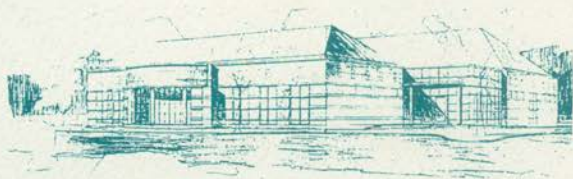


ANNUAL GENERAL REVIEW 1995



The London and St. Thomas

REAL ESTATE BOARD

The London and St. Thomas Real Estate Board
ANNUAL REVIEW
1995

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AGENDA

1996 Annual General Meeting

Paddock Lounge, Western Fair Grounds
Wednesday, March 27, 1996

Please turn pagers off for the duration of the meeting

- 11:30 AM - registration
- 12:15 PM - call to order
welcome by Dennis Broome, 1996 President
grace and toast to the Queen
lunch
- 2:00 PM - approval March 15, 1995 AGM minutes
adoption of 1995 Annual General Review
AND audited financial statement
AND appointment of Board's 1996 auditors
and solicitors
remarks of 1995 President
presentations:
to 1995 President
to 1995 retiring directors
address of 1996 President
remarks of 1995 Marketing Division President
presentation to 1995 Marketing Division President
remarks of 1996 Marketing Division President
- 2:45 PM - other business
introduction of guest speaker, John Davidson
address by guest speaker
thanking of guest speaker
- 3:15 PM - adjournment

Minutes

ANNUAL GENERAL MEETING

Wednesday, March 15, 1995
Paddock Lounge, Western Fair Grounds

- 1.) Call to order and welcome

Following lunch, 1995 President Debbie Collins welcomed members and called the meeting to order at 1:25 PM.

- 2.) Introduction of head table guests

Debbie introduced members of the head table, as well as our invited guests, all of whom received a round of applause. Recognition of past presidents in attendance was also given.

- 3.) Approval of minutes

MOTION
that the minutes of the February 15, 1994 Annual General Meeting be approved.
CARRIED

- 4.) Approval of 1994 committee reports

MOTION
that the 1994 committee reports, as contained in the *Annual General Review*, be approved.
CARRIED

- 5.) Approval of statement of revenue and expenditures for the year ended December 31, 1994

(minutes continued)

MOTION

that the statement of revenue and expenditures for the year ended December 31st 1994, as contained in the *Annual General Review*, be accepted.

CARRIED

6.) Appointment of 1995 Board auditors and solicitors

MOTION

that Ford, Keast Chartered Accountants continue to be the Board's Auditors for 1995.

CARRIED

MOTION

that the law firms of Aston, Berg, Kennedy & Morrissey AND Mervin F.J. Burgard, QC continue to act as the Board's Solicitors for 1995.

CARRIED

7.) Remarks of 1994 President

Peter Hoffman then gave his Past President's speech (a copy of which may be found in the Minute Book).

8.) Presentation to 1994 President

On behalf of the membership, Debbie Collins thanked Peter, stating that, if ever there was an individual who personified "the Voice of Reason," Peter would have to be it. She remarked that Peter had faced many challenges during 1994, one of which was taking on the Department of National Defense as regarded the disposition by lottery of former military homes attached

(minutes continued)

to Wolseley Barracks, something to which we, as a Board, strenuously objected. On that note, Debbie then presented Peter with a "Wolseley Bear" (the only one in existence) to serve as a reminder of his year in office, together with his president's plaque, scrapbook and gift. The members indicated their appreciation for all Peter's hard work with resounding applause.

9.) Presentation to 1994 retiring directors

Debbie thanked the outgoing 1994 Directors (as noted below) for their contributions to the betterment of the Board during their terms of office and presented them with their plaques. This was followed by a round of applause.

Rob DiLoreto
Don Lafreniere
Ray Porter

10.) Address of 1995 President

1995 President Debbie Collins addressed the membership (a copy of her address is found in the Minute Book), following which she called up OREA President Rose Leroux to give an update on matters of current interest.

11.) Remarks of the 1994 Marketing Division President

Darlene Reidy gave her outgoing President's speech (a copy of which may be found in the Minute Book), subsequent to which she received a hearty round of applause from the members.

12.) Presentation to 1994 Marketing Division President

(minutes continued)

Ben Kristensen then thanked Darlene for being President of the Marketing Division during 1993 and, in appreciation for all her hard work, presented her with her President's plaque and a gift certificate for a picture. This was followed by a round of applause.

13.) Remarks of 1995 Marketing Division President

Ben Kristensen, as the Marketing Division's 1995 President, gave his speech (a copy of which is found in the Minute Book). The Members indicated their appreciation to Ben for serving them by a round of applause.

14.) Other business

a.) Presentation of Outstanding Service Awards

After listing some of Joe Pinheiro and Peter Whatmore's contributions to the Board and our industry, Debbie stated that it was a privilege and an honour to bestow upon them the Board's Outstanding Service Award. Prior to Joe and Peter leaving the podium, the members also honoured them with a round of hearty applause.

15.) Adjournment

The President declared the meeting adjourned at 2:15 PM



BOARD OF DIRECTORS

Front row (from left to right), Ben Kristensen, Dennis Broome, Debbie Collins, Betty Dore, Peter Hoffman. Back row (from left to right), Bill Bickley, Greg Anthony, Carroll Sturgeon, Richard Haddow, Darlene Reidy, Vince Bogdanski, Nancy McCann, Pat Batticuore and Glen Gordon. Missing from photo: Gerry Weir.

1995 BOARD OF DIRECTORS

PRESIDENT

Debbie Collins

VICE-PRESIDENT

Dennis Broome

SECOND VICE-PRESIDENT

Vince Bogdanski

DIRECTORS

Greg Anthony
Pat Batticuore
Bill Bickley
Glen Gordon
Richard Haddow
Peter Hoffman
Ben Kristensen
Nancy McCann
Darlene Reidy
Carroll Sturgeon
Gerry Weir



MARKETING DIVISION BOARD OF DIRECTORS

Front row (from left to right), Darlene Reidy, Ben Kristensen, Richard Haddow. Back row (from left to right), June Harris, Janet Christensen, Harry Johnston, Pat Cooper, John Dunbar. Missing from photo: Dorothy Howell, Jack Lane, Rick Thyssen, Donna Rupert, Kay MacLean.

**1995 MARKETING DIVISION
BOARD OF DIRECTORS**

PRESIDENT

Ben Kristensen

VICE-PRESIDENT

Richard Haddow

SECOND VICE-PRESIDENT

Dorothy Howell

SECRETARY TREASURER

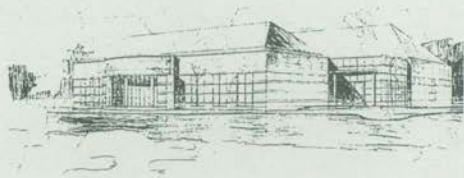
Donna Rupert

DIRECTORS

Pat Cooper
Janet Christensen
John Dunbar
June Harris
Harry Johnston
Jack Lane
Kay MacLean
Darlene Reidy
Rick Thyssen

MISSION STATEMENT

The London and St. Thomas Real Estate Board is an association of REALTORS committed to providing its members with the structure and services to ensure a high standard of business practices and ethics and to serve effectively the real estate needs of the community.



PRESIDENT'S REPORT



Debbie Collins

The media pundits tell us that we have entered the Information Age, and, given the rapid burgeoning of the Internet and World Wide Web, they have a point. And information is great, isn't it? The more the better? As REALTORS, our stock in trade has always been information — the MLS® database, after all, consists of thousands and thousands of pieces of information and it has served us well for decades.

However, I would like to draw an important distinction between information and communication — two concepts that are all too frequently confused. Information is what flows down the pipeline in an undifferentiated stream; it's the junk mail crammed into your mailbox along with the cheque from the government; it's the riotous confusion of the global mall that is the World Wide Web; it's the babble of a hundred TV sets all turned on to different channels. Communication, however, is *mediated* information — what I need you to know to accomplish my goals; what you need me to know to accomplish your's. Information is good; however, communication is much, much better.

In 1995, your Board of Directors strove to be better communicators. That meant publishing out to the Membership all our news releases, talking more to the media, running a weekly column in The London Free Press's *Homes* magazine, taking a more active role in the economic development of the Cities in which we live and work, and speaking out and letting our views be known in every forum where it might benefit our Members to be heard.

It also meant listening. In early 1995 many of our Members responded in depth to a Membership Survey sent out in advance of a Strategic Planning Session held by the Directors. We asked you what you liked, what you hated, what you wanted and what

you needed. You told us in no uncertain terms and we listened. The result was a Strategic Plan, much of which has already been implemented and the rest of which is in the works. I would like to refer you to page 42 for an objective-by-objective status report on the 1995 Strategic Plan.

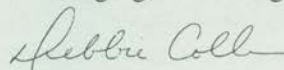
1995 was also a year of challenge. As President, I faced the distinct and sometimes daunting challenge of trying to convince the media that the sow's ear of low sales was, in fact, quite a reasonable facsimile of an admittedly tattered silk purse. Fortunately for me (and with no little help from our hard-working Members), sales turned around mid year, making my job as spokesperson a great deal less onerous than it started out to be.

Throughout 1995 rapid advances in technology continued to run a neck-to-neck race with our ability to absorb information, evaluate the usefulness and applicability of new products and act prudently on that research. If you sometimes feel overwhelmed by technology, you're in good company. What started out as our servant sometimes seems our master, imposing impossible deadlines on us, threatening us with obsolescence and confusing us into the bargain! It is painful to ride what techies refer to as The Bleeding Edge; it is also expensive, particularly if you make mistakes. We are extremely fortunate here at the Board to have reporting to the Directors both an exceptionally cool-headed Executive Officer who makes a point of keeping abreast of technological developments and their possible applications and a committed and forward-thinking Committee 2,000+, whose job it has been to ensure that our business *remains* our business. Thanks to them, we have the distinction of being the first Board to develop an electronic mini catalogue extension of MLS® — REILink — and this development is only the first of many coping mechanisms with which we will be providing our Members. If we are not on the Net by the time you receive this report, we will be shortly and we will be there in the way that best serves your interests and your vendors.

At a time when barriers and walls are crumbling and others have come tumbling down — as they did when LSTREB became an Open Board

and as they will continue to do as we sign access agreements with more and more Boards — our Board has, nevertheless, managed not only to preserve its unique identity, but to emerge as a strong voice and force on both the provincial and the national levels of organized real estate. The 1995 President of OREA was our own Rose Leroux and former LSTREB President Joe Pinheiro drove Region One and chaired OREA's Standard Forms Committee. LSTREB's Peter Whatmore was a pivotal force in the design and implementation of OIS, while another Past President Jim Rowcliffe served on OREA's Arbitration and Ethics Advisory Committee. Past President Peter Hoffman served on OREA's Finance Committee; and LSTREB PAC Chair and Director Nancy McCann served on OREA PAC. LSTREB was commended on the Floor of Parliament for its Debt Reduction Campaign, we were the first Board in Ontario to take steps to facilitate the use of the Real Estate Assistant by our Members, and we saw to it that London was selected as the site for the 1996 OREA Leadership Conference — the first time in many years that the Conference will be held outside of Toronto. We are natural leaders and 1995 continued to make it abundantly clear to the rest of the country that we have just hit our stride.

In 1995 we played a game of dominoes — one challenge after another, in rapid succession. We played the game with enthusiasm, conviction, skill and moxie, and, in the end, we won. The prize for winning was greater strength and more cohesiveness, just the things we will need for the next game, which began on January 1, 1996. As for me, I would like to thank each and every one of the Members of this fine Board for the opportunity to serve as its President. 1995 will go down in my personal history as challenging, rewarding and dynamic.



Debbie Collins
President

MARKETING DIVISION PRESIDENT'S REPORT

Over the years since the inception of a London and St. Thomas Real Estate Board of Directors Marketing Division, its role has evolved from that of social convenor to active participant in the governance of this Board. Although we still put on professional luncheons for our Members, a Salesarama which just keeps on getting better and better and a Children's Christmas Party that, this year, was attended by over 300 children and grandchildren of Members, our more significant contribution is made at the Directors and Committee level. 3 out of the 14 Board of Directors are Marketing Division Directors — President, First Vice-President and Past President — and the input of the Marketing Division at the committee level, both in terms of committee composition and functioning, is enormous. We also have 3 votes on the Floor of a Brokers' Meeting, which means that we have some say on changes to the By-Law and one-time financial expenditures of in excess of \$25,000 — those matters on which Brokers have the final authority. I said that we have evolved; certainly we have not always enjoyed this degree of representation. However, salespersons have worked hard over the decades and grown with organized real estate and our increased skill level, coupled with our enhanced professionalism, has made us capable and eager for more representation and the greater level of responsibility that comes along with that representation.



Ben Kristensen

It goes without saying that one of the strategic objectives set by the Directors back in March 1995 concerning an alternate voting structure and merging of the two Boards of Directors was viewed with keen interest by the Marketing Division Board of Directors. It is not often that an elected body wishes so wholeheartedly to vote itself out of existence as this one does (and it is not merely the Marketing Division Directors who wish this but also all those Members, who promoted

this on the 1995 Member Survey); however, we see the institution of a more equitable voting structure as being a win/win solution for the Board, one which make the best use of all our human resources for the betterment of all our Members. Towards the end of 1995, we reviewed the proposed voting structure model put forward by the Voting Structure Task Force and found it a compromise solution that we could live with. At time of writing, it has yet to go to the floor. Abraham Lincoln once said, "A house divided against itself cannot stand." Certainly the Members of this Board will "stand" taller and stronger if we stand together — not separated by false and antiquated distinctions, but bound together by ties of trust and mutual self respect. Accordingly, I earnestly encourage the Broker members of the Board to support this revision, which has the benefit of taking nothing away from them in terms of authority or power, while ensuring more equitable representation and a greater voice for salespersons.

While much of the Board's philanthropy is done by our hardworking Community Relations Committee, the Marketing Division likes to do its share. This year we donated \$1,000 to the Stevenson Children's Camp for underprivileged children, raised money for the Special Olympics through a Bowl-a-thon and were happy to facilitate the Community Relations Committee's Silent Auction at Salesarama — this event raised in excess of \$3,000 for the Board's Habitat for Humanity fund this year as last.

It has been a privilege and an honour to serve as President of the Marketing Division Board of Directors and I would like to extend my thanks to the Members for this opportunity.



Ben Kristensen
President, Marketing Division Board of Directors

EXECUTIVE OFFICER'S REPORT



E.L. (Betty) Dore

Organized real estate has gone through some fundamental changes over the past few years. More informed consumers continue to demand higher levels of service; while people skills remain important, knowledge and access to information is increasingly perceived as key; and technology is undergoing such a radical growth spurt in so many different directions all at once that I am sometimes reminded of *The Sorcerer's Apprentice* — seemingly helpful magic gone maddeningly manic.

Clearly all this makes for a great deal on the plate of organized real estate — far more so than in the “good old days” when the Board was more professional club than multimillion dollar corporation; when consumers were more complacent than they are now and their pockets were deeper; and when the most ornery piece of equipment REALTORS or their secretaries had to wrestle with was a balky typewriter. To put it succinctly: the pressure is on; it's been on for some time; it's likely to be on for the foreseeable future. . . . So what does the Board do about it?

It adapts. It changes. It regroupes. It reconceptualizes. Perhaps the most fundamental shift which the Board of Directors, acting in response to the Membership, has accomplished over the past several years . . . and the change which has had the most positive effect as far as Staff is concerned . . . has been to reconceptualize the Board's principal role from that of *Enforcer* to that of *Provider*. The Directors have done this by concentrating on service . . . on what the Board could do to add value to your Membership. However, it was not until May 9, 1995, when the Board of Directors passed a motion to eliminate MLS fines and August 22, 1995, when they passed another motion to eliminate the fine for nonattendance at Orientation, that staff was

finally able to take off, for once and for all, its collective cop hat and to heave a huge collective sigh of relief. From staff's perspective, it has been a wonderful change and we are grateful both to the Membership for driving the point home in the Member Survey that they did not like being fined and to the Directors for having the wisdom to see that our job is to facilitate our Members, not to harrass them.

Many of the projects and programs that add value to Membership in this Board have been touched on in committee reports. I would, however, like to mention the fact that, thanks to the Member Services Committee, we now stock batteries for both pagers and lockboxes at the Board for a considerable discount; a discount program for cellular phone usage is in place and we were instrumental in bringing about the OREA/ACC Long Distance program. In addition, that committee has developed excellent "Welcome to London" and "Welcome to St. Thomas" kits which may be ordered from MLS Reception.

Our Education Committee has also stretched its wings considerably in the past year, entering into new partnerships with organizations such as CMHC, the City of London's Planning Department and the Fire Inspectors' Office to bring you new courses. It has also taken on the job of providing the Members with more computer training — offering courses at both the beginning and the advanced levels, as well as training in specific applications.

In addition, Committee 2,000+ has put LSTREB firmly on the futurists' map with the development of REILink. At a time when the tangled World Wide Web is still trying to sort itself out on the way to being the user-friendly, well-organized, well-signposted system that it will shortly become, REILink provides a fast, inexpensive, REALTOR-centred alternative for consumers wishing to shop for homes by computer.

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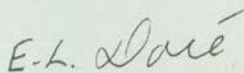
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And 1996 will bring even more changes . . . and ever more service. One of my principal tasks in 1996 will be an exhaustive review of a fax-on-demand system to speak to your need for information when you need it. Imagine requiring information on GST and new homes to satisfy a client's concerns at 10 PM . . . and being able to order it via fax-on-demand from the Board office that minute? Imagine needing a listing form at 10 AM on a Sunday and being fresh out . . . and dialing into the Board's fax-on-demand system and receiving it by 10:15 AM? The Board Office's hours may be from 8:30 AM to 4:30 PM, but, with fax-on-demand, you can receive information any time you need it.

One of the goals I set for myself as Executive Officer in 1995 was to venture forth occasionally from the bastion of 342 Commissioners Road West in order to visit you, the Members, on your own turf. Accordingly, I have made a number of visits to Members' offices over the past year and each of them has been a rich, rewarding and informative experience for me. Not only have I valued the opportunity to tell you about your association, how it works and what it can do for you, I have benefitted enormously from listening to your questions and getting your input on how we can improve service and better meet your needs. I plan to continue the practise of visiting offices in 1996 and hope in time to meet with each and every one of you.

1995 was a year of positive change — a year in which your Board ceased to be an Enforcer and became, instead, the Provider. With your input and a strong and concerted effort on all our parts, we will become an even better Provider in 1996 . . . and in 1997 . . . and in 1998. Indeed, the Provider's "hat" is one that should wear well well into the next century.



E.L. (Betty) Dore
Executive Officer



BOARD STAFF

Front row (from left to right), Tammie Daigneault, Lyn Coupland, Betty Dore, Melissa Hardy-Trevenna, Connie Calis. Back row (from left to right), Gwen Bodaly, Janice Kiernan, Cory Coughtrey, Heather Gregg, Wendy Murray, Brenda Dubois, Mary McIntyre, Liana McLachlan and Janice Freeman. Missing from photo: Colleen Daniak and Nelda Templeton.

COMMITTEE REPORTS

ARBITRATION

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

A total of 4 claims were processed during 1995, the dispositions of which were:

- 1 withdrawn after conciliation meeting; and
- 3 proceeded to hearings (2 claims denied, 1 upheld).

The Committee also forwarded to the By-Law Committee recommendations related to OREA's suggested amendments to the By-Law on Arbitration and Appeal.

In addition, it designed a pamphlet on the arbitration process, which touches on the following subjects:

- role of the Claimant;
- role of the Defendant;
- Preliminary Arbitration; and
- Hearing Panel.

CHAIRMAN - LEW LINT

Harry Mohaupt

Ruth McNab

Paula Bodkin

Greg Anthony

Bernie Sheridan

David Roby

Ron Falck

Ron Rossini

Steven Horvath

Staff Liaison - Lyn Coupland

BY-LAW

The mandate of the By-Law Committee is to conduct an ongoing review and, when deemed necessary, revision of the By-Law.

Article 4 - Section 1 - 1.03 - 30 Day Transfer Period

The Directors approved the Committee's recommendation that all Members be allowed 60 (versus 30) days from the date of termination with the Board before being required to pay the entrance fee again. This recommendation was, in turn, ratified by the floor.

General policies change, Section 2, Membership Pin

The Directors approved the Committee's recommendation that Members who had served the requisite number of years to entitle them to a membership pin should receive that pin regardless of whether that service had been continuous.

General policies change - Section 3, Membership Applications

The Directors approved the Committee's recommendation that, "the Executive Officer may provide member services pending approval of the application [of a new Firm Member] by the Board of Directors."

CHAIRMAN - DENNIS BROOME

Lew Lint

Bill Bickley

Douglas Paul

Lori Mead

Marje Crowder

Richard Haddow

Staff Liaison: Betty Dore and Lyn Coupland

COMMUNITY RELATIONS

The mandate of the Community Relations Committee is to raise the profile of the Board within the community and to enhance the

image of REALTORS through promotional vehicles and community service.

In 1995 the Community Relations Committee continued to provide focussed support in the area of shelter, benefitting Mission Services of London through 50/50 draws, a Christmas donation of \$1,000, the *Homes for Hope*[®] project which, this year, raised \$4,050 for Mission Services and a clothing drive; Violence Against Women, Services Elgin County (formerly YWCA Women's Place) through a Christmas donation of \$500 and a microwave (presented to the Board by GE Capital to acknowledge our participation in the GE Capital-sponsored national Community Service Awards program); and the Stevenson Childrens' Camp, through donations of money, radio awareness campaigns and events like the REALTOR Clean Team.

In addition, the Board made donations or participated in fundraising for Fanshawe Pioneer Village, Crimestoppers of London and St. Thomas, the United Way Campaign, Hospice of London, S.A.R.I., E.A.G.L.E. Awards Program and Junior Achievement. A Board team competed in both the Labatt's Blue Light 24-hour Relay to raise money for area hospitals and the London Corporate Challenge to raise money for assorted charities.

Nancy Sriver was awarded the Community Service Award for her work on behalf of the Stevenson Camp.

The Committee also organized a very successful Ontario Home Week, featuring a well-attended Members' Open House and a Home Security Seminar for the public.

In addition, the Committee supported the Grand Theatre and Orchestra London with corporate donations, making it possible for Members to purchase tickets at a discount of 15%.

With the much appreciated assistance of the Golf Committee and the Marketing Division, the Committee continued to raise money for

14, 1995, the Committee also met with the Education Committee to develop computer skills courses for the Members.

In addition, the Committee worked on ironing out some of the bugs in WinIDs, such as installation problems, and re-evaluated certain aspects of the program. Training for WinIDs is ongoing, with 480 users at time of writing.

CHAIRMAN - LEN FOWLER

Grant Monteith
Vince Bogdanski
Judy Dennis
Chuck Ronson
Tom Dampsy
Jack Lane

Staff Liaison: Tammie Daigneault

DISCIPLINE

The mandate of the Discipline Committee is to act as judge and jury in the case of alleged violations of the Code of Ethics, Standards of Business Practise, MLS® Rules & Regulations and/or the By-Law and, based on the evidence presented at a hearing, to render a finding of guilty or innocent. The Discipline Committee deals with complaints referred from the Professional Standards Committees. If a Respondent is found guilty, the Disciplinary Panel imposes appropriate disciplinary action.

In 2 instances, the Members charged were found not guilty and, in all other cases, the Respondents were found guilty of unethical conduct and appropriate disciplinary action was taken. Only 1 Respondent appealed the decision and that appeal will be heard by the 1996 Appeal Panel. Penalties ranged from a minimum of a reprimand for a very minor violation to a maximum of a \$2,000 fine and the individual being required to attend, complete and pass successfully the Real Estate Property Law Course.

1995 saw fewer monetary penalties and more education penalties applied than ever before.

CHAIRMAN - MICHAEL HINES

Helen Miller
John Sandor
Gerald Logan
Paula Bodkin
Jeff Chapman
Joe Halford
Veronica Porter
Yvonne Collyer
Tom Dampsy
Dorothy Howell

Staff Liaison: Lyn Coupland

EDUCATION

The Education Committee's mandate is to facilitate professional development through seminars and resource acquisition. The Education Committee is also responsible for Home Buying Seminars conducted by the Board.

The Committee established and organized the first Professional Development Week, April 24-28, 1995. Topics included REALTOR Update, Financial Planning, Professional Business Wardrobe and Personal Promotion. The week was a huge success with over 400 attendees.

The Committee also held 4 First Time Home Buyers seminars: 1 at the London Central Library; 1 at the St. Thomas Public Library; and 2 at the Board.

In order to meet objectives set by the Directors in their Strategic Plan — to accelerate the conversion of Members to a computer-based Board where electronic access is the prevailing system; to

expand educational programs to include local and/or current issues, such as the Internet, at a low cost to Members; and to introduce basic and advanced computer skills courses and clinics on a trial basis — the Committee arranged for 2 separate levels of basic Windows 3.1 training at substantially reduced costs. In addition, it scheduled 2 advanced computer courses — Real Power Marketing and Winning Edge Presentations. It also entered into preliminary discussions as regards hands-on Internet training and a Top Producer course.

In addition, the Directors approved a recommendation from the Committee to allow members of the London Home Builders Association to attend Board seminars at full cost.

A total of 27 seminars were held in 1995:

- 6 PDi seminars;
- 2 OREA licensing courses;
- 15 free seminars; and
- 4 First Time Home Buyers seminars.

CHAIRPERSON - PAT POPE

Lessley Harford

Gerry Weir

June Harris

Joanna Cummins

Carol Anne Keith

Betty MacDonald

Joyce Byrne

Staff Liaison: Liana McLachlan

EXECUTIVE

The mandate of the Executive Committee is to act on urgent matters on behalf of the Board of Directors; to examine and review the policies of the Board and recommend to the Directors any additions, deletions or changes; to conduct the performance review of the Executive Officer and make recommendations for approval; and to perform such

other duties as the Directors may delegate. In 1995 the Executive Committee reviewed the Sexual Harassment Policy and recommended its adoption to the Board of Directors.

CHAIRMAN - DEBBIE COLLINS

Peter Hoffman
Dennis Broome
Vince Bogdanski
Ben Kristensen

FINANCE

Please refer to page 52 for Finance Committee Report.

IC&I

The mandate of the IC&I Committee is to investigate and recommend ways of assisting REALTORS specializing in the sale of industrial, commercial and investment properties in terms of professional development and in the actual conducting of their business.

The Directors accepted the recommendation of the Committee that the Board participate in the new joint venture between the provincial government and OREA, the Ontario Investment Service (OIS). In addition, the Committee launched new IC&I forms in 1995.

CHAIRMAN - MIKE MORRISH

Greg Anthony
Dennis Broome
Gerry Slade
Randy Hanke
Richard Haddow
Ken Poore
Philip Nau
Kevin MacDougall

Staff Liaison: Tammie Daigneault

MEMBER SERVICES

The mandate of the Member Services Committee is to investigate ways of making Board membership value-added through volume discounts or any other means at its disposal.

In 1995 the Committee, after comparing and evaluating different long-distance discount plans to determine which would be best for the Members, recommended ACC to the Directors. It was then determined that OREA was also attempting to set up a long-distance savings program. Our contact person at ACC was referred to OREA with the result that OREA put in place the ACC Savings program, benefitting REALTORS province-wide.

The Committee also arranged for bulk purchase of pager, supercard and AGT batteries. Members may purchase these batteries at the Board at a good discount.

In addition, the Committee resolved to make a REALTOR ski trip to Beaver Valley an annual event.

Moreover, the Committee finalized the application form for the LSTREB Scholarship Award and determined that the \$1,500 bursary would be divided in two, with \$750 going to a girl and \$750 to a boy. Winners of the 1995 scholarship, which was dedicated to the memory of the late Lorne Ford, were Sabrina Matthews and Chris Spencer.

Towards the end of the year the Directors approved a recommendation of the Committee that the Board enter into the 38/38 discount savings program on cellular phone service with Bell Mobility and that program is presently in effect.

The Committee also recommended to the Directors that the Board photographer be authorized to provide MLS® photos to the London Free Press for a 1-year period subject to the conditions set out in a contract to be negotiated with the newspaper. The Committee also recommended to the 1996 Committee that it investigate the possibility of providing digitized pictures to all advertising media.

Two objectives set in the Directors' Strategic Plan were assigned to the Member Services Committee:

The first was to pursue a conspicuous and active role in economic development within the Board jurisdiction and to develop a "Welcome to London" and "Welcome to St. Thomas" kit for Members to use with out-of-town clients. These kits are now available at cost at MLS® Reception.

The second objective was to investigate programs like fax-on-demand so that Members can get what they want right away saving the Board paper and print costs, with the additional benefit that Members are not inundated with unwanted paper. The investigation begun by the Committee in 1995 will continue in 1996.

CHAIRMAN - PAT BATTICUORE

Sandy Krueger
Bernie Sheridan
Carol Barnard
Jill Fowler
Lessley Harford
Kay MacLean

Staff Liaisons: Liana McLachlan and Melissa Hardy-Trevenna

MLS®

The mandate of the MLS® Committee is to oversee the operation of the MLS® and the business arising from it, such as negotiating appropriate contracts and dealing with appeals and fines.

In accordance with an objective established by the Strategic Plan, the Committee recommended that MLS® fines and referrals to the Professional Standards Committees be eliminated (they recommended that the current rejected/incomplete policies be maintained), subject to review. This recommendation was adopted.

The Directors also approved the Committee's recommendation that access to limited information be permitted AGT Directory Limited in order that a portable database might be provided to the Members via The Real Estate Assistant.

In addition, the Committee reviewed and recommended to the Board of Directors CREA's Solicitation Guidelines, which have now been approved and are in place. It also investigated Inter-Board and Open Board and recommended that LSTREB become an Open Board on the Inter-Board system — a recommendation which was adopted on the floor.

Chairman - Vince Bogdanski

Alton Ross

Rick Odegaard

Dorothy Howell

Jim Lystar

Tony Scarpelli

Christine Sanderson

Staff Liaison: Tammie Daigneault

NOMINATION

The Nomination Committee meets for the purpose of developing a slate of officers upon which the Firm Members might vote, as it did in the Autumn of 1995.

CHAIRMAN - PETER HOFFMAN

Debbie Collins

Joe Pinheiro

Dennis Oliver

Jerry Vandergoot

Harry Mohaupt

Gene Baillargeon

Bill Warder

Staff Liaison: Betty Dore

ORIENTATION

The function of this Committee is to develop and deliver a comprehensive orientation to new members. At Orientation, new members are introduced to the policies and procedures of the Board and to a review of the CREA Code of Ethics and Standards of Business Practise. Therefore the Committee meets relatively little. Most of its work is done hands-on in the sessions themselves.

The Committee held 8 sessions in 1995, attended by a total of 121 Members. The Committee also reviewed in great detail the policy regarding fines for non-attendance at Orientation and, in keeping with the move from Enforcer to Provider initiated by the elimination of MLS® fines this year, successfully recommended to the Directors that the policy of fining for non-attendance also be discontinued.

A recommendation was also sent forward from the Committee to the By-Law Committee that Principal Brokers who had attended an Orientation session within the past 24 months need not repeat the course.

In addition, the Committee reviewed and revised the student's and instructor's manuals.

CHAIRMAN - STEVE PARKER

Larry Wilcocks

Joyce Byrne

Mina Thaler-Adeland

Mary Kovacs

Penny Taylor

Donna Rupert

Richard Houston

Staff Liaisons: Liana McLachlan

POLITICAL ACTION

The mandate of the Political Action Committee is to maintain an active and open channel of grass roots communication with our MPs and MPPs concerning REALTOR and REALTOR-impacting issues. These are defined as issues that have far-reaching impact on members of organized real estate and which have significant negative or positive impact on a sizeable group of members. PAC must also seek to enhance awareness of and build support for OREA and CREA positions within the Board and the community. Working in tandem with OREA PAC and CREA PAC, it is empowered to advise the Directors on political affairs on the provincial and national level. On the local level it may advise the Directors concerning municipal matters.

The Committee regularly hears reports from Members of the Committee who sit on the London Housing Advisory Council, the OREA PAC Committee, HALT and the London Home Builders Association. The activities of the St. Thomas City Council are also reported on.

This year the Committee announced the National Debt Reduction Campaign and challenged every real estate board in country as well as key local business associations to adopt a similar budget. The promotion of this campaign was ongoing throughout the year and included an appeal to key boards in each province to act as LSTREB's "twins". (So far, unfortunately, the cheese still stands alone.)

The Committee also issued Call-to-Action to MPs, stressing that cutting expenditures was preferable to raising taxes.

PAC Chair Nancy McCann attended CREA PAC Days, accompanied by '95 President Debbie Collins and Board staff. Later, Members of the Committee held constituency meetings with MPs to discuss CREA's issues — Deficit/Debt, Interest Act Amendments and mortgage interest deductability.

The Committee encouraged REALTOR participation in the provin-

cial election and disseminated information relating to the issues via the Board's communication system. We also promoted the REALTOR agenda in a *Home At Last* cable show and co-sponsored successful candidates' meetings in London and St. Thomas.

Finally, the Committee recommended to the Education Committee that a seminar on zoning and the Planning Department be organized and that Members of LHBA be allowed to attend Board seminars (at full cost, rather than subsidized rate).

CHAIRPERSON - NANCY McCANN

Carroll Sturgeon

Audrey Glead

Peter Hoffman

Dennis Broome

Marg Petznick

Dennis Sonier

Mike Carson

Bob Eaton

Richard Haddow

Staff Liaison: Melissa Hardy-Trevenna

PROFESSIONAL STANDARDS 1 & 2

The mandate of the Professional Standards Committees is to uphold the lofty standards by which all REALTORS agree to abide when they join organized real estate.

In 1995 the two Professional Standards Committees considered 60 complaints:

- 12 were dismissed after initial review as being outside the Board's jurisdiction;
- 2 were withdrawn;
- 19 were dismissed after being investigated by Researchers;

- 8 resulted in charges being laid but were dismissed after reviewing the Respondents' replies to the charges;
- 12 resulted in hearings (see Discipline Committee Report);
- 6 hearings were carried over and are to be heard in 1996; and
- 1 has been tabled pending further review by a 1996 Committee.

ACTING CHAIRMAN - Sandy McGregor

John Simpson

Bill Woodsit

Rick Odegaard

Karl Hobyan

Richard Haddow

Lois Edwards

Donna Koenen

PROFESSIONAL STANDARDS 2

CHAIRMAN - BING ANREP

Costa Pouloupoulos

Doug Workman

Joseph Manuel

Don Southcott

Ruth Ann Drozd

Pat Cooper

Eila Milne

Jennifer Murray

Staff Liaison: Lyn Coupland

PROPERTY MANAGEMENT

It is the job of the Property Management Committee to maintain a high standard of maintenance for the Board office and, where possible, its improvement. The Committee also approves all rental requests.

CHAIRMAN - JIM MCFADDEN

Steven Horvath

Greg Anthony

Bill Bouris
Gerry Pickett
Paul Gomes
Jack Lane

Staff Liaison: Connie Calis

TASK FORCE REPORTS

AGENCY TASK FORCE

This task force was established to review disclosure forms, those Rules and Regulations which apply to agency disclosure, as well as pertinent policy with a view towards recommending any changes that might help the members through the transition process initiated by Agency Disclosure having been made mandatory on Jan. 1, 1995. The Chair of the Committee worked on the OREA Task Force on those changes which were required.

CHAIRMAN - PETER HOFFMAN

Dennis Broome
Glen Gordon
Dorothy Howell
Rose Leroux
Pat Pope
Ray Porter
Jarmo Stromberg
Richard Thyssen
Jerry Vandergoot
Gerry Weir

Staff Liaison: Betty Dore and Lyn Coupland

COMMITTEE 2,000 +

The mandate for Committee 2,000+ is to investigate and recommend ways of expanding and enhancing MLS® to the benefit of both REALTORS and their clients and customers.

In 1995, Committee 2,000+ directed the development and conducted the consumer testing of REILink (Real Estate Information Link), software that enables consumers to search for properties online. A live demonstration of this electronic mini catalogue extension of MLS® was given at a townhall meeting on October 3 in conjunction with a demonstration by CREA President Gary Schnarr of CREA's website and hyper-linked test boards.

In addition, the Committee began to investigate the feasibility and logistics of a web site for the Board.

CHAIRMAN - BILL WARDER

Debbie Collins

Rick Odegaard

Len Fowler

Harry Johnston

Darlene Reidy

Staff Liaisons: Betty Dore, Melissa Hardy-Trevenna and Tammie Daigneault

OREA LEADERSHIP CONFERENCE

This task force is organizing the 1996 OREA Leadership Conference which will take place at the London Convention Centre. It works closely with OREA to ensure that the 1996 conference is a great success.

CHAIRMAN - JOE PINHEIRO

Vince Bogdanski

Tom Dampsy

Grant Monteith

Rick Thyssen
Jerry Vandergoot
Rose Leroux
Carroll Sturgeon
Nancy McCann

Staff Liaison - Betty Dore and Heather Gregg

VOTING STRUCTURE TASK FORCE

The mandate of the Voting Structure Task Force is to develop a challenges/opportunities strategy regarding an alternate voting structure and the merging of the two Boards of Directors in order to initiate increased communication links that further camaraderie and a positive relationship between the Board and its Members.

The Voting Structure Task Force first identified and evaluated as to their validity broker concerns regarding a change to the Board's voting structure. These concerns fall into four broad categories:

- 1) broker liability for salespeople;
- 2) impact of a wider franchise on critical financial matters;
- 3) changes to the By-Law; and
- 4) miscellaneous — this category includes such things as networking.

Because there is a great deal of overlap and because these issues are not always very clear cut, one of the tasks before the Task Force in 1995 was separating out and clarifying each issue.

The Task Force then looked at the Corporations Act, as the terms of LSTREB's incorporation have implications for the Board's governance. In addition, the Task Force sought legal advice in certain instances from Board counsel and looked at related issues, such as direct versus indirect billing.

As governance has emerged as a major issue at the national and provincial levels of organized real estate, with sweeping changes to both CREA and OREA's governing structure, and as changes in governance are being contemplated or occurring at many real estate boards throughout the country, the Task Force also contacted other Boards to find out: how they have elected to govern themselves; what compromises they have come up with; if they have, how those compromises have worked; and what difficulties they have encountered, if any.

Based on these investigations, the Task Force put together a proposed alternate voting structure and presented it to a Firm Members' FYI meeting late in the year for their input.

CHAIR - CARROLL STURGEON

Jack Lane

Lew Lint

Greg Anthony

Bob Lauckner

Bernie Sheridan

Bruce Sworik

Staff Liaison: Melissa Hardy-Trevenna

SPECIAL EVENTS

CHRISTMAS PARTY

The mandate of the Christmas Party Committee is to organize the Christmas gala held annually for Board members.

This year's party was held at the Convention Centre on December 1 and featured the Music Express Video Road Show. There was complimentary dinner wine, both red and white, and complimentary corsages for the ladies. 504 persons were in attendance.

CHAIRMAN - ROB DiLORETO

Doris Granger

Carol Barnard
Rob Sanderson
Sharon Ross
Susan Thorup
Harry Johnston

Staff Liaison: Wendy Murray

GOLF

The Golf Committee held a very successful tournament on June 12, 1995 at Fanshawe Golf Course, raising a grand total of \$5,155.58 for its designated beneficiary, Habitat for Humanity London.

CHAIRMAN - JOHN DeBLOCK

Stella Galan
Joe Hough
Jack Barrett
Ed Troller
Peter Russo
Harry Johnston
Carl Vandergoot

Staff Liaison: Wendy Murray

SLO-PITCH

The Slo-Pitch Committee was established to organize an annual ball tournament for Board members. This year's event took place on August 19. Sixteen teams played. Century 21 First took the trophy.

CHAIRMAN - ROB DILORETO

Stella Galan
Carl Dorgeloos
Greg Shore
Scot Kenny

Bob Tyrrell
Susan Thorup
Paul Machan
Harry Johnston
John DeBlock

Staff Liaison: Wendy Murray

Report on strategic objectives

Through opinions expressed in the Member Survey circulated earlier this year, Members gave the Board of Directors a clear indication of the directions in which they want ... and need this Board to go in the next few years. That input -- together with the need to adapt to changing times and to take advantage of technological advances -- dictated the content and, thus, determined the resolutions arising from the Strategic Planning Session held here in March 1995. Here are the objectives set ... and what has been done to achieve them.

BACK TO BASICS. ABOUT MLS® ...

Strategic objective

Eliminate the MLS® fine system. Investigate the continued viability of two-tier system. Look at alternative system.

Status

Fines eliminated.

Strategic objective

Offer all standard forms by electronic means such as fax-on-demand. In addition to saving Members time and hassle, it will save the Board (and therefore Members) money in printing costs. In addition, Members can be assured that the form they receive is the most current version of that form. LSTREB will begin by offering basic trading forms. In time all forms will be available via electronic media.

Status:

The 1995 Member Services Committee began investigations into a Fax-on-Demand system which will continue in 1996.

Strategic objective

Provide each Member with an up-to-date statistical graphics package each and every month.

Status

Up-to-date statistical graphics packages are now available on a monthly basis upon request from Liana (641-1400).

Strategic objective

Because MLS® is important to the Members, all logistical matters dealing with MLS® are now officially JOB ONE at LSTREB. From here on out, LSTREB officially commits itself to improving MLS®-related service to its Members in any and every way it can.

Status

The MLS® Committee and Computer Committee, along with Staff, are striving to make our MLS® service the best it can be on an ongoing basis.

EDUCATION

Strategic Objective

Introduce computer skills courses and clinics on a trial basis, from basic computer skills to desktop publishing, Windows and Top Producer.

Status

The Education Committee, working with the Computer Committee, will be offering a range of computer courses in 1996.

Strategic Objective

Hire a resource person whose job it will be to assist and train Members as regards computers. Set up a facility in which Members can receive this training. Take a hard look at MLS® computer training programs in place and figure out how they can be done better.

Status

Budgetary restraints have obliged the Directors to postpone hiring additional staff for the immediate future. Current staffpersons are upgrading skills in an attempt to bridge the gap.

Strategic Objective

Expand educational programs to include anything which might be of use or interest to the Members and offer those courses at bargain basement prices.

Status

The Education Committee has already offered a number of non-traditional courses and is working on developing more on an ongoing basis.

Strategic Objective

Monitor and advise Members in Agency issues and procedures.

Status

The Agency Task Force does this on an ongoing basis.

ENSURING THE PRE-EMINENCE OF MLS® IN THE FUTURE. ABOUT MLS® 2,000 ...

Strategic Objective

Make it easy for the Members to access and use OREA's new initiative to promote investment in Ontario -- the Ontario Investment Service (OIS) -- by having the technology available at the Board and on-site training.

Status

The software has been installed on a computer at the Board. At time of writing, the system is close to being up and running for Members who wish to access it.

Strategic Objective

Implement an electronic advertising system on which Members may advertise properties on-line.

Status

The public launch of REILink is scheduled for March 5, 1996.

Strategic Objective

Negotiate with neighbouring Boards to expand LSTREB MLS® service area to include their jurisdictions.

Status

LSTREB became an Open Board on the Interboard system in 1995. Presently it is awaiting the completion by OREA of its Standard Subscription Agreement before negotiating access agreements with neighbouring boards.

Strategic Objective

Investigate a front-end shell for the Vandat system which will accommodate programs like E-Mail and Fax-on-Demand, so that Members can get what they need right away. This saves the Board paper and print costs and prevents Members from being inundated with paper they do not want.

Status

On-line E-mail has been implemented. Investigations into Fax-on-Demand were begun by the 1995 Member Services Committee and will continue in 1996.

LESS PAPER

Strategic Objective

Promote WINids program to ensure that as many Members as possible are comfortable using it.

Status

Training is ongoing. To date there are over 480 users.

Strategic Objective

Accelerate the conversion of Members from a book-based Board to a computer-based Board where electronic access is the prevailing system.

Status

The Education Committee and the Computer Committee have been working together to develop more and better computer courses for the Members. In addition, the MLS[®] Committee is working on the following strategic objectives which also have the benefit of reducing paper and making Members more computer-reliant:

Strategic Objective

Phase out published dailies by January 1, 1997.

Strategic Objective

Evaluate the feasibility of user-pay catalogues by January 1997. Introduce alternate print-on-demand customized catalogue formats that Members can access by computer. Introduce alternate print-on-demand customized catalogue formats that Members can access by computer.

INCREASED RAPPORT

Strategic Objective

The publication of the Member Survey results in *Bulletin*, articles and updates on the initiatives set in motion by the Strategic Plan -- with particular emphasis on cost efficiency.

Status

Every Board publication published since March 1995 has contained an update on the Strategic Plan.

Strategic Objective

Strike a task force to develop a challenges/opportunities strategy regarding an alternate voting structure and the merging of the two Boards of Directors.

Status

At time of writing, the Task Force was preparing to forward a recommendation to the Board of Directors concerning an alternate voting structure.

Strategic Objective

Make the current Office Reps system into a premiere communication vehicle between the Board and offices.

Status

Presently the Office Reps system is tied to the Marketing Division. Accordingly, changes to the Office Rep system are contingent on a change to the voting structure.

Strategic Objective

Copy to Firm Members pertinent non-confidential material received by the Board relating to the real estate business.

Status

Ongoing.

TOWARDS A MORE EFFECTIVE PAC ...

Strategic Objective

Support fully RPAC Membership drive.

Status

Ongoing.

Strategic Objective

Inform the Membership fully prior to introducing any major political initiative.

Status

No major political initiatives have been undertaken since the Strategic Plan was established.

KEEPING OUR SIGNIFICANT CIVIC PROFILE RAISED HIGH . . .

Strategic objective

Pursue a conspicuous and active role in the economic development of those communities within the Board's jurisdiction.

Status

A liaison was established with the Offices of Economic Development of both London and St. Thomas and dialogue is ongoing.

Strategic Objective

Develop a "Welcome to ..." kit to assist Members in promoting their services and communities to out-of-towners."

Status

Kits for London and St. Thomas may be ordered from MLS® Reception.

TOWARDS EVER MORE POSITIVE COMMUNITY RELATIONS ...

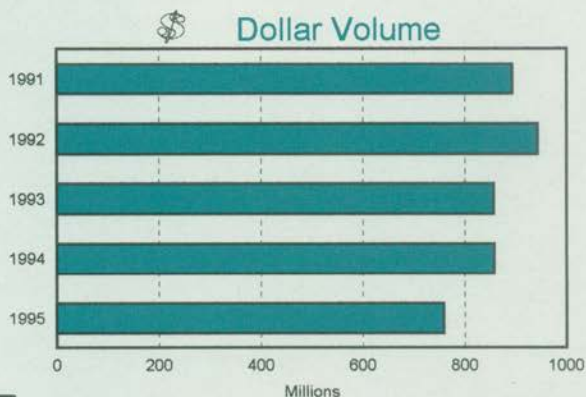
Strategic Objective

Promote and maintain current charitable initiatives in the focussed area of shelter - Habitat for Humanity London, Mission Services of London, Women's Place and the Stevenson Children's Camp.

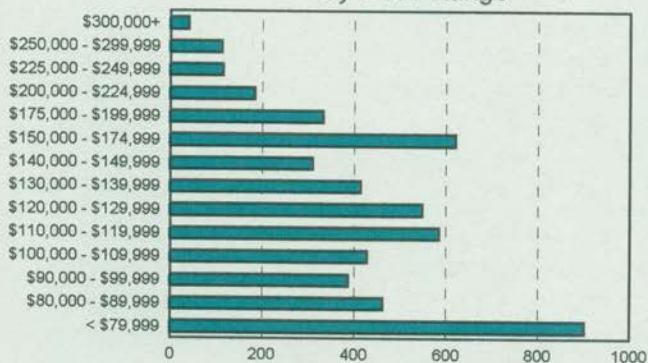
Status

Ongoing. Please refer to the report of the Community Relations Committee, p. 22.

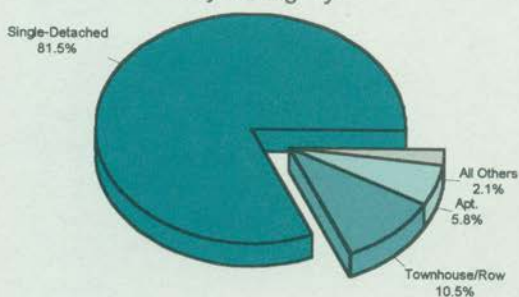
Statistical Graphs 1995



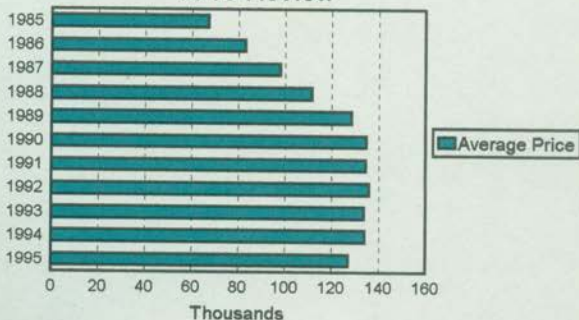
MLS Residential Sales by Price Range



MLS Residential Sales By Category



Over the Years! A 10 Year Review



Finance Committee Report

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

The Auditor's Report which follows represents the Finance Committee's Report for 1995.

CHAIRMAN - VINCE BOGDANSKI

Debbie Collins

Joe Pinheiro

Tony Sonderup

Betty Mallette

Ben Kristensen

Rick Thyssen

Staff Liaisons: Betty Dore and Connie Calis

Financial Statements year ended December 31, 1995

AUDITOR'S REPORT

To the Members of the London and St. Thomas Real Estate Board.

We have audited the balance sheet of The London and St. Thomas Real Estate Board as at December 31, 1995 and the statements of revenue and expenditures, surplus and changes in financial position for the year then ended. These financial statements are the responsibility of the London and St. Thomas Real Estate Board's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the London and St. Thomas Real Estate Board as at December 31, 1995 and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles.

Ford Keast

January 10, 1996

Chartered Accountants

THE LONDON AND ST. THOMAS
REAL ESTATE BOARD
BALANCE SHEET - DECEMBER 31, 1995

A S S E T S

	<u>1995</u>	<u>1994</u>
CURRENT ASSETS		
Cash	\$ 12,837	\$ 6,939
Accounts receivable	109,683	105,909
Inventory of resale supplies	42,128	25,777
Prepaid expenses	<u>18,428</u>	<u>17,565</u>
	<u>183,076</u>	<u>156,190</u>
KEY TRUST FUND	<u>96,668</u>	<u>92,827</u>
INVESTMENTS (Note 2)		
General reserve	557,214	507,203
Computer reserve	64,298	79,129
Government debt reduction reserve	7,652	-
Habitat for Humanity reserve	<u>16,788</u>	<u>-</u>
	<u>645,952</u>	<u>586,332</u>
REAL ESTATE AND FIXED ASSETS		
Property and development costs (Note 3)	3,521,004	3,521,004
Furniture and equipment	<u>2</u>	<u>2</u>
	<u>3,521,006</u>	<u>3,521,006</u>
	<u>\$ 4,446,702</u>	<u>\$ 4,356,355</u>

LIABILITIES AND SURPLUS

CURRENT LIABILITIES

Cheques written in excess of funds on hand	\$ 58,078	\$ -
Accounts payable and accrued liabilities	63,634	105,612
Habitat for Humanity	<u>16,788</u>	<u>-</u>
	<u>138,500</u>	<u>105,612</u>

KEYTRUST FUND LIABILITY

<u>96,668</u>	<u>92,827</u>
---------------	---------------

DEMAND MORTGAGE PAYABLE (Note 4)

<u>505,733</u>	<u>593,167</u>
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SURPLUS

Unappropriated surplus	61,364	50,578
Appropriated surplus	<u>3,644,437</u>	<u>3,514,171</u>

<u>3,705,801</u>	<u>3,564,749</u>
------------------	------------------

<u>\$ 4,446,702</u>	<u>\$ 4,356,355</u>
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THE LONDON AND ST. THOMAS REAL ESTATE BOARD
STATEMENT OF REVENUE AND EXPENDITURES
YEAR ENDED DECEMBER 31, 1995

	<u>1995</u>	<u>1994</u>
REVENUE		
Monthly assessments	\$ 1,770,260	\$ 1,580,665
Initiation fees	131,500	224,200
Annual dues	78,636	80,999
M.L.S. charges	22,354	40,254
Interest	19,252	19,454
Member charges	<u>5,719</u>	<u>2,555</u>
	<u>2,027,721</u>	<u>1,948,122</u>
EXPENDITURES		
M.L.S. - Schedule 1	793,786	1,331,268
Committees - Schedule 2	138,044	117,694
Professional development - Schedule 2	109,521	106,573
Administration - Schedule 2	540,717	526,118
Operations - Schedule 3	180,056	168,988
Occupancy - Schedule 4	<u>176,023</u>	<u>168,998</u>
	<u>1,938,147</u>	<u>2,419,639</u>
NET REVENUE OVER EXPENDITURES (EXPENDITURES OVER REVENUE) ON GENERAL OPERATIONS	89,574	(471,517)
OTHER INCOME AND EXPENSE		
Interest earned on reserves	<u>51,478</u>	<u>48,488</u>
NET REVENUE OVER EXPENDITURES (EXPENDITURES OVER REVENUE) FOR THE YEAR	\$ <u>141,052</u>	\$ <u>(423,029)</u>

THE LONDON AND ST. THOMAS REAL ESTATE BOARD
STATEMENT OF SURPLUS, YEARENDED DECEMBER 31, 1995

	1995			1994	
	Unappropriated Surplus	Appropriated Surplus	Total Surplus	Total Surplus	Total Surplus
SURPLUS, BEGINNING OF YEAR	\$ 50,578	\$ 3,514,171	\$ 3,564,749	\$ 3,987,778	
ADD (DEDUCT)					
Net revenue over expenditures (expenditures over revenue) for the year	89,574	51,478	141,052	(423,029)	
Appropriated for General Reserve Fund	(60,000)	60,000	-	-	
Transfer of surplus to fund general operations	(18,788)	18,788	-	-	
SURPLUS, END OF YEAR	<u>\$ 61,364</u>	<u>\$ 3,644,437</u>	<u>\$ 3,705,801</u>	<u>\$ 3,564,749</u>	

APPROPRIATED SURPLUS COMPRISED AS FOLLOWS:

338 - 358 Commissioners Road costs	\$ 3,521,006	\$ 3,521,006
General reserve investments	557,214	507,203
Debt reduction reserve investments	7,652	-

Computer reserve investments
4,150,170 4,107,338

64,298 79,129

Deduct:
Mortgage payable

505,733 593,167

\$3,644,437 \$3,514,171

THE LONDON AND ST. THOMAS
 REAL ESTATE BOARD
 STATEMENT OF CHANGES IN FINANCIAL POSITION
 YEAR ENDED DECEMBER 31, 1995

	<u>1995</u>	<u>1994</u>
CASH PROVIDED BY (USED IN) OPERATIONS		
Net revenue over expenditures for the year	\$ <u>141,052</u>	\$(<u>423,029</u>)
Change in non-cash working capital balances related to operations:		
Accounts receivable	(3,774)	16,926
Prepaid expenses and inventory	(17,214)	12,585
Accounts payable and accrued liabilities	(41,978)	<u>39,347</u>
	<u>62,966</u>	<u>68,858</u>
Cash provided by (used in) operations	<u>78,086</u>	(354,171)
CASH PROVIDED BY (USED IN) FINANCING ACTIVITIES		
Mortgage principal repayments	(87,434)	(86,802)
INCREASE (DECREASE) IN CASH DURING THE YEAR	(9,346)	(440,973)
Cash, beginning of year	<u>593,271</u>	<u>1,034,244</u>
CASH, END OF YEAR	\$ <u>583,923</u>	\$ <u>593,271</u>

REPRESENTED BY:

Cash	\$ 12,837	\$ 6,939
Cheques written in excess of funds on hand	(58,078)	-
General reserve investments	557,214	507,203
Computer reserve investments	64,298	79,129
Debt reduction reserve investments	<u>7,652</u>	<u>-</u>
	<u>\$583,923</u>	<u>\$593,271</u>

THE LONDON AND ST. THOMAS REAL ESTATE BOARD
NOTES TO FINANCIAL STATEMENTS YEAR ENDED
DECEMBER 31, 1995

1. ACCOUNTING POLICIES

The accompanying financial statements are prepared on the historical cost basis in accordance with accounting principles generally accepted in Canada for non-profit organizations. The significant accounting policies are summarized below.

a) Real Estate and Fixed Assets

Land and building are recorded at acquisition cost. Furniture and equipment have been recorded at nominal value. All expenditures on building improvements, furniture, equipment and computer equipment are expensed in the year incurred.

b) Depreciation Policy

As a non-profit organization, The London and St. Thomas Real Estate Board does not provide for depreciation on its real estate. This policy is a result of the decision to portray in the Statement of Revenue and Expenditures only those results of current operations which have impact upon the working capital of the Board.

2. INVESTMENTS

The investments for general, computer, debt reduction and Habitat of Humanity reserves are recorded at cost and are comprised of cash and short-term Canada Treasury Bills, Government of Canada Bonds, Provincial Bonds, Bell Canada Bonds and Farm Credit Corporation Bonds. Market

value as of December 31, 1995 for the reserves - \$660,174 (1994 - \$582,543).

3. PROPERTY AND DEVELOPMENT COSTS

	1995	1994
Property	\$ 1,583,000	\$1,583,000
Development costs	<u>1,938,004</u>	<u>1,938,004</u>
	<u>\$3,521,004</u>	<u>\$3,521,004</u>

4. MORTGAGE PAYABLE

First mortgage of \$505,733 which is being repaid in monthly instalments of \$11,072 including interest at the National Trust Company's prime demand rate of interest. The mortgage payable is secured by the property at 338 - 358 Commissioners Road and is due on demand. National Trust has given the London and St. Thomas Real Estate Board the assurance that it will not demand the mortgage within the next fiscal period therefore the mortgage has been reclassified as long term accordingly.

5. CONTINGENCY

An action has been commenced against the Board for alleged breach of contract with respect to tendering of a construction contract. The Board is defending this claim and has also filed a claim for indemnification against a third party with respect to advice received in tendering the contract in question.

At the current time, the amount of loss to the Board, if any, is not determinable.

6. RECLASSIFICATIONS

Certain amounts have been reclassified in the accompanying financial statements and the comparative figures for the preceding year have been adjusted accordingly.

THE LONDON AND ST. THOMAS REAL ESTATE BOARD SCHEDULE OF EXPENDITURES YEAR ENDED DECEMBER 31, 1995

SCHEDULE 1

	<u>1995</u>	<u>1994</u>
M.L.S.		
Information		
Catalogues and dailies	\$ 477,836	\$489,329
Photographer	<u>145,857</u>	<u>141,909</u>
	<u>623,693</u>	<u>631,238</u>
Services		
Delivery	74,865	74,632
Land registry	<u>852</u>	<u>940</u>
	<u>75,717</u>	<u>75,572</u>
Computer		
Hardware	13,118	1,013
Repairs, maintenance and service	17,002	16,928
Software and support service	29,969	21,991
Supplies	2,702	2,433
Telephone	<u>19,436</u>	<u>16,826</u>
	<u>82,227</u>	<u>59,191</u>

General		
Directors' liability insurance	4,993	5,082
Key boxes	-	360,572
Key pads	-	135,205
Computer	6,506	51,776
Conversion	<u>650</u>	<u>12,632</u>
	<u>12,149</u>	<u>565,267</u>
	<u>\$793,786</u>	<u>\$1,331,268</u>

THE LONDON AND ST. THOMAS REAL ESTATE BOARD
SCHEDULE OF EXPENDITURES
YEAR ENDED DECEMBER 31, 1995

SCHEDULE 2

	<u>1995</u>	<u>1994</u>
COMMITTEES		
By law	\$ 1,920	\$ 88
Christmas party	11,911	13,029
2000 +	17,854	-
Community relations	17,949	19,574
Computer	4,672	23,103
Directors	7,629	895
Education	5,887	5,161
Executive	1,994	2,650
Golf tournament	1,939	1,030
ICI	4,499	-
Marketing division	27,170	30,410
Membership services	6,647	5,876
Membership affinity	1,500	36
MLS	283	337
Orientation	1,573	1,917
PAC	4,683	8,825

Professional standards	1,457	734
Slo pitch	4,008	3,913
Standard forms	<u>14,469</u>	<u>116</u>

\$138,044 \$117,694

PROFESSIONAL DEVELOPMENT

Association dues (net of recoveries)	\$ (2,016)	\$ (4,590)
Other	3,875	3,877
CREA conference	38,391	46,961
FIABICI conference	9,449	5,707
OREA conference	33,460	28,230
General meetings	19,761	18,393
NAR conference	<u>6,601</u>	<u>7,995</u>

\$109,521 \$106,573

ADMINISTRATION

Salaries	\$ 452,434	\$ 441,451
Pension and benefits	59,022	56,322
Payroll assessment	<u>29,261</u>	<u>28,345</u>

\$ 540,717 \$ 526,118

THE LONDON AND ST. THOMAS REAL ESTATE BOARD SCHEDULE OF EXPENDITURES YEAR ENDED DECEMBER 31, 1995

SCHEDULE 3

1995 1994

OPERATIONS

Equipment		
Repairs, maintenance and copier charges	\$ 10,997	\$ 12,192

General

Bad debts	561	770
Business tax	31,404	30,773
Employee training	8,276	7,784
Member life insurance	56,275	57,437
Miscellaneous	2,616	2,057
Postage and courier	6,485	6,541
Resale forms (net of recoveries)	<u>4,112</u>	<u>(692)</u>

109,729 104,670

Professional Fees

Audit and related services	7,040	5,750
Consultant	12,000	12,000
Legal - general	<u>12,735</u>	<u>5,980</u>

31,775 23,730

Stationery

Letterhead	1,664	1,280
Stationery and supplies	<u>10,167</u>	<u>8,629</u>

11,831 9,909

Telephone

15,724 18,487

\$ 180,056 **\$ 168,988**

THE LONDON AND ST. THOMAS REAL ESTATE BOARD
 SCHEDULE OF EXPENDITURES
 YEAR ENDED DECEMBER 31, 1995

SCHEDULE 4

	<u>1995</u>	<u>1994</u>
OCCUPANCY		
Building		
Janitorial	\$ 12,001	\$ 12,722
Repairs and maintenance	23,115	21,221
Sewer charges	<u>2,760</u>	<u>2,730</u>
	<u>37,876</u>	<u>36,673</u>
General		
Insurance	3,652	3,392
Mortgage interest	47,359	42,790
Property taxes	64,916	63,612
Utilities	<u>22,219</u>	<u>22,531</u>
	<u>138,147</u>	<u>132,325</u>
	<u>\$ 176,023</u>	<u>\$ 168,998</u>



