

# ANNUAL GENERAL REVIEW 2023 ANNUAL GENERAL MEETING TUESDAY, JUNE 25, 2024

The London and St. Thomas Association of REALTORS® provides its Members with cutting-edge technology platforms, exceptional learning programs, collaborative global partners, and transparent engagement opportunities



FOCUSED ON OUR

VISION

To be the resource of choice for REALTOR® members and their communities.



To enhance REALTOR® member professionalism by providing education, tools and advocacy to support them in serving the community.



- ember-Centric Profession
- Thought-Leader
   Community-Minded

# 2023

## IN THIS ISSUE:

2022 AGM MINUTES	3
CHAIR'S REPORT	6
2023 BOARD OF DIRECTORS	11
CEO'S REPORT	12
RCC REPORT	17
STANDING COMMITTEES	19
TASK FORCES	27
ADVISORY GROUPS	28
SOCIAL COMMITTEES	37
2023 SPONSORS	41
2023 BUSINESS PARTNERS	44
SERVICE RECOGNITION	45

# ANNUAL GENERAL MEETING AGENDA

**TUESDAY, JUNE 25, 2024** 

BEST WESTERN LAMPLIGHTER INN & CONFERENCE CENTRE

10:45 AM	Welcome by Kathy Amess	(LSTAR Chair)
----------	------------------------	---------------

& Bill Madder (LSTAR CEO)

Greetings from James Mabey (CREA Chair)

& Janice Myers (CREA CEO)

Video Greetings from Rick Kedzior (OREA 2024 Chair)

Greetings from Shannon Ketelaars (ORCF Executive Director)

Call to order, Kathy Amess (LSTAR Chair)

#### 11:15 AM Formal Business

- · Approval of AGM Minutes (June 27, 2023)
- Approval of the Special Members Meeting Minutes (May 13, 2024)
- · Adoption of the 2023 Annual General Review
- · Adoption of the Audited Financial Statement
  - Year Ended December 31, 2023
- · Appointment of the Association's 2024 Auditors and Solicitors
- Resolution to amend Bylaws as approved by the Board of Directors

#### 12:15 PM Lyn Coupland Award Presentation

Ron Richardson Memorial Award Presentation

Acknowledging the Outgoing 2023 Directors

Recognition of Members who have passed away since last AGM Presentation to and remarks from the 2023 Chair Adam Miller

#### 12:30 PM Prize Draws (must be present to win)

- Kathy Amess (2024 Chair) and Bill Madder (LSTAR CEO)

#### 1:00 PM Complimentary Hot Buffet Lunch

#### MINUTES OF THE

# **2022** ANNUAL GENERAL MEETING

TUESDAY, JUNE 27, 2023 - 10:30 AM

#### 1. Welcome, Introductions and Land Acknowledgement

Masters of Ceremonies, President Adam Miller and Bill Madder, CEO welcomed everyone and acknowledged the Indigenous Peoples on whose territory we gather, work and live; the Anishinabek; the Haudenosaunee and the Lunaapeew.

Welcome by Larry Cerqua (CREA Chair); Tania Artenosi (OREA President) and Donna Matthewson (OREA Western Director); and Update by Shannon Ketelaars (Executive Director, Ontario REALTORS Care® Foundation)

#### 2. Call to Order and Introductions

President Adam Miller called the business portion of the meeting to order and introduced LSTAR's Legal Counsel, Stacey Bothwell, of Siskinds, The Law Firm and Auditor, Glenn MacKinnon, Ford Keast. A quorum was declared.

#### 3. Approval of Minutes

#### **MOTION**

That the Minutes of the April 28, 2022 Annual General Meeting be approved.

**CARRIED** 

#### 4. Adoption of 2022 Annual General Review

#### **MOTION**

That the 2022 Annual General Review, which contains the 2022 Committee Reports, be adopted.

**CARRIED** 

#### 5. Adoption of Audited Financial Statement for the Year Ended December 31, 2022

Following a report on the year-end statements by Auditor Glenn McKinnon, Ford Keast and Finance Chair, Richard Thyssen, the members ruled:

#### **MOTION**

That the Statement of Revenue and Expenditures for the year ended December 31, 2022 be adopted.

**CARRIED** 

#### 6. Appointment of 2023 Board Auditors and Solicitors

#### **MOTION**

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

#### **CARRIED**

#### 7. Approval of changes to Bylaws as approved by the Board of Directors:

The Board of Directors recommends to the Members the following:

#### **MOTION**

That the London and St. Thomas Association of REALTORS® proposed Bylaw, as posted on the LSTAR Member Hub, be approved.

#### PROPOSED AMENDMENT

That the proposed Bylaw be amended by adding a new article 1.14 that reads:

"No one-time unbudgeted expenditure in excess of \$500,000 shall be made by the Directors without prior majority approval of the Members at a Meeting of the Members."

AMENDMENT CARRIED

#### **AMENDED MOTION**

That the London and St. Thomas Association of REALTORS® proposed Bylaw as amended, be approved. **CARRIED** 

#### 8. Lyn Coupland Award Presentation

The Lyn Coupland Outstanding Service Award was presented to Jack Lane, LSTAR Past President.

#### 9. Ron Richardson Memorial Award

The Ron Richardson Memorial Award was presented by Maureen Wood, Ron Richardson's daughter, to Glen Gordon.

#### 10. Introduction of Retiring Directors

The outgoing Directors were introduced in recognition and appreciation for their efforts during their terms of office: Jack Lane, Christy Ruth and Richard Thyssen.

#### 11. In Memoriam

Susan Bos, Fred Botelho, Spencer Cornelis, Jan Lesser, Claudio Lewkowicz.

#### 12. Presentation to and Remarks of 2022 President Randy Pawlowski

Randy Pawlowski gave his address before being presented with his outgoing scrapbook and gifts.

#### 13. Closing Remarks

President Adam Miller and CEO Bill Madder gave their closing remarks and thanked the many sponsors of the event.

#### 14. Adjournment

The Chair adjourned the meeting at 12:55 p.m.







# CHAIR'S REPORT

ADAM MILLER 2023 LSTAR Chair

#### THE 2023 REAL ESTATE MARKET

As I reflect on 2023, the real estate landscape is the first thing that comes to mind. When looking at the local market, it is important to acknowledge the dynamics that shaped it. Despite facing unprecedented challenges, LSTAR Members continued to adapt and persevere, embodying resilience in the face of adversity.

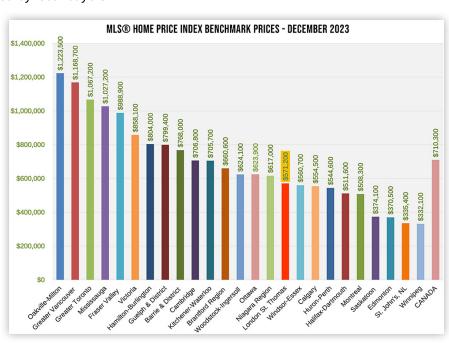
In 2023, the MLS® System recorded 6,717 residential transactions, a testament to the enduring strength of our community. Throughout the year, LSTAR Members sold 5,006 single-family homes, 1,078 townhouses, and 552 apartments. While these numbers reflect declines compared to previous years, it is essential to recognize the external factors influencing consumer behaviour. High borrowing costs put an unprecedented pressure on homebuyers' purchasing power, resulting in a record low for units sold in our jurisdiction since the turn of the millennium.

Despite a decrease in newly listed properties, we remained steadfast in our commitment to serving both buyers and sellers, offering our expert guidance and insight to help them navigate the ever-changing real estate landscape.

One of the key metrics LSTAR closely monitors is housing supply, which experienced a minor decrease in 2023, indicating a balanced market. While the average home price in LSTAR's jurisdiction was \$628,047 at year-end, it is crucial to contextualize this figure alongside the Composite MLS® Home Price Index (HPI) Benchmark Price, which was \$571,200 in the last month of the year. This stable reference point provides a more accurate projection of market trends, reflecting the value of those housing attributes most valued by local buyers.

Regionally, our main markets continue to offer affordability and opportunity. From London, to Elgin, to Middlesex, to St. Thomas, and to Strathroy-Caradoc, each of these areas presents unique prospects for homeownership, contributing to the London-St. Thomas region's overall appeal as an attractive housing market.

The following chart shows MLS® HPI benchmark prices courtesy of the Canadian Real Estate Association (CREA), providing a snapshot of how home prices in London and St. Thomas compared to other major Ontario and Canadian centres.



According to a research report by Altus Group, a total of \$77,420 in ancillary expenditures is generated by the average housing transaction in Ontario over a period of three years from the date of purchase. Based on the total sales for 2023, that translates into potentially generating more than \$520 million back into the local economy between 2023 and 2026.

#### STRATEGIC PLANNING

#### LSTAR JOINS PROPTX MLS® SERVICE

In November, the LSTAR Board of Directors recommended and approved signing an agreement for PropTx to be the new LSTAR MLS® service provider.

#### NEW BYLAWS APPROVED

At the June 27 LSTAR Annual General Meeting (AGM), Members approved the new proposed Bylaws, which included an amendment to restrict unbudgeted expenditures by the LSTAR Board of Directors at \$500,000.

The approval also included migrating many operational processes to the new LSTAR Governance Manual. The Directors recommended and approved that all existing Policies be replaced with the LSTAR Governance Manual.

#### **NO COLA INCREASE**

The Finance Committee recommended and the Directors approved that the 2024 LSTAR Budget, based on 2,250 Members, would have no increase to COLA (Cost of Living Allowance). Directors approved this annual increase back in 2015 to ensure sustainability of the Association's finances.

#### MOTORCYCLE RIDE FOR CHARITY

LSTAR hosted a kickoff breakfast on September 28, in support of the 16th Ontario REALTORS Care® Foundation Motorcycle Ride for Charity, which raises funds for shelter-based causes in Ontario.

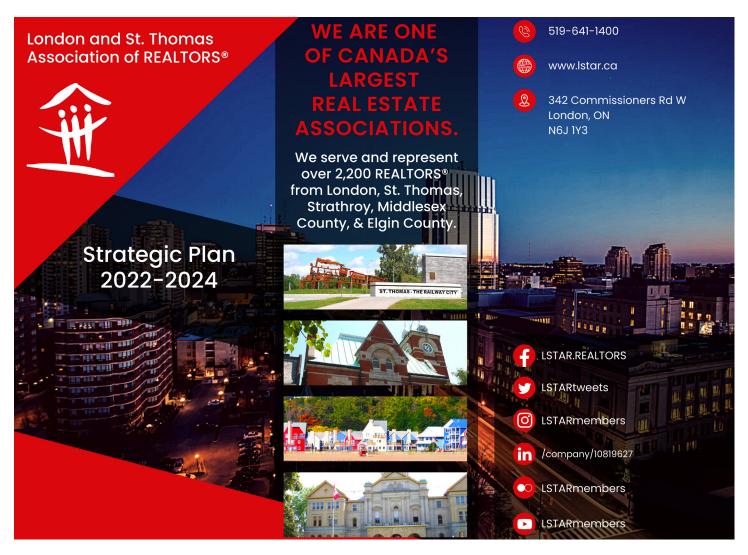
#### LSTAR STRATEGIC PLAN

In 2023, implementation continued on LSTAR's 2022-2024 Strategic Plan, which focuses on five key priorities: Member Engagement; Finance and Operations; Professionalism; Partner Engagement; and Political Advocacy.

LSTAR has achieved 10 of the 16 deliverables, over the first two years of implementing the plan:

- Increase communications and education about member services by January 2022.
- Add a minimum of 2 educational offerings for commercial real estate by 2023.
- Development and launch of members-only website platform by 2023.
- Complete assessment and member engagement regarding LSTAR property, assets, and space requirements by June 2022 to determine a direction for the LSTAR building facility and service to staff and members, and implement an action plan through to 2024.
- Adopt and implement a diversity, equity, inclusion, and anti-racism strategy.
- Continue regular meetings and participation in CEO/Community partner forums.
- Host/participate in quarterly meetings with neighbouring associations.
- Engage with municipal leadership in our region.
- Meet with MPs, MPPs and local government representatives 3 times a year.
- Actively participate in calls-to-action to all levels of government through REALTOR® members.

#### **LSTAR STRATEGIC PLAN 2022-2024**



#### **VISION**

To be the resource of choice for REALTOR® members and their communities.

#### STRATEGIC PRIORITIES



Enhance REALTOR® member services and value, through engagement, education and leadership development.

#### **MISSION**

Enhance REALTOR® member professionalism by providing education, tools and advocacy to support them in serving the community.

#### § FINANCE/OPERATIONS

Increase and maximize operational efficiencies related to fixed and other expenses.

#### **VALUES**

- Member-Centric
- Professionalism
- Integrity
- Thought-Leader
- Community-Minded



Implement continuing education requirements to support membership compliance and ethics.

#### PARTNER ENGAGEMENT

Support and increase opportunities for REALTOR® members towards deeper committee, board, community, and organized real estate engagement.



Enhance engagement with all levels of government to advocate on behalf of REALTOR® members and property owners, and to influence housing policies.

#### **POLITICAL AFFAIRS**

The LSTAR Political Affairs Committee (PAC) remained steadfast in its ongoing advocacy efforts on behalf of REALTORS®, with London and St. Thomas Members of Parliament (MPs), Members of Provincial Parliament (MPPs), and municipal leaders.

The year was highlighted by the many recommendations put forward by the real estate community that were included in the 2023 federal budget, recognizing the important role REALTORS® play within housing, the greater community, and the economy.

Some highlights included:

- The official launch of a new \$4 billion Housing Accelerator Fund that will remove barriers and incentivize growth of housing supply in municipalities.
- Financial institutions receiving the green light to start offering the Tax-Free First Home Savings Account.

On the provincial level, LSTAR has engaged regularly with MPPs, advocating on several REALTOR®-led supply solutions that were part of the More Homes Built Faster Act, including HST relief for new housing projects and ending exclusionary zoning. Municipally, LSTAR has increased its advocacy and engagement with local mayors and city councillors, to keep housing supply, land availability, and affordability top of mind in policy development.

For a more in-depth account of 2023 PAC activities, please see the PAC Report on page 29.

#### **QUALITY OF LIFE**

In 2023, nonprofit charitable organizations continued to face challenges due to rising inflation and affordability concerns, and LSTAR held its commitment to help neighbours in need. More than \$71,000 in grants were awarded to 14 local charities from LSTAR's Business Partners Program, sponsorship, various fundraising events and the Ontario REALTORS Care® Foundation, of which LSTAR is a proud supporter. For more on the Association's efforts to improve the Quality of Life in the community, please see the Community Engagement Committee's report on page 31.

#### **REALTOR® VALUE**

Over the years, OREA and CREA have been running high quality campaigns at the national and provincial level promoting the value of a REALTOR® and LSTAR has supported these efforts by amplifying this message through media relations, political advocacy and social media campaigns. CREA and OREA regularly make resources available to Members to sustain awareness of this messaging, which has helped to enhance perception of REALTORS®.

#### **FINAL THOUGHTS**

In closing, I would like to extend my gratitude to the 2023 Board of Directors, all our dedicated Members, partners, and stakeholders for their unwavering support and commitment. Heartfelt thanks also go to LSTAR CEO and LSTAR Staff who supported me in all my endeavours throughout the year.

#### THANK YOU LSTAR STAFF

•	Chief Executive Officer	Bill Madder
•	Vice President of Administration & Strategic Engagement	Joanne Shannon
•	Vice President of Public Affairs & Diversity	Chad Lovell
•	Director of MLS® System	Kelly Blakely
•	Director of Finance	Csaba Hegedus
•	Director of Membership, Learning & Leadership Development	Nicole Christy
•	Director of Administration	Kelly Bougie
•	Senior Manager of Events & Community Engagement	Claire Dawson
•	Manager of Education	Karoline Churilla
•	Manager of Membership	Laura Maybery
•	Senior MLS® System Coordinator	Alison Maybery
•	Senior Membership Coordinator	Penny Miller
•	MLS® System Coordinator	Destin Baillargeon
•	Communications Coordinator, Graphic Design & Online Experience	Chris Hannon
•	MLS® System Coordinator	Dayna Horlick
•	Membership Coordinator	Cheryl Urbano
•	MLS® System and Accounting Coordinator	David McCarty
•	Administrative & Events Coordinator	Jennifer Payne
•	Education Coordinator	Margi Patel

Looking ahead, I remain optimistic about the potential for growth and prosperity within our community. As we navigate the uncertainties of the future, let us draw upon our collective resilience and determination to forge a path forward. Together, we will continue to uphold the highest standards of excellence, ensuring a vibrant and prosperous future for all.

Thank you.

Adam Miller 2023 Chair

An hill

# 2023 BOARD OF DIRECTORS



- Adam Miller, Chair
- Randy Pawlowski, Past Chair
- Kathy Amess, Chair-Elect
- Joan Ball, Director
- Neda Beaulac, Director
- Lisa Lansink, Commercial Director
- Dale Marsh, Director
- Michelle Orsini, Director
- Jenny Steward, Director
- Robin Tiller, Director









# CHIEF EXECUTIVE OFFICER'S REPORT

BILL MADDER
LSTAR Chief Executive Officer

#### **OPERATIONS**

The highest priority of the LSTAR Board of Directors and LSTAR staff is to provide valuable resources and services, providing optimal technology and tools to support Members successfully serve their clients. The service is built upon the delivery of a robust and reliable MLS® experience, relevant education and knowledge sharing to enhance professionalism, and effective political and community advocacy.

As shared earlier, the vision and foundation are detailed by the Association's Strategic Plan. To be the resource of choice for REALTORS® and their communities. To enhance member professionalism by providing education, tools and advocacy. LSTAR has also embraced its responsibility to drive positive change and build strong, healthy and equitable communities where Members passionately serve.

As of December 2023, LSTAR was made up of **2,294 REALTOR® Members**. There were 97 active MLS® subscribers, 250 active Key subscribers, and 56 Appraisers. Despite interest rate hikes and an uncertain housing market, **214 new REALTOR® Members and 16 new brokerages joined LSTAR by the end of year**.

#### ALL LSTAR CLASSES BECAME COMPLIMENTARY

The Education Committee recommended and the Directors approved that all course fees for LSTAR Members be removed and that the course fee for Non-Members be reduced to \$35.00 plus HST, starting October 1, 2023.

#### ONEHOME™ AGENT PORTAL

In May, the OneHome<sup>™</sup> Agent Portal went live, hosting numerous innovative features, including the ability to set up individual branding, recommend properties to clients directly, and view a dashboard of all OneHome<sup>™</sup> contacts.

#### MEMBER HUB

In January, LSTAR launched a brand new **Member Hub** to its Members. Members go to www.lstar.ca and click on the Member Login button to access a multitude of resources.

#### MEMBER FORUM

In April, LSTAR introduced a new Member Forum, a space on the Member Hub where LSTAR Members have a chance to share real estate needs, wants, and insights.

#### NANOS RESEARCH UPDATE

In October, LSTAR welcomed Nik Nanos of Nanos Research to present findings and community sentiment from London and St. Thomas residents on a number of topics from housing to quality of life. According to the report, a majority of residents support converting vacant downtown buildings into rental housing, while most St. Thomas residents believe the new Volkswagen plant will have a positive impact on the local economy.

It is the third time since 2019 that Nanos Research has studied these topics with London residents. This is the second time ratings from St. Thomas residents have been included, with the inaugural findings published in 2021. The 2023 report contains respective year-over-year comparisons in all quality of life categories. The project was made possible through OREA's Issues Mobilization Grant Program.

#### **LSTAR BUILDING**

In December 2022, the Directors approved that LSTAR accept the Property Needs and Options Assessment for information and move forward to determine next steps toward relocation. This report outlined various options of the future of the LSTAR building.

In October, the Directors recommended and approved that a Task Force of up to five members (two of which shall be Directors) be established to investigate options for the relocation of the LSTAR office from the current location at 342 Commissioners Road West. More updates will be shared in 2024.

#### **JOANNE SHANNON RETIRES**

In December, LSTAR bid farewell to Joanne Shannon, Vice President of Administration and Strategic Engagement, after 18 amazing years with the Association. LSTAR expresses its gratitude for Joanne's years of service and her countless contributions to LSTAR and the real estate industry.

#### MEMBER ENGAGEMENT

#### **EDUCATION AND LEADERSHIP DEVELOPMENT**

In 2023, LSTAR offered **158 courses** in-person and via Zoom, including the Introduction to Organized Real Estate course, which is mandatory for new Members and Brokers, and LSTAR's six technology-focused courses: *Advanced Listing Load, Agent Listing Load, BrokerBay, GeoWarehouse*®, *Matrix*™ and *WEBForms*®. In total, there were **899 completions** and the courses were all rated **4.6/5 or higher in terms of value** in post-course surveys.

In late 2023, the Board of Directors approved a change to course fees that effectively made **all LSTAR courses complimentary for LSTAR Members** and reduced the Non-Member fee from \$50 to \$35. Their motivation was to make training on Member tools and services, and training to improve compliance, accessible to all Members.

LSTAR also offered **14 online**, on-demand courses developed in partnership with the Information Technology Systems of Ontario (ITSO) and Corporate Training Solutions (CTS) Fanshawe. The *ITSO MLS® Rules*, *Policies*, and *REALTOR® Code Training*, which is mandatory for new Members and Brokers and commonly mandated by LSTAR's Discipline Committee for MLS® Rules and Policy breaches, was **completed by 258 Members**. And, while LSTAR discontinued its courses with CTS Fanshawe in mid-2023, **that suite of courses had 154 registrations**.

New in 2023, LSTAR hosted a **Committee Orientation** intended to help onboard new Committee Members and provide a refresher and some new learning to those returning. The session was attended by **55 volunteer leaders**, and the feedback was that **69% felt better or much better** about their ability to participate in and contribute to Committee meetings. LSTAR Members also invested in their leadership development by completing **66 OREA Leadership Courses and 13 CREA National Leadership Courses**.

LSTAR continued the popular weekly "Are You in Compliance" Micro-Quizzes that cover key compliance issues in three-to-five questions in five minutes or less. In 2023, LSTAR released 50 quizzes that were collectively completed 9,015 times (up from 7,557 quizzes in 2022), with more than 70,000 engagements (e.g. views, likes, shares, clicks). That created 1,211 call-to-action responses, (up from 507 in 2022) including registrations for courses and accessing educational resources.

LSTAR also continued its **webinar series**, which originally launched in 2020, and remains an important source of timely information and learning. In 2023, LSTAR featured **19 complimentary webinars** on a range of topics selected by the membership through feedback surveys. In total, **1,911 attendees** (up from 1,469 in 2022), including **387 non-Member registrations**, logged-in and there were **1,464 views** of the recordings posted on LSTAR's Member Hub.

With Phase 2 of the *Trust in Real Estate Services Act (TRESA)* coming into effect on December 1, LSTAR spent much of the latter part of 2023 hosting sessions on the new legislation and Members' obligations. In total, LSTAR hosted **three webinars and two in-person sessions**, that collectively served **953 attendees**.

In 2023, LSTAR offered two offsite **REALTOR® Safety classes** on Self Protection and Incident Prevention. These complimentary 2.5-hour self-protection sessions were designed to provide participants with essential awareness, verbal and physical skills, and strategies to defend themselves against the most common types of assaults. LSTAR received **56 registrations** and offered complimentary training to **45 members**.

#### **COMMUNICATIONS HIGHLIGHTS**

**12,438** 

Total video views on Facebook and YouTube

**89** videos in 2023

7,066

LSTAR Education: Webinar Series and Short Tech Tutorials

Total video views of LSTAR Chair

Monthly Statistics Highlights and

Association News and Updates

Total views: 2,883

2,489

Total video views of LSTAR Special Events



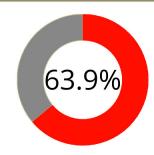
# **COMMUNICATIONS**

## 2023 Highlights



e-Newsletters

e-Newsletters



**Unique Open Rate** 



Istar.ca + member hub

Istar.ca + member hub

95,212

**ENGAGEMENTS** 



53,835 users

social media

social media

1,961

total posts on
Facebook, X (formerly
Twitter), Instagram,
and LinkedIn



online engagement

online engagement

when are users most active?

tuesday + wednesday

total network reach

258,835 users

#### FINAL THOUGHTS

This Annual General Review marks my fourth anniversary as CEO with LSTAR. Despite increased interest rates, marketplace uncertainty, and major legislative changes, LSTAR Members remained resilient and persevered to serve their communities, keeping the dream of home ownership alive and well across the region.

In 2023, LSTAR continued to perform very well, with a solid fiscal balance sheet and a growing membership base. Big thanks to the LSTAR Board of Directors and the LSTAR Finance Committee for your leadership in ensuring the Association sustains this strong financial position in perpetuity. Last year, LSTAR welcomed 214 new Members, bringing the Member total to 2,294. We also saw 16 new brokerages join the Association. Based on membership, LSTAR ranks as one of the 5 largest real estate associations in Ontario, as well as one of the 10 largest in Canada.

LSTAR continues to build and solidify its reputation as an influential and resourceful thought leader in the region, province and across Canada. We are often sought out by government, business and industry leaders to lend our voice to resolving the most pressing issues affecting housing and the profession. We also align ourselves with organizations who share a passion for social justice, and who champion the right for fair and equal access to housing, across the entire housing continuum. And we value a more inclusive vision of the Canadian dream of home ownership.

Thank you to all our Members. Thank you to the LSTAR Board of Directors and the Staff for the work you do each and every day.

Bill Madder

**Chief Executive Officer** 



# COMMERCIAL COMMITTEE

#### **CHAIR**

Lisa Lansink

#### **MEMBERS**

Roger Caranci Jamie Dodds Michael Johnson Christina Shore Larin Shouldice Ainslee Tracey Bryan VanAcker

#### STAFF LIAISONS

Chad Lovell Claire Dawson

The Commercial Committee of the London and St. Thomas Association of REALTORS® (LSTAR) is committed to assisting its members to succeed in commercial real estate and to monitor all issues affecting commercial real estate. The Committee's mandate is to:

- Establish and foster professional expertise through educational activities and programs;
- Formulate recommendations to the Board of Directors on matters of public policy involving commercial real estate issues; and
- Foster cooperation in the exchange of information among Members of LSTAR.

In pursuing its mandate, the committee recognizes that the LSTAR Board of Directors has the primary responsibility and authority to manage the Association's affairs and agrees to conduct its activities in such a way as to avoid conflict or duplication. At the end of 2023, the Commercial Membership numbered 69.

#### DON SMITH COMMERCIAL BUILDING AWARDS

The Don Smith Commercial Building Awards recognize the top commercial, industrial, multi-family and community buildings across LSTAR's jurisdiction. The program was named after the late Don Smith, legendary co-founder of EllisDon, a world-renowned construction company with deep roots in London, Ontario.

The awards were established in 2009 to inspire the architectural and construction community to honour commercial building excellence across the region. Categories include Commercial (retail and office), Industrial, Multi-family and Institutional (community).

A judging panel evaluates the projects, with the following criteria:

- Building, development or renovation located within LSTAR's jurisdiction
- Design and innovation
- Addresses a specific developmental need within the community
- Sensitive to the environment
- Completed between August 1, 2019 and July 31, 2021

LSTAR hosted an awards reception on February 22, 2023 at the Best Western Lamplighter Inn and Conference Centre to honour the 2021 recipients, for projects completed between August 1, 2019 and July 31, 2021.

#### The 2021 winners were:

- Commercial New: West Rock, Building 9
- Commercial Renovation: Carfax
- Industrial Purpose Built: Dutch Brothers Concrete
- Industrial: Amazon, Building K
- Institutional Education: Huron University College, Academic Building
- Institutional Community Use: Southwest Ontario Aboriginal Health Access Centre, Indigenous Centre and Daycare

- Institutional Renovation: Kettle Creek Public School
- Multi-Family: Riverwalk
- Multi-Family Community: Residenza Ortona
- Legacy Award Public Institution: St. Peter's Seminary Revitalization Phase 3

In August and September of 2023, LSTAR accepted nominations for the 2023 awards, for projects completed between August 1, 2021 and July 31, 2023. LSTAR will host an awards reception in 2024 to honour the 2023 recipients.





















#### **COMMITTEE UPDATE**

The committee met in January, May, June and October to discuss numerous topics including marketplace activity and trends, education courses, advocacy, ITSO commercial forms, as well as engagement and networking opportunities for commercial Members.

In July, the committee hosted a networking event at Powerhouse Brewing Company in London. More than 30 Members across the region attended the event, which allowed members to catch up, meet new colleagues and share commercial insights with LSTAR.

In September, the committee hosted the ReThink Zoning event at LSTAR, where representatives from the City of London presented updates on the new Zoning By-law being developed for London.

In November, the committee hosted the St. Thomas Strategic Update event at the St. Thomas-Elgin Public Arts Centre in St. Thomas. The event featured a presentation by Sean Dyke, CEO of the St. Thomas Economic Development Corporation, as well as a panel discussion with Dyke and St. Thomas Mayor Joe Preston.

# STANDING COMMITTEES

#### **CHAIR**

Kathy Amess

#### **MEMBERS**

Adam Miller Randy Pawlowski Bill Madder

#### STAFF LIAISONS

Joanne Shannon Chad Lovell

#### **EXECUTIVE**

The mandate of the Executive Committee is to:

- Recommend all Board of Director committees and task forces to the Board of Directors for approval;
- Evaluate the CEO and establish the CEO's compensation on an annual basis (as required by CREA's Minimum Standards);
- Represent the Association as appointed Voting Delegates at CREA and OREA Conferences.

The Committee may also perform other such duties as required and as requested by the Board of Directors.

Every year, the Executive Committee, in collaboration with the LSTAR Board of Directors, is tasked with selecting one or more worthy individuals for the Lyn Coupland Outstanding Service Award. This award recognizes those whose service to the Association the Committee deems to be above and beyond the

call of duty to receive LSTAR's most prestigious honour. The Committee is *asked* every year, but that does not mean it's *obliged* to select a recipient every year – only if someone is judged to be truly worthy of the honour.

The Executive Committee honoured one recipient in 2023 to receive the Lyn Coupland Outstanding Service Award. The recipient was Jack Lane.

#### **CHAIR**

Mark Russell

#### **MEMBERS**

Kathy Amess
Adam Miller
Randy Pawlowski
Sandra Pineda
Warren Shantz
Richard Thyssen
Bill Madder
Ron Murdoch (Ford Keast)

#### STAFF LIAISONS

Csaba Hegedus Joanne Shannon Chad Lovell

#### **FINANCE**

The mandate of the Finance Committee is to develop and implement an annual work plan to review, monitor and provide guidance and/or recommendations to the Board of Directors, related to the financial stewardship of LSTAR.

Responsibilities include:

- Ensure the integrity of the corporation's financial affairs;
- Develop and seek approval by the Board of Directors for financial policies;
- Review and recommend the corporation's operating and capital budgets;
- Review and recommend any capital plan for facilities and equipment;
- Oversee the performance of the investment manager and investments;
- Review and submit financial statements and reports to the Board of Directors on a minimum quarterly basis; and
- Review the investment policy and all investments by LSTAR.

The Finance Committee recommended and the Board of Directors approved the 2022 LSTAR Audited Financial Statement. LSTAR Members approved the 2022 Audited Financial Statement at the LSTAR Annual General Meeting (AGM) on June 27.

The committee also recommended and the Directors approved the 2024 LSTAR Budget (based on 2,250 Members) with no increase to COLA (Cost of Living Allowance).

The committee also recommended and the Directors approved that the **complimentary lockbox program for new Members be discontinued on December 31, 2023**.

#### **AUDIT AND RISK MANAGEMENT**

The mandate of the Audit and Risk Management Committee is to develop and implement an annual work plan to appoint an external auditor and oversee the audit process based on the Board's goals for a governing year.

#### Responsibilities include:

- To review and create a strategy addressing current, future and perceived risks.
- Risk management will be a standing item on the agenda of the planning meeting of the Audit Committee.
- Management and the Audit Committee will discuss the risks and mitigating factors in light of changing internal and external environments.
- A risk management report from the Audit Committee will be an input into the Board Strategic Planning Session.
- The Board may consider a full risk management planning session every 3 to 5 years if the internal or external environments have changed or the strategic objectives change significantly.
- Board will monitor risk through the Board monitoring dashboard.

#### **PRE-AUDIT**

- To review all of the Association's critical accounting policies and all major issues regarding accounting principles and financial statement presentations.
- Prior to commencement of the annual audit work, review with the external auditor the plan and required documentation.
- Oversee the Association's asset and risk management.

#### **POST-AUDIT**

- To review with management and external auditor any significant issues, concerns or difficulties encountered during the course of the audit.
- Discuss guidelines and policies to govern the process by which risk assessment and risk management have been and are handled.

The Audit Committee met twice in March, discussing the LSTAR Property Needs and Options Assessment Report and updating the LSTAR risk chart, prioritizing issues that the Association needs to manage, mitigate and factor into strategic planning.

The Audit Committee, with the Finance Committee, recommended and the Board of Directors approved that the LSTAR **2022 Audited Financial Statements be approved as presented**. The LSTAR Membership approved the 2022 Audited Financial Statements at the LSTAR AGM on June 27.

#### **CHAIR** <u>Richar</u>d Thyssen

#### **MEMBERS**

Kathy Amess
Joan Ball
Eric Gagne
Steve Riddell
Warren Shantz
Bill Madder
Csaba Hegedus

## STAFF LIAISONS Joanne Shannon

loanne Shannor Chad Lov<u>ell</u>

#### CHAIR

Blair Campbell

#### **MEMBERS**

Jack Lane Laura Leyser Bill Madder Adam Miller Randy Pawlowski Carl Vandergoot Peter White Kathy Amess (Observer)

#### STAFF LIAISONS

Nicole Christy Chad Lovell Joanne Shannon

#### **GOVERNANCE**

The mandate of the Governance Committee is to monitor all governance issues and provide recommendations to the Board of Directors.

The committee's responsibilities are to review, provide guidance and/or recommend to the Board, governance issues to include but not limited to:

- Stakeholder Relationship Development;
- Board of Directors Structure;
- Committees/Task Forces/Advisory Groups of the Board of Directors;
- Association Governing Principles;
- Board of Directors Development and Orientation;
- Board of Directors Evaluation and Accountability;
- · Association Bylaws and General Policy; and
- General Membership Meeting issues.

In 2023, the Governance Committee completed its review and modernization of LSTAR's By-laws and its new Governance Manual, with support from TNG Consulting.

The Governance Committee recommended, and the Board approved a motion for the new, modernized By-Laws to supersede and replace the current By-laws. This motion was presented to the LSTAR Membership at LSTAR's AGM on

June 27 and subsequently approved with amendments.

The Board also struck a Working Group in late 2023 to support the Governance Committee in reviewing and updating the policies relating to Director Travel and Honorariums. This work is ongoing.

At the AGM, the Members approved the following By-law changes:

- The current LSTAR By-laws be replaced in their entirety by the By-laws presented ahead of the AGM, and as amended from the floor (see below).
- Article 1 General Section 11.10 Execution of Documents 1.14 that the London and St. Thomas
   Association of REALTORS® By-laws add a new article to state that [n]o one-time unbudgeted expenditure in
   excess of \$500,000 shall be made by the Directors without prior majority approval of the Members at a Meeting of
   the Members

The Committee also recommended, and the Directors approved that the Letters Patent for the London and St. Thomas Association of REALTORS® become the Articles of Incorporation as required by the Ontario Not-for-Profit Corporations Act (ONCA).

#### **ARBITRATION**

The mandate of the Arbitration Committee is to arbitrate disputes over commissions between Firms as defined in the LSTAR Governance Manual, Appendix P. The Committee is responsible to review all pertinent material provided to make an informed, unbiased decision.

Two Arbitration Claims were filed in 2023; one was withdrawn, and the other was resolved through conciliation.

The two Appeals to OREA from 2022 were dismissed.

# **CHAIR**Kathy Amess

#### **MEMBERS**

Kevin Barry
Buffy Ellis
Mark Laskey
Peter Meyer
Nate Parsons
Sandra Pineda
Andy Sheridan
Dylan Sworik
Richard Thyssen
Robin Tiller
Carl Vandergoot

# **STAFF LIAISON**Joanne Shannon



#### CHAIR

Maureen O'Halloran

#### **MEMBERS**

Kevin Barry
Paula Bodkin
Blair Campbell
Jack Lane
Dale Marsh
Peter Meyer
Andy Sheridan
Ann Smith
Robin Tiller
Barb Whitney

#### STAFF LIAISONS

Joanne Shannon Kelly Blakely

#### DISCIPLINE

Upon the referral of a matter by the Professional Standards Committee, the mandate of the Discipline Committee is to hold a Hearing to determine if the Respondent had engaged in the conduct as set out in the Referral Document and to discipline any Member if so determined as defined in Appendix N: Professional Standards, Discipline & Appeal Policy of the LSTAR Governance Manual.

The committee recommended and the Directors approved the revisions to *Appendix M: Professional Standards, Discipline & Appeal Policy*.

One of the major noted changes is Section 9 - Agreement to Settle

- 9.01 Where the Respondent has been notified that the Professional Standards Committee determined the matter be forwarded to Discipline, the Respondent may choose an Offer to Settle and forgo the Discipline Hearing. If a request for an Offer to Settle is not received, in writing within ten (10) days, the matter will be referred to a Discipline Committee Hearing. Any discussions surrounding settlement shall be deemed to have taken place on a "without prejudice" basis.
- 9.02 The Offer to Settle shall be communicated to the Respondent by the Staff Liaison.
- 9.03 If no response is received within ten (10) Days of receipt of the decision or if such terms have been refused, the matter will be referred to the Discipline Committee. Any discussions surrounding settlement shall be deemed to have taken place on a "without prejudice" basis.
- 9.04 If an Agreement to Settle is confirmed by the Respondent, the Respondent will be required to comply to the terms in full. If the Respondent fails to comply with the Agreement to Settle in full, then the Board of Directors may, at any subsequent meeting of the Board of Directors and without further proceedings, expel the Respondent from membership in LSTAR or suspend the Respondent's membership in LSTAR for such period as the Board of Directors may in its sole discretion determine.

In 2023, there were 11 Discipline Hearings and nine of the Hearing Decisions resulted in Fines. Nine had additional education assigned. The Fines levied reflected the severity of the breach and ranged from \$500 to \$5,000. Two Appeals were filed for 2023.

#### **DISCIPLINE**

11 DISCIPLINE HEARINGS

9 FINES ISSUED

\*Ranging from \$500 - \$5000

2 APPEAL HEARINGS

9 EDUCATION REQUIREMENTS ASSIGNED

#### PROFESSIONAL STANDARDS

The mandate of the Professional Standards Committee is to receive formal complaints of alleged breaches of any LSTAR Bylaws, General Policies, MLS® Rules and Regulations or MLS® Polices as defined in Appendix C: Committee Terms of Reference.

#### Responsibilities are:

- Either on its own initiative or upon receipt of a written complaint from any source whatsoever, and after complying with the provisions of Appendix N: Professional Standards, Discipline & Appeal Policy, proceed to research the conduct of any Member of the Association and proceed to take any action as prescribed in this Appendix or in furtherance of its mandate and obligations as set out in this Appendix; and
- At any time after having received a complaint or having proceeded on its own initiative, the Committee may in its sole and absolute discretion decide that no further action should be taken in respect of the matter under research and such decision shall not be subject to review or Appeal as defined in Appendix N of the LSTAR Board Governance Manual Policies & Practices.

Twenty-seven formal complaints were received in writing over the course of 2023 and in addition, 17 Staff Audits were forwarded to the committee. Ten were referred to the Discipline Committee for a Hearing, nine were dismissed, 16 were issued a fast fine and no complaints were referred to the Real Estate Council of Ontario (RECO).

# **CHAIR**Michelle Orsini

#### **MEMBERS**

Joan Ball
Neda Beaulac
Jason Cheese
Gib Heggtveit
Louay Kadri
Marla Metson
Pat Pope
Lindsay Reid
Yvonne Steer
Paul Taylor
Richard Thyssen
Wes Watson

#### STAFF LIAISONS

Joanne Shannon Kelly Blakely Alison Maybery

#### PROFESSIONAL STANDARDS COMMITTEE

#### **TOP PSC COMPLAINT:**

#### **Article 21 Conduct Unbecoming**

A REALTOR® shall not engage in conduct that is disgraceful, unprofessional or unbecoming of a REALTOR®.

- 21.1 This Article is intended to deal with conduct that, having regard to all of the circumstances, is egregious in nature and goes beyond simple error.
- 21.2 "Conduct" in this Article is not restricted to conduct in the course of providing real estate services.

# 2023 YEAR END

### **BASIC BREACHES**

- 93 TOTAL BASIC BREACHES
- 7 TOTAL SENT TO PSC

FIRST INFRACTION

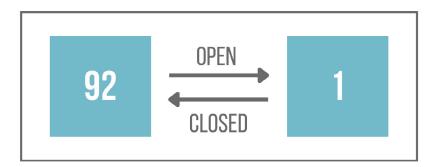
85

**SECOND INFRACTION** 

7

THIRD INFRACTION

1



Total Audits for 2023

615

#### **EDUCATION COMMITTEE**

The mandate of the Education Committee is to engage and inform LSTAR Members and partners by facilitating and collaborating their access to education and information to enhance their ability to serve the general community.

#### Responsibilities include:

- Work with staff in establishing a curriculum that meets the needs of the Members and general community;
- Support LSTAR strategic initiatives with collaborative educational institutions (e.g. Fanshawe College and Western University); and
- Act as an ambassador to champion Member and public engagement.

In 2023, the Education Committee met in March, June and October to provide **strategic direction on LSTAR's educational offerings**, including classes, webinars, micro-learning and other programming in alignment with LSTAR's 2022-24 Strategic Plan, specifically as it relates to situating LSTAR as a regional hub for learning and leadership development.

The Committee launched a **Broker Outreach Pilot Project** that saw **Committee Members meet with five brokerages** to discuss common compliance issues and LSTAR's educational offerings.

# **CHAIR**Christy Ruth

#### **MEMBERS**

Bonita Hannon
Gib Heggtveit
Sallie McFarlane
Cindy Monger
Rika Orendorff
Steve Riddell
Daniela Schmidt
Jenny Steward
Heather Carey (Fanshawe)

#### STAFF LIAISONS

Nicole Christy Karoline Churilla



# TASK FORCES

#### **CHAIR**

**Christy Ruth** 

#### **MEMBERS**

Kathy Amess
Tabetha Burley
Liam Ceccacci
Reza Etaati
Louay Kadri
Jeanette Keating
Rhema Orech
Christina Sanchez-Jones
Krista Arnold (City of London)
Saleha Khan (Toronto Police
Service)

#### STAFF LIAISONS

Chad Lovell Bill Madder

#### **DIVERSITY, EQUITY, AND INCLUSION TASK FORCE**

The mandate of the Diversity, Equity and Inclusion (DEI) Task Force is to establish a culture that champions an inclusive vision of home ownership and advocates for fair and equal access to housing for all.

#### Responsibilities include:

- Provide recommendations on learning opportunities for members to understand the role of diversity, equity and inclusion in the business of real estate.
- Promote diversity, equity and inclusion best practices to LSTAR membership.
- Raise awareness of the value proposition of adoption and implementation of diversity, equity and inclusion best practices.
- Provide recommendations on creating local chapters of organizations who share LSTAR's vision and values.
- Build collaborative relationships with key influencers.

The DEI Task Force met in February, to hear a special presentation from OREA and LSTAR Past President Stacey Evoy and OREA Presidential Advisory Group (PAG) Chair Davelle Morrison. They summarized the key findings of the OREA Fighting for Fair Housing report and highlighted several recommendations OREA is committed to implement by 2025. The task force discussed leveraging some of the findings in developing LSTAR's DEI strategy and initiatives.

The task force recommended and the Directors approved that the LSTAR DEI strategy be approved as presented. This fulfilled one of the mandates in the LSTAR 2022-2024 Strategic Plan.

The task force also recommended and the Directors approved that the DEI Task Force be made a Standing Committee of the Association.

# ADVISORY GROUPS

#### **BROKERS ISSUES ADVISORY GROUP**

The mandate of the Brokers Issues Advisory Group is:

- To provide a peer forum at which brokerage and real estate industry issues might be identified, vetted, discussed and debated.
- To make recommendations to the Board of Directors (or appropriate Committees, Advisory Groups or Task Forces) on issues that have the potential to impact real estate brokerages and/or the real estate industry and, through this mechanism, to alert organized real estate at the provincial and national levels to issues impacting brokers.

The group met in February, March, July and November to discuss multiple topics including foreign buyers legislation, TRESA (Trust in Real Estate Services Act), ORWP (Ontario REALTOR® Wellness Program), RECO insurance, transition to PropTx MLS® System, REALTOR.ca, future of the LSTAR building, CREA REALTOR® Cooperation Policy, and education opportunities.

# **CHAIR**Kathy Amess

# MEMBERS LSTAR Principal Brokers

#### STAFF LIAISONS

Bill Madder Kelly Blakely Joanne Shannon Chad Lovell Nicole Christy Csaba Hegedus Kelly Bougie



#### CHAIR Jack Lane

#### **MEMBERS**

Emily Bunker
Danny DePrest
Robert Georgopoulos
Adam Miller
Anna Moscardelli
Randy Pawlowski
Bill Madder
Kristen Duever (London
Chamber of Commerce)
Jared Zaifman (London

#### STAFF LIAISON Chad Lovell

#### **GOVERNMENT RELATIONS**

The mandate of the Political Affairs Committee (or PAC Team) is to maintain a proactive, open and ongoing channel of grassroots communication with LSTAR MPs, MPPs and municipal leaders concerning housing, economic, business and REALTOR® issues. REALTOR® issues are generally defined as issues that have a far-reaching impact on Members of organized real estate, which have significant negative or positive impact either on a sizeable group of Members or property owners, or housing issues, especially on housing affordability and attainability. The PAC Team also seeks to enhance awareness of and build support for OREA and CREA positions within the Association and the greater community. LSTAR's PAC Team is empowered to advise the Board of Directors on political affairs at the municipal, provincial and national levels.

#### MP ENGAGEMENT

#### CONSTITUENCY MEETINGS AND CREA PAC DAYS

Between February and April, LSTAR met in person with four area MPs, as part of the CREA PAC at Home spring advocacy efforts. Meetings were held with MP Peter Fragiskatos, London North Centre; MP Lindsay Mathyssen, London-Fanshawe; MP Arielle Kayabaga, London West; and MP Lianne Rood, Lambton-Kent-Middlesex. In addition, LSTAR met with MP Karen Vecchio, Elgin-

Middlesex-London in Ottawa while LSTAR attended the CREA AGM (Annual General Meeting).

The following recommendations were discussed:

- Establish a permanent national housing roundtable to address housing challenges through an inclusive, holistic
  and innovative approach, while continuing to ensure federal infrastructure funding is leveraged to encourage the
  creation of more housing supply.
- Establish a cost-free, standardized, phased approach for EnerGuide labelling of homes not at the time of sale.

During the annual October CREA PAC Days in Ottawa, LSTAR connected with MP Fragiskatos, MP Vecchio, MP Kayabaga and MP Mathyssen.

The fall meetings reinforced the recommendations that were delivered in the first half of the year, as well as a new policy recommendation related to immigration:

- Establish a permanent national housing roundtable.
- Leverage federal infrastructure funding with municipal, provincial and territorial partners requiring the creation of more housing supply.
- Develop a housing workforce immigration strategy to attract tradespeople from abroad, while streamlining the immigration process for qualified professionals willing to work in the construction industry.

#### MPP ENGAGEMENT

#### SPECIAL EVENTS, SPRING CONSTITUENCY MEETINGS AND FALL MPP MEETINGS

In January, LSTAR collaborated with OREA to co-sponsor a special event hosted by the London Chamber of Commerce. The luncheon meeting featured remarks by the Hon. Monte McNaughton, former Minister of Labour, Immigration, Training and Skills Development.

Also in January, the Ontario Ministry of Finance invited LSTAR to participate in a provincial budget consultation hearing. LSTAR PAC Chair Jack Lane attended the hearing, providing testimony on behalf of REALTORS®.

In May and June, LSTAR's PAC team met with four area MPPs as part of the OREA 2023 spring MPP meetings. LSTAR met with MPP Peggy Sattler, London West; MPP Rob Flack, Elgin-Middlesex-London; MPP Teresa Armstrong, London-Fanshawe; and MPP Terence Kernaghan, London North Centre.

The following recommendations were discussed:

- Boost housing supply by ending exclusionary zoning, prioritizing rent-to-own housing options and repurposing unused commercial spaces for housing.
- Remove the auctioneer exemption from the Trust in Real Estate Services Act (TRESA).

In November, the LSTAR PAC team engaged in productive meetings at Queen's Park in Toronto with the MPP Flack, MPP Kernaghan and MPP Sattler.

The meetings focused on the following recommendations:

- Eliminate exclusionary zoning.
- Increase funding for skilled trades.
- Implement provincial loan guarantees for purpose-built rentals.

#### **MUNICIPAL**

#### **INCREASED ADVOCACY EFFORTS**

As laid out in the 2022-2024 LSTAR Strategic Plan, the LSTAR PAC team amplified its engagement with municipal leaders throughout the year.

In 2023, the LSTAR PAC team met with the following to discuss housing and community issues:

- London Mayor Josh Morgan
- St. Thomas Mayor Joe Preston
- London Deputy Mayor and City Councillor Shawn Lewis
- London City Councillor Steven Hillier
- London City Councillor Elizabeth Peloza
- London City Councillor Peter Cuddy
- London City Councillor Skylar Franke

Throughout the year, LSTAR invited municipal leaders to special Association events and kept them regularly updated on monthly home sales and other industry news.

LSTAR continued building its relationships with London Chamber of Commerce, London Home Builders' Association and St. Thomas Elgin Home Builders' Association, as well as London Development Institute. With housing as a top priority, the City of London invited LSTAR to participate in a rebranded Stakeholder Group, the Customer and Process Improvements Reference Group. The main objective is to share policy recommendations and industry solutions boosting housing supply across the region.

LSTAR also engaged with London Property Management Association, St. Thomas and District Chamber of Commerce, London Economic Development Corporation and St. Thomas Economic Development Corporation (STEDC) throughout the year.

The Association continued to be represented as a resource with the London Homeless Coalition and the St. Thomas-Elgin Housing Stability Alliance.

#### **COMMUNITY ENGAGEMENT**

#### **OUALITY OF LIFE**

'Quality of Life' (QOL) is both a philosophy and a helpful analytical tool, helping to identify how LSTAR as an Association, or its Members as individuals, may improve or enhance the social, physical or economic environments of the communities that Members passionately serve. It serves as a lens to determine whether a political issue qualifies as a REALTOR® issue. This is relevant, since historically REALTOR® issues have been dictated either by self-interest – pro-business, pro-REALTOR®, or pro-development – or by our constituents – first-time buyers, property owners, landlords, etc. There was no mechanism to determine social policy, i.e., the greater good. Embracing QOL makes the communities where we live our constituents and in turn, giving the Association that mechanism. It has considerable implications for both LSTAR's Government Relations initiatives and community engagement activities.

#### **OUALITY OF LIFE PRINCIPLES**

Principle 1: Ensuring Economic Vitality

**Principle 2:** Providing Housing Opportunities

**Principle 3: Preserving Our Environment** 

**Principle 4: Protecting Home Owners** 

Principle 5: Building Better Communities

#### **QUALITY OF LIFE AWARD**

The LSTAR *Quality of Life* Award recognizes and honours outstanding contributions to the community in accordance with one or more of the five Quality of Life Principles championed by LSTAR, OREA and CREA. Nominations are sought from the Membership at large, but candidates may also be named by the Community Engagement Committee, which will then recommend the winners to the LSTAR Board of Directors. The Award is not necessarily an annual one. It is given when a recipient is deemed worthy of recognition. At the time the Award is announced – at LSTAR's Annual General Meeting (which takes place the following year) – a donation of \$200 is made to the recipient's charity of choice in their name, the recipient receives a plaque and their charitable activities are showcased across all LSTAR media. The Award was not given out in 2023.

#### ONTARIO REALTORS CARE® FOUNDATION

In 2023, LSTAR continued to honour its pledge to the Ontario REALTORS Care® Foundation's Every REALTOR® Campaign in the amount of \$2.00 per member/per month. The Foundation's mission is, "to advance the Foundation's philanthropy by enabling REALTOR® Members and real estate boards to practice effective and ethical fundraising in support of shelter-related causes in Ontario."

The Foundation defines shelter as "a refuge, haven or protection that provides or improves quality of life from hunger, the elements, physical/psychological abuse, disabilities and illness."

In 2023, the Foundation provided nearly \$2 million in grants to shelter-based organizations across Ontario communities. LSTAR's support of the Foundation has deep historical roots. In its earliest days LSTAR Member Peter Whatmore chaired it. In 2014, LSTAR Past President Barb Whitney served as the Foundation's Western Ontario Director, then 2015 President-Elect, and 2016 President. In 2019, LSTAR Member Heather Arnott was named the Foundation's Western Ontario Director, then 2020 President-Elect, and 2021 President.









#### **CHAIR**

Dale Marsh

#### **MEMBERS**

Layla Almadi Marcia Beaton Zannah Brown Monique Legault Michelle O'Brien Lindsay Reid Mirella Shreve **Barb Whitney** Jason Dearing (Libro Credit Union) Laura Wimperis (Libro Credit Union)

#### STAFF LIAISONS

Joanne Shannon Chad Lovell Claire Dawson Kelly Bougie

#### **COMMUNITY ENGAGEMENT COMMITTEE**

LSTAR's Community Engagement Committee is responsible for:

- Building collaborative relationships with key influencers.
- Raising the awareness of LSTAR.
- Building the LSTAR brand.
- Advancing key initiatives within Social Responsibilities including, but not limited to, the charitable giving (Application and beneficiaries as defined by the Ontario REALTORS Care® Foundation).

#### RON RICHARDSON MEMORIAL AWARD

Established in 2022, the Ron Richardson Memorial Award honours the legacy and contributions of Ron Richardson, LSTAR's three-time President of 1948, 1949 and 1959. Made possible by the generosity of the Richardson family, the award is given to an LSTAR Member who personifies Ron's key values with tangible actions through organized real estate leadership, mentorship and professionalism, as well as sharing their successes and volunteer time with compassion for others. The recipient receives a \$1,000 award that is donated to a charity of the recipient's choice within the LSTAR catchment area to benefit local communities. The 2023 Ron Richardson Memorial Award recipient was Glen Gordon.

#### **CHARITABLE GIVING**

In 2023, the committee presented more than \$71,000 to 14 local shelter-based organizations. They were Anova; Hospice of Elgin; Indwell; Inn Out of the Cold Elgin; Investing in Children; London Affordable Housing; London Basket Brigade; Meals on Wheels London; Merrymount; My Sisters' Place; St. Joseph's Hospice; Unity Project; Youth Opportunities Unlimited; and YWCA St. Thomas-Elgin.

The grants come from LSTAR's Business Partners Program, sponsorship, various fundraising events and the Ontario REALTORS Care® Foundation, of which LSTAR is a proud supporter.

In addition, the LSTAR Board of Directors recommended and approved donating \$5,000 to the REALTORS Care® Canadian Red Cross Campaign to help the Alberta wildfires.

















As of the end of 2023 and since 1992, LSTAR has given the following grants to these worthy organizations.

BENEFICIARY	AMOUNT DONATED AS OF 2023 YEAR END
Mission Services of London	\$380,275
Anova	\$41,950
Grace Cafe	\$56,995
Unity Project	\$121,444
VAWSEC	\$81,698
Women's Community House	\$33,883
All Our Sisters Conference Bursaries	\$2,000
Hockey Helps the Homeless	\$41,450
London Affordable Housing Foundation	\$38,950
Youth Opportunities Unlimited	\$161,846
Merrymount Family Support and Crisis Centre	\$98,275
London Housing Registry	\$6,000
Investing in Children	\$52,212
St. Joseph's Hospice	\$66,950
London Health Sciences Foundation Adult Eating Disorders Clinic	\$50,000
Meals on Wheels London	\$30,392
Inn Out of the Cold Elgin	\$22,950
Women's Rural Resources Centre of Strathroy and Area	\$17,358
St. Thomas Elgin Second Stage Housing	\$22,670
London Food Bank	\$9,067
St. Thomas Elgin Food Bank	\$4,367
Strathroy Food Bank	\$4,367
My Sisters' Place	\$34,194
Indwell	\$15,000
Humana Community Services	\$10,214
Welkin Child and Youth Mental Wellness	\$10,214
The Imagine Build	\$10,000
Canadian Red Cross	\$15,000
Ark Aid Street Mission	\$13,720
Habitat for Humanity	\$8,721
BGC London	\$8,721
Great Cycle Challenge	\$1,000
Hospice of Elgin	\$5,000
London Basket Brigade	\$1,000
YWCA St. Thomas - Elgin	\$10,000
TOTAL	\$1,487,883

#### OTHER ACTIVITIES AND PARTNERSHIPS

The 2023 Christmas Kettle Campaign - More than 59 REALTORS® came out to participate in the 2023 Christmas Kettle Campaign in London and St. Thomas, in support of The Salvation Army - Ontario Division. Over \$5,200 was raised at kettle locations across the region. Huge thanks to all the LSTAR Members who volunteered their time and participated in the campaign.











The 2023 BusinessCares Food Drive - In December, Members also took part in the 2023 BusinessCares Food Drive, in support of the London Food Bank, with 30 volunteers collecting food and money donations at four London stores. Volunteers collected more than 5,050 pounds of food and over \$2,137 in cash donations.







LSTAR also continued to partner with the Canadian Blood Services as a Partner for Life. At the end of 2023, LSTAR's team of blood donors was 76 members strong, rolling up their sleeves for a final tally of 189 donations, comprised of 74 units of whole blood and 115 plasma units. Thank you, team LSTAR!

#### PARTNER FOR LIFE: CANADIAN BLOOD SERVICES

In 2012, LSTAR joined nearly 600 partner companies, including a number of our fellow real estate associations, in becoming a Partner for Life with the Canadian Blood Services. Partners for Life is a nationwide program designed for corporate and community organizations.

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

Help save lives. Join our team. To register, take the following steps. Please note, if you are older than 61, you will need a form completed by your doctor to register. You can obtain this form by calling 1-888-2-DONATE.

- Step 1: Join the team at Canadian Blood Services. Register and insert LSTAR's Partner #: LSTA013463.
- Step 2: Book an appointment by selecting location, day, and time to donate or call 1-888-2-DONATE.
- Step 3: Feel GREAT about yourself!

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

#### **SCHOLARSHIP**

The Scholarship Advisory Group is responsible for selecting the recipients of the LSTAR Scholarship Award, which recognizes university or college-bound students who have demonstrated academic excellence, a high level of school and community involvement, maturity, responsibility, initiative and strength of character. Eligible applicants must either be the children, grandchildren or under the legal guardianship of Members of the London and St. Thomas Association of REALTORS® or Members' staff. Each award recipient receives a \$2,500 scholarship.

The 2023 LSTAR Student Scholarship Award recipients were:

Reagan Bosveld, daughter of LSTAR Member Michael Bosveld. A
graduate of Oakridge Secondary School, Reagan will be attending
Laurier University to major in Kinesiology with a minor in Business.
Reagan's goal is to become a chiropractor and open her own clinic
outside of Ontario.

# **CHAIR**Michelle Symons

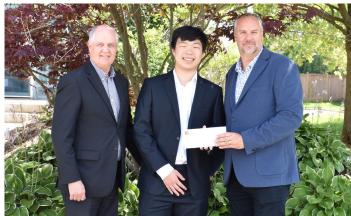
#### **MEMBERS**

Rika Orendorff Blair Patton Ken Payne Robert Richards Ann Smith

STAFF LIAISON
Claire Dawson

- Dennis Chen, son of LSTAR Member Wei Ban. A graduate of London Central Secondary School, Dennis will
  be attending University of Waterloo to pursue a degree in Computer Engineering. His goal is to work for either a
  spacecraft or robotics company.
- Jessica Kumar, daughter of LSTAR Member Aga Matysiewicz. A graduate of Oakridge Secondary School,
   Jessica will be attending Western University to major in Kinesiology, with the goal of attending medical school and becoming an orthopedic surgeon.
- Troy Leishman, son of LSTAR Members Ian and Nathalie Leishman. A graduate of Monseigneur Bruyére, Troy
  will be attending Western University to pursue an engineering degree, in mechatronics and artificial intelligence or
  computer engineering.









## SOCIAL COMMITTEES

#### **CHAIR**

**Barb Whitney** 

#### **MEMBERS**

Angela Baker Mirella Shreve Adam Miller (Ex-Officio)

#### STAFF LIAISON

Claire Dawson

#### CHILDREN'S CHRISTMAS PARTY

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

The LSTAR Children's Christmas Party was held on Saturday, December 9, between 10:00am and 1:00pm at Centennial Hall in London. Nearly 216 people turned out for the party, which included 88 children.

Each child received a special gift from Santa and the holiday festivities featured face painting, cookie decorating and live entertainment by Starlight DJ Services. Everyone was treated to a pizza lunch and delicious Christmas treats.

Toy and cash donations were accepted to benefit Merrymount Family Support and Crisis Centre, while all proceeds were in support of Investing In Children.

A huge thank you to our generous sponsors: Libro Credit Union; Auburn Homes; CVD Photography; Accsell Realty; SYV Creative; Louise's Home Staging.













#### **CHRISTMAS GALA**

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

The Great Gatsby themed 2023 LSTAR Christmas Gala was held on Friday, November 10, between 6:00pm and 12:00am at RBC Place London, with more than 450 people in attendance.

Guests enjoyed a delicious buffet dinner, casino gaming tables with prizes, and roaring 20s entertainment. Throughout the evening, Members also had the opportunity to win prizes by purchasing raffle tickets for Moonshine Mystery Suitcases, as well as purchasing an LSTAR Gala Golden Ticket for a chance to win one of six amazing trips. Proceeds were in support of Humana Community Services, Wellkin Child and Youth Mental Wellness, and Women's Rural Resource Centre.

Thanks go out to our generous sponsors: Upstaging Limited; Refcio and Associates; JAAG Properties; Libro Credit Union; Beyond the Eye; OMAC; Alfa Maserati of London; Maventure Mortgage Company; Century 21 First Canadian; Sutton Group Preferred Realty; Yazdani Aesthetics; Axiom Mortgage Solutions; AMJ Campbell; JTOverholt; Drake Law; Louise's Home Staging; Y Mortgage; Rose Theory Design; Primo Concrete; Best Western Lamplighter Inn and Conference Centre; OREA; CIBC – McMahon Mortgages; SYV Creative; TFD Media; Collins Formal Wear; Juniper Dress; ICON Home Inspections; and Himilaya Group and Himalaya Pools.

#### CHAIR

Jenny Steward

#### **MEMBERS**

Marcia Beaton
Shawna Bradshaw
Emily Doran
Jawad El-Minawi
Stacey Evoy
Tara Fujimura
Lindsay Gowan
Michelle O'Brien
Lindsay Reid
Christina Winkler
Adam Miller (Ex-Officio)

STAFF LIAISON
Claire Dawson









#### **CHAIR**

**Barb Whitney** 

#### **MEMBERS**

Charlene Bertin Jason Cheese Melody Gilmore Vince Mitchell Michelle Orsini Walter Raithby **Andy Sheridan** Yvonne Steer Bryan VanAcker Adam Miller (Ex-Officio)

#### STAFF LIAISON

Claire Dawson







#### **SLO-PITCH**

LSTAR's annual Slo-Pitch Tournament was held Friday, June 2, between 9:00am and 4:30pm at Slo-Pitch City in Dorchester. Twenty-two teams participated in the tournament, which also featured a complimentary lunch, an array of prizes and a dunk tank.

Thank you to our generous sponsors: Maventure Mortgage Company; Libro Credit Union; CIBC; Dancor; Canada Brokerlink; Real Estate Now; Mortgage Teacher; Blue Forest Realty; Maserati and Alfa Romeo of London; Red Bird Media; Sutton Group Pawlowski and Company; AMJ Campbell; SnapHouss London; Campbell Brothers; Club Hub; Barb Whitney; and Meghan Wright.

Proceeds were in support of the Ark Aid Street Mission's Wish to be Home and St. Thomas-Elgin Second Stage Housing.







#### **CHARITY GOLF TOUR**

In 2023, LSTAR hosted a Charity Golf Tournament at St. Thomas Golf and Country Club in Union.

In addition to 18 holes of golf and a putting contest, the event included a silent auction and prize draws. Participants were also treated to breakfast, on-the-go-lunch, swag bag and dinner. Proceeds were in support of The Grace Cafe, and Mission Services of London.

Thanks go out to our generous sponsors: Doug Tarry Homes; Dancor; AGM; Ironstone Building Company – Drewlo Holdings; OREA; Real Estate Now; Louise's Home Staging; CREA; Ford Keast; Melchers Developments; Sutton Group Pawlowski and Company; TRREB; Blue Forest Realty; SYV Creative; Giftii; Snaphouss; Streamliners Espresso Bar – Las Chicas; Culligan Water; Al's Pizzeria; and Anderson Craft Ales.

Also thanks to the hole sponsors: AFS Aerial Photography; Moffatt Mortgage; Oak and Key Realty; JAAG; RJs Moving; Riverbend Appraisers; Westwood Realty Team; Pinheiro Realty; Woodfield Design Build; Mighty Movers; Britt's Accessories; Ethos Spa; Staged to Sell; MPAC; Dominion Lending; Hotel Julie – Tartan Developments; CIBC; Dancor; The Factory London; MacMaster Chevrolet Cadillac Buick GMC; Canadian Commercial; TRREB; and Doug Tarry Homes.

### **CHAIR**Kathy Amess

#### **MEMBERS**

Colin Abbott
Vicki Burbank
Jeremy Ivany
Jack Lane
Kelly Marshall
Sallie McFarlane
Adam Miller
Tracey Myren
Randy Pawlowski
Mirella Shreve
Marc Sopoco

**STAFF LIAISON**Claire Dawson











## **2023** SPONSORS

LSTAR hosts a number of special events throughout the year, many of which are fundraisers for charity. We owe our ability to serve our community in large part to the generosity of our sponsors. Accordingly, we would like to take this opportunity to acknowledge and thank our 2023 Sponsors and Business Partners for their continued support.

#### TITANIUM (\$10,000+)

Doug Tarry Homes Libro Credit Union

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

Dancor Construction Ltd.

Maventure Mortgage Co.

SYV Creative

Upstaging Limited

#### **PLATINUM (\$2,500+)**

Alfa Maserati of London
Beyond the Eye Home Staging
Blue Forest Realty Inc. Brokerage
Louise's Home Staging
OMAC – Matt Parr Mortgages
S.E.M. Construction
Snaphouss Real Estate Photography
Teranet
TRREB

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

AGM Plan Survey Engineer
Ahria
Century 21 First Canadian Corp. Brokerage
Colliers international London
CREA
EllisDon Corporation
Giftii
JAAG Properties

Liuna Local 1059

**OREA** 

RBC Royal Bank of Canada
Real Estate Now - Jim Lalonde
Refcio & Associates
Rocky's Harley Davidson
Sutton Group Preferred Realty Inc., Brokerage
TFD Media
The Ironstone Building Company
Yazdani Aesthetics

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

A First Impression Professional Home Staging Services

Accsell Realty Inc., Brokerage

AMJ Campbell - London Movers

**Auburn Homes** 

**Axiom Mortgage Solutions** 

Best Western Lamplighter Inn & Conference Centre

Canada Brokerlink (Ontario) Inc.

Canadian Commercial Group of Companies

**CIBC** 

CIBC - McMahon Mortgages

Culligan Water

CVD Photography

Drake Law

Ford Keast

**JTOverholt** 

MacMaster Chevrolet Cadillac Buick GMC

Magil Construction

Mark Maynes

**MPAC** 

Supra

The Factory London

Tricar

WTF Women's Total Fitness

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

AFS Aerial Photography

Al's Pizzeria

Anderson Craft Ales

Blinds by design

**Britt's Accessories** 

Cohen Highley LLP

Dominion Lending - Greg Baxter

Ethos Spa

Highland Golf and Country Club

Hotel Julie - Tartan Developments

Meghan Wright

Melchers Construction

Mighty Movers Elite

Moffatt Mortgages

Mortgage Teacher

Oak and Key Real Estate Brokerage, Inc.

Pinheiro Realty Ltd., Brokerage

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

Primo Concrete Riverbend Appraisers Ltd., **RJs Movers** Rose Theory Design Royal LePage Triland Realty St. Thomas & District Chamber of Commerce St. Thomas Golf & Country Club Streamliners Espresso Bar - Las Chicas Sutton Group Pawlowski & Angela Wilson Team Purple Squirrel, The Realty Firm The Tricar Group Voyago Westwood Realty Team Woodfield Design + Build Y Mortgage Zillow Group

#### **BRONZE (\$250+)**

Baskets and Blooms
Black Fly Beverage Company
Collins Formal Wear
Columbia Sportswear Canada
Gift Baskets by Design
GoodLife Fitness
Himilaya Group & Himilaya Pools
Juniper Dress Boutique
LGA - London Gymnastics Academy
Red Bird Media
Sheffield Wealth Management
The Chef's Hat Catering Company
Tidy My Space

# **2023** BUSINESS PARTNERS

The LSTAR Business Partners Program enables interested members of the business community to establish a formal affiliation with the Association. In order to become a Business Partner, an individual (who must not be registered to trade in real estate) or company must agree to act consistently with LSTAR's mission statement and purposes, and pay an annual fee for membership of the Business Partners Program.

The Association was pleased to share a formal affiliation with the following Business Partners in 2023.

1-800-GOT-JUNK?

A First Impression Professional Home Staging Services

AMJ Campbell

Snaphouss Real Estate Photography

Blinds by Design Ltd.

**Cook Property Inspections** 

CVD Event Studio / CVD Photography

**Dominion Lending Centres Forest City Funding** 

Elgin County Economic Development

Hellamaid London

**JAAG Properties** 

Libro Credit Union

London Property Management Association (LPMA)

Louise's Home Staging Inc.

MPAC - Municipal Property Assessment Corp.

O'Brien Home Inspections Inc.

Real Estate Now (Jim Lalonde)

Real Estate Lawyers.ca LLP

Robertson Hall Insurance Brokers

Start.ca

Stephen Green Mortgages

Tidy my Space

Vantage Property Management Ltd.

Yazdani Aesthetics

## SERVICE RECOGNITION

#### **50 YEARS**

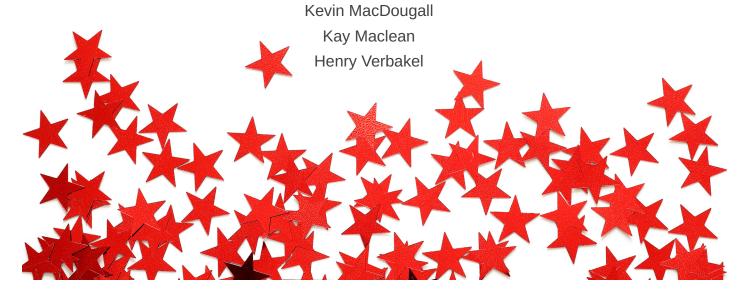
Michael Morrish Gary Pollock

#### **45 YEARS**

Janice Granger
Don Perry
Gary Robinson
Jarmo T. Stromberg
Bruce Sworik

#### **40 YEARS**

Dennis Broome
Knute Dohnberg
Allen Fayad
George Gicopoulos
Matt Kennedy
Bill Lee



#### **35 YEARS**

John Baldassarre
Louise Bygden
Tony Costa
Richard Houston
Dennis Leung
Sam Meddaoui
Owen Price
Brian Toth

R. Paul Brisco
Ross Comanic
Terry Guest
Andrew Lesko
Irene Lutsch
Eric Pieterson
Dwayne Swan



#### **30 YEARS**

Joan Ball
Michael Brady
Laura Gentile
Diane Lajoie
Becky Robinson
Hazel Sinclair
Ron Tyler
Matt Young

John Blake
Jenny Decaluwe
Glenn Kjeldgaard
Tracey Peifer
Brian Simpson
Earl Taylor
Trevor Tyson



#### **25 YEARS**

Charlene Bertin
Lisa Campbell
Ruth Jenkins
Thomas Micic
Andrea Ross
Andy Sheridan
Jason Sims

Joseph Boyle
Barbara Dwyer
Hugh Martin
Karen Nordstrom
Randi Roszell
Michael Shmukler





Daryl Armstrong
Bob Davenport
Mary Pat Filice
Lilly Gluscic
Cedo Ivanisevic

Andrew Bloomfield
Stacey Evoy
Gregory Galbraith
Scott Haslett
Robert Jany

#### 20 YEARS (continued)

Kristopher Kewley
Melissa Mason
Blair Patton
Joel Sandie
Glen Tompkins
Peter Van Geffen
Angela Wilson

Sue Leblanc
Ashley Moore
Leah Robinson
Steve Tanton
Bernice Tracey
Katie White
Sylvia Zawislan



#### **15 YEARS**

Calvin Barrett Nicole Bartlett Jillian Bourne **Emily Bunker** Carlo Castellani **Kyle Courtney** Troy Couwenberghs Carolyn Damen Andrea Davies Daniel Gdanski Mark Hallman Robbie Hasbini Jeffrey House Marta Kennedy Kevin Knell Sheri Lawrence Vernon Martin Salko Milic Jake Morgan Mike Ramer Kristen Scheele Bart Storonianski Paul Taylor Kelly Ann Walker

Angela Westerik

Faisal Anwar **Bonnie Baker Hodgins** Kodi Becker Stewart Blair Sue Bork Zannah Brown Lisa Chipchase **Tracey Davies** Kim Gardner Charlie Gobert **Andrew Harrington** Jay Herlick Robert Jans Murray Kettlewell Wanda Latuszak Kathryn Machay **David Matthews** Geoff Mitchell Sonia Patpatia Kim Read Adrie Soede Sandra Tavares Cameron Tyler Colene Wells Donald Wilkinson



#### **10 YEARS**

Neda Beaulac

Jacob Bodzek

Ryan Brady

Paul Byers

Sue Cates

Liam Ceccacci

Scott Coulthard

Grace Dekker

William Durfy

Mike Farhat

Cindy Gilbert

Richard Harding

Gerald Holland

Jun Huang

Tim Jacklin

Jeannette Keating

Anila Lalani

Lisa Lansink

Jack Michienzi

J. J. Morgan

Danielle O'Dea

Brianna O'Leary

Rachel Peaker

Jim Quenneville

Ian Rogers

Christina Shore

Kayla Smith

Anna Strik

Ainslee Tracey

Andrea Vagueiro

Lynda Benning

Kristina Bradley

Lana Bryzgalova

Sandi Cardoso

Angela Caton

**Chris Chandler** 

Sarah Crawford

Adriaan Driessen

Darrel Elver

Natalie French

**Tom Gormley** 

**Bob Heywood** 

**Shannon Howard** 

Jessica Huysmans

Tom Johnston

Chase Komaromi

Stacey Landstra

Jelena Lazic

Alec Miles

Ryan Mulligan

Kieran O'Halloran

Chad Otterbein

Rick Pritchard

**Andrew Redman** 

Karen Sandwith

Brian Singh

**David Sonley** 

Kim Toonk

Brenda Triebner

**Andrew Wilson** 

# Congratulations & Mank You

FOR YOUR MANY YEARS OF SERVICE!





Bringing people and properties together

342 Commissioners Rd. W., London, Ontario N6J 1Y3 Phone: 519-641-1400 • Email: info@lstar.ca • Public website: www.lstar.ca