderton Curling Club
London Economic Development Corporation
RBC Royal Bank

RE/MAX Centre City
Realty Executives Elite Ltd.
Scotiabank
Supra, a UTC Fire and Security Company
Sutton Group – Select Realty
Teranet

Gold (\$500 – \$1,000)

Agent Realty Pro Inc.
Dominion Lending Centres
Inwood McKenna
JMAC Home Inspection Inc.
Lerners LLP
Ontario Real Estate Association (OREA)
Prudential Family Realty

RealtyStreet.ca
Royal LePage 1st London
Royal LePage Triland Realty
Siskinds LLP
Sutton Group – Preferred Realty Inc.
TitlePLUS

Silver (\$250 – \$500)

A First Impression - Professional Home Staging
Canada Versatile Promotions & Business Forms
Canadian Real Estate Association
Cohen Highley LLP
Executive Travel
Ford Keast LLP
G & R Contracting
Glen Gordon Real Estate Ltd.
Gordon R. Johnson
Harrison Pensa LLP
Ken Topping

Minuteman Press
National Bank of Canada
Old South Lawn, Garden & Construction
Ontario Real Estate Inspection (OREI)
QIS (Quality Industrial Solutions) Electrical
Real Estate Advertiser
Scott, Petrie, Brander, Wright and Bell
Thomson, Mahoney & Delorey
TLC Professional Landscaping
Vantage Property Management

Friends of LSTAR

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

Above & Beyond Promotions
Alibi Roadhouse
Allyn Lamb
B & M Auto Supply

Barb Ginson
Barney's Lounge and Bar
Bellchamber Custom Goldsmiths
Better Than Flowers

Betty Doré
Bill Elliot
Bud Gowan Antiques
Byron Pet Value

Byron Pizza	KJ Stub & Associates	Somerset Fine Wines & Gifts of London
Century 21 First Canadian Corp.	Labatt's Retail Store	Source for Sports
Charleton Building Credits	London Commercial Realty	South West Chrysler
Classic Realty	London Delta Armouries Hotel	Staged Advantage
Colio Estate Wines	Lowry Signs Ltd.	Sticky Pudding Catering
Comfort Zone	Mark Steer	Stoneman Distributors
Country Market	Marshall's Country Depot	Sutherland Furniture
Crabby Joe's Tap & Grill, Dundas East	McMaster Chevrolet Cadillac Buick GMC Ltd.	Terance J. Belanger, Barrister & Solicitor
Dave's Place (Hair Salon)	MyVisualListings.com	The Fabulous Collection – Deborah Allison
DeLovely - Devine Fashion Jewellery	Pace Mortgage Group	The Hilton
Eclipse Promotional Products	Pat Mussieux	The Waltzing Weasel
Finan Electric Ltd.	Pauline Vanderwerf Massage Therapy	The Wortley Roadhouse
Freedom 55 Financial	Pet Value - Masonville	TLT Networks
Gail & Peter McMahan	RE/MAX Advantage Realty	Touch of Tranquility
Hair Tora Hair & Esthetic Salon	Real Mortgage Associates	Tripemco Burlington Insurance Group Limited
Hey, Cupcake!	Realty Mag	Turnbull Flowers & Urban Accents
Home Pro Inspections	Sanders Pro Distributors	
JB Simpson & Sons Jewellers	Shanahan Realty Inc.	
Just The Facts		

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 2010:

1-800-GOT-JUNK?	Jonah Melville, Dominion Lending Centres – Mortgage Agent
4 Hire	Libro Financial Group
A Buyer's Choice Home Inspection London	London Business Forms
A First Impression – Professional Home Staging Services	London Property Management Association
Agent's Equity	O'Donnell Brinac Law Professional Corp.
AGM Surveying and Engineering	Previsite Canada
CIBC Bank – London and St. Thomas Area	Rawlings Homes
Empire Sign Installation Inc.	RBC Royal Bank, London and St. Thomas Area
ElectricMedic	Realty Street Inc.
Finan Home Service	Robert Miedema - Photographer
FinCore Solutions Inc.	Staged Advantage
Grassroots – The Inspection Specialists	The Energy
Global Property Inspections	Thomson Mahoney Delorey
Home Pro Inspections	Window Medics
Home Safe	Zeversenuke & Associates/The Co-operators
Homes & Land of London	

SERVICE PIN RECIPIENTS

10 Years

ELIZABETH ANTKOWIAK
LARRY BROADLEY
JAMES CHAMBERS
MARY JENN CHANYI
DAVID COUSINS

PAUL DESALAIZ
ROGER GUINDON
HENRY HILDEBRANDT
MICHAEL HOLMES
MICHELLE KAY

GEOFF KNIGHT
TIM KOMAROMI
TERRY MCSPADDEN
ROBERT MORRIS
RICHARD NICHOLS

BRIAN PARK
JOEY READ
JOHN SHEARDOWN
FRED SWARTZ
EAVAN TRAVERS

15 Years

DEBRA AGNEW
PATRICIA COCHRILL
CONNIE CORNWALL
WILLIAM DEWAR

DAVID FERGUSON
SCOTT GREGORY
ANETTE GRUE
ARAM KELLEDJIAN
BARBARA MACDOUGALL

SHARON MERKLEY
MARK MOHAN
LILL MOORE
PATRICK O'ROURKE
CLAIRE ROLO

KATHY THIRSK
JENNIE LYNN-
VASSALLO
MICHAEL WINTER

20 Years

DAVE BOWRING
ROBERT BREUER
JEANNE CAMPANALE
CHRISTINE CRNCICH

DANNY DEPREST
JOHN GROGAN
TONY KOSAC
KING LAM
JAMES MCFADDEN

RONALD O'BRIEN
MAUREEN
O'HALLORAN
KENN POORE
BARBARA SHORE

LORNE SIEFERT
DENNIS SONIER
MAUREEN STEWART
DANIEL WIGHTON

25 Years

JIM ALLEN
MURRAY ANDERSON
ARTHUR BATES
EDWARD BATTY
VITO CAMPANALE
AMANDIO CARVALHO
YVONNE COLLYER
CHRIS CONGDON

JOAN CRAWFORD
CATHY CURGIN
STEVE DAUSETT
JILL FOWLER
BARBARA GINSON
DAVE HUTCHISON
GREG KNIGHT
KENNETH LILEY

JOSE MEDEIROS
CHRISTINE PANYI
LYNN PAWLOWSKI
DOUGLAS PEDLAR
SCOTT PURDY
DOUGLAS RUSSELL
STEVEN SAKER
HELMUT SCHMIDTKE

LIBBY SEABROOK
WARREN SHANTZ
JOHN C. SIMPSON
JUDY SISKIND
RICHARD THYSSSEN
CARL VANDERGoot
ANNA VOLEKAERT
JEFF WIEBENGA
STEPHEN J. WIGGETT

30 Years

JOHN CAMPBELL
SADIE CARR

ANGELO DI LULLO
JIM MCCORMICK

JOSEPH WALKER
CRYSTAL WETTSTEIN

35 Years

VINCE BOGDANSKI
DOUGLAS CASSAN

MARY DEWAR
RAMIRO FIGUEIREDO

JOHN W. GROGAN
STEFANIE HAYEK

PETER HOFFMAN
MATTHEW LYNCH

HARRY TUGENDER
CYNTHIA WILSON

40 Years

JOE CALLIPARI

45 Years

VAL ORDAS

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

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

President: Richard Thyssen
Executive Vice-President: Betty Doré, CIM CAE
Editor: Melissa Hardy-Trevenna
Assistant Editor: Adina Chirita

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.

2010 STATISTICAL SUMMARY

Market Activity	A total of 8,128 homes exchanged hands in 2010 – 6,587 detached homes (up 0.4%) and 1,541 condos (up 2.1%), putting sales for last year on par with those of 2002 and 2003 – both of which were banner years for real estate in the London Census Metropolitan Area.
Type of Market	Rebounding
Listings	Active detached home listings at the end of period were up 7.7% compared to similar data at the end of 2009. Active condo listings at the end of period were up 2.7%.
Average Price Year End	The average price for a home in the Association's jurisdiction in 2010 rose 6.3% for detached homes to stand at \$240,147, 7.9% for condos to stand at \$171,098, and 6.4% for total residential to stand at \$227,056.
Most popular	Two-storey homes, followed by the bungalow- and ranch-style houses, and then the townhouse condos.
Market factors	By and large the market stayed on track in 2010 after a tumultuous couple of years that saw a global financial collapse followed by a deep recession. Given the severity of the downturn, our local market rebounded quickly and well.



LSTAR

At your service

MLS®

The core service. What you need to list and sell a property.

- ◆ FilogixDMS® – Online system, accessible 24/7 through the Internet
- ◆ Filogix IDX – Internet data exchange service linking the public MLS® active listings to your own web site
- ◆ Filogix DMX – Linking your listings, your team listings, or your office listings to your own web site;
- ◆ Filogix Forms – Software forms that also facilitate broker-load
- ◆ Broker/member load – Both direct and through FilogixDMS®
- ◆ TERANET – GeoWarehouse®
- ◆ MPAC Data
- ◆ Assessment information for the Cities of London and St. Thomas
- ◆ Assessment and land registry information for other areas through GeoWarehouse®
- ◆ TouchBase® – our appointment system
- ◆ Tech HelpLine – 1-877-573-6163
- ◆ Online administrator staff training
- ◆ Photo library updates
- ◆ Interboard Listings – Members can send listings to other Boards in the province
- ◆ CONNECT— Access to Ontario Boards not on Filogix
- ◆ Interboard Access - Our Members can also access a number of other Boards' on-line systems through the "Interboard Button" when logged in to the FilogixDMS® System.

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Online Information and Networking Resources

- News Releases containing monthly statistics and other newsworthy items
- Monthly *e-Stats*
- Bi-weekly *e-Bulletins*
- Other e-newsletters – including *e-Commercial* and *e-Broker Biz-Buzz*, as required
- Member-only news, reports and forms available on *REALTORLink®*
- Annual General Review presented at the Annual General Meeting
- LSTAR communicates to its Members the news it receives from OREA, CREA and RECO through its various e-newsletters and *REALTORLink®*
- Links to a wide variety of media articles about the industry, in general, and the local real estate market, in particular posted daily on *LSTAR's social media channels*
- Through *its presence on Twitter and Facebook*, LSTAR offers to its Members enhanced opportunities for information sharing and networking with peers.

Technology

- ◆ Internet exposure for your listings via www.realtor.ca, the Ontario Investment Service, icx.ca, and the City of London's web site.
- ◆ Internet exposure for the listings of all participating Brokers and their salespersons via LSTAR's Internet Data Exchange Program.
- ◆ Board's public web site with info about real estate in our area, in general, and links to you: www.lstar.ca.
- ◆ Access to password-protected National Intranet, REALTORLink®.

- ◆ Member Resource Centre, with desks, Internet access, printers and coffee machines.



Photography

- ◆ ImageBase Photo Library: digital, summer-standard images of most properties in Board’s jurisdiction. Great for showing a house type . . . Or for doing appraisals and CMAs. Refreshes done annually on new buildings in London and St. Thomas.



Education

- ◆ LSTAR is a RECO-approved Education Provider serving a large geographical area and providing a wide range of courses .
- ◆ LSTAR will show you how to track your education credits.
- ◆ In addition, LSTAR brings in expert speakers on timely and important issues.
- ◆ A variety of computer literacy courses offered in the Board’s computer lab.
- ◆ Continuing education includes an e-commerce web site for booking and paying for courses on-line.



Keeping you current is part of our job.

Supra Electronic Key Box System



State-of-the-art system makes your life easier, your vendors’ property safer and provides you with info that helps you successfully do your job:

- ◆ Reports on ActiveKey and Key Box activity;
- ◆ Other on-line reports;
- ◆ Lists of those boxes assigned to you;

- ◆ Plus their shackle and *Call before Showing* codes.



- ◆ Wireless operation eliminates the cradle;
- ◆ Wireless updates deliver information immediately, continuously and automatically;
- ◆ Automatic, continuous renewal means no more updated codes, while providing the Association

with instant deactivation capability;

- ◆ Seamless connects across all cellular towers to provide the best coverage;
- ◆ Instant notification of showings;
- ◆ Easy-to-read backlight and display makes all buttons easy to see;
- ◆ Flashlight illumination for dark doorways.



Economic Development and Municipal Affairs

LSTAR is a Member of the Chambers of Commerce of both London and St. Thomas and is actively involved with the London Economic Development Corporation in making presentations to companies relocating to .

LSTAR is also represented on the London Housing Advisory Committee which reports to City Council on matters related to housing. The Board has gone on record in support of affordable housing initiatives undertaken by the cities of London and St. Thomas.

The Board was also represented on Downtown London – an organization with a mandate to revitalize the City’s downtown core.



In addition, the Board uploads IC&I listing data to the City’s web site, thus ensuring its currency and accuracy.

LSTAR maintains a close working partnership with Canada Mortgage and Housing Corporation, London Property Management Association and the Real Estate Institute of Canada.

Professional Standards and Arbitration

Our Professional Standards Committee, facilitated by our Director of Administration, handles all complaints and resulting arbitration through a grievance and appeal procedure.

Now that the vast majority of consumer complaints are referred to and dealt with by the Real Estate Council of Ontario, the Professional Standards Committees and its related

bodies, the Discipline Committee and Appeal Panel, deal principally with internal dispute resolution, Member-to-Member.

Arbitration services are provided to assist brokers in resolving disputes over commission.



REALTORS® must abide by a strict Code of Ethics under REBBA & CREA.

Political Action

The Board actively lobbies our MPPs on a variety of housing, tax, business regulation and environmental and safety issues and belongs to and facilitates participation in RPAC, an electronic political action network.

At the national level we participate in a Government Relations Committee Network that establishes and maintains contacts with federal cabinet ministers, Members of Parliament, parliamentary committees and senior bureaucrats.

Issues that have been addressed include the RRSP Home Buyers’ Plan, mortgage prepayment penalties, property rights,



and the integrity of the RRSP program as an effective pension plan for self-employed individuals.

Our Government Relations Issues Advisory Group provides a mechanism whereby local issues or issues that impact our Membership in the field are identified and forwarded to the appropriate level of organized real estate for lobbying. Examples of such issues are affordable housing initiatives.

Networking and Special Events

- ◆ Our New Member Orientation features a tour of the Association; a warm introduction to Staff and Member Services; and vouchers, complimentary tickets.
- ◆ Various meetings give you valuable information and networking opportunities:
 - Broker Meetings
 - Member meetings
 - Support Staff Meetings
 - Commercial Trade Shows
 - Commercial Breakfast Meetings
 - Town Halls
 - Annual General Meeting
- ◆ Just for fun:
 - Christmas Gala
 - Children’s Christmas Party
 - Homes for Hope Funspiel
 - Slo-Pitch Tournament



To play the game, it helps to know the players. That’s where networking comes in.

REALTORS® Exclusive Discount Program

50 retailers offering special discounts to LSTAR Members under these categories:

- Accommodation
- Art & Framing
- Automotive
- Beauty & Aesthetics
- Car Rentals
- Cleaning Services
- Communications
- Computer
- Consultants
- Florist
- Furniture
- Giftware
- Health, Massage Therapy/ Spiritual Healing
- Home Inspection/Appraisal
- Home Repairs
- Interior Design
- Internet
- Maps
- Movers/Moving Supplies
- Photography
- Printing
- Promotion
- Restaurants
- Sewing
- Signs



Member Services

- ◆ Customized delivery service (board bags/inter-office mail).
- ◆ REALTOR® Store – supplies and sells all those special items that you require: maps, stickers, signs, flyers
- ◆ Forms – Web Forms, Filogix Forms, hard copies from the REALTOR® Store.
- ◆ \$10,000 Automatic Life Insurance Premium paid by the Board for the duration of Membership *(Note: \$10,000 applies to active Members up to age 70. After age 70, the coverage is reduced to \$5,000 for Brokers and \$3,000 for Salespeople.)*
- ◆ LSTAR Scholarship Program awards a bursary of \$1,500 to one male and one female student intending to go onto college of university. The student must be a child or grandchild of a REALTOR® or office or Board staff.
- ◆ Our Service Recognition Program commemorates years of service from 10 to 55.

(Continued on page 5)

Member Services

(Continued from page 4)

- ◆ Condolences for Members.
- ◆ Building care and maintenance for the REALTOR® Halls.
- ◆ Room Rental: Brokers may rent the LSTAR REALTOR® Halls for Office Meetings, Training Sessions, for reasonable fees. They may also rent the computer lab.
- ◆ Our professional staff helps the new REALTORS® in becoming

Members and then assists all Members with their continued membership.

- ◆ LSTAR studies and monitors all the industry trends to keep you up-to-date with the latest developments in the real estate field and to plan the future of the Association accordingly.



Other Databases:

Automatic uploads to:

- ◆ Ontario Investment Services' web site
- ◆ icx.ca
- ◆ realtor.ca
- ◆ City of London's web site
- ◆ Middlesex County's web site
- ◆ Elgin County's web site

Community Involvement

LSTAR's philosophy regarding community service is to provide ongoing support to a small number of shelter-related charities. To that end, we have a planned giving schedule targeted at our four principal beneficiaries:

- ◆ Mission Services of London
- ◆ Women's Community House
- ◆ Violence Against Women Services Elgin County
- ◆ The Unity Project

Moreover, in partnership with Canada Mortgage and Housing Corporation, and Habitat for Humanity, LSTAR helps London families currently residing in rental housing achieve their dream of home ownership through the *Home at Last Project (HAL)*.

In addition, we participate in the *Crime Stoppers Jail-a-Thon* in both London and St. Thomas, and administrate the Homes for Hope® Project, including the Homes for Hope® Funspiel.

We also sponsor a *Quality of Life Awards* Program.



REALTORLink.ca®

By accessing organized real estate's National Intranet and going to our Board's site, Members are able to retrieve over a vast number of documents and forms, grouped under the following headings:

- ◆ Association Information
- ◆ Committees, Task Forces and Advisory Groups
- ◆ Statistics and Graphs
- ◆ Frequently Used Items

- ◆ Professional Development
- ◆ Technology
- ◆ Publications
- ◆ Business Partners
- ◆ Meetings and Events
- ◆ FINTRAC

In addition, on LSTAR's home page on REALTORLink.ca you will be able to find links to:

- ◆ A search tool meant to help you explore all REALTORLink® Resources

- ◆ The Competition Bureau Information Zone
- ◆ The Compliance Centre
- ◆ LSTAR's TechHelpline
- ◆ OREA's Legal Forum
- ◆ LSTAR's Member Discount Program
- ◆ LSTAR's Social Media Channels
- ◆ The most important industry-related news stories.

London & St. Thomas Association of REALTORS®



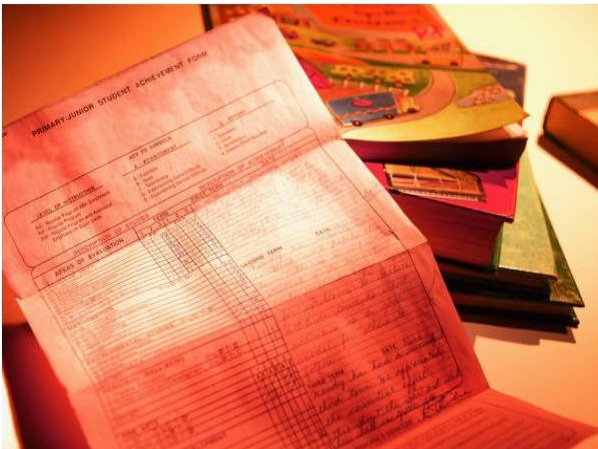
342 Commissioners Road West
London, Ontario Canada
N6J 1Y3

Board Office: 519-641-1400

We're on the web:
www.lstar.ca

Reporting Waivers, Sales, Fall-throughs, and Leases:

- ◆ Report in writing only. Forms are supplied free of charge by the Board office. Send via Board Bags, or fax to 641-1419 or drop off at the Board Office.



Who to contact for what?

Accounting (Fax: 641-1419)

- ◆ Accounting: Karen Gillespie/Betty Doré
- ◆ Property Management: Neale McJannet/Karen Gillespie/Betty Doré

Administration (Fax: 641-4613)

- ◆ Arbitration : Joanne Shannon/Betty Doré
- ◆ Board Of Directors: Betty Doré/Joanne Shannon
- ◆ By-Laws: Betty Doré/Joanne Shannon
- ◆ Commercial Council: Betty Doré/Megan Silk/Joanne Shannon/
- ◆ Quality of Life Program: Betty Doré/Melissa Hardy-Trevenna
- ◆ Political Action: Melissa Hardy-Trevenna/Betty Doré
- ◆ Professional Standards: Joanne Shannon/Betty Doré
- ◆ Public Relations: Melissa Hardy-Trevenna/Betty Doré

Member Services (Fax: 641-1427)

- ◆ Education & Membership: LaVern McLachlan
- ◆ Business Partners/Sponsorship: Megan Silk
- ◆ Special Events: Megan Silk/Joanne Shannon
- ◆ Event Registrations: Megan Silk/Jenny True
- ◆ Public web site and REALTORLink Inquiries: Neale McJannet
- ◆ Statistical Reports: Joanne Shannon
- ◆ E-newsletters: Adina Chirita
- ◆ Social Media Inquiries: Adina Chirita
- ◆ E-mail Changes: Penny Miller
- ◆ Course Registrations: Penny Miller/Heather Dignard
- ◆ Membership Inquiries: Penny Miller
- ◆ Orientation: Penny Miller
- ◆ REALTOR® Hall Rentals: LaVern McLachlan/Penny Miller
- ◆ Resource Room: Heather Dignard

MLS® Services (Fax: 641-1419)

- ◆ Operations: Neale McJannet
- ◆ Access: LaVern McLachlan/Penny Miller
- ◆ Amendments, Changes: Teri Smith/Mary MacClure
- ◆ Board Bags: Allyn Lamb
- ◆ Interboard: Teri Smith/Mary MacClure
- ◆ Listings/MLS® Inquiries: Teri Smith/Mary MacClure
- ◆ Supra Key Box: Mary MacClure/Teri Smith/Neale McJannet
- ◆ Listings/MLS® Inquiries: Teri Smith/Mary MacClure
- ◆ Pictures/Digi-Print: Teri Smith/Mary MacClure
- ◆ Picture Problems: Teri Smith/Mary MacClure
- ◆ Sales: Teri Smith/Mary MacClure
- ◆ Supplies: Mary MacClure/Jenny True

The London and St. Thomas Association of REALTORS® is committed to providing all its Members with the structure and services needed to ensure a high standard of business practices and ethics, so that they can serve effectively the real estate needs of the local community.