RESIDENTIAL PROPERTY MANAGER INDUSTRY COUNCIL REGULAR MEETING

9:00 am – 12:00 pm, Tuesday, March 10, 2026
Virtual Teams Meeting

MINUTES

In Attendance:	Don Newell, *Chair* Anand Sharma Charissa Shine Tania Andrushko
Resources:	Stacy Paquin, *CEO* Janice Harrington Warren Martinson Rina Hawkins Shannon Patterson Bryan Douey Kristian Tzenov David Anderson
Recording Secretary:	Christina Harrington

1. Call to Order
   The meeting of the Residential Property Manager Industry Council ("Industry Council") was called to order at 8:57 am.

2. Chair's Opening Remarks
   The Chair welcomed members and guests to the meeting. The Industry Council awaits the appointment of a public representative by the Minister of Service Alberta and Red Tape Reduction ("Minister").

3. Approval of Agenda
   The Industry Council reviewed the meeting agenda.

   *MOTION: The Residential Property Manager Industry Council approves the March 10, 2026, meeting agenda, as **presented**.*
   Moved by Charissa Shine,
   Seconded by Tania Andrushko
   Carried

4. Conflict(s) of Interest Declared
   The Chair called for conflicts of interest to be declared. No conflicts of interest were declared.

5. Consent Agenda

The Industry Council reviewed the consent agenda.

*MOTION: The Residential Property Manager Industry Council approves the consent agenda, which includes the **November 4, 2025** meeting **minutes**, as amended, the **December 11, 2025 special** meeting **minutes,** as presented, and receives the **Regulatory Activity Scorecard** , the **Credentialing Report and Learner Success Rates**, and the **RECA Board of Directors Report** as information, as presented within the meeting package.*

Moved by Anand Sharma,
Seconded by Charissa Shine
Carried

6. *Real Estate Act* Rules Review Update

Management reported that, in September 2025, following two-years of extensive consultation, all Industry Councils approved amendments to the *Real Estate Act* ("*REA*") Rules. The proposed amendments were transmitted by the RECA Board of Directors ("Board") to the Minister, for approval, in accordance with the *REA* (Ministerial) Regulation.

As Service Alberta and Red Tape Reduction ("SARTR") 5-year review includes a review of RECA's regulatory framework, the Rules could be impacted. As such, the Industry Councils await the SARTR report and resulting recommendations.

7. Industry Council Strategic Workplan

The Industry Council reviewed its Strategic Workplan. Subjects include prelicensing examinations, the graduated licensing pilot project for property managers, licence eligibility requirements, and relicensing education topics.

Management reintroduced the Relicensing Education Model Proposal. The proposal includes a staggered approach to creating and administering relicensing competencies. Modernizing relicensing education ensures that RECA is in-step with other professional regulators, across Canada. Relicensing education is recognized as a key regulatory tool to ensure public protection, maintain competency, and align licensees with current legislative and practice requirements.

MOTION: The Residential Property Manager Industry Council endorses the proposed relicensing education framework, in principle, as presented and discussed at the meeting.

Moved by Anand Sharma,
Seconded by Charissa Shine
Carried

8. Graduated Licensing Pilot Project for Property Management Licensees

Kristian Tzenov, RECA Advisory Services Manager, and David Anderson, RECA Practice Advisor, joined the meeting at 10:25 am.

Management presented the proposed activities of a conditional, graduated licence for property management licensees. The activities were developed in consultation with property management brokers and industry associations. The optional (not mandatory) program would permit learners to receive on-the-job training prior to full licensure.

ACTION: The framework for the *graduated licensing pilot project for property managers* will be reviewed for delineation of tasks. The revised framework will return to the Industry Council in June 2026.

Kristian Tzenov and David Anderson left the meeting at 11:18 a.m.

9. Industry Council Annual Self-Evaluation Process

The Industry Council reviewed its annual self-assessment results, in accordance with the *REA* Bylaws. The self-evaluation measured individual performance as well as the Industry Council's overall effectiveness. The report was received as information.

10. Service Alberta and Red Tape Reduction's Five-Year Review of RECA

Management reported that the comprehensive review of RECA by SARTR has been delayed. The report will be released as soon as practicable. The review is being conducted by a third-party, Deloitte LLP, and assesses all areas of RECA, including governance & leadership, regulatory framework, regulatory effectiveness, internal relationships, culture, external stakeholder engagement, administrative operations, financial management, and education oversight.

11. Stakeholder Engagement Opportunities

Management reported Q1 Stakeholder Engagement events. The consumer awareness campaign, *Safe & Sound Alberta*, launched November 1, 2025. The website, safeandsoundalberta.ca, surveys Albertans on their experiences selling, buying, mortgaging, renting, or investing in real estate. Survey results will shape future RECA initiatives.

The Industry Council will increase its stakeholder outreach. A calendar of industry events will be circulated to the Industry Council to support engagement.

Vice-Chair Shine chaired the remainder of the meeting, at the request of Chairman Newell, who was attending virtually.

12. Licence Renewal Analysis & Industry Survey Results

Management presented the optional licence renewal survey results. The survey was distributed during the 2025-2026 renewal period. 48% of all licensees responded to at least one survey question.

The survey gauged the prevalence of certain industry practices. Items surveyed were; demographics, practice areas, number of transactions and agreements reported, use of artificial intelligence (AI), brokerage retention and succession planning, use of e-signatures, use of cryptocurrency, association membership, jurisdiction of practice/residence, access to broker delegates, acting as a licensed assistant, and municipal challenges. The report was received as information.

13. Complaints Trends, Outcomes, & Complaint Intake Process

Management reported additional condominium complaint statistics to supplement the November 2025 *Complaints Trends & Outcomes* report. Information Bulletins and consumer guidelines, outlining RECA's jurisdiction over the activities of condominium management licensees, were received by the Industry Council as information.

The Industry Council received a written report outlining RECA's new complaint intake process, as information. RECA's improved complaint platform enhances investigative efficiency, consistency, and transparency.

14. In-Camera Session with the CEO

The Industry Council moved in-camera with the CEO, only.

15. In-Camera Session with Industry Council, only

The Industry Council moved in-camera with the Industry Council, only.

16. Final Adjournment

MOTION: The Residential Property Manager Industry Council approves the final adjournment of the March 10, 2026, meeting.

Duly moved and seconded
Carried

The meeting adjourned at 12:24 pm.

17. Next Meeting(s)

- June 12, 2026

Approved at Calgary, Alberta on June 12, 2026.

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Don Newell, Industry Council Chair