

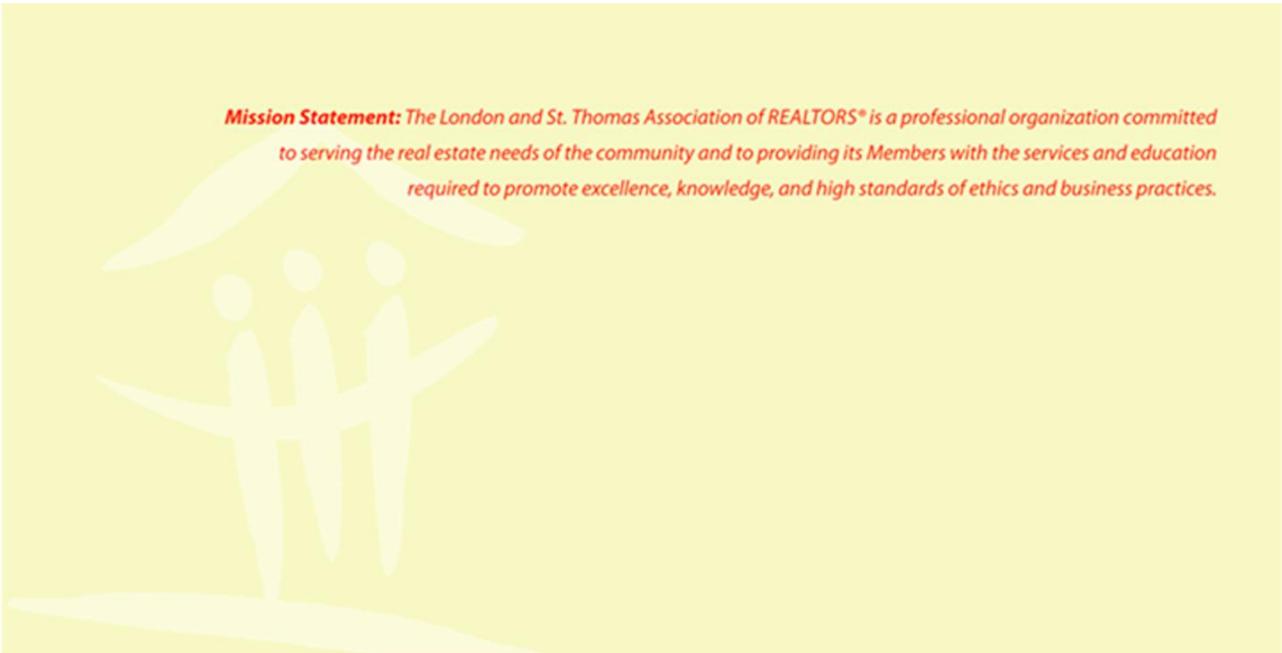


Bringing people and properties together

ANNUAL GENERAL REVIEW 2011

London Convention Centre
Tuesday, April 24, 2012

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.

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8:30 AM	Event Registration & Trade Show
9:00 AM	Grand Prize Draw deadline
9:30 AM	Secondary Prize Draw deadline
10:30 AM	Call to order and welcome by 2012 President Barb Whitney
	Approval of AGM Minutes (April 26, 2011) and adoption of 2011 Annual General Review AND audited Financial Statement AND appointment of the Board's 2012 auditors and solicitors
	Presentation to and remarks of 2011 President
	Presentation to 2011 retiring Directors
	Address of 2012 President
	Awards Lyn Coupland Awards for Outstanding Service Quality of Life Award
	Other business (consists of presentations to/of): Canadian Real Estate Association (CREA) – Futures Update REALTORS Care Foundation Update Mission Services of London presentation Unity Project presentation
	Service Recognition Long-Service Membership Pins/Plaques and CREA 25-Year Certificates
	Sponsor Prize Draws (must be an LSTAR Member and present to win)
	<i>O Canada</i>
12:00 PM	Grace and toast to the Queen Lunch and Adjournment

MINUTES OF THE 2010 AGM

Tuesday, April 26, 2011

London Convention Centre

1) Call to Order and Welcome

As part of the 75th Anniversary Celebrations, Piper Glen Gordon and the Town Crier led the contingent of LSTAR's President, Past Presidents and Directors to their respectful seats. 2011 President Jack Lane welcomed everyone and called the meeting to order at 10:30 am.

2) Introductions

Jack began by introducing the Master of Ceremony, Darrin Laidman, after which Darrin introduced the head table and invited guests. Jack asked that all Past Presidents and Honourary Members stand and be recognized. His Worship Mayor Joe Fontana offered greetings from the City of London.

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 27, 2010 Annual General Meeting be approved.

CARRIED

4) Adoption of 2010 Annual General Review

MOTION

the 2010 Annual General Review, which contains the 2010 Committee Reports, be adopted.

CARRIED

5) Adoption of Audited Financial Statement for the Year Ended December 21, 2010

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 21, 2010, as pre-published to all Brokers and posted on REALTORLink, be adopted.

CARRIED

6) Appointment of 2011 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 2011.

CARRIED

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7) **Presentation to and Remarks of 2010 President**

Following his remarks, Jack and Betty presented Richard Thyssen, 2010 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:

Tom Dampsy	Richard Haddow
Mike Jakupi	Costa Pouloupoulos

9) **Address of 2011 President**

Jack Lane then gave his address.

10) **Lyn Coupland Award for Outstanding Service** – presented to Heather Arnott and Betty Doré.

11) **Other Business**

- a) **75th Anniversary – a year of celebration** – Richard Haddow, Chair of the Anniversary Task Force, outlined the events planned for the year in recognition of 75 years of organized real estate in Elgin and Middlesex Counties.
- b) **Canadian Real Estate Council (OREA)** – Gary Morse, 2011 CREA President, extended greetings from CREA and presented LSTAR with an award in recognition of our anniversary.
- c) **Ontario Real Estate Council (OREA)** – Barb Sukkau, 2011 OREA President, extended greetings from OREA.
- d) **REALTORS Care Foundation Update** – Betty Doré, EVP and Chair of the Foundation, explained the *Every REALTOR Campaign* and how it has continued to grow across Ontario with more and more participants. In addition, Betty noted in conjunction with next year's OREA Conference, your voting delegates will be attending the very first REALTORS Care Foundation Annual General Meeting at which the Boards, not the OREA Directors, will be voting members.
- e) **Mission Services** – Glen Gordon, Chair of the Bonspiel Committee, presented Peter Roueluk of Mission Services with a cheque for \$13,324.46, bringing the total the Association has raised for Mission Services since 1992 to over \$225,266.
- f) **Unity Project** – Stacey Evoy-Smith, Chair of the Gala Committee, presented Silvia Langer of the Unity Project with a cheque for \$13,579.16, representing the funds raised through the Association's Christmas Gala.
- g) **Ontario Block Parent Program** – President Jack presented Marg Rooke, Ontario Block Parent Program with a cheque for \$3,000 from the REALTORS Care Foundation for educational safety resources.
- h) **Quality of Life Award** – Presented to Rev. Susan Eagle and Cheryl Miller.
- i) **40 Year Plaque Recipient** – Presented to Joe Callipari and Bill Bouris.

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- j) **35 Year Plaque Recipients** – Presented to Vince Bogdanski, Douglas Cassan, Mary Dewar, Ramiro Figueiredo, John W. Grogan, Stefanie Hayek, Peter Hoffman, Matthew Lynch, Harry Tugender and Cynthia Wilson.
- k) **30 Year Pin Recipients** – Presented to John Campbell, Sadie Carr, Angelo Dilullo, George Georgopoulos, Jim McCormick, Joseph Walker and Crystal Wettstein
- l) **25 Year Pin and CREA 25 Year Certificate Recipients** – Presented to Jim Allen, Murray Anderson, Arthur Bates, Edward Batty, Vito Campanale, Amandio Carvelho, Yvonne Collyer, Chris Congdon, Joan Crawford, Cathy Curgin, Steve Dausett, Jill Fowler, Barbara Ginson, Dave Hutchinson, Greg Knight, Kenneth Lilley, Jose Medeiros, Christine Panyi, Lynn Pawlowski, Douglas Pedlar, Scott Purdy, Douglas Russel, Steven Saker, Helmut Schmidtke, Libby Seabrook, Warren Shantz, John C. Simpson, Judy Siskind, Richard Thyssen, Carl Vandergoot, Anna Volekaert, Jeff Wiebenga, Stephen J. Wiggett.

12) Grace and Toast to the Queen

13) Adjournment

Prior to lunch, the Chair adjourned the meeting.

President's Report



Jack Lane
2011 President

THE MARKET

2011 proved a solid year for real estate sales, with 8,048 homes exchanging hands over its twelve-month course -- just 1% down from the previous year. It was a little slow coming out of the gate, but in the end we finished

strong, despite concern over the extent to which global economic worries

would impact us locally. We are especially pleased by how well St. Thomas did in 2011: London's Sister City's sales were up 3% over last year and its average price rose to \$189,413, up 3.7%. The average price for a detached home in LSTAR's jurisdiction at Year End stood at \$244,430, up 5.3% from January 2011. The average price for a condo stood at \$179,560 year end, down 3.4% from January 2011. The following table, based on data taken from CREA's National MLS® Report for December 2011, demonstrates how homes in LSTAR's jurisdiction continue to maintain their affordability compared to other major Ontario and Canadian centres.

Metropolitan Centre	Average House Price
Vancouver	\$687,331
Victoria	\$478,799
Toronto	\$464,379
Calgary	\$423,619
Hamilton-Burlington	\$325,957
Ottawa	\$353,704
Kitchener-Waterloo	\$300,880
Edmonton	\$336,915
Saskatoon	\$297,717
Regina	\$295,544
Halifax-Dartmouth	\$252,609
London St. Thomas	\$241,684

The average price for a home in Canada overall December month-end stood at \$350,094. A breakdown of 2011's best sellers follows:

House Style	Units Sold	Average Price
2 storey	1900	\$316,219
Bungalow	1356	\$181,202
Ranch	915	\$283,744
Townhouse	719	\$157,035

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STRATEGIC PLAN 2011

All good things come from strategic planning and one of your 2011 Board of Directors first tasks was to come up with a new one, since the Plan struck in 2007 was all but completed. The planning session took place on January 19-20, 2011 and was facilitated by Bill Shepherd, Director of the OREA Centre for Leadership. The Directors identified a number of challenges and opportunities currently faced by the Association and, based on those issues that were deemed priorities, identified five overall areas as significant: Communication with Members; Data Security and Integrity; Lobbying; Technology Education; and Governance. These areas were broken down into objectives and implementation strategies were identified.

- ❑ Communication with Members
 - Implement the Strategic Communications Plan approved in 2011.
 - Ensure that Members know what products and services LSTAR provides to them.
 - Members receive accurate information from LSTAR regarding its activities on a timely basis; and
 - Members are familiar with LSTAR Staff and their roles.
- ❑ Data Security and Integrity
 - Continue to monitor the integrity of our data by whatever means necessary.
 - Ensure the security of LSTAR's data.
- ❑ Lobbying
 - Enter into negotiations with RECO to make the real estate transaction a better experience for Members and public alike.
 - Ensure that the Cities of London and St. Thomas have a good working relationship and knowledge of LSTAR, its Leadership and its activities.
- ❑ Technology Education
 - Maintain LSTAR on the leading edge of technology.
 - Ensure that every LSTAR Member has ample opportunity to learn about relevant technology in a manner that fits his or her learning style.
- ❑ Governance:
 - Expand the volunteer pool to include new and younger Members.

- Ensure that LSTAR's Leadership is well prepared to lead the Association.

I am happy to report that, by Year End, we had managed to achieve many of the objectives identified in the Plan, including significant changes to our governance (see the report of the Leadership Recruitment Task Force on p. 22); a complete redesign and makeover of LSTAR's website www.lstar.ca (with a launch date early in 2012); and the beginnings of a good dialogue between ourselves and our Western Area with our regulators (see the report of the Industry Issues Advisory Group on page 17.)

75TH ANNIVERSARY

2011 marked the 75th year of organized real estate in Elgin and Middlesex Counties and we celebrated and then some. For a fuller account of our commemoration, please see the report of the Anniversary Task Force on page 21.

QUALITY OF LIFE

To serve as the tagline for our anniversary celebration we chose these words: "75 years of REALTORS® giving back to the community," and how better to celebrate that fact than by redoubling our efforts to improve the Quality of Life in our community? 2011 was a simply outstanding year for Quality of Life, what with the completion of our third *Home at Last* Affordable Homeownership Partnership renovation (for which our Partnership received the coveted Pillar Award for Community Collaboration – a very proud moment) and the September launch with the OPP of our own brand of community policing -- Realty Watch. For more on Quality Life, please see that Advisory Group's report on page 19.

GOVERNMENT RELATIONS

The provincial election on October 6, 2011 and the Homeownership Matters campaign developed by OREA made for a busy Autumn for your LSTAR PAC Team, which not only met with most of the candidates individually but also managed to meet with all of our MPs twice. (For a fuller report please see the Government Relations report on page 15). LSTAR also joined the South West Economic Alliance, a body made up of elected representatives as well as representatives from post-secondary institutions and

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private sector partners from London, Middlesex, Elgin and Oxford that has the development of a new knowledge-based economy in the region as its mandate.

LEADERSHIP

In 2011 we were well represented at the provincial and national levels of organized real estate:

- ❑ Past LSTAR's RCC Chair Greg Harris chaired the Ontario Commercial Council;
- ❑ LSTAR Past President Joe Hough served on CREA's MLS® and Technology Council;
- ❑ LSTAR Past President Peter Hoffman served as a Director on 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.
- ❑ LSTAR Past President Costa Pouloupoulos sat on the OREA Board of Directors.

We are also very proud of our Executive Vice-President Betty Doré, who continued to chair the REALTORS Care Foundation Board of Directors during its transition year.

CONCLUSION

Serving as your President . . . and, indeed, the entire journey that began with my stint on the Board of Directors as the first Chair of LSTAR's Regional Commercial Council back in 2004, and came to an end on New Year's Eve 2011, has been an education the likes of which I could never have imagined, but for which I am incredibly grateful. It has expanded my worldview, increased my understanding, and permitted me to see the big picture and where Organized Real Estate fits into that big picture. And, let me tell you, warts and all, it's quite the view.

Jack Lane
President 2011



President Jack accepts the Pillar Community Collaboration Award for our Home at Last Affordable Housing Partnership.



President Jack with LSTAR Scholarship Winners Na Hyun (Jona)Cho and Levi Mullan.



*LSTAR's PAC Team meets with London West MP Ed Holder.
Left to right: Richard Thyssen, Barb Whitney, Melissa Hardy-Trevenna, Jack Lane and Ed Holder.*



President Jack admires the handiwork of a balloon artist at this year's Children's Christmas Party.

2011 LSTAR BOARD OF DIRECTORS

Top row left to right: Peter Meyer, Earl Taylor, Eavan Travers, Ken Harper

2nd row l-r: Stacey Evoy-Smith, Jim Holody, Richard Thyssen (Past President), Vito Campanale

3rd row l-r: Bruce Sworik, Barb Whitney (President Elect), Jim Smith

4th row l-r: Betty Doré (Executive Vice-President), Doug Pedlar (Vice-President), Jack Lane (President)



Photo by Jim Hocking

EXECUTIVE VICE-PRESIDENT'S REPORT



Betty Doré, EVP

MLS® & TECHNOLOGY

Three years ago 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®, but it does allow REALTORS® to get information on MLS® listings in other market areas, specifically: active listings, two years' worth of solds for residential and four years' worth of 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.

It has been my privilege over the past several years to serve as Project Connect's Coordinator and, I am proud to say that, as of Year End 2011, 93% of OREA's Membership (51,560 Members) belonged to Boards participating in the project. 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 here.

Making for even greater connectivity for our region was the successful integration in 2011 of TDREB's & WIREB's MLS® database with that of LSTAR.

In 2011 your Board of Directors also approved the adoption of OREA's Listing Forms, which required swapping out all 2010 and 2011 forms and running information sessions for the Members.

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EDUCATION

In 2011, REALTOR Hall was the setting for 55 MCE courses, attended by 2,593 students, with an additional 137 being taught in our Computer Lab, attended by 1,289 students. A total of 3,882 students were serviced over the course of the year. We were also very excited when OREA decided to hold its online exams in our LSTAR computer lab as part of a pilot project.

REALTORS CARE FOUNDATION

As the year in which ownership of the Foundation passed from OREA to its Member Boards and Associations, 2011 was a real watershed year for the Foundation and a busy one for me as its President. Not only did we transition from the Foundation's previous governance model to its current one, we also promoted the Foundation and its *Every REALTOR® Campaign* throughout the province, worked with local charities on their grant applications and designed a RCF toolkit for Boards and Associations, including a promotional video. Best of all was the amount of money we were able to give to shelter-related charities throughout the province – almost half a million dollars!

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 (Spring General Assembly; Association Executives Council Seminar; Fall Assembly; and Large Board Meetings); OREA (Leadership Conference; Big Ontario Boards Meeting; Western Area Meetings; and EO Summit); and NAR (Association Executives Institute and NAR's 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, on the Board of Directors of the REALTORS Care Foundation as its President and on the Board of Directors for Community Living London. I was also the keynote speaker at Habitat for Humanity London Inc.'s Annual General Meeting.

CONCLUSION

Sometimes I think I have the best job in the world. I get to go to work every day knowing that I'm part of a dynamic team striving not only to meet the needs of our members, but to make their real estate experience the best it can be -- staff and volunteers working together not only to advance the profession of REALTOR®, but also to improve the *Quality of Life* in our community. Moments like the one in which we learned that our *Home at Last* Partnership had won the coveted Pillar Collaboration Award or that in which OPP Sgt. Steve Montpetit stood up in front of a roomful of REALTORS® at the launch of Realty Watch to explain how they could help the police better protect our community or when President Jack presented the Elgin YWCA and the Strathroy Rural Resource Centre for women with REALTORS Care grants to assist them in housing homeless teens and sheltering battered women and their children . . . those are gifts.

The tagline for LSTAR's 75th anniversary was, "75 Years of REALTORS® giving back to their community," and it couldn't be more true. That's been our past; it is most emphatically our present; and, with luck, it will be our next 75.

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



Winning the Pillar Award. 2nd from left, Heather Arnott, Louise Stevens (City of London), Judy Binder (CMHC), Jack Lane, Jeff Duncan (Habitat for Humanity), Betty Doré



Photo by Jim Hocking

LSTAR STAFF

Top Row, l-r: Joanne Shannon, Laverne McLachlan, Neale McJanet, Adina Chirita
Second Row, l-r: Heather Dignard, Mary McClure, Betty Doré
Third Row, l-r: Tracy Marino, Teri Smith
Bottom Row, l-r: Karen Gillespie, Penny Miller, Melissa Hardy-Trevenna

REGIONAL COMMERCIAL COUNCIL



Bruce Sworik
RCC Chair

LSTAR's Regional Commercial Council (RCC) 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. At the end of 2011 the Membership of the RCC numbered 82.

EDUCATION

The following Commercial Courses were offered over the past year: Fire Code and Multi-Unit Properties;

Introduction to Valuing Small Businesses;
Introduction to Commercial Investment Real Estate;
CCIM-101 Financial Analysis for Commercial Investment Real Estate; and Fire Codes and Property Standards in Multi-Unit Properties.

There were three MCE credits offered at our Spring Commercial Breakfast (May 27, 2011): Chris Butler of Teranet demonstrated some new tools available on GeoWarehouse; Bruce Henry to the City of London addressed questions regarding legal non-conforming uses and zoning bylaws; and Greg Wood of IC Lending spoke on Commercial Lending.

Our annual Commercial Breakfast and Trade Show took place on October 11, 2011 and featured a provincial update by Aziz Kanjee, Chair, OCC; and a national update by Bonnie Prior, Manager of the CCC. Tania Gassin of the Ontario Investment and Trade Centre was the featured speaker for one MCE credit.

COMMUNICATIONS

LSTAR continued to publish a regular e-newsletter for commercial practitioners throughout the year: e-

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commercial, containing updated commercial news and information.

RCC ELECTION AND ANNUAL GENERAL MEETING

The RCC's Election and Annual General Meeting took place on October 31st, 2011 and was sponsored by the Libro Financial Group and featured Dennis DesRosiers, well know Automotive Consultant and he was well received as usual and the Chair gave an update of the RCC's activities over the past year.

DON SMITH COMMERCIAL BUILDING AWARDS

The second Don Smith Commercial Building Awards Program was launched in May 2011, with the Awards Reception slated for February 7, 2012.

CHAIR

Bruce Sworik

MEMBERS

Mike Jakupi
Chris Burgard
Knute Dohnberg
Greg Harris
Larin Shouldice
Bill Taplay

STAFF LIAISONS

Betty Doré
Tracy Marino
Joanne Shannon

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 such duties as the Directors may delegate.

In 2011, the Executive sent forward to the Directors a motion to change the composition of the Professional Standards Committee and the PSC Subcommittee. The current Bylaw stipulates that a majority of the Members of this Committee and subcommittee be either Firm or Associate Broker Members. The Executive suggested changing the

words, "a majority" to "no less than four Members." This motion, which was approved by the Directors, will go forward to the Membership for its approval in 2012.

In 2011, the Executive Committee also reviewed and received the Succession Plan prepared for it by the Executive Vice-President.

CHAIR

Jack Lane

MEMBERS

Richard Thyssen
Barb Whitney
Doug Pedlar

STAFF LIAISONS

Betty Doré
Joanne Shannon

FINANCE

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

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

In 2011 the Finance Committee recommended and the Directors approved that the Computer Reserve be topped off by moving \$40,000 to it from the

General Reserve to ensure that equipment can be replaced expeditiously when it breaks down and to facilitate multi-year replacement plans.

The auditor's report, which completes the 2011 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®.

CHAIR

Doug Pedlar

MEMBERS

Mike Carson
Tom Kahnert
Jack Lane
Joe Pinheiro
Costa Pouloupoulos
Warren Shantz

STAFF LIAISONS

Betty Doré
Karen Gillespie
Joanne Shannon

PROFESSIONAL STANDARDS

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

There were seven complaints received in 2011. Their disposition follows: one was withdrawn; two were researched, but their files were closed when it was established that there was not sufficient evidence to issue Allegation Statements; three were found to fall under RECO's jurisdiction rather than that of the Association; and one file is ongoing in 2012.

CHAIR

Stephen Ord

VICE CHAIR

Tony Scarpelli

MEMBERS

Lucy Coursol
Diane Gordon
Tom Kahnert
Michelle Kay
Peter Meyer
Judy Robinson
Wes Watson

STAFF LIAISONS

Betty Doré
Joanne Shannon

DISCIPLINE

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

There were no Discipline Hearings in 2011.

CHAIR

Sharron McMillan

MEMBERS

Barbara Allen
Sharon Allison-Prelazzi
Kathy Amess
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 were five Arbitration claims in 2011, three of which were settled through conciliation and two of which were settled through hearings.

CHAIR

Peter Meyer

MEMBERS

Vito Campanale

Terry Greenwood

Verna Jones
Mark Laskey
David Maika
Peter Mullins
Randy Pawlowski
Costa Pouloupoulos
Wes Watson

STAFF LIAISONS

Betty Doré
Joanne Shannon

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; and 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

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and, through this mechanism, to alert organized real estate at the provincial and national levels to issues impacting brokers.

In 2011 Advisory Group recommended and the Directors approved sending a request to the OREA Standard Forms Committee to make the SPIS a simpler, more consumer-friendly form. The point was made that, while it is up to the individual brokerage whether their salespeople use the form or not but even when the form is used, it is not always completed correctly because of the level of detail required.

In addition, the Advisory Group put together a business case for the Directors and unanimously recommended -- and the Directors approved -- moving forward with individual billing. Changes in the Bylaw to allow for individual billing will go to the General Membership in 2012.

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

GOVERNMENT RELATIONS

The mandate of the Government Relations Advisory Group or PAC Team, as it is also known, is to maintain an active an open channel of grassroots communication with our MPs and MPPs concerning REALTOR® issues – the PAC Team consists of the Government Relations Chair, the President and the President-Elect. REALTOR® issues 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. The PAC Team 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



Congratulations to Bruce Sworik on receiving the 2011 Pierre Beauchamps PAC Achievement Award from CREA.

local level it may advise the Directors concerning municipal matters.

FEDERAL

This year's CREA PAC Days took place in Ottawa, May 8-9, and was attended by LSTAR President Jack Lane, Government Relations Chair Richard Thyssen, President-Elect Barb Whitney, E.V.P. Betty Doré and Director of Communications Melissa Hardy-Trevenna. Also in attendance were LSTAR Past Presidents Gerry Weir (now a CREA Regional Director) and Mike Carson (now a CREA Director-at-Large).

Usually MPs are lobbied as a part of CREA PAC Days. However, due to the General Election, which took place on May 2, Parliament was not in session. Instead, delegates were asked to lobby MPs on two issues back in their ridings: indexing the Home

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Buyers Plan to the Consumer Price Index in \$2,500 increments beginning in 2015 and allowing deferral of previously written-off depreciation in cases where one investment property is sold and another bought within the space of a year – the capital cost allowance rather than capital gains. These are issues for which we have lobbied for a number of years, but which have been tweaked with the recent election and the resulting Conservative majority in mind.

PROVINCIAL

Because a provincial election was scheduled for October 6, 2011, OREA's Government Relations Committee decided to forego OREA PAC Days, which usually take place in the Autumn, and to hold a "Campaign College" in April instead. This event was attended by Jack Lane, President, Barb Whitney, President-Elect, Past President and Government Relations Chair Richard Thyssen and Director of Communications Melissa Hardy-Trevenna. Also present were LSTAR Past Presidents Gerry Weir, CREA Regional Director and OREA Director-at-Large and Member of the OREA Government Relations Committee Costa Pouloupoulos, along with Greg Harris, Chair-Elect of the LSTAR RCC, past Chair of the OCC and Member of OREA's Government Relations Committee.

The purpose of the Campaign College was to launch a public relations campaign called **Home Ownership Matters**, designed to strengthen opinions among political candidates, parties and key decision makers regarding the importance of home ownership to Ontario. To assist local Boards and Associations in this, OREA prepared a number of resources, including:

- ❑ A new website -- www.homeownershipmatters.ca;
- ❑ An updated **REALTOR® Guide to Elections**;
- ❑ A template press release, opinion-editorials, candidate survey and advertisement; and
- ❑ **Home Ownership Matters** issues summaries:
 - Ontario Home Renovation Tax Rebate
 - Home Energy Efficiency Rebates

- Land Transfer Tax Rebate for First-time Homebuyers

The issues selected were homeowner friendly, rather than REALTOR®-centric and were intended to play well with both candidates and the public.

In addition to being introduced to the **Home Ownership Matters** campaign, delegates heard a number of speakers, presentations by representatives from the various parties and a Queen's Park Update by OREA Government Relations Chair Cassandra Agnew Walker, who touched on a number of issues, including OREA's lobbying efforts to make it possible for REALTOR® salespeople to incorporate – which isn't allowed under REBBA 2002 -- and encouraging brownsfield redevelopment.

Leading up to the provincial election, LSTAR's PAC Team met with ten of the twelve candidates to discuss **Home Ownership Matters** issues and published out the candidates' responses to a survey prepared by OREA.

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. It is also represented on the London Housing Advisory Committee, London's Council Housing Leadership Committee, the Steering Committee of the London Homeless Coalition and the Housing & Homelessness Action Group, which is part of the Elgin-St. Thomas United Way Community Matters initiative.

CHAIR

Richard Thyssen

MEMBERS

Jack Lane
Barb Whitney

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna

Home at Last



Home at Last's third family loves their new home!

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.

Partners LSTAR, CMHC, the City of London and Habitat for Humanity London Inc. completed *Home at Last's* third renovation in November 2011. The City of London donated a home to Habitat for Humanity and moved it from its original site across town to an empty lot at 1189 Huron Street, where it was rehabilitated by the Partnership. 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.

\$3,514.24 was raised for *Home at Last* by the Slo-Pitch Tournament in 2011, while the Business Partners Program raised \$12,950.00 for the Partnership.

CMHC committed to \$16,000 in RRAP funding and coordinated publicity and media relations and the City of London generously kicked in an additional \$15,000 to the project. Romeo Hernandez Gonzalez, Rosalba Lopez and sons Pablo and Gabriel received the keys to their new home in time for Christmas.

The *Home at Last* Partnership received the coveted 2011 Pillar Community Collaboration Award for this project. The Collaboration Award recognizes successful public/private partnerships.

CHAIR

Heather Arnott

MEMBERS

Mike Carson
Stacey Evoy-Smith
Marc Freeman
Joe Hough
Barb Whitney

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna
Joanne Shannon

Industry Issues Advisory Group

The mandate of the Industry Issues Advisory Group is to respond quickly to any real estate regulatory, provincial or national issue as delegated by the Board of Directors. Created in 2004 pursuant to LSTAR's 2004 Strategic Plan, it was reactivated in 2011 to achieve one of the strategic objectives included in LSTAR's 2011 Strategic Plan: *To negotiate with RECO to make the real estate transaction a better experience for Members and public alike.*

Accordingly, the Advisory Group organized a November 23 meeting, which took place at LSTAR and was attended by representatives of the Western Area and RECO representatives, Allan Johnston, Registrar (Acting President/CEO) and Peter Hoffman, Regional Director. Topics of discussion included:

- The transfer between offices of salespersons. In the past this has often taken three or four days to process, which has the negative effect of placing the Salesperson/Broker in question and their clients in limbo. Participants were informed that RECO is hoping to introduce

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online terminations and transfers by the end of March 2012, which should render such transfers virtually seamless.

- ❑ The ability of Independent Brokers of Record to assign their listings vs. co-listing when on vacation or ill. Participants pointed out that the current process is confusing for consumers and cumbersome for the Broker. Mr. Johnston said that he believed this was already on a list of amendments to the Act that RECO was in the process of compiling and suggested that this concern be raised with OREA so that the provincial association might lobby the Ministry in this regard.
- ❑ RECO's stand on single and specialty licensing. While this is not something RECO is opposed to, it is also not something that is on in its agenda. It was agreed that raising the bar on education and articling at the Broker rather than the Salesperson's level would be a step in the right direction. RECO has developed a new Broker course that outlines the responsibilities of running a brokerage, which includes training its salespeople, ensuring that they are licensed, keeping complete trade records and setting up trust funds. If a salesperson/broker acts incompetently or worse, provided the brokerage has done everything it is supposed to do, including doing the necessary paperwork, it might not be liable. Current efforts to standardize education across the country would be made more difficult by the introduction in some provinces of specialty licensing. Moreover, where do you draw the line when it comes to specialty licensing -- Commercial, Resort, Farm, Land . . . ?
- ❑ RECO's position on Personal Real Estate Incorporation. RECO has no issue with REALTORS® being incorporated under the Act, provided appropriate checks and balances are in place.
- ❑ The continuing rise in the cost of Errors & Omissions Insurance. It was explained that the cost of this insurance is overall very inexpensive, given what it covers. As with all insurance, when claims go up, costs go up. Moreover Lloyds of London increases the deductible upon the second claim. It was pointed out that insurance on the consumer deposit is not the

same thing as insurance on commission protection.

- ❑ Mere Postings. The point was brought home that mere postings are just a new way of doing the same old thing – a new business model for trading in real estate. The listing salesperson on a mere listing is still responsible for ensuring the accuracy of the data on the listing. However, since mere posting is a limited service, if the seller contracts with a salesperson/broker for a different service, provided the services outlined on each agreement are different, there can be two agreements. If a contract is in place, a REALTOR® can't approach the consumer unless he is able to offer a completely different service from the one in the contract. Otherwise there would be interference.
- ❑ As regards complaints, all complaints to RECO still need to be substantiated with evidence of a violation and REALTORS® must self-police. Until a complaint is filed, RECO, which does not have access to any MLS® information, is powerless to act.

In addition, former LSTAR President Peter Hoffman updated the group on his new role as a RECO Director.

Shortly after the meeting, LSTAR's Board of Directors sent a letter to OREA, requesting that it lobby for the ability of Independent Brokers of Record, while on vacation or due to illness, to assign their listings rather than being compelled to co-list.

CHAIR

Jack Lane

MEMBERS

Vito Campanale
Nancy McCann
Peter Meyer
Joe Pinheiro
Gerry Weir
Barb Whitney

STAFF LIAISONS

Betty Doré
Joanne Shannon

Quality of Life

Quality of Life Principles

Principle 1: Ensuring Economic Vitality

Principle 2: Housing Opportunities

Principle 3: Preserving our environment

Principle 4: Protecting homeowners

Principle 5: Building better communities.

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.

REALTY WATCH

2011 saw the successful launch of LSTAR's Realty Watch Program with an intensive training session on December 7, 2011 conducted by the Ontario Provincial Police's Sgt. Steve Montpetit, Provincial Amber Alert Coordinator, and Sgt. Monica Harris, Provincial Crime Stoppers Coordinator, and attended by 134 REALTORS®. The program has two components: REALTORS® observe and can report direct to the police or through Crime Stoppers, any suspicious activity they may observe in the course of their day-to-day business; and REALTORS® respond to **Amber Alerts**, issued by the police in cases where children have gone missing or other alerts when people with medical conditions wander off.

COMMUNICATIONS

We produced a document internally that lays out what LSTAR does in fulfillment of our five *Quality of Life* Principles, which we presented at every meeting with an elected official. We also continued to run a web and social media feature, the *Every REALTOR®*



President Jack presents Cheryl Miller with her Quality of Life Award. Former City Councilor the Rev. Susan Eagle also received the award.

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. There were 15 such features in 2011.

QUALITY OF LIFE AWARD

The first *Quality of Life* Awards, created to recognize and honor outstanding contributions to the community in accordance with one or more of the five *Quality of Life* Principles, was presented at the Annual General Meeting on April 26, 2011 to Member Cheryl Miller for her impressive record of public service and to the Reverend Susan Eagle, in grateful recognition of her considerable contributions in the area of affordable housing to London's Quality of Life.

CHARITABLE GIVING

Donations to Principal Beneficiaries in 2011 other than REALTORS Care Foundation grants: \$ 14,579.16 raised by the Christmas Gala and a Christmas donation for Unity Project; \$1,000 for Women's Community House and Violence Against Women Services Elgin County ; and \$14,324.46 for Mission Services, raised by Bonspiel, *Homes for Hope*, Christmas donation, etc.

REALTORS CARE FOUNDATION

LSTAR continued with its pledge to the REALTORS Care Foundation's **Every REALTOR® Campaign** in the amount of \$1.00 per member / per month in 2011.

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These funds have helped support shelter-based charities across Ontario, including two local organizations who received grants from the Foundation in 2011: the YWCA Elgin St. Thomas and the Women's Rural Resource Centre Strathroy and Area. The YWCA's grant of \$3,500 will be used to fund two youth homes – Fair Winds for young men and Harmony House for young women, both of which service youths between the ages of sixteen and twenty four at risk for homelessness, while the \$3,500 grant to the Women's Rural Resource Centre will assist it to provide not only emergency housing to abused women and children, but also counseling, life skills training and supports.

As of the end of 2011 and since 1992, we gave the following sums for these worthy organizations.

Beneficiary	Amount
Mission Services of London	\$256,266.46
Unity Project	\$71,198.16
VAWSEC	\$27,009
Women's Community House	\$27,578
TOTAL	\$382,051

CHAIR

Heather Arnott

MEMBERS

Mike Carson
Andrew Crook
Stacey Evoy-Smith
Laura Gentile
Jack Lane
Doug Pedlar
Bernie Sheridan
Larin Shouldice

STAFF LIAISONS

Betty Doré
Joanne Shannon
Melissa Hardy-Trevenna

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.

Recipients of this year's Scholarship were Na Hyun (Jona) Cho, the daughter of LSTAR Member Won Cho, and Levi Mullan, the son of LSTAR Members Kim and Terry Mullan. Jona, a graduate of Oakridge Secondary School, will be attending the University of

Waterloo in the fall to study Biotechnology and Economics, while Levi, a graduate of Central Secondary School, plans to study Architecture, also at the University of Waterloo.

CHAIR

Barb Whitney

MEMBERS

Carol Belanger
Neera Chopra
Mary Heggveit
Mark Mohan

STAFF LIAISONS

Betty Doré
Tracy Marino

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.



Procession of Past Presidents

The Task Force commissioned an in-depth history of LSTAR; collected memorabilia for a museum-style exhibit; and ran a contest for a commemorative logo, which was won by Member Sue Fulop. The official launch of the Anniversary took place at LSTAR's 2010 Annual General Meeting on April 26, 2011 and included an historical display,

commemorative lapel pins and a procession of Past Presidents from Ron Richardson (1959) forward. A weekly LSTAR Trivial Pursuit Contest ran throughout the summer, with a grand prize consisting of a \$1,500 trip voucher drawn at the Anniversary Open House on October 14 – Barbara Allen was the lucky winner.

CHAIR

Richard Haddow

MEMBERS

Ken Harper
Michael Hines
Glen Gordon
Dennis Sonier
Sam Yusuf

STAFF LIAISONS

Betty Doré
Joanne Shannon
Melissa Hardy-Trevenna
Megan Silk
Tracy Marino

Buyer Registry

The mandate of the Buyer Agency Task Force is to investigate the feasibility and utility of establishing a Buyer Registry.

On November 22, 2011 the Task Force, along with the Board of Directors and the Brokers Issues Advisory Group, heard a presentation by John DiMichele, Chief Information Officer of the Toronto Real Estate Board, and James Pearson and Joel Shears of D + H, our MLS® provider, on the subject and the consensus was unanimous that LSTAR should go forward with this in 2012.

CHAIR

Bruce Sworik

MEMBERS

Stacey Evoy-Smith
Peter Hoffman
Jim Holody
Michelle Kay
Barb Whitney

STAFF LIAISONS

Betty Doré
Neale McJanet
Joanne Shannon

Leadership Recruitment

The mandate of the Leadership Recruitment Task Force was to: establish a policy for the training and recruitment of volunteers; review the number of Directors from each category of membership; review the current governance model, including the nomination/election process; review term limits for Directors, Committee Chairs and Members; and evaluate limiting the number of Committees, Task Forces and Advisory Groups an individual may sit on simultaneously.

At the Task Force's recommendation, the Directors approved a motion that, beginning in 2012, OREA's Leadership 100 be made mandatory for all volunteers, including Directors, and that the course should be taken before the volunteers attended his/her first meeting. Money was also put into the 2011 budget to cover running Leadership 200 and 300 *free of charge* in 2011 and going forward for all our Volunteers. Sixty two Volunteers took advantage of this offer.

In addition to making Leadership 100 mandatory for all Volunteers and offering Leadership 200 and 300 free of charge to Volunteers in 2011 and going forward, a half-day Orientation Session for Volunteers was held on February 18, 2011. At this meeting the Staff and Volunteers heard: presentations by Legal Counsel on privacy, confidentiality and working with Staff; a presentation by CREA Legal Counsel on competition law; an update from the Leadership Task Force Chair, encouraging volunteers to take the courses and consider preparing themselves for the role of Director; and an explanation of the role of Staff vs. Volunteers and an overview of Leadership 100, 200 and 300 by Bill Shepherd, Executive Director OREA Centre for Leadership Development.

To find out more about our Members, we expanded the resume portion of the Volunteer Application Form to include space for them to include their interests and their past experience, whether volunteer or professional and implemented a \$35 education voucher program as a "thank you" for all our Volunteers for their donation of time and expertise to LSTAR.

For the first time a Recruitment Advisory Group was set up to identify and approach potential leaders with a view of persuading them to run for the Board of Directors. This proved very successful in 2011. (It would be up to the individual Member to actually put his or her name forward -- very different than the Nomination Process.)

After reviewing our governance structure with a view to increasing the number of leadership opportunities, the Task Force recommended the following changes:

- ❑ That the number of Directors from each membership category be changed from 6 Principal Brokers and 6 Salespeople to 4 Principal Brokers, 4 Salespeople and 4 Directors at Large. The change in the number of Directors at Large will make it possible for more Members of any status to run for Director.
- ❑ That the timing of the entire election process be adjusted to allow more opportunities for delegates to speak directly to the Membership.
- ❑ That the way the President-Elect and Vice President are elected be changed from the General Membership to the Directors, who are better able to gauge the readiness of individuals to assume these important positions than the Membership. The changes to the Bylaw required to implement this will go forward to the Members in 2012.
- ❑ That the number of Directors from each office be changed from two to three so that good volunteers can put their names forward.
- ❑ That a Director may serve on the Board for six consecutive years, excluding years on the Executive – this measure will ensure that LSTAR's leadership continues to be dynamic and open rather than stagnant and closed.

It was also reconfirmed that, to ensure that he/she understands the culture of the Board, a Director must have been on the Board for one calendar year before putting his or her name forward for Vice President or President-Elect. Having accomplished the task for which it was struck, the Task Force disbanded in 2011. However, there will be a Recruitment Advisory Group going forward.

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*LSTAR receives OREA's 2011 Volunteerism Award. Left to right:
Barbara Sukkau, Doug Pedlar, Jack Lane,
Barb Whitney, Ron Abraham.*

CHAIR

Bruce Sworik

MEMBERS

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

STAFF LIAISONS

Betty Doré
Joanne Shannon

President's Compensation

The President's Compensation Task Force was made up almost entirely of Past Presidents, the sole exception being Director Jim Holody. It was believed that these individuals would have a good understanding of the time commitment required by the job and the financial hardship that commitment can incur. The issue of compensation for the President had not been looked at by LSTAR since 1996, at which time it was reduced from \$10,000 to \$5,000. A survey of other Large Boards, however, revealed that Boards/Associations of a similar size to LSTAR are paying their Presidents between \$12,000 and \$15,000. Taking this into consideration and factoring in the loss of business that Presidents can experience while serving out their term, as well as the rise in the Cost of Living over the past fifteen years, the Task Force recommended and the Directors approved an increase in the President's Honorarium to

\$15,000, to be paid quarterly during the term of his/her Presidency.

CHAIR

Richard Thyssen

MEMBERS

Vito Campanale
Mike Carson
Deb Collins
Peter Hoffman
Jim Holody
Joe Pinheiro
Gerry Weir

STAFF LIAISONS

Betty Doré
Joanne Shannon

SOCIAL COMMITTEES

BONSPIEL



14 years of curling for charity . . . a proud tradition!

LSTAR held its fourteenth annual *Homes for Hope*® Bonspiel on January 22, 2011 at the Ilderton Curling Club. This popular event is a fundraiser for Mission Services.

This year's event raised \$11,800 for the charity, bringing the total raised by the bonspiel since its

inception to \$102,800. Thanks to D+H, the bonspiel's Gold Sponsor, to Silver Sponsor RE/MAX Centre City, and to Past LSTAR President Glen Gordon, who has headed up the bonspiel's organizing committee from its very beginning.

CHAIR

Glen Gordon

MEMBERS

Joan Butler
Martina Chateauvert
Barb Ginson
Ken Harper
Ron MacDougall
Sheryl Ross

STAFF LIAISON:

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 3, 2011. Entertainment included live music from VogelJoy , face painting, cookie decorating, clowns, balloon artists, yummy treats, pizza, hot dogs and Santa Claus complete with a special toy for each child. Gifts brought to the party were given to children spending their Christmas at the Women's Community House, one of LSTAR's principal beneficiaries.

We'd like to thank our Gold Sponsors -- D+H, Royal LePage Triland, Sutton Group Preferred and Sutton Group Select – our Silver Sponsors, JMAC Home Inspections and Huntington Commercial Realty , and our Bronze Sponsors – Century 21 First Canadian, RE/MAX Advantage, Royal LePage 1st London, and Sandy Krueger Real Estate Inc.

CHAIR

Kathy Amess

MEMBER

Barb Whitney

STAFF LIAISON

Tracy Marino

CHRISTMAS GALA

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

On November 25, 2011 LSTAR celebrated the start of the Christmas season with the largest attended gala ever, at the London Convention Centre. 550 REALTORS® and guests attended the glamorous event, which raised \$15,911.24 for the Association's newest principal beneficiary, the Unity Project. The gala's theme, appropriately enough, was "Unity through Giving" and entertainment was provided by the Sonja Gustafson Quintet and Music Central DJ Services.

Titanium Sponsors included: Chinneck Law Professional Corporation (Jed Chinneck and Bill Mitches); Club Real Estate (Andrew and Danielle Lampman); D+H Ltd. Partnership (formerly known as Filogix Joel Shears)); Homes & Land Magazine (Jim LaLonde), RBC Royal Bank (Richard Atherton), Realty Executives Elite Ltd. (Costa Pouloupoulos & Mary Johnson); and TD Canada Trust (John Buchko).

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's LLP (Brad Bain); Royal LePage 1st London

(Jim Holody); and Sutton Group-Preferred Realty (Gerry Weir).

Bronze Sponsors were A First Impression (Louise Short); Cohen Highley (Brian Phillips); G&R Contracting (Brad Rompf); Inwood McKenna (Paul Inwood); Siskinds The Law Firm (David Broad); Touchbase (Alain Brunel); Ford Keast (Paul King); Libro (Terry Marroccoia); The Real Estate Advertiser (Alan Chonka) and TLC Professional Landscaping (Dave Leff).

CHAIR

Stacey Evoy-Smith

CO-CHAIR

Andrew Wilkie

MEMBERS

Susie Dietrich
Anne-Marie Grantham
Yvette Helwig
Kristen McNeil
Jim Smith

STAFF LIAISON

Tracy Marino

SLO PITCH

LSTAR's annual Slo-Pitch Tournament was held on Friday, June 10, 2011 at Slo-Pitch City in Dorchester. Twelve teams, comprised of 213 players, were fielded. Thanks to Gold Sponsor Homes & Land, participants enjoyed a day of friendly competition, refreshments and a free lunch. The winning team was Sutton Select, while the Bob Eaton Sportsmanship Award, was presented to Oliver & Associate's Brian Simpson. The Slo-Pitch Tournament raised \$3,514.24 for the *Home at Last* Affordable Homeownership Partnership.

CHAIR

Stephen Ord

MEMBERS

Charlene Bertin
Jason Cheese
Danny DePrest

Brian Herschell
Vince Mithcell
Barb Whitney

STAFF LIAISON

Tracy Marino

SPONSORS

LSTAR hosts a number of special events throughout the year, many of which are fundraisers for charity. In 2011, the sponsorship dollars totaled a generous **\$56,193**. Thank you to the following sponsors for their support:

Diamond (\$3,000+)

D+H
TD Canada Trust
RBC Royal Bank

Titanium (\$2,000 – \$3,000)

Homes & Land Magazine
Libro Financial Group

Platinum (\$1,000 – \$2,000)

Chinneck Law
Club Real Estate
Coldwell Banker
Ilderton Curling Club
RE/MAX Centre City
Realty Executives Elite Ltd.
Supra, a UTC Fire and Security Company
Sutton Group – Preferred Realty Inc.
Sutton Group – Select Realty
Teranet

Gold (\$500 – \$1,000)

A First Impression - Professional Home Staging
Accounting Resources
AGM Surveying
Dominion Lending Centres
Empire Signs
Ilderton Curling Club
Inwood McKenna
JMAC Home Inspection Inc.
Lerners LLP
ODO Track
Ontario Real Estate Association (OREA)
Royal LePage 1st London
Royal LePage Triland Realty
Siskinds LLP
TitlePLUS

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Silver (\$250 – \$500)

Bowsher & Bowsher	Johnson Law Office
Canada Versatile promotions & Business Forms	National Bank of Canada
Canadian Real Estate Association (CREA)	Ontario Real Estate Inspection (OREI)
Cohen Highley LLP	Real Estate Advertiser
CIBC	Sandy Kruger Realty
Executive Travel	Scott, Petrie, Brander, Wright and Bell
Ford Keast LLP	Thomson, Mahoney & Delorey
G & R Contracting	TLC Professional Landscaping
Glen Gordon Real Estate Ltd.	Touchbase
Harrison Pensa	Vantage Property Management
Hunington Realty	

Friends of LSTAR

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

Above & Beyond Promotions	Finan Electric Ltd.	Real Mortgage Associates
Alibi Roadhouse	Freedom 55 Financial	Realty Mag
Allyn Lamb	Gail & Peter McMahon	Residence In by Marriott
B & M Auto Supply	Hair Tora Hair & Esthetic Salon	Sanders Pro Distributors
Barb Ginson	Home Pro Inspections	Somerset Fine Wines & Gifts of London
Barney's Lounge and Bar	JB Simpson & Sons Jewellers	Source for Sports
Bellchamber Custom Goldsmiths	Just The Facts	South West Chrysler
Better Than Flowers	KJ Stub & Associates	Space at Hand
Betty Doré	Labatt's Retail Store	Staged Advantage
Bill Elliot	London Commercial Realty	Sticky Pudding Catering
Bottle Decor	London Delta Armouries Hotel	Stoneman Distributors
Bud Gowan Antiques	Lowry Signs Ltd.	Sutherland Furniture
Byron Pet Value	Mark Steer	Terance J. Belanger, Barrister & Solicitor
Byron Pizza	Marshall's Country Depot	The Fabulous Collection – Deborah Allison
Century 21 First Canadian Corp.	McMaster Chevrolet Cadillac Buick GMC	The Hilton
Charleton Building Credits	Ltd.	The Travel Bug
Classic Realty	Minuteman Press	The Waltzing Weasel
Colio Estate Wines	MyVisualListings.com	The Wortley Roadhouse
Comfort Zone	Oakridge Ford	TLT Networks
Country Market	Pat Mussieux	Touch of Tranquility
Crabby Joe's Tap & Grill, Dundas East	Pauline Vanderwerf Massage	Tripemco Burlington Insurance Group
Dave's Place (Hair Salon)	Therapy	Limited
DeLovely - Devine Fashion Jewellery	Pet Value - Masonville	Turnbull Flowers & Urban Accents
Eclipse Promotional Products	Rawlings Homes	Upstaging
	RE/MAX Advantage Realty	Windermere Manor

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 2011:

1-800-GOT-JUNK?

A Buyer's Choice Home Inspection London
 A First Impression – Professional Home Staging Services
 Agent's Equity
 AGM Surveying and Engineering
 CIBC Bank – London and St. Thomas Area
 Empire Sign Installation Inc.
 ElectricMedic
 Finan Home Service
 FinCore Solutions Inc.
 Grassroots – The Inspection Specialists
 Global Property Inspections
 Home Pro Inspections
 Homes & Land of London

Jonah Melville, Dominion Lending Centres – Mortgage Agent
 Libro Financial Group
 London Business Forms
 London Property Management Association
 Mostly Digital
 O'Donnell Brinac Law Professional Corp.
 Rawlings Homes
 Realty Street Inc.
 Robert Miedema – Photographer
 Space at Hand
 The Cooperators- Brent Mockler
 Thomson Mahoney Delorey
 Window Medics

SERVICE RECOGNITION

10 Years

KATHRYN BANASIK
 SADE BIRANI
 ELIZABETH BURNETT
 CHRISTINE CECCHETTO
 MATTHEW CHAMBERS
 BRIAN COOMBS
 ROB CRNCICH

TYLER DESJARDINE
 KAREN DRIVER
 GRAHAM GERKEN
 DAVID GIOVANNIELLO
 CHRIS GRAHAM
 JOHN GRIFFIS
 STEVEN HUNKING

YVONNE LEE
 LARISSA LEITCH
 GARY MAYERS
 MARY JANE MURRAY
 JASON OTTO
 GINNIE PARSONS
 SUSAN PENNER

WERNER REINDORF
 JANET REINDORF
 DANIELA SCHMIDT
 PERCY SCHNEIDER
 PAUL SHANAHAN

15 Years

SUSAN DAVIS
 RENALD GUINDON
 JIM HARRIS
 MARIANNE HATCH
 MARK HORNYAK
 MARY JOHNSON
 BRIAN JOHNSON

STEVE KLEIMAN
 DAN MCFADDEN
 NANCY MILLES
 RANDY PAWLOWSKI
 MARY PELLARIN
 NICK PROKOS
 MARIA PULZONI

JAMES ROGERS
 KELLY RUDELL
 CHRISTY RUTH
 TIM SCHNURR
 DEB SMITH
 LYNNE ST. JACQUES
 DOUG STEWART

ANN THOMPSON
 JULIANA MAE TIBBET
 PAUL A VERBRUGGHE
 CATHY WHITLOCK

Service Recognition cont.

20 Years

CARROL J. BELANGER
K. ROSS BENTLEY
DWAIN BODKIN
DEANNA CANNOM
MIRA CZELAWSKA
LOUISE DESANTIS
RANDY FISHER

STAN FRANJKOVIC
MCARMEN GILL
LISA GORHAM
MARTY GRUBER
MEG HETHERINGTON
MARK HINDLEY
SCOTT JARVIS

LORIE JOHNSON
MARGARET
JUSZCZYNSKI
ELIZABETH KLINGER
INGRID KOCH
STANLEY KOZA

KATHY KUBIK
ROSE LEROUX DENNIS
MCILMOYL
SHIRLEY MILLER
WILLIAM MORKIN
GARRY MORRITT
MARIA RESENDES

ROB RUDELL
PHIL RUGGERI
PETER SENEY
GREG SHORE
JIM STRAUGHAN
GORD VANDEVOOREN

25 Years

DAVID ASPINALL
JIM BRADY
JOYCE BYRNE
DREW CAMERON
WILL COECK
LORRAINE CORNELIUS
BARRIE CRIPPS
THOMAS DAMPSY

SHERRY FARID
TERRY FARRELL
LEN FOWLER
DANIEL FRALEIGH
RICHARD GLEED
ALAN GOOD
BARRY GRAHAM
LARRY GUIDOLIN

HARRY LAMB
BEN LANSINK
JIM LYSTAR
GINO MAZZUCA
RICK ODEGAARD
BOB PAULEY
JOE PEREIRA
KEVIN SCHOCKAERT

EV THREADGOULD
JENEEN TOTH
JOHN TSANTILAS
DEL WADSWORTH
ALLAN WALDEN
GERRY WEIR
LINDA WILSON

30 Years

SHERRY COOK

DALE GALLOWAY

TERRY LYNN STEVENS

LYSE GELDARD

35 Years

PHILIP ANREP
NICK DYKSTRA
ED HAMDEN
MICHAEL HINES

JIM HOLODY
MIKE KOZUMPLIK
PAULINE KRYGSMAN

NANCY MCCANN
RUTH MCNAB
MANUEL M MEDEIROS

JOE PINHEIRO
TONY SCARPELLI
MELVYN VETERO

40 Years

LEW LINT BETTY MALLETTE

45 Years

MIKE ANSARI



Past President Glen Gordon and Town Crier Bill Paul pipe in the Procession of Past Presidents at the 2010 Annual General Meeting.



Bringing people and properties together

Members of LSTAR also belong to the Canadian Real Estate Association (CREA), one of Canada's largest single-industry trade associations, representing more than 100,000 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 52,000 Brokers and salespeople who are Members of the province's 42 real estate boards.

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

2011 STATISTICAL SUMMARY

Type of Market	Balanced.
Listings	Active detached home listings at the end of period were up 3.6% compared to similar data at the end of 2010. Active condo listings at the end of period were up 5.5%.
Average Price Year End	The average price for a home in the Association's jurisdiction in 2011 rose 5.3% for detached homes to stand at \$244,430, but declined 3.4% for condos to stand at \$179,560. The average price of a house of whatever type rose 3.9% to stand at \$232,387.
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 continued on track in 2011 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.