



LONDON  
ST. THOMAS  
ASSOCIATION OF  
REALTORS®

*Bringing people and properties together*

# ANNUAL GENERAL REVIEW 2012

*London Convention Centre,  
Tuesday, April 23, 2013*

*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 your cell phones and pagers for the duration of the meeting.**

## In this issue:

<i>2011 AGM Minutes</i>	3	8: 30 am	Event registration & Trade Show
		9:00 am	Grand prize draw deadline
<i>President's Report</i>	5	9: 30 am	Secondary prize draw deadline
<i>EVP's Report</i>	9	10:30 am	Call to order and welcome by 2013 President Doug Pedlar
<i>RCC Chair's Report</i>	12		Approval of AGM Minutes (April 24, 2012) and adoption of 2012 Annual General Review AND audited financial statement AND appointment of the Association's 2013 auditors & solicitors
<i>Standing Committees</i>	15		Presentation to and remarks of 2012 President
<i>Advisory Groups</i>	19		Presentation to 2012 retiring Directors
			Address of 2013 President
<i>Task Forces</i>	28		Other Business (consists of presentations to/of): RECO update on education Unity Project presentation Mission Services of London presentation
<i>Social Committees</i>	30		
<i>Sponsors</i>	33		Service Recognition Long-service Membership Pins/Plaques and CREA 25-Year Certificates
<i>Business Partners</i>	35		2012 Sponsor Recognition
			Sponsor Prize Draws (must be an LSTAR member and present to win)
<i>Service Recognition</i>	36		O, Canada!
<i>"At Your Service"</i>	38	12:00 pm	Grace and toast to the Queen
			Lunch and adjournment

# MINUTES OF THE 2011 AGM

**Tuesday, April 24, 2012  
London Convention Centre**

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

President for 2012, Barb Whitney, welcomed everyone and called the meeting to order at 10:30 am.

## **2. Introductions**

Introductions began with Barb introducing the Master of Ceremony, Darrin Laidman after which Darrin introduced the head table and invited guests.

## **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 26, 2011 Annual General Meeting be approved.

**CARRIED**

## **4. Adoption of 2011 Annual General Review**

**MOTION:** that the Statement of Revenue and Expenditures for the year ended December 21, 2011 be adopted.

**CARRIED**

## **5. Adoption of Audited Financial Statement for the Year Ended December 21, 2011**

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

**MOTION:** that the 2011 Annual General Review, which contains the 2011 Committee Reports, be adopted.

**CARRIED**

## **6. Appointment of 2012 Board Auditors and Solicitors**

**MOTION:** that Stacey Bothwell from Siskinds, the Law Firm, and Lou Radomsky act as our lawyers, and that Ford Keast remain as our auditors.

**CARRIED**

## **7. Presentation to and Remarks of 2011 President**

Following his remarks, Barb and Betty presented Jack Lane, 2011 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:

Ken Harper  
Bruce Sworik  
Richard Thyssen

## **9. Address of 2012 President**

Barb Whitney then gave her address.

## **10. Other Business**

a) **Canadian Real Estate Council (CREA)** – Gerry Weir, Provincial Director, extended greetings from CREA and presented a “CREA Futures Update” to the members. The CREA Futures video was played prior to Gerry's presentation.

b) **REALTOR Care Foundation Update** – Betty Dore, EVP and Past-President of the Foundation noted that locally, the St. Thomas YWCA (two programs) and the Women's Rural Resource Centre in Strathroy were recipients of REALTOR Care Foundation grants (\$3500 each) this year. Betty showed a brief video celebrating the growth, transformation and success of the REALTORS Care

# MINUTES OF THE 2011 AGM

**Tuesday, April 24, 2012  
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Foundation that was put together by LSTAR and TREB for the Foundation ProBono.

c) **Mission Services** – Glen Gordon, Chair of the Bonspiel Committee, presented Peter Roseluk of Mission Services with a cheque for \$14,429.74 bringing the total the Association has raised for Mission Services since 1992 to over \$269,696.20.

d) **Unity Project** – Stacey Evoy-Smith, Chair of the Gala Committee, presented Silvia Langer of the Unity Project with a cheque for \$15,911 representing the funds raised through the Association's Christmas Gala and thus having raised \$86,109 to-date.

e) **Lyn Coupland Outstanding Service Award** - Presented to Ken Topping and Joe Hough

f) **Quality of Life Award** – Presented to Mike Carson

g) **25 Year Pin and CREA 25 Year Certificate Recipients** – Presented to 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 Glead; Alan Good; Barry Graham; Larry Guidolin; Harry Lamb; Jim Lystar; Gino Mazzuca; Rick Odegaard; Bob Pauley; Joe Pereira; Kevin Schockaert; Jeneen Toth; John Tsantilas; Del Wadsworth; Allan Walden; Linda Watson; Gerry Weir; and Linda Wilson.

h) **30 Year Pin Recipients** – Presented to Sherry Cook; Dale Galloway; Lyse Geldard; Jerry Jeffery; and Terry Lynn Stevens.

i) **35 Year Plaque Recipients** – Presented to Phil Anrep; Nick Dykstra; Ed Hamden; Michael Hines; Jim Holody; Mike Kozumplik; Pauline Krygsman; Nancy McCann; Ruth McNab; Manuel Medeiros; Joe Pineiro; Tony Scarpelli; and Melvyn Vetero.

j) **40 Year Plaque Recipients** – Presented to Lew Lint and Betty Mallette.

k) **45 Year Plaque Recipients** – Presented to Mike Ansari

## **11. Grace and Toast to the Queen**

**12. In Memoriam** – Madeline Rollins; Ken Lyons; Jim Oliver; and Ronald Atcheson

## **13. Adjournment**

Prior to lunch, the Chair adjourned the meeting.

# PRESIDENT'S REPORT

## The 2012 Real Estate Market

2012 proved to be a very satisfactory year for real estate in the LSTAR's jurisdiction. Home sales remained largely on track, with a total of 8,020 homes exchanging hands – 28 fewer units than in 2011 and a difference of only 0.3%. All in all, 2012 delivered just what we have come to expect from our market, which has proven itself once again to be steady, reliable and balanced.

Overall new listings were down 6.2% for detached homes and up 0.9% for condos in 2012. Inventory – the number of active listings at month end – was also down, but only by 1.7%.

The average price for a detached home in LSTAR's jurisdiction in 2012 stood at \$254,434, up 4% compared to December 31, 2011, while the average price for a condo in 2012 stood at \$171,403, down 4.5%. The average price for all housing types in LSTAR's jurisdiction in 2012 stood at \$238,822, up 2.8%. By way of comparison, the average price of a home in Canada stood at \$361,516.

As for house types, the best-selling house style in LSTAR's jurisdiction in 2012 was the two-storey, followed by the bungalow, then the ranch, then the townhouse condominium.



**Barb Whitney,**  
**2012 LSTAR President**

House Style	Units Sold	Average Price
Two-storey	1923	\$325,253
Bungalow	1326	\$189,112
Ranch	982	\$288,476
Townhouse Condo	749	\$154,232

## Strategic Plan 2011 Update

In their 2011 Strategic Plan, your 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 various implementation strategies were identified. I am happy to report that the vast majority of the initiatives identified have either been accomplished, including a major refresh and re-launch of [www.lstar.ca](http://www.lstar.ca), or are ongoing, despite a year which saw a number of unanticipated To Do's make their way onto an already crowded list, from the Wind Turbine Issue to new signage for LSTAR and from working with Youth Opportunities Unlimited to deliberating on CREA Futures. It was a packed year and one in which we got a whole lot done.

# PRESIDENT'S REPORT



## Quality of Life

LSTAR won OREA's *Quality of Life* Award in 2012 ... and we deserved it! If you want to know why, check out the *Quality of Life* Advisory Group's report.

In 2012, LSTAR Members were everywhere, doing great things in our community. If we weren't out planting trees as Partners in ReForest London's Million Tree Challenge to ensure that the Forest City lives up to its name, we were educating the public and elected officials about the possible negative impacts of wind turbines on human and animal health; or donating blood as *Partners for Life* with the Canadian Blood Services; or manning Salvation Army Christmas Kettles; or dishing out chili and soup at the London Homeless Coalition's twice yearly Soup n' Bread event to raise awareness about the plight of those experiencing homelessness or at risk of homelessness in our community.

We gave of our time. We raised funds on behalf of great causes. We directed grants to worthy recipients. We partnered and we championed, and, as far as I'm concerned, we rocked.

## OREA 2012 Volunteer of the Year Award

Congratulations to Doug Pedlar, 2012 LSTAR President Elect, on winning the prestigious 2012 Ontario Real Estate Association (OREA) Volunteer Leader Award. This award recognizes an individual who has played an important role or addressed a major issue or challenge facing his or her association over the past year and recognizes Doug's ongoing efforts to educate Organized Real Estate, real estate associations and the public on the potential negative impacts of wind turbines on human and animal health and on property values. Not only did Doug thoroughly research the issue himself and put together his own presentation on the subject, he took that presentation across the province in 2012, speaking to a total of twenty different groups. A podcast of Doug's presentation, which has received to date over 2,500 viewings on YouTube, may be found at <http://youtu.be/yAneQD8mxPM>.

**Well done, Doug!**



# PRESIDENT'S REPORT

## Conclusion

What a journey! And what a ride! Leadership certainly takes its toll in time, energy and effort, but what it delivers more than makes up for it – experience, knowledge, insight, a good grasp of the big picture, networking opportunities galore and, most of all, the joy and satisfaction that comes from working with a tremendous group of people to improve your profession and your community. I would like to thank a great Board of Directors – especially Past President Jack Lane for showing me the ropes and President Elect Doug Pedlar for being a great sidekick – as well as Betty Doré and her great staff. Betty is, simply put and with no word of an exaggeration, the rock upon which this real estate association is built. And, of course, I must thank my wonderful partner Jim McCormick for all his support during this whirlwind of a year.

## Barb Whitney, 2012 LSTAR President



*The 2012 LSTAR President was one of the REALTORS® who manned the Salvation Army's Christmas Kettles.*



*Barb Whitney planted a tree to show LSTAR's support for the Million Tree Challenge of ReForest London.*



*As part of LSTAR's PAC team, Barb Whitney has met MP Irene Mathysen to discuss REALTOR® issues.*



*In December 2012, Barb Whitney presented YOU President, with cheques totaling \$27,000.*

## 2012 LSTAR BOARD OF DIRECTORS



- Top row left to right: Earl Taylor, Jim Smith, Vito Campanale, Carl Vandergoot
- Second row left to right: Eavan Travers, Tom Kahnert, Jim Holody (Vice-President)
- Third row left to right: Doug Pedlar (President Elect), Greg Harris, Stacey Evoy-Smith, Peter Meyer
- Fourth row left to right: Jack Lane (Past President), Barb Whitney (President), Betty Doré (Executive VP)

# EXECUTIVE VICE-PRESIDENT'S REPORT

## **MLS® & Technology**

### **Project Connect Update**

Four 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 solds for residential and four years 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 Toronto, you can access those through Filogix. There is no actual data exchange.



*Betty Doré, EVP*

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 2012, 94% of OREA's Membership (53,915 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.

### **SCOUT for SafeMLS®**

One of the strategies identified in LSTAR's 2011 Strategic Plan under the heading Data Integrity and Security was to investigate new MLS® authentication technology provided by Clarity Security. This product, SCOUT for SafeMLS®, assists REALTOR® Associations in curbing illegitimate sharing of accounts through an automated multi-layered authentication and mitigation process, which includes username and password, keystroke dynamics, device identification, one-time passwords and challenge response questions ... and it does all this without inconveniencing legitimate users. In other words, if you aren't doing anything wrong, you won't even know SCOUT is there. The Directors believe that LSTAR owes it to our Members and partners to keep its data as secure as possible, especially in light of the integration of our data with that of the Woodstock-Ingersoll and Tillsonburg & District Real Estate Boards, as well as the great success of Project Connect, and that it is our responsibility to set an example in this regard for other Boards. Consequently we have entered into a contract with Clarity for SCOUT.

To date LSTAR and the REALTORS® Association of Hamilton & Burlington are the only Canadian REALTOR® Associations to use SCOUT, however, it is in wide use throughout the U.S.

### **IDX Feeds, Alternate Feature Sheets and Data Distribution Facility**

Upon the recommendation of the Data Management Advisory Group, the Directors moved to allow Alternate Feature Sheets after a number of Members expressed their interest in this option. This allows a direct link from a listing on REALTOR.ca to the Member's listing on our MLS® where more information may be provided.

It also recommended giving Members the option of providing third-party web service providers with an IDX feed. Board Staff have been kept very busy with this over the past several months, on the contracts required to make this a reality.

The Directors also approved CREA's Data Distribution Facility™ (DDF) Policy and Rules. This facility is a permission-based system enabling Brokers and Salespersons to share their listings with other Brokers and Salespersons, to send their listings to third party web sites using a console on REALTOR Link®, and

# EXECUTIVE VICE-PRESIDENT'S REPORT

to receive ongoing feedback on the success of their Internet marketing efforts. At the same time, it will help protect the REALTOR® and MLS® marks as signs of quality information.

## Key Box

In 2012 the Windsor-Essex Real Estate Board requested that, since both our associations use the ActiveKey System, we establish a policy that would enable Members of both associations to access one another's Key Box systems using the same ActiveKey. The Directors assigned this duty to the Key Box Task Force, which recommended a process to the Directors, which they subsequently approved.

In addition, the Directors have approved testing Supra's Master KeyBox Housing on three condo hi-rise apartment buildings as well as the Policies required to facilitate the project. Please see the report of the Key Box Task Force on page 28 for more details.

## St. Thomas Mapping

It was brought to the Directors' attention this past year that there were mapping issues with some parts of St. Thomas.

Accordingly, a working group was struck under the chairmanship of St. Thomas Director Earl Taylor and comprised of REALTORS® Arlene Healey, Kris Kewley, Peter Meyer, Chris Pincombe, Bernie Sheridan, and Dennis Sonier, to investigate the problem and propose solutions. The Directors subsequently approved a redrawn map of the area together with a detailed boundary list presented to them by the working group.

## Member Services

### Education

In 2012, REALTOR® Hall was the setting for 54 MCE courses, attended by 2,302 students and 7 RECO Update courses, with 392 registrants. In addition, 829 registrants attended 98 courses taught in our Computer Lab. A total of 3,523 students were serviced over the course of the year.

## Individual Billing

We moved ahead with Individual Billing in 2012, with Members approving at an April 5 meeting the changes to the Bylaw required for implementation. We hoped to be up and running by Year End, but the degree of customization needed to insure as smooth a transition as possible has pushed our implementation date into the Spring of 2013. Because it is a big change and one that impacts both your Association and your business, we chose doing it right the first time over doing it quickly and then, potentially, having to redo it.

## REALTORS Care® Foundation

As a Director of the Foundation in 2012, I continued to be very active throughout the year, promoting the Foundation and its various fundraisers, especially its Every REALTOR® Campaign, and heading up its Recognition and Promotion Task Force. My reward? Over half a million dollars donated to shelter-related charities in communities across Ontario! It just keeps getting better and LSTAR is doing its part. In 2012 your Board of Directors recommitted to another five years of participation in the Every REALTOR® Campaign.

# EXECUTIVE VICE-PRESIDENT'S REPORT

## 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:
  - » Association Executives Council Seminar;
  - » CREA Fall Assembly;
  - » *Quality of Life* Symposium; and
  - » Large Board Meeting.
- OREA:
  - » OREA Leadership Conference;
  - » Big Ontario Boards Meeting;
  - » Western Area Meetings; and
  - » OREA EO Summit.
- NAR:
  - » Association Executives Institute; and
  - » NAR's Conference & Expo.

## Conclusion

Overall, it was an extremely busy and productive year, with lots of new projects coming on stream and old ones to put to bed. Once again, as always, I would like to thank my great staff. They are smart, they know their stuff, and they care. I would also like to thank an exemplary Board of Directors. They did their homework, put in the long hours and remained open to new ideas, but mindful of their obligations to the Members.

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

# REGIONAL COMMERCIAL COUNCIL - CHAIR'S REPORT



**Greg Harris, 2012  
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. At the end of 2012 the Membership of the RCC numbered 81.

## **“Don Smith” Commercial Building Awards**

Unquestionably the commercial event of the year was the second Don Smith Commercial Building Awards, established by the RCC and sponsored by D+H, CBRE, TD Commercial Banking and Honeywell Building Solutions, to recognize, reward and celebrate excellence and innovation in commercial building right here, at home. The program was named after Don Smith, legendary co-founder of EllisDon, a world-renowned construction company with London roots. The 18 entrants to the competition were judged on how environmentally sensitive the individual buildings were; on design and innovation; and on the extent to which they met a specific developmental need within the broader community. The panel of distinguished judges included:

- Bill Code, Professor Emeritus and Founding Director of the Urban Development Program of the University of Western Ontario;
- Ken Owen, Manager Facilities and Design, City of London;
- Joe Ruscitti, Editor-in-Chief, London Free Press and
- Peter Whatmore, Executive Managing Director Southwestern Ontario , CBRE Limited and
- Peter White, President & CEO London Economic Development Corporation.

Winners were announced on February 7 to a capacity crowd at the London Club.

## **Education**

The following Commercial Courses were offered over the past year:

- Second Suites and Student Lodging Houses;
- Making Sense of Commercial Calculations; and
- Multi-residential Overview.

There was one MCE credit offered at our Spring Commercial Breakfast (May 11, 2012): Sean Galloway, MCIP RPP Urban Designer for the City of London, spoke about the City's new Official Plan and the ReThink process by which the City hopes to maximize public participation. This breakfast was sponsored by Regus (Lorraine Landgren, General Manager).

# REGIONAL COMMERCIAL COUNCIL - CHAIR'S REPORT



# REGIONAL COMMERCIAL COUNCIL - CHAIR'S REPORT

## CHAIR

Greg Harris

## CHAIR-ELECT

Mike Jakupi

## MEMBERS

Chris Burgard

Knute Dohnberg

Larin Shouldice

Bruce Sworik

Bill Taplay

## STAFF LIAISONS

Betty Doré

Joanne Shannon

Tracy Marino

Our Fall Commercial Breakfast and Trade Show took place on September 14, 2012 and featured a Developers Panel on challenges on the construction site for one MCE credit, as well as regional, provincial and national updates from LSTAR RCC Chair Greg Harris, John Filipetti of the Ontario Commercial Council and Phil Nanavati of the Canadian Commercial Council. There were 64 exhibitors.

The RCC's Election and Annual General Meeting took place on November 2, 2012 and featured for three MCE credits guest speakers:

- Richard McKenzie of BDC on commercial business financing;
- Paul Beck of Dillon Consulting Ltd. giving an environmental overview of the new rule changes and site assessment; and
- Eric Taylor from Farm Credit Canada on farm financing.

The RCC also recommended and the Directors approved a motion to give Members the option of suppressing the sale price on vacant land and farms until forty eight hours after closing.

**Greg Harris**

**2012 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) Representatives, 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(s) of the **“Lyn Coupland” Outstanding Service Award**; said award is not given annually as a matter of rote, but only when the Committee deems an individual or individuals worthy. In addition, the Committee may perform other such duties as the Directors may delegate.

### CHAIR

Barb Whitney

### MEMBERS

Jack Lane  
Doug Pedlar  
Jim Holody

### STAFF LIAISONS

Betty Doré  
Joanne Shannon



*Everyone knows how important a great teacher can be... the kind of difference he can make not only in his students' lives, but also the contribution he can make to their future success. The first recipient of the 2012 “Lyn Coupland” Outstanding Service Award of LSTAR was just such a teacher - Ken Topping.*



*The second recipient of the 2012 “Lyn Coupland” Outstanding Service Award, Joe Hough, served as Marketing Division President in 2001 and 2002 and as LSTAR President in 2009. The sheer number of committees, task forces and advisory groups on which he sat or chaired is impressive in and of itself.*

# STANDING COMMITTEES

## CHAIR

Doug Pedlar

## MEMBERS

Mike Carson

Dan Grantham

Costa Pouloupoulos

Warren Shantz

Richard Thyssen

Barb Whitney

## STAFF LIAISONS

Betty Doré

Karen Gillespie

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 2012 the Finance Committee recommended and the Directors approved those changes both to the Bylaw and to Policy that would allow Individual Billing to be implemented.

In addition, after a mid-year review, the Committee recommended that the numbers on which the 2012 Budget was based be revised upwards from 1,500 to 1,525, a figure closer to our actual membership numbers. The Directors approved this recommendation.

The Finance Committee also investigated options for a sign to be erected in front of the building and made recommendations regarding this to the Directors. As a consequence an illuminated sign with LED lighting and a message board was erected on the property in 2012. Funds were taken from the Building Reserve Fund.

The auditor's report, which completes the 2012 Finance Committee's Report, was sent out under separate cover to each Broker member of the Association. It is also available on REALTORLink® for all Members.



## STANDING COMMITTEES

### Arbitration

The mandate of the Arbitration Committee is to arbitrate disputes over commissions between Firm Members. There were three Claims for Arbitration during 2012. Two were settled through conciliation and one through a hearing.



#### CHAIR

Peter Meyer

#### MEMBERS

Vito Campanale  
Terry Greenwood  
Eddie Ippolito  
Glenda James  
Mark Laskey  
David Maika  
Randy Pawlowski  
Costa Pouloupoulos  
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 2012.



#### 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

# STANDING COMMITTEES

## CHAIR

Stephen Ord

## VICE-CHAIR

Tony Scarpelli

## MEMBERS

Lucy Coursol  
Diane Gordon  
Tom Kahnert  
Michelle Kay  
Thomas King  
Judy Robinson  
Wes Watson

## STAFF LIAISONS

Betty Doré  
Joanne Shannon

## Professional Standards

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

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

There were three complaints received in 2012. Their disposition follows:

- one was withdrawn;
- two were found to fall under RECO's jurisdiction rather than that of the Association.

# 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.

The Brokers Issues Advisory Group did not meet in 2012.



### CHAIR

Jim Holody

### MEMBERS

Blair Campbell  
 Vito Campanale  
 Glen Gordon  
 Ken Harper  
 Michael Hines  
 Peter Hoffman  
 Doug Pedlar  
 Joe Pinheiro  
 Costa Pouloupoulos  
 Gary Robinson  
 Bruce Sworik  
 Earl Taylor  
 Carl Vandergoot  
 Gerry Weir

### STAFF LIAISONS

Betty Doré  
 Joanne Shannon

## Data Management Advisory Group

The Data Management Advisory Group met in May 2012 and, after considering the pros and cons of adding Alternate Feature Sheets to REALTOR.ca, recommended to the Directors that this feature be implemented.

The Group also explored the new 'map listing' feature on Filogix that allows a member to zoom in on the map and then select a home to click on for the features and photographs and recommended that data tracking security should be investigated with D+H in the case of IDX Feeds – the Directors approved such feeds being given out to Members this year.

### CHAIR

Jim Holody

### MEMBERS

Vito Campanale  
 Debbie Collins  
 Terry Greenwood  
 Peter Hoffman  
 Joe Hough  
 Steven Parker  
 Stephen Ord

### STAFF LIAISONS

Betty Doré  
 Joanne Shannon

# ADVISORY GROUPS

## CHAIR

Jack Lane

## MEMBERS

Doug Pedlar  
Barb Whitney

## STAFF LIAISONS

Betty Doré  
Melissa Hardy-Trevenna

## Government Relations

The mandate of the Government Relations Advisory Group or PAC Team, as it is also known, is to maintain an active and 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 local level it may advise the Directors concerning municipal matters.



## Federal

This year's CREA PAC Days – the 27<sup>th</sup> in the national association's history – took place in Ottawa on May 13-15. The annual lobbying event was attended by President Barb Whitney, Past President and current PAC Chair Jack Lane, President Elect Doug Pedlar, Executive Vice-President Betty Doré and Director of Communications Melissa Hardy-Trevenna. With 240 PAC Reps in all visiting over 200 MPs, 13 of whom are in Cabinet, 2012 broke the record for most Hill visits ever. Featured speakers included CBC Commentator Rex Murphy; a top-drawer media panel; and CNN Commentator Paul Begala on the American Political Landscape.

This year, as last, we lobbied to index the Home Buyers Plan, used by over 2 million Canadians to purchase a home, in increments, beginning in 2015, when the government expects to have a balanced budget. Using the government's own numbers, we expect the tax hit for this first increase to be \$7.5M. Tax free saving accounts provide a precedent for indexation.

We also lobbied to allow an individual to use the HBP a second time if he or she has experienced a major life change, such as the death of a spouse, marital breakup or relocation. Current exceptions are if an individual has been out of the housing market for five years or has become disabled.

## ADVISORY GROUPS

Our third issue was the deferral of Capital Cost Allowance to level the playing field for small investors by allowing them to defer capital cost allowance when reinvesting in another property within a year. CREA estimates that the cost of proposal – \$12M net revenue loss in the first year – will be almost completely offset by economic spinoff during the course of that year revenue positive in second year by \$7M. Of course, all taxes deferred through this measure would be collected later on when the investor gets out of the game, so it's only a question of revenue deferred, not revenue lost.

We were successful in obtaining meetings with all four of our MPs: Ed Holder (PC, London West); Susan Truppe (PC, London North Centre); Irene Mathysen (NDP, London Fanshawe); and Joe Preston (PC, Elgin Middlesex London). All were generally in favor of indexing the Home Buyers Plan beginning in 2015 and making it available a second time to those experiencing a major life change, such as death of a spouse, marital breakdown or job relocation, but, with the exception of Ms. Mathysen, were less enthused about CREA's proposal to allow the deferral of capital cost allowance for those who reinvested in another property within a year because of the short-term loss of revenue to the government at a time when it is seeking to balance the federal budget. We also met with all our MPs in the Fall of 2012.

### Provincial

This year's PAC Days took place November 20-22 at the Courtyard Marriott in Downtown Toronto. The conference was attended by LSTAR President Barb Whitney, President-Elect Doug Pedlar and Director of Communications Melissa Hardy-Trevenna. Since the Legislature was prorogued, there were no MPP visits. Notwithstanding this, the sessions were informative and interesting, the speakers excellent and the event over all so well organized, that participants did not regret the investment of time and effort to attend.

Featured speakers included John Wright, Senior V.P., Ipsos Reid, who provided an economic and political update on the province, a political pundit panel comprised of dueling columnists Ezra Levant and Stephen LeDrew, David Caplan of Global Public Affairs giving excellent advice on how to build a better relationship with our MPPs, and Konrad Yakabuski, the Washington Bureau Chief for the Globe and Mail, on the American Presidential election and what it means for Canada. Robert Fisher, the very engaging host of CBC's "Here and Now" also spoke.

We heard an update on various issues with which OREA is engaged, including electronic signatures, the review of the Condo Act, mandatory minimum qualifications for Home Inspectors, a Marijuana Grow Op and clandestine lab registry, and Personal Real Estate Corporations. OREA Government Relations' Manager Matthew Thornton indicated that the Municipal Land Transfer Tax was going to be the next big issue coming down the pike and referred to the actions the provincial association has taken at the request of the Wind Turbines Task Force, on which LSTAR was represented. These included targeted advocacy, research, education, and appropriate clauses added to the Schedule of the Agreement. (See *Quality of Life* Advisory Group under **Wind Turbines**.)

### Municipal

The Association continues to be represented on the City of London's Housing Advisory Committee and Council Housing Leadership Committee, as well as the Steering Committee of the London Homeless Coalition and the St. Thomas Housing & Homelessness Action Group, which is part of the Elgin-St. Thomas United Way Community Matters initiative.

# ADVISORY GROUPS

## Quality of Life Principles

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

## 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.

## Realty Watch

On November 14, 2012 ninety nine REALTORS® attended the second Realty Watch course to take place at LSTAR – the program was launched in 2011. As was the case last year, the intensive training session was conducted by the Ontario Provincial Police's Sgt. Steve Montpetit, Provincial Amber Alert Coordinator, and Sgt. Monica Harris, Provincial Crime Stoppers Coordinator. The program has two components: REALTORS® can report directly 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.

## Wind Turbines

After viewing a presentation made by then President-Elect Doug Pedlar on the subject of the potentially negative impact to human and animal health, as well as to property values posed by the recent dramatic proliferation across Ontario of industrial wind turbines, the Advisory Group recommended and the Directors approved sending a letter to the OREA Government Relations Committee, asking that the provincial association undertake to research and then to educate the Membership on the issues raised as a result of the implementation and rollout of the Green Energy Act. It also asked OREA to issue a statement asserting up front the Association's support for renewable energy initiatives, but expressing its concern over the ramifications of the Green Energy Act as it has been unrolled and calling for more research on the impacts of wind turbines and solar panels and a better planning process to determine their number and placement. This letter was written in conjunction with the Regional Wind Turbine Task Force, comprised of Members of other concerned Ontario real estate associations. Doug went on to make this same presentation to over twenty other groups across Ontario in the course of 2012 and the podcast made of it by LSTAR received over 2,000 views on YouTube by Year End.

# ADVISORY GROUPS

## Million Tree Challenge

According to a City report, London needs at least one million more trees if it is to optimize its environmental and human health. Accordingly, ReForest London is partnering with the City of London on the Million Tree Challenge, with the goal of working with community partners to plant one million trees over the next ten years. The same report shows that approximately 40% of the plantable space in London is located on residential property. Therefore, LSTAR has partnered with ReForest London on a new program to make it easy for REALTORS®, home builders and other businesses to give the gift of a tree. Our Members routinely give closing gifts to their clients and what better gift for a homeowner than a tree? Not only is this an especially relevant and meaningful gift under the circumstances, but it is also environmentally responsible. It benefits not only the recipient, but the community as a whole.

### How REALTORS® Can Give the Gift of a Tree

- The REALTOR® orders tree vouchers from ReForest London. These can be for a value of \$50 or \$100 and are uniquely numbered and recorded for each REALTOR®. There is no upfront cost for the REALTOR®.
- The REALTOR® then gives the voucher to his/her customer as a gift, a thank you, or simply in support of more trees in London.
- The customer can take the voucher to a participating independent nursery in London (there are currently 8 such nurseries) and redeem the voucher towards the purchase of a tree.
- If the recipient does not want to use the voucher to plant a tree on their own property, he can also use it to purchase a tree in honour or in memory of someone such as a birth or death. These trees are planted in ReForest London's Celebration Forest located behind Parkwood Hospital, and honourees' names are posted on a sign at the entrance to the woodland.

Nurseries return redeemed vouchers to ReForest London each month for payment. Nurseries are reimbursed for 80% of the face value of the voucher, thus helping the program to be self-sustaining.

ReForest London matches the redeemed vouchers to the REALTOR® and invoices him/her for the full value of the redeemed vouchers. Thus, the REALTOR® only pays for the vouchers which are actually redeemed to purchase a tree. There is no charge to the REALTOR® for vouchers that are given out, but not redeemed.

***The cost of a \$50 voucher to the REALTOR®, however, will be \$55; the surcharge helps ensure the sustainability of the program over time.***



## ADVISORY GROUPS

### ***Partner for Life: Canadian Blood Services***

In 2012, LSTAR joined over 580 partner companies, including a number of our fellow real estate associations, in becoming a Partner for Life with the Canadian Blood Services. Partners for Life is a nationwide program designed for corporate and community organizations.

Did you know that it can take up to 50 donors to help a car accident victim and up to 8 donors a week to help someone with leukemia? That's a lot of blood! And the demand for blood and blood products of all blood types just keeps growing. In fact, by 2015 we're going to need about 500,000 more Canadians to become donors to meet the demand.

By joining the program, LSTAR has made a commitment to save lives by donating blood as a team – a REALTOR® team.

#### ***Give the Gift of Life!***

*To join our team and start saving lives, all you have to do is this:*

*Step 1: Click <https://www.blood.ca/Web/PFL.nsf/Member?openform&Lang=E&SFDS=S&cURL=/Web/PFL.nsf/French?OpenPage&Category=Forms> .Fill out the form and insert LSTAR's Partner #: LSTA013463.*

*Step 2: Click <https://donatenow.blood.ca> to book a day and time to donate or call 1-888-2-DONATE.*

*Step 3: Feel GREAT about yourself!*

*Maybe you already donate regularly. Maybe this is your first time. It doesn't matter. By registering just this once, each donation you make ... wherever you make it ... will automatically be attributed to our Partners for Life team from that point on. REALTORS® give back to the community by giving the gift of life.*

### **Communications**

We continue to produce a document internally laying out what LSTAR does in fulfillment of our five *Quality of Life* Principles and to update it quarterly for presentation to our elected officials.

We also continued to run a web and social media feature, 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. There were nine such features in 2011.

## ADVISORY GROUPS

### ***Quality of Life Award***

The *Quality of Life Award*, 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 24, 2012 to LSTAR Past President Mike Carson, whose contributions ranged from being active in the Keep London Growing Coalition, to advocating for affordable housing, to raising awareness about the dangers of asbestos-tainted vermiculite insulation, to chairing the 2001 OHF Provincial Hockey Championships.



### **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 2012. In 2012 LSTAR directed the Foundation to give a grant of \$11,500 to Youth Opportunities Unlimited (YOU) to expand its kitchen prep area and to purchase needed kitchen equipment. The Association contributed to YOU an additional \$15,500, raised through its Business Partners Program and Slo Pitch. The monies raised through this program usually go to the *Home at Last* Affordable Home Ownership Partnership – which was in hiatus in 2012.



# ADVISORY GROUPS

## CHAIR

Heather Arnott

## MEMBERS

Andrew Crook  
 Stacey Evoy  
 Laura Gentile  
 Jack Lane  
 Doug Pedlar  
 Bernie Sheridan  
 Larin Shouldice  
 Barb Whitney

## STAFF LIAISONS

Betty Doré  
 Joanne Shannon  
 Melissa Hardy-Trevenna

## Fundraising/Donations

As of the end of 2012 and since 1992, we gave the following sums for these worthy organizations, our Principal Beneficiaries.

Beneficiary	Amount
Mission Services of London	\$271,506
Unity Project	\$106,681
VAWSEC	\$28,009
Women's Community House	\$29,653
<b>Total</b>	<b>\$435,849</b>

In addition, approximately ninety REALTORS® came out in force to man Christmas Kettles for the Salvation Army. Many thanks to LSTAR Member Paula Hodgson, who organized the effort for the third year in a row! Thanks also go out to our St. Thomas Members who raised \$1,685 for Christmas Care in that City. This is the fourth year that area REALTORS® participated in this drive, which provides Christmas hampers to needy families and individuals.



In 2012 LSTAR made a \$1,000 donation to the Canadian Museum for Human Rights – a national world class museum to be located in Winnipeg, Manitoba. The intention of this new museum is to promote tolerance and respect for others and to foster a greater understanding among peoples. REALTORS® across Canada have raised nearly \$1.7M for the centre. For more on the museum, please go to <http://humanrightsmuseum.ca>.

LSTAR also donated \$1,000 towards a memorial to commemorate lives lost to homelessness on London's City streets. The memorial will take the form of a simple rock in one of London's City parks.



# TASK FORCES

## CHAIR

Bruce Sworik

## MEMBERS

Stacey Evoy  
Peter Hoffman  
Jim Holody  
Michelle Kay  
Jack Lane  
Barb Whitney

## STAFF LIAISONS

Betty Doré  
Joanne Shannon  
Neale McJannet

## Buyer Registry

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

The Task Force met once in 2012 and identified a number of reasons why LSTAR should go forward with the Buyer Registry Service, i.e., it would assist Brokers/Salespersons in promoting to their clients the advantages of signing a Buyer Representation Agreement, and it would make them appear more professional and protect their commission. It might also result in fewer arbitration claims, given that, increasingly, a high preponderance of claims result from cases where a buyer, who has signed a Buyer Representative Agreement with one REALTOR,<sup>®</sup> ends up purchasing a property with another REALTOR<sup>®</sup> who is unaware of this fact.

The Task Force investigated two different models and will continue to investigate this service in 2013.

## CHAIR

Barb Whitney

## MEMBERS

Richard Haddow  
Joe Hough  
Peter Hoffman  
Terry McSpadden  
Costa Pouloupoulos  
Warren Shantz  
Bruce Sworik  
Julie Varley

## STAFF LIAISONS

Betty Doré  
Neale McJannet  
Joanne Shannon

## Key Box

The mandate of the Key Box Task Force is to advise the Directors with matters relating to our Key Box System.

In 2012 the Key Box Task Force, at the Directors behest, recommended a policy that allows Members of LSTAR and the Windsor Essex Real Estate Board to access one another's Key Box systems by adding a code to the Member's own Active Key/eKey.

It also considered the problems presented by using a Key Box on a condo hi-rise apartment building, which include: having to accommodate multiple fobs, the resulting clutter created by multiple key boxes, security issues and confusion as to which key box belongs with which apartment. It recommended to the Directors and they approved testing a solution arrived at by the Victoria Real Estate Board – the Supra Master KeyBox Housing Program, used by 145 buildings in that City and currently being tested in Calgary. The device would be owned by LSTAR and would be installed at the entrance of the building by a hired professional supervised by appropriate staff. It is to be used solely for the key required to gain entry to the building, not to gain entry to any of the common areas, and it must be returned immediately to the Master KeyBox once the door is opened. Three test sites have been selected and testing will take place in 2013.

## TASK FORCES

### TouchBase

This Task Force was struck to advise the Board of Directors regarding TouchBase, a web-based technology adopted by LSTAR in 2007 that allows Members to contact one another directly and instantaneously using the communications device of their choice – to request or confirm showings, to make appointments, or for any other type of message.

TouchBase is also used in connection with the Realty Watch Program for AMBER and other missing person alerts.

The Task Force met twice in 2012 to strategize about how to educate the Members on TouchBase's 3.0 Upgrade and to recommend to the Directors that LSTAR proceed with TouchBase Pro for the new three-year contract starting in April 2013 – a recommendation the Directors approved.

#### CHAIR

Richard Thyssen

#### MEMBERS

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

#### STAFF LIAISONS

Betty Doré  
Neale McJannet  
Joanne Shannon

## SOCIAL COMMITTEES

### CHAIR

Glen Gordon

### MEMBERS

Joan Butler  
Martina Chateauvert  
Barb Ginson  
Ken Harper  
Jim Lalonde  
Ron MacDougall  
Ray Rochefort  
Sheryl Ross

### STAFF LIAISON

Tracy Marino

### Bonspiel

The London and St. Thomas Association of REALTORS® held its fifteenth annual *Homes for Hope*® Bonspiel on January 21, 2012 at the Ilderton Curling Club. This popular event is a fundraiser for Mission Services, which provides shelter and assistance to the homeless and disadvantaged in our community.

This year's event raised over \$11,000 for the charity, bringing the total raised by the bonspiel since its inception to over \$113,800 the total raised by the Association through both the bonspiel and other fundraisers, including the very successful *Homes for Hope*® pins, to well over \$263,800.

LSTAR thanks its generous event sponsors – D+H Real Estate Solutions, Homes & Land Magazine, RE/MAX Centre City, Siskinds LLP, TouchBase Real Estate, Title Plus, Executive Travel, Oliver & Associates and Sutton Group Preferred Realty. It also acknowledges the dedication and hard work of Chair Glen Gordon, whose idea the annual Bonspiel was and who has organized it since its inception.

### CHAIR

Kathy Amess

### MEMBERS

Stacey Evoy  
Barb Whitney

### STAFF LIAISON

Tracy Marino

### 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 8, 2012. Entertainment included live music from Vaudeville Steve, 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 generous sponsors:

- Gold** – D+H Real Estate Solutions and Royal LePage Triland;
- Silver** – CBRE, Huntington Commercial Realty and Keller Williams Lifestyle Realty;
- Bronze** – Century 21 First Canadian Corp., Assist 2 Sell Homes Around London Realty, JMAC Home Inspections Inc., RE/MAX Advantage Realty Inc., RE/MAX Bluewater Realty Inc., Royal LePage 1st London, and Sutton Group-Select Realty Inc.

# SOCIAL COMMITTEES

## Christmas Gala

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

On November 30, 2012 LSTAR celebrated the start of the Christmas season with a gala attended by 530 REALTORS® and their guests at the London Convention Centre. The glamorous event raised **\$22,000** for the Association's newest principal beneficiary, the Unity Project. The gala's permanent theme, appropriately enough, is **"Unity through Giving."**

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); CIBC Wood Gundy (Grant Regnier Financial Group); Club Real Estate (Andrew and Danielle Lampman); D+H Real Estate Solutions Ltd. Partnership (formerly known as Filogix); Homes & Land Magazine (Jim Lalonde), RBC Royal Bank, Realty Executives Elite Ltd. (Costa Pouloupoulos & Mary Johnson); the Co-operators-Zeversenuke & Associates (Patrick and Nadia Zeversenuke) and TD Canada Trust.

Our **Gold Sponsors** were: Lerner's LLP (Brad Bain), Libro Financial Group, RE/MAX Centre City Realty (Carl Vandergoot), and Sutton Group Select (Bruce Sworik).

**Silver Sponsors** included: Creative Outdoor Advertising (Jan Marsden); Dominion Lending Centres (Yvette Helwig and Rita Nicholson); JMAC Home Inspections Inc. (John MacDonald); Royal LePage 1st London (Jim Holody); and Sutton Group-Preferred Realty (Gerry Weir).

**Bronze Sponsors** were: A First Impression, Professional Home Staging (Louise Short and Carol Krell); G&R Contracting (Brad Rompf); Inwood McKenna (Paul Inwood); and Ford Keast (Paul King).

### CHAIR

Andrew Wilkie

### MEMBERS

Susie Dietrich  
Stacey Evoy  
Anne-Marie Robertson-Grantham  
Joanne Johnson  
Yvette Helwig  
Kristen McNeil  
Jim Smith  
Nadia Zeversenuke

### STAFF LIAISON

Tracy Marino



## SOCIAL COMMITTEES

### CHAIR

Danny Deprest

### MEMBERS

Charlene Bertin  
Martina Chateauvert  
Jason Cheese  
Brian Herschell  
Vince Mitchell  
Barb Whitney

### STAFF LIAISON

Tracy Marino

### Slo Pitch

LSTAR's annual Slo-Pitch Tournament was held on Friday, June 8, 2012 at Slo-Pitch City in Dorchester. Twelve teams were fielded.

Thanks to Gold Sponsor Homes & Land and Empire Sign Installation, participants enjoyed a day of friendly competition, refreshments and a free lunch. The winning team was Sutton Group Preferred Realty, while the Bob Eaton Sportsmanship Award, was presented to Bob Sorenson from Century 21 First Canadian.

The Slo-Pitch Tournament raised **\$3,357.17**. Usually, the money raised by the Tournament is donated to the *Home at Last* Affordable Homeownership Partnership. However, since that Partnership was in hiatus in 2012, LSTAR donated it to Youth Opportunities Unlimited for the expansion of the charity's kitchen prep area and the purchase of kitchen equipment.



# SPONSORS

LSTAR hosts a number of special events throughout the year, many of which are fundraisers for charity. We owe our ability to serve our community in large part to the generosity of our sponsors. Accordingly, we would like to take this opportunity to acknowledge and thank our 2012 Sponsors and Business Partners for their continued support.

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## **DIAMOND (\$5,000+)**

D+H Limited Partnership  
TD Canada Trust

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## **TITANIUM (\$3,000+)**

Libro Financial Group  
Homes & Land (London, St. Thomas & Woodstock)  
RBC Royal Bank of Canada

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## **PLATINUM (\$2,000+)**

CBRE Limited  
Chinneck Law Professional Corporation  
OREA Ontario Real Estate Association  
Remax Centre City Realty Inc., Brokerage

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## **EMERALD (\$1,500+)**

CIBC Wood Gundy (Grant Regnier Financial Group)  
Club Real Estate  
Supra  
Teranet Inc.  
Realty Executives Elite Ltd., Brokerage  
The Co-operators - Zeversenuke & Associates  
Zoocasa

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## **GOLD (\$1,000+)**

Honeywell Building Solutions  
Touchbase Real Estate  
Lerners LLP  
Sutton Group Preferred Realty Inc., Brokerage  
Ilderton Curling Club  
Sutton Group Select Realty Inc., Brokerage  
Regus

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## **CRYSTAL (\$750+)**

Empire Sign Installation  
Inwood McKenna

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## **SILVER (\$500+)**

The Canadian Real Estate Association (CREA)

## SPONSORS

Creative Outdoor Advertising  
Dominion Lending Centres  
Siskinds The Law Firm  
FCT First Canadian Title  
JMAC Home Inspections Inc.  
Oliver & Associates Real Estate Brokerage Inc.  
Royal LePage First London  
Royal LePage Triland  
GPI Global Property Inspections  
Voyageur Transportation Services

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### BRONZE (\$250+)

A First Impression  
Bowsher and Bowsher Law Firm  
Executive Travel (London) Limited  
Ford Keast LLP  
G & R Contracting  
Huntington Commercial Realty  
Minuteman Press  
Thomson Mahoney Delorey Barristers and Solicitors  
TitlePLUS

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### FRIENDS OF LSTAR:

- A First Impression - Professional Home Staging
- Above & Beyond
- Bear Creek Club
- Bottle Decor
- Classic Realty
- Crabby Joe's Tap & Grill, Dundas East
- Cummins Optical
- Dave's Place
- Delaware Speedway
- Dominion Lending Centres
- East Park Golf Gardens
- Fit-2-Sell
- Fleetway Bowling Centre
- Ford Keast
- Georgijev Financial Group
- Goldline
- Hardick Chiropractic Centre
- Harrison Pensa
- Homes & Land
- Homes & Land Magazine
- Homestead Country Market
- Impark
- Just the Facts Home Inspection
- Labatt Breweries
- London Children's Museum
- London Commercial Realty Inc.
- London Hotel & Suites
- London Picture framing
- Lowry Signs
- Martina Chateauvert Oliver & Associates
- McCabe Promotional
- NAPA Auto Parts
- Norma Peterson Women's Wear
- Oakridge Ford
- Oliver & Associates
- Pauline Vanderwerf
- Priority Massage
- Residence Inn by Marriott
- Russel Green Century 21
- Sheryl & Mike Ross
- Shmokey Rob 'n Sons
- Siskinds
- South West Chrysler
- Space at Hand
- Staybridge Suites
- Stub & Associates
- Sutherland Furniture
- The Delta London Armouries Hotel
- The Radisson
- The Source
- The Travel Bug
- The Waltzing Weasel
- The Water Store
- Willows Golf & Country
- Windermere Manor
- Window Film Source Ltd

## BUSINESS PARTNERS

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- 1-800-GOT-JUNK?
  - A First Impression Home Staging Services
  - Agent's Equity
  - AGM Surveying & Engineering
  - Blind & Drapery Co Ltd.
  - Chinneck Law Professional Corporation
  - CIBC
  - City Centre Storage/Big Box Mobile
  - Corporate Imaging
  - ElectricMedic
  - Empire Sign Installation Inc.
  - Finan Home Service
  - Global Property Inspections
  - Homes & Land of London
  - Libro Financial Group
  - London Property Management Association
  - O'Donnell Brinac Law Professional Corp.
  - Old Oak Developments
  - Rawlings Homes
  - Realty Street Inc.
  - Space at Hand
  - Staged Advantage
  - Storage Worx Self Storage
  - Thomson Mahoney Delorey
  - TLC Professional Landscaping
  - University First Class Painters
  - Window Medics
  - Delta London Armouries Hotel
-

# SERVICE RECOGNITION

## 10 Years

Boyd Acheson	Leo Dertinger	Mark Hord	Kristen McNeil
Murray Armstrong	Susie Dietrich	Shirin Khademi	Debbie Palmer
June Baskin	Dianne Fewster	Ty Lacroix	Melanie Pearce
George Buckley	Heather Gifford	Bud Loughlin	Jack Taylor
Vicki Burbank	Brandon Graham	Christy Mangano	Jennifer Truppe
Trudy Bustard	Greg Harris	Eileen McBride	Steve Wilson
Jie Dan	Heather Holden	Barry McCormick	

## 15 Years

Laima Barkauskas	Olga Cooper	John A. Henderson	Sean Sweeney
Ziggy Biderman	Mary Anne Cross	Susan McLean	Dwayne Tinney
Norm Campbell	Marc Decosse	Leo Mirtitsch	Scott Vannoord
Greg Carrie	Wendy Dow	Dale Morrish	Joan Witt
Larry Carroll	Pamela Fletcher	Ronald W. Morrison	
	Ed Hassan	Patricia Pearn	

## 20 Years

Kathryn Amess	Judy Fisher	Randall Martin	Rob Sanderson
Andrea Berger	Lois Grafton	Ross McColl	Peter Segnitz
Jeffrey Carpenter	Dan Hirschberger	Vincent Mitchell	Brent Shackleton
Mike Carson	Brad Hodgins	Bruce Nichol	Hazel Sinclair
Andrew Churchill	Paula Hodgson	Chris Nicholls	James Smith
Frank Clarke	Mark Hulst	John Pacheco	Robert Sorensen
Steven Concannon	Drew Johnson	David Phoenix	Ajay Srivastava
John Crosby	Rob Lassche	Anthony Roach	Gordon Starr
Simon Farrugia	Pete LeBlanc	David Rousom	Ken Tupholme
	Jennifer Los	Richard Salhani	

## 25 Years

Joe Bardoel	Ingrid Gordon	Marlies Koolen	Peter Russo
Philip Chabot	Marc Guindon	Anne Martin	Norm Sawlor
Mark Codyre	Peter Hess	Josip Mrkoci	Joan Schmidt
Mary Crozier	Janet Hough	Steve Parker	Patricia Scott
Margaret Csiszar	Joe Hough	Marg Petznick	Tami Taylor
Wayne Gibson	Barbara Knott	Costa Pouloupoulos	David Yanoshita

# SERVICE RECOGNITION

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## 30 Years

Kay Maclean

Jim McCarvell

William Warder

---

## 35 Years

Victor Bernardo

Jack Cox

Jack Lane

Bernard Sheridan

Jeff Chapman

Doris Granger

John Lauckner

Jackie Wilcox

Terry Greenwood

Edward Milani

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## 40 Years

Norm Chesterfield

Ralph Dodds

H. Jan Luistermans

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## 45 Years

Bev Bosveld

Betty Lynn Cassis

Ben Lansink

Joe Vivinetto



# MEMBER SERVICES DIRECTORY



Winter 2013

London & St. Thomas Association of REALTORS®



**LSTAR**

## At your service

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

- ◆ D+H DMS® – Online system, accessible 24/7 through the Internet;
- ◆ D+H IDX – Internet data exchange service linking the public MLS® active listings to your own web site;
- ◆ IDX Data Feed – similar to the IDX link that LSTAR controls, but you get to add an individual look and feel to it;
- ◆ D+H DMX – Linking your listings, your team listings, or your office listings to your own web site;
- ◆ D+H Forms – Software forms that also facilitate brokerload;
- ◆ Broker/member load – Both direct and through D+H DMS®;
- ◆ Interboard Listings – You can send listings to other Boards in the province
- ◆ Interboard Access - You can also access a number of other Boards' on-line systems through the "Interboard Button" when logged in to the D+H DMS® System.
- ◆ CONNECT – Access to Ontario Boards not on D+H DMS®
- ◆ Scout security – an identity profiling engine for aggregating user access data & detecting anomalies
- ◆ Integrated search with Woodstock and Tillsonburg boards
- ◆ 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
- ◆ Online administration staff training

**Inside this Directory**

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### Technology

- ◆ Internet exposure for your listings via [www.realtor.ca](http://www.realtor.ca), the Ontario Investment Service, [icx.ca](http://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](http://www.lstar.ca).
- ◆ Access to password-protected National Intranet, REALTORLink®.
- ◆ Member Resource Centre, with desks, Internet access, printers and coffee machines.
- ◆ Tech Helpline – 1-877-573-6163



**Online Information and Networking Resources**

- News Releases posted on the Association's web site
- Monthly *e-Stats* newsletter
- Bi-weekly *e-Bulletins*
- Specialized e-newsletters – including *e-Commercial* and *e-Broker Biz-Buzz*
- 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.

# MEMBER SERVICES DIRECTORY

## 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, 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.
- ◆ 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



# MEMBER SERVICES DIRECTORY

## 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 London and area.

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.

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## 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.

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## Political Action

Your Association actively lobbies our MPPs on a variety of housing, tax, business regulation and environmental and safety issues. The board 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.

# MEMBER SERVICES DIRECTORY

## Networking and Special Events

- ◆ Our New Member Orientation features a tour of the Association, a warm introduction to Staff and Member Services, as well as vouchers and 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
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- ◆ 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 offer special discounts to LSTAR Members under these categories:

- |  |  |  |
|--|--|--|
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(Continued on page 5)

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# MEMBER SERVICES DIRECTORY

## Member Services

*(Continued from page 4)*

- ◆ 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*

To date the Association has raised over a great deal of money for

*Mission Services* through its very successful "Homes for Hope®" Funspiel.

LSTAR, working with CMHC, the City of London and Habitat for Humanity London, has just finished its third "Home at Last" (HAL) renovation project. Learn more about the Home at Last program.

We also support the *REALTORS Care Foundation* by participating in its "Every REALTOR®" Campaign – by fundraising and by the bestowal of Fellowships.

LSTAR is a Partner with ReForest London in the "Million Tree Challenge".

In addition, LSTAR is a Partner for Life with the Canadian Blood Services.

Moreover, we 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
  - ◆ Events
  - ◆ FINTRAC
  - ◆ Regional Commercial Council
- In addition, on LSTAR's home page on REALTORLink.ca you will be able to find:
- ◆ A search tool meant to help you explore all REALTORLink® Resources

- ◆ Links to CREA Services:
  - Data Distribution Facility (DDF)
  - The Competition Bureau Information Zone
  - The Compliance Centre (Do-Not-Call; Privacy)
- ◆ Info about LSTAR's Tech Helpline
- ◆ Link to LSTAR's Member Discount Program
- ◆ Links to LSTAR's Social Media Channels

# MEMBER SERVICES DIRECTORY

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*(Continued on page 5)*

# MEMBER SERVICES DIRECTORY

## London & St. Thomas Association of REALTORS®



342 Commissioners Road West  
London, Ontario Canada  
N6J 1Y3

Board Office: 519-641-1400



### 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 519-641-1419 or drop off at the Board Office.



## Who to contact for what?

### Accounting (Fax: 519-641-1419)

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

### Administration (Fax: 519-641-1419)

- ◆ Arbitration : Joanne Shannon/Betty Doré
- ◆ Board Of Directors: Betty Doré/Joanne Shannon
- ◆ By-Laws: Betty Doré/Joanne Shannon
- ◆ Commercial Council: Betty Doré/Tracy Marino
- ◆ 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: 519-641-1419)

- ◆ Education & Membership: LaVern McLachlan
- ◆ Business Partners/Sponsorship: Tracy Marino
- ◆ Special Events: Tracy Marino
- ◆ Event Registrations: Tracy Marino/Claire Crook
- ◆ LSTAR Scholarship: Tracy Marino
- ◆ Public Web Site Inquiries: Adina Chirita
- ◆ REALTOR Link® Inquiries: Neale McJannet
- ◆ Statistical Reports: Joanne Shannon/Claire Crook
- ◆ E-newsletters: Adina Chirita
- ◆ Social Media Inquiries: Adina Chirita
- ◆ E-mail Changes: Penny Miller
- ◆ Course Registrations: Penny Miller/Kelly Blakely
- ◆ Membership Inquiries: Penny Miller/LaVern McLachlan
- ◆ Orientation: Penny Miller/LaVern McLachlan
- ◆ REALTOR® Hall Rentals: LaVern McLachlan/Penny Miller
- ◆ Resource Room: Kelly Blakely

### MLS® Services (Fax: 519-641-1419)

- ◆ 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

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.

