



Tuesday, March 19, 2002

Annual General Review 2001

Agenda

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Please turn off pagers for the duration of the meeting.

10:00 AM	Registration
10:30 AM	Call to order and welcome by 2002 President Michael Hines
10:40 AM	Approval of AGM Minutes (March 28, 2001) and adoption of 2001 Annual General Review AND audited financial statement AND appointment of the Board's 2002 auditors and solicitors
	Remarks of and presentation to 2001 President Presentation to 2001 Retiring Directors Address of 2002 President Remarks of and presentation to 2001 Marketing Division President Presentation to 2001 Retiring Marketing Division Directors Remarks of 2002 Marketing Division President
11:15 AM	Other business (consists of presentations to/of): Honourary Membership Plaque to Harry Mohaupt Mission Services Community Service Award Outstanding Service Awards Long Service — Plaque/Pin Presentations CREA 25-Year Certificates
11:30 AM	Introduction of Guest Speaker: Garry K. Nichols -- <i>Regional Director for Ontario, of the Financial Transactions and Reports Analysis Centre Canada (FinTRAC)</i> Guest Speaker's Address Thanks to Guest Speaker
12:00 Noon	Jason Lo and Melanie McBride of FiLogix — live demo of new Celerity DMS MLS® System
12:30 PM	Grace and toast to the Queen Lunch and Adjournment

Mission Statement

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



Minutes of the Annual General Meeting



**Thursday, March 28, 2001
Hellenic Centre**

- 1) **Call to Order and Welcome**
2001 President Rick Odegaard called the meeting to order at 10:35 a.m., after welcoming the Members.
- 2) **Introduction of Head Table Guests**
In addition to introducing the head table, invited guests and award winners, Rick also asked that the 2001 Marketing Division Board of Directors, Past Presidents, Honourary Members, Board staff and Board photographer stand to be recognized.
- 3) **Approval of Minutes**
Prior to approval/adoption of the following items, the President pointed out that all Members, with the exception of Honourary Members, invited guests and Board staff had the right to vote at Annual General Meetings.

MOTION
that the Minutes of the March 21, 2000 Annual General Meeting be approved.
CARRIED

- 4) **Adoption of 2000 Annual General Review**

MOTION
that the 2000 Annual General Review, which contains the 2000 Committee Reports, be adopted as amended.
CARRIED

- 5) **Adoption of Audited Financial Statement for the Year Ended December 31, 2000**

MOTION
that the Statement of Revenue and Expenditures for the year ended December 31, 2000, as contained in the Annual General Review, be adopted.
CARRIED

- 6) **Appointment of 2001 Board Auditors and Solicitors**

MOTION
that Ford, Keast Chartered Accountants continue to be the Board's Auditors for 2001.
CARRIED

MOTION
that the law firms of Berg, Kennedy, Cleaver, Broad AND Mervin Burgard, Q.C. continue to act as the Board's Solicitors for 2001.
CARRIED

- 7) **Remarks of 2000 President**
Greg Anthony then gave his Past President's address (a copy is attached in the Minute Book)

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8) **Presentation to 2000 President**

After commenting that Greg had “exercised his duties as President with diligence and discretion”, Rick presented him with a plaque, scrapbook, mementoes and a gift from the membership for a job well done.

9) **Presentation to 2000 Retiring Directors**

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

2000 St. Thomas Director – Harold Kewley
2000 Past President -- Gerry Weir

It was noted that, because 2000 Marketing Division President Dennis Sonier was unable to attend the meeting, his Retiring Director's plaque will be sent to him.

10) **Address of 2001 President**

2001 President Rick Odegaard addressed the membership (a copy of which is attached in the Minute Book), subsequent to which he called upon 2001 Marketing Division President Joe Hough to say a few words in the absence of Dennis Sonier.

11) **Remarks of the 2001 Marketing Division President**

Joe Hough then gave his speech (a copy of which is attached in the Minute Book). At the conclusion of his speech, he noted that 2000 Marketing Division President Dennis Sonier would be receiving a token gift in appreciation of his service. He then called the following retiring Marketing Division Directors to the podium to receive their Directors' plaques in recognition and appreciation of their efforts during their terms of office:

Director 1999-2000 -- Costa Pouloupoulos

The following retiring Marketing Directors were not on hand to receive their plaques:

Director 1999-2000 – Dan Fraleigh
Director 1999-2000 – Tony Scarpelli
Past President and Director from 1997-2000 – Dennis Sonier

12) **Other Business**

a) **Mission Services** – Presented with a cheque for \$6,800.00.

b) **Community Service Awards**

- i) For an individual -- Presented to Ray Otermanns (accepted by Terry Greenwood).
- ii) For an office – Presented to Royal LePage Triland.

c) **Outstanding Service Awards** — Presented to Vince Bogdanski, Costa Pouloupoulos, Gerry Weir and (*in absentia*) Dennis Sonier.

d) **CREA 25-Year Certificates** — Presented to Doug Cassan, Euclides Cavaco, Glen



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Gordon, Nick Dykstra, Peter Hoffman, Michael Hines, Nancy McCann, Ruth McNab, Mike Morrish, Joe Pinheiro, Dennis Oliver (accepted by Terry Greenwood), Norm Shaw, John Sandor, A. Roy Smith, Stan Wyatt, Dave Haydon, Phil Anrep (accepted by Bruce Sworik), Mike Kozumplik (accepted by Bruce Sworik) and Jane Biddell (accepted by Bruce Sworik).

e) **CREA 30-Year Pin Recipients**

Presented to Joe Callipari (accepted by Vito Campanale), Lena Finnerty, Albert Luistermans (accepted by Jan Luistermans), Lew Lint, Tony Kocemba (accepted by Joe Pinheiro), Ed Woodland, and Betty Mallette (accepted by Bruce Sworik).

f) **Guest Speaker – CREA Vice-President Richard Wood**

Following an introduction of the guest speaker by the President, Richard gave an in-depth presentation on REALTORLink™, the Information Exchange Network and cls.ca. He was then thanked by Executive Officer Betty Doré and presented with a token gift of appreciation.

13) **Adjournment**

Following a short networking break and lunch, Rick adjourned the meeting at 1:30 p.m.

President's Report

Statistics

2001 turned out to be a banner year for real estate in our area. Sales were up over the previous year for nine straight months and, when the tally came in, it turned out that 7,307 homes had exchanged hands in 2001 -- the highest number of home sales ever for the London and St. Thomas Real Estate Board. In fact, the next highest number of sales occurred in 1988, at the peak of a rampant Sellers' Market, when 7,003 homes were sold.

What is equally, if not more impressive is how much money exchanged hands last year. Total dollar volume generated by MLS® sales peaked at over a billion dollars (\$1,084,976,370) for the first time since the Board began to track sales data. Mind you, we've been pretty close over the past few years, but seeing that figure roll over from \$950,000,000 to a billion is enough to warm the cockles of any REALTOR's heart, particularly a Commercial REALTOR like myself!

The average house price in the Board's jurisdiction for 2001 stood at \$136,636, a modest 1.5% gain over 2000. However, active listings end-of-period were down 13.5% and that, together with the fact that the ratio of sales to new listings in our market stood at 57.2% in 2001, indicated that we are beginning, at long last, to move from a Buyers to a more balanced market.

St. Thomas also performed solidly in 2001. A total of 576 homes sold last year, up 8.3% from 2000. The average price of a home in St. Thomas stood at \$114,257 year-end, slightly down

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Rick Odgaard
2001 President



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from 2000's figure of \$115,994.

The best-selling house type in 2001 was the two-story home – another indication that we are moving into a Seller's Market. 1,338 two-story homes sold in 2001 for an average \$192,947. First runner up was the bungalow, 1,270 of which sold for an average \$106,415. Second runner up was the ranch, 963 of which sold for an average \$162,526. 673 townhouse condominiums sold last year for an average \$92,572.

Business Plan Update

I am happy to report that all of the tasks set out in the Business Plan that grew out of the Organizational Review conducted in 1999 have been completed, with the exception of the drafting of a disaster plan. That task has been assigned to the Disaster Plan Task Force, which will turn its attention to that project sometime in the future.

A number of the objectives outlined in that plan

Year	Sales	Average Price
2001	7,307	\$136,636
2000	6,505	\$135,079
1999	6,720	\$131,899
1998	6,416	\$129,706
1997	6,269	\$130,534
1996	6,770	\$127,261
1995	5,397	\$127,166
1994	5,793	\$134,089
1993	5,802	\$133,835
1992	6,285	\$135,962
1991	6,007	\$135,545
1990	5,466	\$134,907
1989	6,771	\$128,578
1988	7,003	\$111,708

were, in fact, accomplished in 2001, i.e.:

- ◆ A streamlined, user-pay, optional catalogue
- ◆ Our state of the art computer training lab
- ◆ A review of Staff Benefits

Strategic Plan Update

In March of 2001, the Directors held a Strategic Planning Session. What follows is an update of what our objectives were and their current status:

Internet-based MLS® System

Our first objective was for the Technology Task Force to continue with the mandate assigned to them in our 1999 Business Plan – to upgrade our MLS® system by replacing our proprietary Vandat system with one that is Internet-based. This had been on the drawing board since our organizational review back in 1999 and the business plan generated from that review and is now, thanks to the Technology Task Force, a done deal. Our new system should be up and running in the Spring of 2002. For the Task Force's report, see p. 34.

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"The 1999 Business Plan has been completed, except for drafting a Disaster Plan."





(Continued from page 5)

Be an Education Provider of the Highest Caliber

Achieving this objective — to become an education provider of the finest caliber — is an ongoing effort that entails maximizing every opportunity that comes our way to expand our course offerings and to partner with OREA and other Boards to deliver REALTOR education. A task force will be struck to look into these issues.

Foster Partnerships with Other Boards

Our next strategic objective was to investigate the potential of partnering, to varying degrees, and information-sharing with neighbouring real estate boards. The Partnerships Task Force, to be struck in 2003-2004, will look at whether we can share services other than MLS® with our neighbours.

LSTREB a one-stop services shop

Within the constraints of what is fiscally and practically possible, we want to continue to provide our Members with the services and tools they need to conduct all aspects of their business. For example, along with our new Internet-based MLS® System, Celerity, will come other tools that our Members will need, such as a Distributive Database and the ability to download all or portions of the MLS® to their Palms and Personal Digital Assistants (PDAs). We might, for instance, develop a list of preferred suppliers and put more resources into our existing Business Partners program. Mike Carson has agreed to chair a new Business Partners Task Force. This will kick into gear as soon as we have gotten over the hurdle of converting both our Membership and Accounting data and our MLS® data to the new systems.

Determine what's public information

Public access has been a done deal for years and most REALTORS are gradually coming around to the idea that public access via the Internet is a good thing. However, not everyone agrees on how much or what sort of information we should be divulging to the public. We also wanted to look at issues like Internet Data Exchange (a.k.a., broker reciprocity), to review the issue of sending all listings to mls.ca and to look at the policies of other Boards and of CREA regarding regulations governing third-party use of MLS® data. For more on this, please see the report of the Data Management Task Force on page 26.

Develop a new communications strategy

Fortunately we did not have to reinvent the wheel on this one, thanks to REALTORLink™. We are currently participating in organized real estate's new national Intranet. Just use your name-code and password to log on and see what information we currently have posted, as well as OREA Forms, etc. We are certain that you will find it an invaluable resource. Once we move over to our new MLS® system, our Members Only Site will move to REALTORLink™ in its entirety.

Sometimes, however, an e-mail doesn't cut it and you have to get up close and personal to get your point across. For that reason, our Executive Officer, Betty Doré, and I took the show on the road a couple of times over the past year, at special President's Breakfasts organized in St.

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"We wanted to look at issues like Internet Data Exchange."



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Thomas and Strathroy.

Support the establishment of a Commercial Overlay Board

Back in March when we crafted the Strategic Plan, we all agreed with the concept of Commercial Overlay Boards. However, we had to wait for the motion to allow the establishment of such Boards to be approved at the CREA General Assembly in October 2001. It was and our Commercial Committee will be looking at this in the upcoming year to see if there's a need in our area.

Municipal Activity

The Board made great strides at forging ties and building a partnership with the City of London in 2001. At the beginning of the year, we had a very positive and constructive meeting with Mayor Anne Marie DeCicco. Later, we attended a dynamic business development brainstorming session entitled Synergies. Out of that session came further meetings with the London Economic Development Corporation and MainStreet London, a downtown revitalization group. All this, in turn, led to a series of meetings with LEDC, the City's Realty Services Department and ourselves that have resulted in the Board agreeing to upload IC&I listing data to the City's web site – thus ensuring its currency and accuracy.

Board Representatives also participated in the process of developing a Community Plan to deal with the issue of homelessness and affordable housing in London.

Conclusion

It was a very busy year that went by quickly. I want to thank the entire board of directors for remaining so focused in the face of a ton of work. We had a lot to do and, thanks to our dedicated staff and what I viewed as an unprecedented level of cooperation at the board table, we did it. Much remains to be done and we are fortunate to have a competent and thoughtful individual as our president in 2002. Mike Hines has his capable hands full and I wish him all the best.

Rick Odegaard
President



2001 Board of Directors



First row, left to right: Greg Anthony, Rick Odegaard, Betty Doré, Michael Hines and Glen Gordon.
Second row, left to right: Joe Hough, Vito Campanale, Bruce Sworik and Bill Hyman.
Back row: Tom Dampsy, José Medeiros, Ken Harper, Peter Hoffman, Mike Carson and Sandy McGregor

Marketing Division Board of Directors



Joe Hough,
2001 Marketing Division
President

It is the responsibility of the Marketing Division to represent the salesperson Members of this organization and to do our utmost to ensure that our constituents are at least as well informed about industry trends and Board news as they are willing to be. It used to be the case that our objectives were met largely by hosting special events. Now, however, with the advent of MCE, the inescapable fact that the REALTOR population is aging (that's you and me, folks!), and the demands placed upon all of us by the notion that, in addition to our careers, we maybe ought to get a life, our Members are less eager to meet and greet and more interested in quick-and-dirty information gathering. For that reason, the Marketing Division has shifted its focus from "do's" to news.

Here's a quick rundown of what the Marketing Division accomplished this year:

Most of our social events did not get off the ground in 2001 due to low registration, but our old fashioned family picnic, which took place on September 12, was a big hit and will become an annual event.

In addition, in 2001 the Marketing Division completely overhauled our Constitution, By-Laws and Practices. These are the principal changes:

"REALTORS will be replaced by REALTORS with computers and the skill and knowledge to use them effectively."

- We've right-sized our Board of Directors from 14 to 9.
- We've eliminated the old Secretary Treasurer position, gone to a President-Elect model and have standardized the term for the St. Thomas Director: whether acclaimed or elected, that Director will now serve for two years.
- We've limited proxies to one per Member.
- Finally, to facilitate quick decision-making and timely action, we've shifted a good deal of what was in the Bylaw to our Practices, where it can more easily be altered if circumstances dictate. In other words, we don't want to be hamstrung by our Bylaw.

These changes have been driven by the same forces at work on all of organized real estate – the need to be flexible, responsive and, when the occasion calls for it, decisive.

We also introduced the Information Reps program, designed to help Board staff disseminate information to the individual offices. In 2001, our *Get Real* newsletter, targeted at our Information Reps, contained timely information on a number of important topics, including:

- ◆ Our new Strategic Plan
- ◆ Update on LSTREB's involvement in municipal affairs
- ◆ MLS® Technology Assessment
- ◆ Model Clauses for Agreements
- ◆ Call to Action on REALTOR exemptions in the new Employment Standards Act
- ◆ RECO changes to insurance invoices
- ◆ Changes to the Listing Agreement



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- ◆ Land Registry and Assessment Data
- ◆ Interboard-free zone for Thamesford
- ◆ Privacy Code
- ◆ New REBBA

Of course, Marketing Division Directors also served on numerous committees and task forces in 2001, filling a total of 20 positions on the Commercial, MLS® Systems, Professional Standards and Executive Committees, the Orientation Guides, the Education and Community Relations Advisory Groups, the Christmas Party and Slo-Pitch Committees, as well as the Intranet, Photo Library, Technology, Building Alteration, Staff Benefits, Business Partners and Retired Membership Tasks Forces. I can't emphasize enough the value they have brought to the Board by pitching in, particularly since the streamlining of our governance structure a few years ago has made those committees that remain in place and the task forces and advisory groups struck for very specific purposes much more mission-critical than previously.

Speaking for myself, I would have to say that the most exciting thing I have been involved in over the past couple of years has been the Technology Task Force, whose work resulted in the selection of the Internet-based MLS® system Celerity DMS to replace our Vandat system. I'm one of those irritating "early adopters" and agree with renowned futurist and guru Stewart Brand that, "once a new technology rolls over you, if you're not part of the steamroller, you're part of the road." I've said it before and I'll say it again: "REALTORS will be replaced by REALTORS with computers *and the skill and knowledge to use them effectively.*"

In closing, I would like to thank the salespeople for having allowed me to serve as their President, my Board of Directors, for their hard work and support, and my wife Janet, for sharing my enthusiasm.

Joe Hough
President, Marketing Division

2001 Marketing Division Board of Directors



First row, left to right: Barbara Hodgins, Joe Hough and Theresa Holmes.
Second row, left to right: Mike Carson, Larry Carroll, Debra Scott, Mary C. Smith and Kathy Amess
Missing from photo: Tam Dampsy, Sharon Allison-Prelazzi, Trevor Tyson, Joe Kuchocki and Jim McCormick



Executive Officer's Report



Betty Doré,
Executive Officer

2001 was (if I may be forgiven the pun) a year of systemic change for the London and St. Thomas Real Estate Board. What systems? Well, how about our MLS® system for starters. Not only did we replace our MLS® Book with optional, user pay catalogues and streamline and customize our delivery service for a considerable savings, after two years of exhaustive investigation and in accordance with both our 1999 Business Plan and 2001 Strategic Plan, we finally selected a new Internet-based MLS® system to replace our old proprietary Vandat system. We also managed to procure land registry information through VistaInfo's TEELAPoint product, worked with our map provider to update our map and added Strathroy to the open house schedule. For more on MLS® and FiLogix's Celerity DMS, please see the reports of the MLS® Systems Committee (p. 16), the Land Registry/Assessment Task Force (p. 29) and the Technology Task Force (p. 34)

MMSI

Unplugging Vandat, a component of which is our current Membership and Accounting system, meant replacing that system – another systemic change for 2001! Two top Vendors gave demonstrations to staff and three companies supplied us with quotes, whereupon the Technology Task Force recommended and the Directors approved that we go with MMSI for reasons of price and the fact that MMSI's product provided everything we need to replace the Vandat package, including General Ledger and Statement of Revenue and Expense. In addition, the company's strength is in accounting (the company's owners are chartered accountants, which lends further credibility to the financial aspect of the package) and nine Canadian Boards use MMSI, which means that the program has been thoroughly Canadian-ized. Moreover, MMSI is well positioned in the market place and has considerable experience working with many MLS® systems and with Supra.

Communication

President Rick and I took the show on the road to Strathroy and St. Thomas this year, updating REALTORS in those areas on Board and industry news and developments. I also spoke at a number of office meetings on a variety of topics, from CREA updates, to the latest MLS® developments, to what RECO was up to. In addition, we published 17 issues of our just-in-time **Broker Biz Buzz** newsletter – the news you need before you know you need it.

Industry Involvement

It's very hard to see the big picture if your head's in the sand. That's why I make a concerted effort, with the support of the Board of Directors, to stay abreast of industry issues and to be involved at the North American, national, provincial and local level. This year I sat on the CREA Association Executives Council's IDX (Broker Reciprocity) Task Force and the AEC Seminar Committee. I also helped to organize the Large Board Meeting in Ottawa in March and attended the NAR Conference, the NAR-AEC Seminar, the CREA-AEC Seminar, CREA Assembly and CREA PAC Days.

On the local level, I met with the Mayor of London, Anne Marie DeCicco, along with President Rick Odegaard, President Elect Michael Hines and the Marketing Division's President Elect Mike Carson, as well as the London Economic Development Corporation and MainStreet London. I also facilitated a task force comprised of representatives of the City's Realty Services, LEDC and representatives from LSTREB that will result in the Board's uploading data on IC&I properties to the City's web site.



"2001 was a year of systemic change. . . ."

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Conclusion

We are very fortunate here at LSTREB to have an informed, involved and conscientious Board of Directors, a dedicated and hard-working volunteer base and what I proudly consider a stellar staff. I would like to take this opportunity to thank and congratulate all three of these groups for all the hard work they did in 2001, especially since that hard work ended up paving the way for a whole lot more hard work in 2002 as we complete the conversion of our MLS® data to Celerity DMS, our Membership and Accounting functions and data to MMSI and provide hands-on training in our new computer lab to each and every one of our over 1,100 Members, in addition to providing all the services our Members have come to expect from us. Out of the frying pan and into the fire!

E.L. (Betty) Doré, CIM, CAE
Executive Officer

2001 Board Staff



1st row, left to right: Melissa Hardy-Trevenna, Betty Doré, Lyn Coupland and Janice Freeman
2nd row, left to right: Debbie Czencz, Yvonne Stewart, Karen Gillespie, Jenny True, Liana McLachlan, Wendy Preib and Colleen Daniak.
Missing from photo, Cory Coughtrey and Terri Saubolle.



"LSTREB has a conscientious Board of Directors, a hard-working volunteer base and a stellar staff."



Committee Reports



Arbitration Committee

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

In 2001 there were six claims altogether, of which four were settled as a result of mediation and the deposits were returned. One hearing was held and the Claimant was awarded the total amount claimed. At the time of writing this report, the one remaining claim was still being processed.

"In 2001, there were six claims altogether."

CHAIRMAN
Grant Monteith

VICE-CHAIR
Ron Rossini

MEMBERS
Bing Anrep
Bev Bosveld
Rebecca Carnegie
Yvonne Sloan Collyer
Ruth McNab
Dick Nywening
Dave Roby
Harry Tugender
Bill Warder
Larry Wilcocks

STAFF LIAISON
Lyn Coupland

Commercial Committee

The mandate of the Commercial Committee is to:

- ◆ Review and recommend changes to commercial forms to the Board of Directors;
- ◆ Formulate, plan, arrange and/or conduct education sessions on commercial topics, working in conjunction with the Education Representative and/or the Education Advisory Group and the Member Services Department;
- ◆ Make recommendations pertinent to commercial real estate to the Board of Directors;
- ◆ Promote and increase the spirit of co-operation among Members who have an interest in commercial real estate; and
- ◆ Promote and increase Membership of commercial practitioners.

CHAIRMAN
Mike Jakupi

MEMBERS
John Alguire
Greg Anthony
Tom Dampy
Randy Hanke
Peter Hoffman
Al Jefferies
Joe Kuchocki
Peter Meyer
Joe Pinheiro
Harry Tugender

STAFF LIAISONS
Betty Doré
Liana McLachlan

Municipal Economic Development

Under the leadership of President Rick Odegaard, himself a Commercial REALTOR, LSTREB has, over the past year, actively pursued partnerships with the City of London, the London Economic Development Corporation and MainStreet London. One result of these discussions is that an agreement has been reached between the City's Realty Services Department and LSTREB that the Board will start to automatically upload IC&I listings to the City's web site.



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Needless to say, this comes as very welcome news to Commercial REALTORS working in London. We have long had a concern about the accuracy and currency of the information contained in the "catalogues" put together by the City. Now that this information is displayed on the City's website, we continue to be concerned since the properties are posted on the site but not automatically updated the way they are in MLS®. Details on how to accomplish this upload are in the process of being worked out.

cls.ca

Early in the year cls.ca, CREA's commercial site, was launched. We were one of the very first Boards to go live with this new service. The Directors had decided late in 2000 to upload only MLS® listings to cls.ca and to let the Members put up their own exclusive listings as happens with the Ontario Investment Service.

Support for Commercial Overlay Board

At their March 2001 Strategic Planning Session, our Directors supported the creation of commercial overlay boards. Because such Boards would be able to give Commercial REALTORS the services they need and only those services, the odds of these important Members remaining within organized real estate are greatly increased. Given the fact that organized real estate depends heavily on dues revenue, our Directors believed that allowing Commercial Overlay Boards would be a prudent move on the part of CREA and, indeed, the motion to allow commercial overlay boards was approved at CREA in October 2001. The Commercial Committee is in the process of conducting an investigation into the pro's and con's and whys and wherefores of being a separate division. Next year we will begin to explore the possibility of there being a need, in our area, for a Commercial Overlay Board.

Commercial Breakfast and Mini-Trade Show

On October 23, our second annual Commercial Breakfast (sponsored by Marriott Residence Inn) and Mini-Trade Show took place. In addition to a host of exhibitors, the morning featured short presentations by:

- Peter Brady, Chair of OREA's Commercial Advisory Group and Ontario Rep at NCC
- Mike Jakupi, Chair of LSTREB's Commercial Committee
- Gary Nusca, ICIWorld.com
- Rick Odegaard, LSTREB President
- John Thompson, Ontario Energy Savings
- Bryan Ball, Bluewater Environmental

The NCC Forum will be held in London in 2002. We are all very excited about that.

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"The NCC Forum will be held in London in 2002. We're all very excited about that!"





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Education

The following courses of interest to Commercial REALTORS were held at LSTREB in 2001:

1. Leasing 102 – Office Leasing
2. Leasing 103 – Retail Leasing
3. How to List an Apartment – Module 1
4. How to List an Apartment – Module 2
5. Leasing 101 – An Introduction
6. Leasing 104 – Industrial Leasing
7. A Real Estate Agent's Guide to Buying and Selling Multi-Residential
8. Building Your E-Commerce Business
9. Writing Up An Agreement To Lease

“Two of the seven complaints dealt with by PSC were referred to the Discipline Committee.”

Discipline Committee

The mandate of the Discipline Committee is to act as judge and jury in cases of alleged violations (that do not fall within the Real Estate Council of Ontario's jurisdiction) 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 Committees. If a Respondent is found guilty, the Discipline Hearing Panel imposes appropriate disciplinary action.

Only two of the seven complaints dealt with by the Professional Standards Committee in 2001 were referred to the Discipline Committee for a hearing, the same number as in 2000. In one instance, the complainant withdrew his complaint just prior to the hearing date and, in another, the Respondent was found guilty and the appropriate disciplinary action was taken.

The Appeal Panel, chaired in 2001 by Glen Gordon and made up of Peter Hoffman and Sandy McGregor, deals with any appeals. At the time of writing this Report, there was no appeal from the decision rendered in the case noted above.

CHAIRMAN
John Simpson

MEMBERS
Dave Bowring
Mike Carson
Jeff Chapman
Brenda Dolbear
Richard Haddow
Steven Horvath
Donna Koenen
Jennifer Murray
Costa Pouloupoulos
Brian Toth

STAFF LIAISON
Lyn Coupland



Finance Committee

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 payments and presents any recommendations to the Directors relating to finances, including, but not limited to, needed changes in the financial operations 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.

It shall also be the duty of the Finance Committee to do all things and/or engage such services deemed necessary in order to protect, maintain and/or improve the interior and exterior of the Board's building, its contents and its property generally, which will include:

- a) Review of all contracts;
- b) Review of insurance;
- c) Yearly inspection of the premises both interior and exterior for any work needed;
- d) Review equipment needs in relation to the building.

As a result of moving to optional, user-pay catalogues, we were able to reduce the Assessment down from \$115 to \$103, effective April 1, 2001.

The Committee reviewed quotes on a Yard Maintenance Contract from five landscaping companies and, in the end, recommended to the Directors that the contract be awarded to Wellington Gardens Landscape Contractors for a term ending October 31, 2002.

Back in 2000, our Board learned that the Toronto Real Estate Board had successfully appealed their commercial property tax class on the grounds that they are a non-profit service organization, not a commercial enterprise. This inspired us to investigate changing the Board's tax class and we initiated discussions with OREA and the law firm that handled TREB's appeal. In the interim, the Hamilton Board also successfully appealed its tax class. We filed, as well. Unfortunately, our appeal was denied because of timing issues.

The Finance Committee also established policies with regard to proprietary software training. These dealt with hands-on training, one-on-one training and MCE credits.

In addition, the Committee recommended, and the Board of Directors and Firm Members approved the purchase of a network digital photocopier. Our old copier, purchased back in May, 1996, had served us well, but over 2 million copies later and after five years of day-in, day-out heavy use, it was definitely on its last legs.

As per policy, we conducted a mid-year budget review and made the appropriate adjustments at that time.

We were able to keep costs in line in 2001. In addition to that, our Membership remained stable. In fact, our numbers actually increased from April to July with the result that our average Mem-

(Continued on page 16)



"We were able to keep costs in line in 2001 and the Membership remained stable. . . ."





(Continued from page 15)

bership came in at 1,116 vs. the projected 1,075.

The auditor's report, which completes the 2001 Finance Committee's Report, will be sent out under separate cover to each Broker Member of the Board. It will also be available on the Members Only Site and through REALFax.

CHAIRMAN

Vito Campanale

MEMBERS

Mike Carson

Joe Hough

Nancy McCann

Rick Odegaard

Joe Pinheiro

Gerry Weir

STAFF LIAISONS

Betty Doré

Connie Calis

"It's the Executive Committee's job to select and approve all Committee Chairs Appointees, etc.."

Executive Committee

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 Board and recommend to the Directors any additions, deletions or changes; to conduct an annual performance review of the Executive Officer; to select and approve all Committee Chairs, Committee Appointees, Advisory Groups, the Political Action (PAC) Representative and the Education Representative, following the General Election Meeting in each calendar year; to recommend any new Task Forces to the Directors; and to appoint substitutes to serve for Members temporarily unable to act upon any Committee for such time as they may direct. Such appointments shall also be confirmed at the next Board of Directors meeting. In addition, it may perform other such duties as the Directors may delegate.

CHAIR

Rick Odegaard

MEMBERS

Greg Anthony

Vito Campanale

Glen Gordon

Michael Hines

Joe Hough

LIAISONS

Betty Doré

Lyn Coupland

MLS® Systems Committee

The mandate of the MLS® Systems Committee is to monitor the Board's MLS® computer programs and their usage, recommend to the Directors any additions, deletions or changes deemed appropriate and to make recommendations regarding hardware, software and computer education. In addition, the Committee oversees the operation of the MLS® and the business arising from it, such as renegotiating appropriate contracts.



(Continued on page 17)

(Continued from page 16)

In accordance with one of the recommendations made in the Organizational Review of 1999, the Board of Directors challenged the MLS® Systems Committee to come up with a way we could reduce the Catalogue's size (and, therefore, its cost) and of making it optional and user pay. Our recommendations regarding what information to include in the Catalogue and making it optional and user pay were approved by the Directors late in 2000 and by the Firm Members on January 17, 2001 and put in place in the Spring of 2001. Policies for the Optional User Pay Catalogue were also recommended.

A proposal to bring back paper Dailies, but as an optional, user pay service was also approved at the same Firm Members meeting. However, there were so few 'takers', that the service was discontinued.

Nomination Committee

The Nomination Committee is activated only in cases where the Slate of Officers was not filled by those qualified within the prescribed time period as set out in the Bylaw. In 2001 the Committee was not activated.

Orientation Guides

Our Orientation Program includes a tour of the Board, introducing new Members to both Staff and services. Each session is facilitated by two Orientation Guides. This program, which was introduced in 1998, continues to be well-received by attendees. Three Orientation Sessions were held in 2001, attended by 49 new or returning Members.

CHAIRMAN

Ken Harper

MEMBERS

Vince Bogdanski
Jeff Carpenter
Janet Hough
Dorothy Howell
Jim Lystar
Bernie Sheridan
Trevor Tyson

STAFF LIAISON

Betty Doré
Liana McLachlan

CHAIRMAN

Greg Anthony

MEMBERS

Vince Bogdanski
Nancy McCann
Dick Nywening
Rick Odegaard
Joe Pinheiro
Warren Shantz
Bernie Sheridan

STAFF LIAISON

Lyn Coupland

GUIDES

Costa Pouloupoulos
Pat Pope
Debbie Scott
Dennis Sonier
Rick Thyssen

STAFF LIAISON

Janice Freeman



"Three Orientation sessions were held in 2001, attended by 49 new or returning Members."





Professional Standards Committees

The mandate of the Professional Standards Committee is to examine and investigate the conduct of any member of the Board on any complaints referred to it by the PSC screening panel. This conduct is analyzed against the following objective standards:

- Certain portions of The CREA Code of Ethics and Standards of Business Practice
- The Bylaw of the Board
- The MLS® Rules and Regulations and other Policies of the Board.

The Committee dealt with a total of sixteen complaints, out of which only two were referred to the Discipline Committee for Hearings. For the outcome, please refer to the Discipline Committee Report on page 14.

Of the sixteen complaints that were prescreened, seven complainants were advised to forward their concerns to RECO, seven were dealt with by the Committee, and two were out of both the Board and RECO's jurisdiction.

Because the vast majority of consumer complaints now fall into RECO's jurisdiction, resulting in a much reduced caseload, the Bylaw was revised so that there is now only one Professional Standards Committee.

CHAIRMAN
Donna Czach

VICE-CHAIRMAN
Harry Tugender

MEMBERS
Kathy Amess
John Dunbar
Dan Fraleigh
Roger Guindon
Sharron McMillan
Sharon Allison-Prelazzi
Helen Tomlinson

STAFF LIAISON
Lyn Coupland

"The Professional Standards Committee prescreened 16 complaints in 2001."

Advisory Group Reports

Community Relations Advisory Group

The mandate of the Community Relations Advisory Group is to raise the profile of the Board within the community and to enhance the image of REALTORS through promotional vehicles and community service.

MEMBERS
Joan Ball
Carol Barnard
Mike Carson
Mina Thaler-Adeland

STAFF LIAISON
Melissa Hardy-Trevenna

A clothing drive was held for Mission Services and the Children's Christmas Party organizers set up a donations table where parties could leave gifts for women and children residents at the Women's Community House. In addition, the Board sponsored a flu shot clinic for the Members here at the Board as a fundraiser for St. John's Ambulance. All three events were very successful.



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(Continued from page 18)

Ray Otermanns received the 2000 Community Service Award (given in 2001) for an individual. For some time, Ray has undertaken to coordinate the necessary arrangements to ensure that wheelchair patrons of the approximately 10 concerts given annually by the Fanshawe Symphonic Chorus and the Gerald Fagan Singers receive complimentary tickets to these events and are seated in the front row.

The winner of the 2000 Community Service Award for an office went to Royal LePage Triland. In the previous year alone, this office had increased its contribution to the Women's Community House by 55%, from \$6,000 to \$9,325. In addition, it donated \$1,100 to the women's shelter in St. Thomas. Fundraising efforts in London were coordinated by a past recipient of the Community Service Award, Gail Irmeler, and by Barb Ginson in St. Thomas, while the firm's in-house mortgage lenders, Canada Trust's Judy Lindsey and Margo Christodoulou, contributed \$5 towards the women's shelter for every mortgage they processed. To top it all off, funds raised were then generously matched by the firm's owners, Peter Hoffman and Robert Breuer.

The Board made a donation of \$100 each towards the purchase of concert tickets for wheelchair patrons and Women's Community House.

A breakdown of the amounts donated to charity in 2001 follows:

<i>Beneficiary</i>	<i>Purpose</i>	<i>Donation Amount</i>
Mission Services	Provides for homeless and disadvantaged	\$8,513.00
Habitat for Humanity	Makes home ownership a reality for the working poor	\$1,000.00
Women's Community House	London Women's Shelter	\$1,100.00
VAWSEC	St. Thomas Women's Shelter	\$400.00
Business Cares Food Drive	London Food Bank	\$1,000.00
Canadian REALTORS Housing Relief Fund	Families of 9/11 victims	\$3,500.00
TOTAL		\$15,513.00

Of these monies, \$8,000 were straight donations, \$1,000 was seed money for the *Homes for Hope*® Funspiel and the remaining \$6,513 was raised through various special events (most notably the bonspiel) and sponsorship.

By way of benchmarks and to show that, by providing ongoing support we can make a significant difference, to date (since 1992), we have raised the following amounts for our principal beneficiaries.

(Continued on page 20)



"Over \$6,500 was raised for charity in 2001"



(Continued from page 19)

CHARITY	TOTALS
Mission Services	\$89,623
Habitat for Humanity	\$24,500
VAWSEC	\$13,254
Women's Community House	\$10,242
TOTAL	\$137,619

Education Advisory Group

The mandate of the Education Advisory Group is to facilitate professional development through seminars and resource acquisition.

2001 marks the third year for Mandatory Education. The following seminars were held in 2001, in a number of cases two or three times:

- ◆ Dealing with Buyer Agency in the Agreement of Purchase and Sale
- ◆ How to List an Apartment Building, Parts 1 & 2
- ◆ How to Treat Your Business Like a Business
- ◆ CMHC Course
- ◆ Leasing 101
- ◆ Leasing 104
- ◆ RECO Update
- ◆ Agency Practice 2001
- ◆ A Real Estate Agent's Guide to Buying and Selling Multi-Residential
- ◆ Building Your E-Commerce Business
- ◆ In the Eye of the Beholder
- ◆ Top Ten Consumer Complaints about REALTORS
- ◆ Make Me an Offer You Can Refuse
- ◆ Urban REALTOR in the Rural Environment
- ◆ Making Condominium Sales
- ◆ Closing is Everything
- ◆ Multiple Offers

CHAIR

Dennis Sonier

MEMBERS

Joyce Byrne
Brenda Dolbear
Pat Pope
Debbie Scott
Ken Topping

STAFF LIAISON

Liana McLachlan

"Our new computer training lab was completed in 2001."

*(Continued on page 21)*

(Continued from page 20)

- ◆ Risk and Liability Reduction
- ◆ Internet and Real Estate E-Commerce
- ◆ A REALTOR's Tool Kit
- ◆ RECO Code of Ethics
- ◆ Everything A REALTOR Needs To Know About Taxes
- ◆ Merv's Comments
- ◆ Writing up an Agreement of Purchase and Sale.

The following Information Town Halls were also held:

- ◆ Optional, User-Pay Catalogue
- ◆ CREA MLS® & Technology Council
- ◆ Privacy and Internet Issues with Bill Harrington, CREA's legal counsel

Over the year, LSTREB staff trained many members in the use of proprietary software and computer training was offered to the Members through our partnership with Productivity Plus. In the fall, our new computer training lab was completed and students are currently being taught on site.

Political Action

The mandate of the Political Action function within the Board is to maintain an active and open channel of grassroots communication with our MPs and MPPs concerning REALTOR issues. These are defined as issues that have far-reaching impact on members of organized real estate and that have significant negative or positive impact on a sizable group of Members. The PAC Chair's role is defined in General Policy as follows:

"It shall be the duty of the Political Action Representative, working with Staff to initiate, develop, administer and maintain:

- a. Contact and correspondence with municipal, provincial and federal levels of government;
- b. Liaison with CREA and OREA regarding their initiatives relating to political positions on issues and activities; and
- c. Any activities of the Board relating to involvement of a political nature."

CHAIRMAN

Michael Hines

STAFF LIAISON

Melissa Hardy-Trevenna



"2001 marks the
third year for
Mandatory
Continuing
Education."

(Continued on page 22)





(Continued from page 21)

CREA PAC Days

CREA's annual Political Affairs Seminar took place in Ottawa on March 25-27, 2001 and was attended by President Rick Odegaard, Executive Officer Betty Doré, Communications Officer Melissa Hardy-Trevenna and myself. This is my first experience of PAC Days and I found the sessions enlightening and the process of first preparing to lobby and then meeting with our MPs very interesting, to say the least!

Samir Bachir, Chair of CREA's 2001 Federal Affairs Committee, and CREA's CEO Pierre Beauchamp reported on the status of various REALTOR issues, including the Retirement Income and Home Ownership Program (RIHOP) Proposal. As you may remember, this proposal, which PAC Reps lobbied for last year, allowed empty-nesters to take the difference between their home sale and new home purchase and contribute it to their RRSP. Unfortunately, we were unable to generate much interest in this proposal, so it has been dropped.

Three issues were selected for lobbying in 2001. They include:

- ◆ **Species at Risk Legislation**
A compensation and property tax issues: because property rights are not in the Constitution, it is uncertain whether owners of properties on which endangered species might be found would be adequately or swiftly compensated for the loss of the use of their land.
- ◆ **Retirement Savings Policy**
Raising RRSP Contribution Limits so that self-employed professionals, like REALTORS, can save for their retirement.
- ◆ **National Commercial Council Proposal for Tax Deferred Property Exchanges**
This issue was just to be "floated", so that CREA could have input as to whether it was a viable issue on which to lobby.

There was also a brief review of the following current Federal Affairs Issues: the Home Buyers Plan; the status of new mortgage disclosure regulations; and the Proceeds of Crime (Money Laundering) Regulations

We were fortunate enough to be able to meet with each of our four MPs:

- ◆ Sue Barnes, MP, London West
- ◆ Joe Fontana, MP, London North Centre
- ◆ Gar Knutson, MP, Elgin-Middlesex-London
- ◆ Pat O'Brien, MP, London-Fanshawe

Each was reasonably receptive to our issues and certainly very forthcoming with feedback and advice. All in all, we felt that the meetings went well. Of the three issues we were asked to lobby, the proposal to defer capital gains tax in like-kind exchanges, was probably the best received.

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"NCC's proposal for tax deferred property exchanges was received with interest by our MPs."



(Continued from page 22)

OREA PAC Days

Melissa and I also attended OREA PAC Days in Toronto from October 16 through October 18, 2001. Gerry Weir and Joe Pinheiro, as OREA Directors, were also in attendance, so that LSTREB was well represented at Queen's Park this year. It was a very interesting seminar – well organized, diverse and informative.

We were asked to lobby our MPPs on two issues this year: expanding the Land Transfer Tax Rebate program to include first-time buyers of resale homes; and the reduction or elimination of the oversight fee the government currently receives from each REBBA registration and renewal. We were able to meet with MPPs:

- Frank Mazzilli, London Fanshawe,
- Steve Peters, Elgin-Middlesex-London, and
- Bob Wood, London West.

Dianne Cunningham, MPP for London North Centre, was out of town during OREA PAC Days, so we were unable to meet with her. However, we did send her a letter, accompanied by briefs on the two issues lobbied this year.

Generally speaking, our MPPs were uncomfortable with supporting the reduction or elimination of the oversight fee (or, conversely, letting RECO have that revenue instead of the government) without a better understanding of what it actually cost the government to oversee RECO. This proved to be something of a stumbling block, since the Ministry had indicated to OREA that it was not prepared to disclose this information and the money flows into general government coffers anyway. Bob Wood did suggest that we pressure the Ministry for the information and, if that is not forthcoming, take it to the Red Tape Commission, on which he sits.

OREA's best guess is that overseeing RECO is a low-tech process involving a small number of Ministry staff – i.e., that this does not cost the government anything near to \$1.25 million a year.

As regards the expansion of the LTT Rebate Program, none of our MPPs were opposed to it, *per se*, and all saw the economic benefits to the community of increased real estate sales. They also indicated that they would like to see updated research as to how much economic spin-off is generated by the sale of a home, similar to that done by Clayton Research a few years ago. This figure would be useful when contemplating the loss of revenue that the government would have to sustain by expanding the program. Bob Wood had a very interesting suggestion, which was that the program be further expanded to include not only first-time buyers of resale homes, but also individuals and families in need of affordable housing, thereby killing two birds with one stone.

Information sessions included:



**"OREA PAC Days
was interesting,
well-organized,
diverse and
informative."**

(Continued on page 24)





(Continued from page 23)

- ◆ *Ontario's Political Landscape*, presented by John Wright, the Senior Vice President of research firm Ipsos-Reid (formerly Angus Reid), on the current political climate in the province.
- ◆ *Assessment Reform in Ontario*, presented by the Chair of the Property Tax Task Force, Marcel Beaubien.
- ◆ *Ontario Housing Forecast*, presented by Alex Medow, the Ontario Regional Economist, Canada Mortgage and Housing Corporation.
- ◆ *Smart Growth & Brownfields Overview*. OREA believes that the government should encourage brownfield redevelopment by removing legislative impediments to marketability, most notably by clarifying issues related to legal liability.

Community Plan on Homelessness and Affordable Housing

As PAC Chair I attended the two community planning sessions addressing the growing problem of homelessness and the need to increase the supply of affordable housing in our area. Indeed, the Board was one of the sponsors of the first forum and has formally come out in support of the Affordable Housing Task Force's recommendations to London City Council. The Task Force reports to the London Housing Advisory Committee; the Board is represented on that municipal committee by Director Mike Carson. The problem is complex, and it is by no means clear how, or even *if* it can be solved. What is clear is that it is a real problem and one that we ignore at our peril. For that reason, we will continue to study the issue in an attempt to determine how we, as REALTORS, can help our communities provide access to safe, affordable housing to all of our fellow citizens.

Conclusion

As a first-time PAC Chair, I found both CREA and OREA PAC days interesting, informative and, upon occasion (for example, during Question Period on Queen's Hill) immensely entertaining. As far as issues go, however, I think there is a good argument for greater grassroots involvement on the part of our Board. For that reason, we have struck an Issues Advisory Group. Please see its report below.

Michael Hines

PAC Chair

Political Issues Advisory Group

The Issues Advisory Group had its first meeting on November 16, 2001 to discuss how our Board might take a more proactive role when it comes to political action and how it might provide useful input to both OREA's Government Relations Committee and CREA's Federal Affairs Committees regarding those issues that we feel should be lobbied, including the identification of issues with some relevance to our Membership and communities.

(Continued on page 25)

"The lack of affordable housing is a problem we ignore at our peril."



(Continued from page 24)

The group will function somewhat like a think tank, meeting in advance of both CREA and OREA PAC Days (and whenever else is required) to discuss issues. Between meetings, the group will be updated by e-mail and Board bag regarding pertinent municipal, provincial and federal affairs. They will be privy to our various negotiations and dealings with our municipalities and strategic allies.

It is both our hope and expectation that having this Advisory Group will create a conduit through which ideas may flow so that our efforts at all levels of government might be more productive and constructive.

Scholarship Advisory Group

It is the task of this group to select the recipients of the LSTREB scholarship, which is intended to recognize a university or college-bound male and female student in their last year of high school who have demonstrated academic excellence, a high level of involvement in school and/or the community, maturity and responsibility, initiative and/or strength of character and to promote their higher education through a bursary of \$1,000 each. Eligible applicants must be either the children or grandchildren of a Board Member or Staff.

In 2001, the Scholarship Advisory Group elected to award its eighth annual scholarship to Jill Patenaude, daughter of REALTOR Tim Wakely, and Cole Pearn, son of REALTOR Patricia Pearn.

Task Forces

Building Alteration Task Force

Before the 1999 Organizational Review was conducted, a quote was taken on renovations to the Board building that would provide for a walk-in REALTOR Store and a bigger and better computer training lab. The consultant who did the Organizational Review recommended that we proceed with those renovations and that we do so in such a way as to eliminate one of our two reception areas. Accordingly, a task force was struck to deal with these issues.

Unfortunately, budget constraints in 2000 meant that the proposed renovations had to be put on hold, with the exception of closing Main Reception and building the computer training lab. The

CHAIRMAN

Michael Hines

MEMBERS

Mike Carson
Glen Gordon
Peter Hoffman
Rick Odegaard
Dennis Sonier
Gerry Weir

STAFF LIAISONS

Betty Doré
Melissa Hardy-Trevenna



MEMBERS

Pat Batticuore
Debbie Collins
Sandy Krueger
Gerry Weir

STAFF LIAISON

Wendy Preib

"In 2001, Jill Patenaude and Cole Pearn were awarded the 8th annual LSTREB scholarship."





(Continued from page 25)

Task Force, the Finance Committee and the Directors believed that promoting computer literacy among our Members through training and education is one of the Board's most urgent and important objectives and that to meet this objective we needed a larger facility — one equipped with the most up-to-date hardware and software that we can afford to provide.

The proposal to build the lab was approved at the Floor of a Firm Members meeting on January 17, 2001 and the lab itself was completed in the autumn of 2001. Located in the former Arbitration and Ethics Room at the Board, it features 12 networked computer stations with split-screen monitors, where Members are able to learn hands-on not only the Board's own software programs, but also other commonly used software, including industry-specific products like Top Producer, Frontline Agent, Commercial Pro and Digital camera software.

Having this lab allows us to not only make the best use of our in-house staff trainers' time, but also to bring outside trainers in, when appropriate and deemed advantageous to our Members; to offer our Members a wide variety of computer courses taught by qualified instructors on-site (and in a comfortable, relaxed, familiar atmosphere); and to reduce Members' waiting time for courses. Moreover, because the Board is a RECO-certified provider of education, our Members will be able to reap further benefits from the computer training lab, since most of the courses offered would qualify for MCE credits.

"Promoting computer literacy among our Members is one of the Board's most important objectives."

Data Management Task Force

Millions of consumers visit Internet web sites each month to search for information on real estate for sale. Property listings are available on thousands of sites everywhere on the web, from local newspaper sites to national real estate listing aggregator sites, many of which are not broker-owned or controlled by REALTORS®. For brokers to capture and maintain first contact with consumers in their area, broker web sites need to offer visitors the same local information that's available on the national sites. The challenge for real estate boards is how to ensure that our members maintain first contact with consumers in the online real estate transaction. NAR responded to this challenge by developing a policy that allows brokers to post listing information from their local MLS® on their own web site with some limitations — a process called Internet Data Exchange (IDX, a.k.a., Broker Reciprocity). NAR has made IDX mandatory as of January 1, 2002.

Typically, what happens in the United States also happens in Canada — just a little later. For that reason and to achieve Objective 5 of our most recent strategic plan -- "To determine what information should be available to public" -- the Directors struck the Data Management Task Force.

CHAIRMAN

Rick Odegaard

MEMBERS

Tom Dampsy
Christine Panyi
Ken Romanuk

STAFF LIAISONS

Betty Doré
Connie Calis

CHAIRMAN

Peter Hoffman

MEMBERS

Jeff Chapman
Debbie Collins
Terry Greenwood
Jim Holody
Joe Hough
Dennis Sonier

STAFF LIAISONS

Betty Doré
Lyn Coupland
Melissa Hardy-Trevenna



(Continued on page 27)

(Continued from page 26)

LSTREB was not entirely alone in its investigations in Canada. The Greater Vancouver Real Estate Board has also been looking at IDX, as has an AEC-CREA Task Force on which our EO, Betty Doré, sits.

First the Task Force had to decide whether IDX was a good idea. After identifying numerous advantages to our Brokers of having an IDX program, a consensus was reached that IDX was, indeed, a good idea, provided the program be confined to a Board-operated site only, with amendments/rewrites to our MLS® Rules and Regs to accommodate it. The Task Force then set about identifying the pertinent issues that would need to be discussed and making recommendations relative to them. These included checking in with RECO – since IDX is a form of advertising and RECO deals with advertising. Fortunately, RECO appears to have no problem with IDX as long as it doesn't negatively impact the public. Moreover, since RECO has jurisdiction over registrants, not over Boards, it therefore follows that Boards are free to offer IDX as a Member Service, provided they ensure that the Members are aware of those provisions of REBBA that deal with advertising and the RECO Code of Ethics.

The Task Force also checked in with CREA's legal counsel, who saw no problems with IDX from a competition standpoint. Accordingly, the Task Force set ground rules for IDX and revised the Rules & Regs accordingly. The Directors approved the implementation of IDX, pending approval by the Firm Members early in 2002.

The Data Management Task Force also reviewed the wording of the Advertising Clause on the Board's MLS® Listing Agreements and made recommendations regarding it to the Directors.



**"Having an IDX
program was seen
as a real advantage
to our Brokers. . . ."**

Disaster Plan Task Force

During 1999, the Y2K Task Force became convinced that LSTREB should have a Disaster Plan in place in the event of a natural disaster. It was agreed to roll over into a Disaster Plan Task Force with a view towards developing such a plan for the Board. Much of the necessary planning had already been done in connection with Y2K, so developing a Disaster Plan should be a fairly straightforward, but nevertheless useful exercise.

The Task Force did not meet in 2000 or 2001 because of the Board's very full agenda but is anticipated to reconvene in 2002.

CHAIRMAN

Glen Gordon

MEMBERS

Bing Anrep

Ken Harper

Linda Newcombe

Gerry Weir

Larry Wilcocks

STAFF LIAISONS

Betty Doré

Melissa Hardy-Trevenna





Intranet Task Force

The mandate of this Task Force, which was rolled over from Committee 2000 in 1998, was to build an Intranet site for the Members accessible by password on or linked to www.lstreb.com. However, this was put on hold when it began to look like REALTORLink™ might become a national intranet, which, in fact, happened as a result of the Four Part Accord struck in 2000.

Subsequent to CREA officially taking over REALTORLink™ on January 1, 2001, the Task Force reviewed existing REALTORLink™ homepages and, after careful consideration, recommended that the following headings be included on LSTREB's page:

- 1) News & Announcements
- 2) Statistics
- 3) Education
- 4) Member Services
- 5) Technology
 - a) Websites
 - b) Tech Tips
- 6) Publications
 - a) Business Updates
- 7) FiLogix

The Task Force agreed that LSTREB's REALTORLink™ page be kept lean and mean so that Members don't have to scroll down an inordinate amount in order to access information. If additional headings are required, there is room to add them.

In 2001, staff began the process of converting documents from REALFax into pdf format to be uploaded to REALTORLink™. These documents included:

- Accounting forms
- By-laws
- Rules & Regs
- Interboard documents
- Membership forms
- Various publications (OREA, CREA, RECO & LSTREB)
- MCE forms & flyers.

CHAIRMAN

Len Fowler

MEMBERS

Pat Batticuore
Bill Bickley
Joe Hough
Linda Newcombe

STAFF LIAISONS

Betty Doré
Liana McLachlan

"LSTREB's
REALTORLink™
page will be kept
lean and mean."



Land Registry/Assessment Task Force

In the past, as per our print contract, Vistainfo provided us with Land Registry information. As for Assessment Data, we received the information pertaining to the Cities of London and St. Thomas from those municipalities and bought the data for other townships in both our jurisdictions and for Oxford, Kent, Essex, Lambton, Huron and Perth Counties from the Ontario Property Assessment Corporation (OPAC).

OPAC announced earlier this year that, because of the Privacy Act, its Assessment Data would no longer include owners' names and that it would no longer sell the data to the Board but only to third-party resellers. In response to this, Vistainfo developed a product called TEELApoinT that provides Land Registry Information and Assessment Data with the owners' names. OREA, in turn, has negotiated for its Member Boards a group rate with Vistainfo for TEELApoinT.

The Land Registry/Assessment Task Force was struck to monitor these developments and, when the timing was appropriate, to make recommendations to the Board of Directors as to how to proceed so that our Members could continue to obtain this crucial data at the best possible price. The Assessment Data on the system for Elgin, Middlesex, Oxford, Kent, Essex, Lambton, Huron and Perth Counties, however, is very outdated. In addition, although we were technically still receiving Land Registry from Vistainfo, we weren't actually able to upload the data for a number of months, because the recent rash of amalgamations driven by current provincial Government policy has so skewed it. The bottom line is that we could have made it work with Vandat by spending a good deal of money on programming. However, this didn't seem prudent, given that the outcome was in question. The Task Force reviewed the Board's options, which included getting data through TEELApoinT, OPAC or Teranet, and recommended that we go with TEELApoinT's web based system for the following reasons:

1. We have to provide our Members with information on all properties in our area. In addition, our Members are used to being able to access the entire Western Area. TEELApoinT gives us the entire Province of Ontario.
2. Non-members might be persuaded to join the Board because it offered this service, which would otherwise cost them a good deal of money and not provide them with all the information they might need to trade in real estate.
3. Commercial practitioners would find it a very useful tool.
4. It has the capacity for more variables and fields.

They, therefore, recommended and the Directors approved that the Board contract with Vistainfo for the TEELApoinT web site system under the OREA Contract, which is due to expire on December 31, 2003.

CHAIRMAN

Glen Gordon

MEMBERS

Peter Hoffman

Sandy McGregor

José Medeiros

Joe Pinheiro

Bruce Sworik

STAFF LIAISONS

Betty Doré

Lyn Coupland



**"This all happened
because OPAC
pulled the
Assessment Data."**





Key Box Task Force

The Key Box Task Force was struck in 1999 to identify and investigate the Board's options regarding upgrades to and maintenance of the electronic lock box system so that it might recommend to the Directors the most cost effective and best way of continuing to provide this valuable Member Service.

After making recommendations regarding the replacement of defective key pads in 2000, the Task Force did not meet in 2001, but continued to monitor developments with this product.

CHAIRMAN

Michael Hines

MEMBERS

Ron Boyle

Nancy McCann

José Medeiros

Linda Newcombe

Tony Scarpelli

Rick Thyssen

STAFF LIAISONS

Betty Doré

Liana McLachlan

"Belmont, Dorchester, Port Stanley, Rodney, Sparta, West Lorne and Dutton properties were shot in 2001."

Photo Library Task Force

The mandate of the Photo Library Task Force is to monitor the construction of ImageBase 2000 and to develop policies regarding it.

The following areas were included in the Photo Shoot for 2001: Belmont, Dorchester, Port Stanley, Rodney, Sparta, West Lorne, and Dutton.

CHAIRMAN

Rick Odegaard

MEMBERS

Tom Dampsy

Richard Haddow

Larry Wilcocks

STAFF LIAISONS

Betty Doré

Liana McLachlan

Retired Membership Task Force

The Honourary Membership Task Force was struck in 2000 in order to evaluate that category of Membership, to identify the criteria by which Honourary Members should be chosen and to explore ways in which Honourary Membership might be improved or enhanced. In the final analysis, it was decided that our Honourary Membership should be left as is. However, the Task Force did recommend and the Directors approved a change in General Policy that allows Retired Members to sit on Committees. It was also decided at the Directors' September 13, 2000 meeting that the Task Force would be ongoing in 2001 with a new name — the Retired Membership Task Force — and a slightly altered composition.



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In 2001, the Retired Membership Task Force recommended that a new category of Membership be created – “Long Service Membership.” Their motion was, however, not approved by the Directors and the Task Force was disbanded.

CHAIRMAN

Bill Hyman

MEMBERS

Greg Anthony
Tom Dampsy
Angelo Di Lullo
Tom Dutton
Max Leisinger
Harry Mohaupt
Jim Rowcliffe
Bill Ruskey
John Thiel
Larry Wilcocks

STAFF LIAISONS

Betty Doré
Lyn Coupland



Sales Procedures Task Force

Following a request from some of our brokers to investigate sales procedures, the Board of Directors set up a Task Force with the following mandate: “To optimize the efficiency of administrative staff by streamlining Firm Members’ paper follow-up to sale.” The Task Force looked at three areas of concern.

One of the issues dealt with was whose responsibility it is to send sale documentation to Sellers’ and Buyers’ lawyers? There was a concern that both the Listing and the Selling offices are supplying documentation to the Buyers’ lawyers and thus wasting time, money and effort.

Mandatory written Agency Disclosure, which came into effect on January 1, 1995, requires REALTORS to look after their clients’ interests first. Because ensuring that the clients’ lawyer receives the necessary documentation is part of looking after that client’s best interests, both offices have been copying their clients’ lawyers with the documentation.

The pros and cons of changing this practice were debated at length, the opinion of Board Solicitor Merv Burgard was sought and the practice of other Boards considered. In the final analysis, it was decided to leave things status quo (i.e., the Listing Office sends the sale documents to both the Sellers’ and Buyers’ lawyers). In addition, the Task Force asked that an advisory be issued that documentation should be forwarded to clients’ and customers’ lawyers in a timely way so as to avoid tight closings.

CHAIRMAN

Vito Campanale

MEMBERS

Glen Gordon
Jim Holody
Sandy McGregor
Joe Pinheiro
Bruce Sworik
Gerry Weir

STAFF LIAISONS

Betty Doré
Lyn Coupland
Melissa Hardy-Trevenna

“The Task Force
looked at
responsibility issues,
waivers and
conditionals.”



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Another issue was that of serving notice to the first purchaser of a conditional Offer when a second Offer is received. The Task Force agreed that asking the first selling sales rep to serve the waiver, when it is clearly not in their best interest to do so, is problematic. On the other hand, for the second selling sales rep to serve the notice on the first purchasers is in violation of the Board's Rules & Regs, which state:

"Negotiations concerning a listing property shall be conducted through the Member who is acting as the agent for the Principal (in this case the Seller) . . . "

. . . unless the Member representing the other party was given authority to go direct or, after reasonable effort, the co-operating broker was unable to contact the listing broker (and had documented his unsuccessful attempts to do so). In support of this regulation, Merv commented that it just made more sense to him from a practical point of view to give the waiver to the listing broker and say, "Here is the waiver. The clock is running."

**"Here is the waiver.
The clock is
running."**

The Task Force agreed that this regulation should also remain unchanged and instructed the Executive Officer to publish out appropriate notices on both the issue of who sends documentation to lawyers and who delivers waivers.

Conditional Sales

A further concern was about reporting conditional sales, in that, once a property is identified as being conditionally sold, other Members tend not to show it. This, in turn, negatively impacts on the Seller. To not report this, however, places the Member in violation of our Rules & Regs.

The Executive Officer was asked to poll other Boards regarding this matter. Out of the 26 Boards surveyed, 15 reported that they still report conditional sales, while 11 do not.

A good deal of discussion ensued on this matter, but, in the final analysis, the Task Force decided that it was best to maintain the status quo regarding the reporting of conditional sales, with the advisory that agents should inform their Sellers what to expect if and when Sellers decide to accept conditional offers.



Staff Benefits Review Task Force

One of the recommendations coming out of our 1999 Operational Review was that a review be conducted of staff compensation. This was done and the Board of Directors approved the corresponding salary ranges in the Spring of 2000. At that time the Directors moved that a task force be struck, under the chairmanship of Gerry Weir, to ensure that Board staff was receiving valued benefits for the dollars spent.

The Task Force strongly believed that, given today's highly competitive marketplace, benefits are an important component of staff remuneration. If we are going to continue to attract and retain quality staff, the Board needs to remain competitive in terms of the benefits it offers its employees. The Task Force referred to the following resources to assist them through the review process:

- ◆ Excerpts from the Compensation Review
- ◆ Our Human Resources Consultant Sandra Safran's Benefits Data Summary and Absence Policy Models
- ◆ Other Boards' Benefits Survey
- ◆ Current Staff Benefits Package
- ◆ Staff Information Summary 2000
- ◆ Sample Long Term Service/Retirement Policies
- ◆ LTD - All-Source Considerations for Long Term Disability Benefits & Report of Other Costs
- ◆ Chamber of Commerce Compensation Survey – 1998 Results
- ◆ Letter from David Broad (Board Solicitor) on Sick Leave Policy
- ◆ Ontario Board Survey on Hours of Work
- ◆ Input from Paul Inwood (Board's Insurance Broker) on the existing Group Insurance and benefits in general

Adjustments were made to the package to ensure that it was flexible enough to meet staff needs, that the benefits offered were ones valued by staff and that the Board would be competitive in terms of the benefits it offers employees.

911 Areas and Rural Map Task Force

The Task Force was struck to review search areas outside major centers and make recommendations regarding these. Special attention was to be directed at the R-5 area, since, although it is technically outside of our jurisdiction, we nevertheless have over 500 listings classified as R-5. The issues were, as follows:

Middlesex and Elgin Counties

While the wholesale amalgamation of townships that has been ongoing over the past several years was still underway, it didn't make sense to set addresses in stone. However, that process is now complete and it is time to move fully to 911 addresses. There were other issues relating to Middlesex and Elgin Counties, namely:

CHAIRMAN

Gerry Weir

MEMBERS

Gene Baillargeon
Debbie Collins
Ken Harper
Joe Hough
Nancy McCann
Bill Warder
Rick Odegaard (*ex officio*)

STAFF LIAISONS

Betty Doré
Lyn Coupland



**"Benefits are an
important component
of staff
remuneration."**





- ◆ Our Board areas do not reflect the changes that resulted from the amalgamations of various townships.
- ◆ There is also a distinct difference between the catalogue areas (*R*-areas) and the computer search areas.
- ◆ Because of the size of the City of London, our current map is far too big and unwieldy.
- ◆ Those Members working in the country would like their own map – one that shows all the new areas and the 911 addresses.

CHAIRMAN

Vince Bogdanski

MEMBERS

Jan Berman
John Campbell
Ken Lyons
Dennis Sonier

STAFF LIAISONS

Betty Doré
Liana McLachlan

Bordering Counties

These are the issues that have to do with the counties that border Elgin and Middlesex:

- ◆ Increasingly, our Members are listing in those fringe areas located between us and neighbouring boards.
- ◆ We are receiving more and more Interboards from Members of neighbouring boards.
- ◆ Searching for these listings is very difficult; in some cases, it is impossible.
- ◆ mls.ca does not properly reflect these properties despite the fact that we have given CREA pointers for many of the areas in question.

“Whenever possible,
we will use the
newly amalgamated
areas.”

Sarnia and Chatham

Sarnia and Chatham are on Celerity, the same system as we will be. This means that we work together to make searching easier for our Members.

Accordingly, the Task Force recommended and the Directors approved moving to the new amalgamated areas where possible and to set up search areas for our neighbouring Boards.

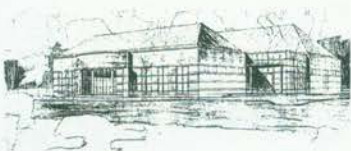
Technology Task Force

The Technology Task Force was struck for the following purpose:

“To exercise due diligence in the identification and evaluation of new and emerging MLS® Systems and to make recommendations regarding the replacement of our current MLS® System or our continued reliance upon that same system to the Board of Directors.”

After two years of exhaustive investigation into new, Internet-based MLS® systems by the Technology Task Force, the Board of Directors endorsed and the Firm Members, at their October 19, 2001 meeting, approved the Task Force’s recommendation that LSTREB enter into a contract

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with FiLogix for its Celerity DMS product.

The Vandat system, in its various versions and incarnations, served LSTREB well for seventeen years. The online (or "Classic Vandat") was launched in 1984. In 1993, WinIDS, the Windows version of the program, was introduced and, in 2000, VandX made Internet access to our online a reality. In fact, VandX has been so popular that over half of the Membership were using it to get online by the end of 2001.

Unfortunately, with each layer of functionality that we added, the system became more and more top heavy and, as a result, weaker structurally. Classic Vandat was simply never intended to support so many tiers. As a result, when problems occurred, such as the troubles with our fibre line that wreaked such havoc in 2001, it was very difficult to determine their source. To complicate matters further, Vandat is written in Cobol, an old and now obsolete computer language. This means that additional programming is cumbersome, time-consuming and expensive. Furthermore, because we own the system, we were compelled to periodically upgrade our hardware – an often very expensive proposition.

Moreover (and more importantly), yesterday's software can no longer effectively do what today's REALTORS need it to do. We wanted a system that would provide our Members with all the new functionality without the problems that would arise from trying to duct tape them onto our current system and we wanted the advantages that come with an Internet-based system: fewer errors as a result of downloading and no software issues.

One of the recommendations coming out of the 1999 Organizational Review was that we take a good, hard look at a joint venture between the Toronto Real Estate Board, the Greater Vancouver Real Estate Board and the Montreal Real Estate Board to develop an Internet-based MLS®.

Accordingly, the Board of Directors struck the Technology Task Force, which included representatives from the Tillsonburg and Woodstock-Ingersoll Boards. The Directors decided not to confine our investigations to the TVM project (a good move, considering that the project didn't get off the ground), but instead asked the Task Force to look into replacing Vandat with an Internet-based system. This objective was reiterated in the 2001 Strategic Plan.

This is how the Task Force went about choosing a system to recommend.

It spent about a year sifting through a multitude of MLS® providers (both American- and Canadian-based) with stand-alone web-based systems to arrive at a list of suitable candidates, vendors

CHAIRMAN

Gerry Weir

MEMBERS

Tom Dampsy

Richard Haddow

Michael Hines

Peter Hoffman

Joe Hough

Rick Odegaard

Warren Shantz

Tillsonburg Rep

Woodstock Rep

STAFF LIAISONS

Betty Doré

Melissa Hardy-Trevenna



**"Yesterday's
software can no
longer effectively do
what today's
REALTORS need it to
do."**

(Continued on page 36)





(Continued from page 35)

who had:

- ◆ a great store front and back office;
- ◆ User-friendly, flexible software;
- ◆ fantastic service;
- ◆ a good track record; and
- ◆ a reasonable pricing structure that wouldn't nickel and dime us to death.

Next it interviewed a number of top vendors just to get an idea of what these new systems looked like and what the range of possibilities were.

Following that, it sent a comprehensive 60-page long *Request For Proposal* to twelve vendors across North America. Seven replies were received.

The Task Force's next job was to evaluate these responses in order to arrive at a short list, using a weighting system employing the following factors:

- ◆ Costs;
- ◆ Miscellaneous (including issues around product implementation, technical support, browser choice, previous conversions, staffing levels, and hosting infrastructure);
- ◆ Ease of Use;
- ◆ Robustness of System;
- ◆ Financial Standing of Vendor; and
- ◆ E-commerce.

The Task Force assigned a weight to each factor relative to how important that factor was to LSTREB and then scored each of the Vendors according to their responses. This process allowed it to whittle its list down to a short list of two.

At that point, back-to-back demonstrations were scheduled for July 5, 2001 and stakeholders, including the Directors, the Marketing Division Board of Directors, volunteers and representatives of other Boards, were invited to attend as observers. The purpose of these demonstrations was not to look at bells and whistles, but to compare how well the two systems do what our Members need them to do . . . and how efficiently, accurately and easily they do them. This was critically important since the front office of a stand-alone, web-based system might look a lot like the front office of any other MLS® system, but the back office is completely different and the Task Force wanted to know how well and how seamlessly the two Vendors' front and back office work together. In order to do this, the Task Force put together a series of questions and set up a task list that it asked each Vendor to perform in real-time and on live systems. These questions

(Continued on page 37)

"We weren't
interested in bells
and whistles. . . ."



(Continued from page 36)

and tasks pertained to the following items:

- Prospecting
- Listing input
- Other functions (e.g., sales, amendments, changes)
- Search criteria interface
- Viewing and working with search results
- Creating listing reports
- Statistical reports
- Mapping interface
- Wireless or Palm add-on
- Distributed database
- Controls of street database
- Closing property
- Miscellaneous Questions
- Broker Reciprocity
- Member Support in terms of tech support and training

The Task Force met again to review and to take into consideration the responses of references, both Staff and End Users at other Boards, to questions concerning the respective systems.

The group then discussed the relative merits of each system at some length and gave each other their impressions of the two systems.

FiLogix came through the entire process with flying colours and emerged as the clear winner both in terms of the factor weighting analysis and as a result of its performance in the real-time, live demos.

Membership and Accounting Program

Unplugging Vandat, a component of which is our current Membership and Accounting system, means replacing that system. For that reason the task of investigating new Membership and Accounting programs was also assigned to the Technology Task Force.

Membership and Accounting is absolutely fundamental to the Board. It drives almost every thing we do, particularly operations related to MLS®, but also education, billing, etc. It is, therefore, absolutely imperative that our current system will be replaced with something tried, tested and true.



“FiLogix came through with flying colours and emerged the clear winner.”

(Continued on page 38)



(Continued from page 37)

The Task Force and Staff looked at two companies, considered both products and recommended to the Directors that we go with MMSI for the following reasons:

- 1) Their product is reasonably priced by comparison and the monthly support fees include all future software updates. This means that we won't have to buy a new update down the road. MMSI provides everything we need to replace the Vandat package, including full Membership software, General Ledger and Statement of Revenue and Expense.
- 2) MMSI's strength is in accounting and the company's owners are chartered accountants, which lends further credibility to the financial aspect of the package. We must ensure that we have an accounting system that we can trust. The fact that each module of *The Director* is based on accounting rules and techniques speaks well for the program. In addition, staff requiring assistance will have access not only to techies, but also to accountants with an in-depth understanding of GAP.
- 3) Nine Canadian Boards use MMSI, which means that the program has been thoroughly Canadian-ized. According to their references, MMSI is very well liked.
- 4) MMSI is well positioned in the market place and has considerable experience working with many MLS® systems and with Supra.
- 5) The company has an excellent reputation when it comes to supporting its system. This is vital when it comes to both our membership and accounting.
- 6) If we went with MMSI, we would have the capability of sharing the system with other Boards.

Switching to MMSI will result in the Board continuing to be operational and will promote greater staff efficiency resulting in improved Member Services.

The Reserve Fund will be used to pay for both Celerity DMS and our new Membership and Accounting Program, which still leaves sufficient funds in our General Reserves to cover three-months operating expenses, as per policy.

The Task Force will remain in place throughout 2002 to ensure a smooth transition and to consider issues related to the new systems.



**"Greater staff
efficiency means
improved Member
service."**



Social Committees

Bonspiel

The fourth annual *Homes for Hope*® bonspiel took place on January 20, 2001 at the Ilderton Curling Club and raised \$4,488.66 for Mission Services of London.

Winners were Brian Devries, Neil Farrel, Bruce Turner and Pete Barnes.

CHAIRMAN
Glen Gordon

MEMBERS
Joan Butler
Barb Ginson
Ken Harper
Bill Hyman
Ron McDougall
Gail McMahon
Geraldine Tripp
Bob Tyrrell

STAFF LIAISON
Wendy Preib



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 on November 30 at the Hilton London Hotel. Over 200 people were in attendance.

A special thanks goes out to our sponsors, but especially the Royal Bank, which donated all the fabulous prizes for the Royal Bank Midnight Draw.

CHAIRMAN
Debbie Scott

MEMBERS
Barb Hodgins
Mark Laskey
Lynne Mallette

STAFF LIAISON
Wendy Preib

"This year's bonspiel raised almost \$4,500 for Mission Services."

Slo-Pitch Tournament

Our eighth annual Slo-Pitch Tournament was held on August 15, 2001 at Sportsplex. Eight teams participated. ReMax Centre City took first place. Realty World Landco came in second. Century 21 First Canadian took third place.

We would like to thank our wonderful sponsors: TD Bank Financial Group, London Home Inspection and Vince Bogdanski.

CHAIRMAN
Barb Hodgins

MEMBERS
Danny DePrest
Greg Shore

STAFF LIAISON
Wendy Preib



**LONDON AND ST. THOMAS
REAL ESTATE BOARD**

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President: Rick Odegaard
Executive Officer: Betty Doré, CIM, CAE
Editor: Melissa Hardy-Trevenna, MA

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 so that they may serve effectively the real estate needs of the community.

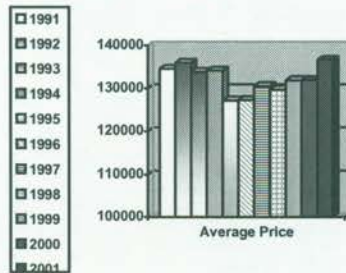
Members of the London and St. Thomas Real Estate Board also belong to the Canadian Real Estate Association, which represents over 63,000 licensed and registered real estate practitioners in 104 local real estate boards, 10 provincial associations and 1 territorial association throughout Canada, as well as the Ontario Real Estate Association, which represents the 33,000 brokers and salespeople.

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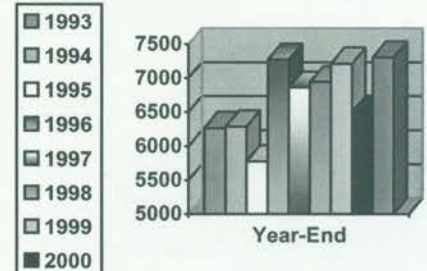


2001 Statistical Graphs

Average Price



Unit Sales



Listings

