

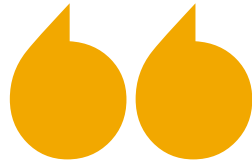


Professionals Shaping the Future



Toronto Regional
Real Estate Board

2019/2020 ANNUAL REPORT



Together, we found new ways to operate in this new and challenging environment. We moved away from in-person meetings, hosted virtual open houses and held a virtual spring Annual Meeting. We supported our Members by providing guidance and resources to protect themselves and consumers from COVID-19.

– MICHAEL COLLINS
2019/2020 President

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PRESIDENT'S MESSAGE



It was truly a privilege to serve the Toronto Regional Real Estate Board as President this past year. I want to thank everyone for their support and for providing me with this rewarding experience. I never could have imagined that we would face a worldwide pandemic, changing the way our Members conduct their business, perhaps forever.

Together, we found new ways to operate in this new and challenging environment. We moved away from in-person meetings, hosted virtual open houses and held a virtual spring Annual Meeting. We supported our Members by providing guidance and resources to protect themselves and consumers from COVID-19.

While our primary focus was to re-engineer our business practices and support our Members, there were many milestones that your Board of Directors and Committees accomplished this past year:

- We launched a new brand, TRREB logo and associated tagline, "Professionals connecting people, property and communities."
- Our Government Relations Committee was instrumental in moving forward on numerous fronts, including legislation that will allow real estate professionals to form Personal Real Estate Corporations.
- The Innovations Task Force is moving forward on taking us all to the next generation of MLS® Systems.
- Our Members contributed \$1,000,000 through the Ontario REALTORS Care® Foundation in support of charities across the GTA.

Working with the media and educating consumers, on behalf of Members, was rewarding in many ways, including the opportunity to speak about the professionals in our industry and the everyday value our Members bring to each and every transaction.

This year, TRREB will hit a significant 100 year milestone on November 29. To highlight that, we released a TRREB 100 Year Anniversary video reflecting 100 years of TRREB Members along with a special video miniseries and a virtual exhibit.

These are just a few of the reasons why I have been honoured to serve as TRREB President.

I want to personally thank the 2019/2020 Board of Directors, CEO and staff for all their hard work and dedication this past year. Also, thank you to TRREB Members for providing this incredible experience.

A handwritten signature in black ink that reads "Michael Collins". The signature is fluid and cursive, written in a professional style.

MICHAEL COLLINS
2019/2020 President

CEO'S MESSAGE

This year, we were all presented with a new challenge, but I am proud to say our achievements were aligned with our future-facing goals, and ultimately why the theme of our 2019/2020 *Annual Report* is *Professionals Shaping the Future*.

I would like to thank every TRREB Member who made this year a success, and there's no question that TRREB is strong and successful because of its Members. TRREB Members and their contributions in leadership and commitment to professional excellence and innovation are what drives TRREB forward.

Listening to our Members is of the utmost importance to us. I'm proud to use this *Annual Report* as a way to demonstrate how *Members Lead the Innovation* and TRREB's ongoing *Commitment to Professionalism*. TRREB Members are constantly looking towards new tools and services to leverage with their clients, in addition to engaging in professional development offerings to increase their expertise. We've made great headway in both, and our work will not stop.

Home ownership affordability and housing supply is, and will continue to be, a top concern as the economy recovers. We sharpened our focus on the real estate market and COVID-19, and hosted live webinars for our Members on topics that included the results from consumer home buying and selling intentions surveys.

TRREB also continued to maintain communication and relationships with government officials at all levels, providing input into important decisions that impact TRREB Members and real estate consumers, including buyers, sellers, landlords, tenants and business clients.

In fact, TRREB successfully engaged Mayor Tory and the City of Toronto City Manager regarding the COVID-19 impact on the real estate market, and worked to reinstate suspended city services related to real estate transactions. We did the same in other GTA municipalities, working with the Building Industry and Land Development Association (BILD) and the Toronto Region Board of Trade.

Seeing the impact of TRREB's political advocacy work fills us with gratification and pushes us to strive further. I invite you to read more on this topic in the *Political Advocacy on Real Estate Issues* section of this report.

Lastly, TRREB will officially turn 100 on November 29, and we'll continue to reach new milestones and move forward together.



JOHN DIMICHELE
CEO



2019/2020 BOARD OF DIRECTORS

TRREB's Board of Directors is a group of elected Members that volunteer to serve their fellow REALTOR® Members in an impactful way, while shaping the future direction of TRREB.



MICHAEL COLLINS
President



LISA PATEL
President-Elect



**GURCHARAN
(GARRY) BHAURA**
Past President



RON ABRAHAM
North Brokerage
Director



PAUL BARON
Central Brokerage
Director



PETER BURDON
West Non-Brokerage
Director



KEVIN CRIGGER
Director-at-Large



SUSAN GUCCI
Director-at-Large



GARETH JONES
Director-at-Large



JOSH KLEIN
Central Non-
Brokerage Director



KEITH KWAN
North Non-
Brokerage Director



LORI ROBERTS
East Non-Brokerage
Director



BRIAN TORRY
Director-at-Large



KATE YOUNG
Director-at-Large

COMMITTEE, TASK FORCE & ROSTER VOLUNTEERS

Executive Committee

Michael Collins, Chair

Ronald Abraham

Paul Baron

Gurcharan Bhaura

Kevin Crigger

Gareth Jones

Lisa Patel

Arbitration & Professional Standards Steering Committee

Mandate:

Deals with claims arising between Brokerage Members in the manner described in Schedule "C" and with professional standards complaints in the manner described in Schedule "D."

Colby Bayne, Chair

John William Meehan, Chair

Manny Andrade

Eliza Cheung

Cari Lapas

David Worthington

Arbitration Roster: Residential Division

Mandate:

The Arbitration Roster arbitrates and mediates disputes between Brokerages concerning the distribution of commission. The arbitration proceedings are conducted in accordance with the arbitration guidelines and by-law of the Toronto Regional Real Estate Board. Primarily, arbitrators for residential and commercial claims are chosen from their respective area of expertise.

John Meehan, Chair

Philip Brown, Vice Chair

Mark Galea, Vice Chair

Diana Girgis, Vice Chair

Nicole Green, Vice Chair

Paul Helps, Vice Chair

Anissa Ho, Vice Chair

Cari Lapas, Vice Chair

Gus Monteleone, Vice Chair

Theresa Parkinson, Vice Chair

Jennifer Pearce, Vice Chair

Gail Reeves Reid, Vice Chair

Brandon Sage, Vice Chair

Steven Schmeiser, Vice Chair

Chevy Tymosko, Vice Chair

Amy Vu, Vice Chair

Panel

Anne Alkok

Manny Andrade

Peter Antoine

Tina Bowen

Kate Carcone

Bill Chambers

Timothy Chang

Carly Hansher

Gurinderpal Hundal

Inderbir Behl

Josh Klein

Jonathan Schwarz

Mike Jahshan

Paul Kralik

Walter Lui
 Tom Marchese
 Michael McLachlan
 Iqbal Merali
 Maroof Mohammed
 Noel Mortimer
 Maureen O'Neill
 Emily Salter
 Michael MacPhail
 Jonathan Schwarz
 Tina Sibbald
 Donald Smith
 Kam Cheung Tsang
 Tharaa Watters

Arbitration Roster: Commercial Division

Paul Fink, Vice Chair
Gus Monteleone, Vice Chair
Steven Schmeiser, Vice Chair

Panel

Manny Andrade
 Maria Casale
 Glenn Crosby
 Wayne Haas
 Cari Lapas
 Walter Lui
 Howard Meier
 Maroof Mohammed
 Daniel Paul

Commercial Committee

Mandate:

The Commercial Committee makes recommendations to the Board of Directors regarding the development of resources and services that will assist TRREB Commercial Practitioners to succeed in their business.



Gareth Jones, Chair

Peter Burdon, Vice Chair

Victoria Bozinovski
 Raymond Chan
 Daljinder Gill
 Saher Jamal
 John C. Kennedy
 Brian Madigan
 Alireza Moghaddam
 Neelamani Venugopal
 Jing Wang

Consumer Relations Committee

Mandate:

Responsible for developing plans, programs and social media activities to enhance the image of REALTORS® and recommend to the Board of Directors such action necessary to fulfill the objective of the Board's Strategic Plan.



Peter Burdon, Chair

Javad Asadi-Zanjani
Julie Hughes
Nancy Lee Jobin
Rebecca Kopel
Michelle Leung
Yiwen Liu
Keith Myrick
Wai Ki Yiu
Youliang Zhao
Gang Zhu

Finance Committee

Mandate:

To make recommendations to the Board of Directors on financial matters, including the review of the fiscal operating and capital budgets and monthly financial statements. The Finance Committee's role of monitoring financial performance also involves review of all expenditures, assessing fee structure as it relates to membership dues and service fees and quarterly financial reports to the Board of Directors in a form suitable for publication to the membership.



Kevin Crigger, Chair

Lisa Patel, Vice Chair

Sanjay Babbar
Gennaro Canale-Parola
Eliza Cheung
Roman Havlin
James L. Johnston
Shamashdin Manji

Robert Purcell
Rahim Suleman
Xiansheng Zheng

Government Relations Committee

Mandate:

To protect and promote the interests of TRREB and of the Real Estate Business before legislative bodies, including Greater Toronto Area local and regional councils, and in consultation with OREA and CREA, concerning relevant provincial and federal issues; perform other duties pertaining to public policy as may be referred to it by the Board of Directors; and with the prior approval of the Board of Directors, to make submissions to legislative and other public bodies in consultation with OREA and CREA on provincial and federal issues.



Brian Edward Torry, Chair

Ronald Abraham, Vice Chair

Christopher Cerone
Larry V. Cerqua
Alexandra Cote
Peter De Guerre
Louie laboni
Wasim Jarrah
Anushree Joshi
Anitpal Kang
Josh Klein
Nicolette Knight
Jeffrey Luciano
Anthony Luke
Christopher Marrelli Coldwell

Nito C. Morcos-Brown
 Marcia Mullings
 Ram Rajendram
 Patricia Roberts
 Mary-Kate Rose
 Deirdre Slowey Royal
 Robin Smulders Richmond
 Dianne Usher
 Brian G. Walker
 Kate Young

Member Communications Committee

Mandate:

The duty of the Member Communications Committee is, but shall not be limited to: develop and implement a strategy of information distribution relevant to TRREB affairs and TRREB Members with the approval of the President and/or Board of Directors; to consider and prepare material for use by the Members in promoting real estate, with the approval of the President and/or Board of Directors.



Keith C. Kwan, Chair

Shalini Bahadur
 Elechia Barry-Sprouley
 Sharon Caddy
 Soroya Dempsey
 Beverley M. Fleischer
 Ritesh Jhamb
 Richard Kang-Choo
 Mohamed Karatella

Heather Ann Lemieux
 Wilfred Mandel
 Clarence Maquito
 Julia Seaton
 Charlene Williams

Member Services Committee

Mandate:

To make recommendations to the Board of Directors in the development of new programs, monitoring the present benefits and service programs, including the awards program relating to TRREB Members, and to research, examine and recommend to the Board of Directors ways to maximize the eco-friendly footprint of TRREB and TRREB Members.



Keith C. Kwan, Chair

Loic Danis
 Gladiss Eid
 Deana Juffs
 Judith Lloyd
 Neetu Mann
 Latif Merali
 Colin Miyazaki
 Lina Ronco

MLS®, Technology & Related Services Committee

Mandate:

To review and consider the operation generally of the MLS® System and to make recommendations in respect

to it to the Board of Directors; and to perform other duties pertaining to the MLS® System, technology and related services as may be referred to it by the Board of Directors from time to time. The committee will also be tasked with making recommendations to the Board of Directors on ways in which TRREB may be able to enhance services to Members transacting condominium sales.

- Paul Baron, Chair**
Josh Klein, Vice Chair
 Christopher Dunlop
 R.W. Todd Eves
 Forouhar Farhangi
 Stefani Konidis
 Lawrence Mak
 Clarence Maquito
 Maria Quintero
 Harpreet Sandhu
 Bram Israel
 Leilani Villar-Cisneros

Professional Development Committee

Mandate:
 To provide REALTOR® specific direction and input to the Professional Development Department; to approve the type of content required for a program of education and training for the professional development of the membership; to make recommendations to the Board of Directors on matters of professional development for the membership.



- Josh Klein, Chair**
Gurcharan Bhaura, Vice Chair

- Anne Balkou
 Laura Hammer
 Joanne Kavoulakis-Drakos
 Nectaria Kladitis
 Patricia Manning
 Mansoor Mirza
 Maurice Nicholson
 Gino Schincariol
 Roopa Sharma

Professional Standards Complaint Review Roster

Mandate:
 The Professional Standards Rosters (Complaint Review, Hearing, and Appeal Hearing) is responsible for reviewing all written complaints received by the Toronto Regional Real Estate Board. When it is determined that the allegations raised in a complaint fall within TRREB's jurisdiction, the Rosters are responsible to review the complaint and response (alongside any oral evidence, as applicable) to determine the necessary outcome provided under the provisions of the by-law.

- Colby Bayne, Chair**
Eliza Cheung, Vice Chair
Kyle Spencer, Vice Chair
Gordana Valois, Vice Chair
David Worthington, Vice Chair

- Panel**
 Armani Bhatti
 Hilary Browning
 Jonathan Chan
 Peter Drabik
 Monica Edwards
 Michelle Elmaleh
 Daljinder Gill
 Jessica Hammell
 Lorraine Ien
 Mark Jones
 Nicolette Knight
 Kellye MacMillan
 Elena Mazour
 Susan Merriman
 Simon Milberry
 Mahmud Rizvi
 Harpreet Sandhu

Pamela Simons
Mark Spraggett
Michael Wellstead

Professional Standards Hearing Roster

Colby Bayne, Chair

Anne Balkou, Vice Chair

Mary Barone, Vice Chair

Karen Gerrard, Vice Chair

Varun Mathur, Vice Chair

Diane Speer, Vice Chair

Dale Thom, Vice Chair

Sam Valimohamed, Vice Chair

Panel

Rick Aurora
Sheri Bernhardt
Mark Cadesky
Len Chapman
Aleem Jadavji
Nan Levitt
Corinne McCabe
Wayne Murdock
Al Orlando
John Papas
Joe Scalise
Bruce Shaver
Nancy Silva
Neil Stephen
Stephen Sun
Lianne Tapuska
Christine Tonus
Gigi Van Weezel
Andrew Walker

Professional Standards Hearing Appeals Roster

Colby Bayne, Chair

Giorgio Argentini, Vice Chair

Maria Gallo, Vice Chair

Margaret Gourlay, Vice Chair

Laura Marks, Vice Chair

Johnmark Roberts, Vice Chair

Panel

Valerie Del Brocco

Drew Homewood
Mary Kapches
Rosemarie Marsh
Jane Mooy
Ora Ross
Philip San
Maood Tahir
Peter Wong
Georgiana Woods

Young Professionals Network Committee

Mandate:

The mission of the Young Professionals Network Committee is to foster professional development within the TRREB community by bringing fellow young professionals together, to meet, share ideas and build relationships through social/business networking. The Young Professionals Network Committee primarily focuses on programs to better enhance young real estate professionals' knowledge, industry best practices, credibility and overall image. The group would also give direct feedback to the board to help improve TRREB services in a broader sense. Members will receive access to unique educational seminars, panel discussions and the opportunity to develop as future industry leaders.



Kate Young, Chair

Joliana Alamo
Sara Arkani
Giselle Castillo
Manjot Chohan
Tristian Clunis
Azim Dewan
Brittany Ffrench
Fan Gao

Stephanie King
 Pai Hung Kuo
 Kenneth Laroza
 James Milonas
 Ramin Noushinfar
 Guneet Parmar
 Balwant Rathore
 Karen Spencer

Governance By-Law Task Force

Mandate:

To examine and report to the Board of Directors on any suggested amendments to the By-law or of its Code of Ethics and Standards of Business Practice and to review the TRREB By-Law with respect to eligibility and qualification for nomination to the Board of Directors and any other related matters.

options for REALTOR® QUEST. The task force is tasked with initiating proceedings to spotlight notable achievements of the Toronto Regional Real Estate Board's past 100 years.



Lori Roberts, Chair

Garry Bhaura, Vice Chair

Paul Baron
 Wendy Carroll
 Michael Collins
 Susan Gucci
 Cristina Lopes
 Richard Silver
 Vince Tersigni
 Kate Young



Lisa Patel, Chair

Michael Collins
 Robert C. Ede
 Keith C. Kwan
 John William Meehan
 Tim Syrianos
 Dianne Usher

REALTOR® QUEST and 100 Year Anniversary Celebration Task Force

Mandate:

To identify and recommend speakers and seminar/session topics and content, and review future location

Innovations Task Force

Mandate:

The task force is charged with identifying and reviewing innovative services and to enhance and leverage technology in the best interest of Brokers and Members. In addition, the task force will oversee the RFP process and make recommendations to the Board of Directors.

Paul Baron, Chair

Christan Bosley
 Michael Collins
 Kevin Crigger
 James L. Johnston
 Donald Kottick
 Jennifer Pearce
 Jeffrey Slightham

MOVING FORWARD TOGETHER

The Rebranded Toronto Regional Real Estate Board

January 23, 2020, can be referred to as the official launch day of the rebranded Toronto Regional Real Estate Board, with a new logo and tagline that moves us forward.

Our new logo and tagline reflect how wide the area TRREB Members service really is, and represents Members as a unified force for positive (upward) movement of growth in the real estate profession.

The tagline, "Professionals connecting people, property and communities," speaks volumes about who TRREB Members are and what TRREB is.



We also introduced a logo exclusively for our Members.



Kicking Off the Milestone Year

**TRREB's Official 100 Year Anniversary
November 29, 2020**

PLUS, we received special congratulatory letters and videos from senior government officials and policy-makers, including:

- The Right Hon. Justin Trudeau, Prime Minister of Canada
- The Hon. Doug Ford, Premier of Ontario
- The Hon. Steve Clark, Minister of Municipal Affairs and Housing
- The Hon. Lisa Thompson, Minister of Government & Consumer Services
- Mayor John Tory, City of Toronto
- Nando Iannicca, Peel Regional Chair
- Mayor Bonnie Crombie, City of Mississauga
- Mayor Patrick Brown, City of Brampton
- John Henry, Durham Regional Chair & CEO
- Wayne Emmerson, York Region Chairman & CEO
- Mayor Maurizio Bevilacqua, City of Vaughan
- Mayor Dave Barrow, City of Richmond Hill

As we rounded off the 2019/2020 fiscal year, we kicked off the official celebrations for TRREB's 100 Year Anniversary by launching TRREB100.ca.

MEMBERS LEAD INNOVATION

The Future of MLS® Systems

CoreLogic Matrix Implementation

In April 2020, the implementation of Matrix as a second front-end MLS® System commenced. The project progressed in a very timely manner and staff testing of functionality with live TRREB data was conducted.

TRREB's MLS® System Request for Proposal (RFP)

TRREB staff and the Innovations Task Force undertook an initial review of responses to TRREB's MLS® System RFP.

We've tackled this ambitious project to provide Members with a new Multiple Listing Service® system that will provide leading-edge technologies and useful data to Members in a single dashboard, and allow for multiple user interfaces, including options for using Blockchain.



90M

listings search clicks



32M

visits to search properties home page



**TRREB's Current Annual
MLS® System Use**

9M

send listings clicks



The listing photos limit was increased from 20 to 40 in March 2020.



Single-point access for electronic forms and electronic signatures with WEBForms®/ Authentisign® was introduced.



School catchment information on Collaborate allows Members and their clients to populate schools while searching for listings using the map interface.



Key User Enhancements for Members & Their Clients

A live Stream Open House feature was implemented in April 2020.



The Northumberland Hills Association of REALTORS® (NHAR) signed an agreement to become a TRREB Partner Board. NHAR Members will have full access to the TRREB MLS® System, which further unifies the marketplace and integrates technologies for all partner Board Members.

Expanding REALTOR® Partnerships

TRREB and Florida Realtors® signed a joint Memorandum of Understanding (MoU) to create more business opportunities for Members, better serve their clients, and overall modernization.





TRREB will undertake a comprehensive MLS® Rules and Policies review, which will include feedback from Members.



The interboard listing entry process will be improved to allow for self-entry of listings and e-Commerce payment.



Market Statistics Suite (reports, dashboards, etc.) will be enhanced and updated, including broadening the geographic scope of reporting and analysis.



Showing service/ electronic lock box integration will continue to be investigated.



TRREB staff, in conjunction with the Innovations Task Force and MLS® Committee, will continue to consider new technology initiatives for Members and Partner Board Users.

1
2
3
4
5

Tackling Goals for 2020/2021

IN YOUR COMMUNITY

TRREB Members connect communities beyond the call of real estate.



Ontario REALTORS Care® Foundation

Since 2008, TRREB and its Members have been supporting the Ontario REALTORS Care® Foundation (ORCF) – a shelter-based organization.

On behalf of TRREB Members and their ongoing support of the \$1 per Member per Month Every REALTOR® Campaign,

TRREB donated

\$713K

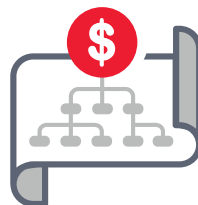
in 2019



plus

\$278K

in emergency grants through the ORCF to help support shelter-based charities, food banks and children's breakfast programs across the GTA during the COVID-19 pandemic.



\$50,000

of TRREB's emergency support grant was donated to the Breakfast Program with the Toronto Foundation for Student Success, a program that feeds more than

200,000

school children each day.



Over

128

GTA Charities working to house and feed our most vulnerable members of society were supported through the

\$1 MILLION

in total donations.

Funding for each shelter-based charity supports resources that goes beyond a bed for the night. Donations support programs that are vital to the operation of shelters, including medical treatment, daily meals, resources for kids and youth, and community services that help people get back on their feet.



Awarded Members

We recognized the volunteer, community service, and dedication from the following TRREB Members at special award ceremonies during TRREB's fall and spring Annual Meetings.

- President's Plaque – Past President Garry Bhaura
- Honourary Life Award – Past President Tim Syrianos
- Awards of Recognition – Past Board of Directors Members Marco Da Silva and Howard Drukarsh



TRREB's Service Award Winners

- David Rossi Committee Service Award – Dianne Usher
- David Rossi Committee Service Award – Brian Walker
- Community Service Award – Alexandra Cote



TRREB Members Are Leaders Behind Home Ownership

This past year, TRREB donated \$75,000 to Habitat for Humanity GTA's home build project at 140 Pinery Trail, as part of TRREB's contribution of \$1 per Member per month to the Ontario REALTORS Care® Foundation's Every REALTOR® Campaign.

In July 2019, TRREB Members took the initiative to volunteer many hours of their own time during TRREB's Summer Build Days to help with the construction of a Habitat home.

With the commitment from TRREB Members during Summer Build Days, TRREB held two Welcome Home Ceremonies to hand over the keys to several deserving families on September 24 and December 11.

Sponsored Community Events Across the GTA

TRREB strives to give back to the communities that our Members live and work in. One of the ways we do this is by sponsoring three local community events in the GTA each year. In 2019, TRREB sponsored:

- Whitby Ribfest,
- Magna Hoedown, and
- Cavalcade of Lights.



POLITICAL ADVOCACY ON REAL ESTATE ISSUES

TRREB's Government Relations team closely monitors residential and commercial real estate issues that affect REALTORS®, their clients and real estate consumers. This includes home buyers and sellers, landlords and tenants, and businesses.

Key Lobbying Issues

- More housing supply and choice,
- Mortgage restrictions,
- A possible vacancy tax,
- Land Transfer Taxes (Toronto and provincial),
- A new real estate Act (TRESA), formerly REBBA,
- Personal real estate corporations (incorporation for REALTORS®),
- Housing affordability,
- Home inspection regulation,
- Fair sharing economy and short-term rental rules,
- FINTRAC impact,
- RRSP Home Buyers' Plan improvements;
- Sign by-laws,
- Cannabis legalization impact on homes, and
- Better transportation and transit.





TRREB made successful efforts with Toronto City Council in advocating for more “missing middle” housing options in the “Yellow Belt,” which is 35% of the City designated as neighbourhoods, of which 70% only allow for detached homes. Council approved a plan to create more housing opportunities in these neighbourhoods, subject to public consultations before developing detailed policies.



Strides were made in City of Toronto Land Transfer Tax relief for first-time buyers. TRREB worked with Councillor Brad Bradford to table a motion, which was passed by Council directing the City Budget Committee to consider expanded relief opportunities.



The *Trust in Real Estate Services Act (TRESA)* was approved by the Legislature and is a significant move forward for REALTORS®. The Act includes provisions that will finally allow salespeople and brokers to form personal real estate corporations (PRECs), something TRREB initiated and has been pushing since 2005. TRESA is a result of numerous years of concerted efforts from TRREB, OREA, RECO and other related associations. TRREB was recognized in the legislature for its active role in moving this forward.

Lobbying Victories



We successfully worked to maintain REALTOR® provisions in various GTA sign by-laws, including a reversal in Richmond Hill which attempted to impose an open house sign ban.



TRREB implemented a successful strategy with all parties running in the 2019 Federal Election featuring TRREB and CREA housing positions. We hosted a Federal Election Candidates Housing Forum, providing Members with an opportunity to hear how housing barriers in Canada will be addressed by the parties running in the 2019 Federal Election.

Strength in Working Together

TRREB held a lobby day at Toronto City Hall, meeting with councillors to advance the positions that matter most to Members at the municipal level.

We served on government advisory committees related to housing supply at both the city and provincial levels, including:

- Mayor Tory's COVID-19 Economic Support and Recovery Task Force, and
- the City of Toronto's Office of Recovery and Rebuild Team (COVID-19).

We acted on numerous pandemic-related issues relevant to real estate transactions, including City of Toronto planning and development application approvals and business licensing approvals. This was in addition to the over 100 updates and advisories in the Stratus COVID-19 Information Centre relating to government relief programs, directives and TRREB advocacy affecting Members related to the pandemic.



The Time Is Now

This past January, we released the fifth edition of our annual *Market Year in Review and Outlook Report*. We sub-titled the report "The Time is Now," to put focus on planning for growth in the Greater Golden Horseshoe, because in order to solve tomorrow's problems, we need to plan and implement solutions now.

Member response was robust, resulting in sold-out TRREB Market Year in Review, Outlook & Economic Summits in Toronto, Durham, York and Peel regions. Political dignitaries in attendance included several mayors, councillors, MPPs, and provincial ministers at all events.



COMMITMENT TO PROFESSIONALISM

TRREB and its Members are dedicated to professionalism and high service standards. This commitment is what fuels TRREB to offer cutting-edge courses and ongoing efforts to ensure we're a professional Association.

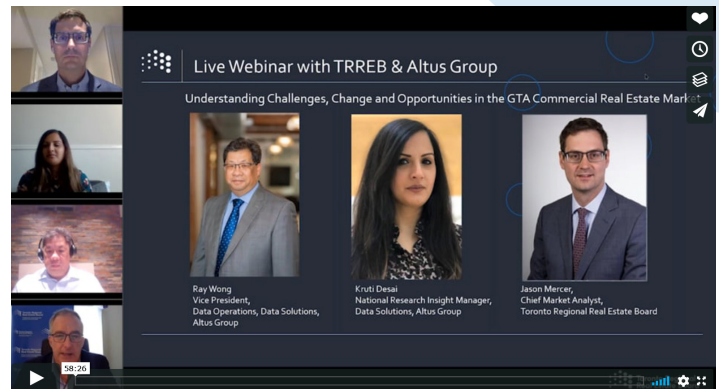
Expansion of TRREB Virtual Learning

Before the onset of the COVID-19 pandemic, TRREB offered eight courses via webinars, twice a week.

In June 2020, the list was expanded to 11 courses, and webinars are being held three to four times a day. All webinars are recorded, and the videos are sent to participants to enhance their learning.

Special Event Webinars

TRREB hosted five exclusive webinars with a total of over 6,000 Members in attendance on topics related to the COVID-19 pandemic and the real estate market.





Attendance Growth/Professional Growth

- **249%** increase in virtual learning sessions
- **53%** increase in virtual learning attendees
- **110,611** attendance at virtual learning sessions
- More than **126,000** overall attendance at professional development courses
 - **74,315** recorded video event and tutorial views

New Course Offerings for Success

- Tips & Tricks – WEBForms®/ Authentisign®
- Study Hall
- Social Media Bootcamp workshop
- Tips for Listing and Advertising the Residential Rental
 - Getting Started on Instagram for Real Estate

Professionally Led Association

TRREB's Professional Standards department works to ensure that Members maintain a high level of professionalism and adhere to ethical obligations and compliance with TRREB's MLS® Rules & Policies.

TRREB's Arbitration department works to ensure that Members follow principles of procurement, fairness and equity in reaching decisions involving commission disputes.

TRREB's Annual Meetings

Our Annual Meetings play an essential role for TRREB Members, as this is where Members vote on important motions and By-Law amendments that govern TRREB.

Professional Standards

Total complaints received:

1,415

Complaints retained by TRREB:

1,001

Special administrative fees issued:

100

Hearings held:

43

Appeals hearings:

5



Arbitration

Total claims received:

84

Hearings held:

35

Mediations held:

19

Settled at mediation:

9

Appeals to OREA:

7

Summary of 2019/2020 By-Law Changes

Article 1, Section 2.01(mm)	Definitions and Interpretation <ul style="list-style-type: none"> • President-Elect 	Definition of President-Elect revised to refer to the election of the President-Elect by the Board of Directors.
Article 1, Section 2.01(x)	Definitions and Interpretation	New definition of "Good Standing" added to give certainty to qualifications required of members of the Board of Directors to remain in office as a Director from time to time. Clarified to ensure all applicable Membership Fees have been remitted.
Article 2, Section 3.01(a)	Members Generally	Administrative update to account for the enforcement of the TRREB Code of Conduct as it relates to municipal sign by-law complaints.
Article 4, Section 1.09	Payment of Membership Fees	To clarify fees charged when there has been a lapse in membership of more than 12 months.
Article 5, Section 1.02	Voting Rights	To align change with a reduction in the number of Regional Directors.
Article 5, Section 3.01, 3.02, 3.03	Annual Meeting	To provide flexibility for the scheduling of the Annual Meeting.
Article 5, Section 7.01(a)(b)	Spring Annual Meeting	To confirm the business of the Annual Meeting is to elect those directors standing for election by the members, and, notwithstanding the date of the Annual Meeting, to confirm that directors take office as of July 1st, following their election.
Article 5, Section 8.01(ii)	Nominating Committee	To clarify the role of the Nominating Committee.

Summary of 2019/2020 By-Law Changes (Continued)

Article 5, Section 9.01(a)(b)	Eligibility for Nomination	To align governance practice with OREA and CREA with the election of the President-Elect by members of the Board of Directors each year from amongst those Directors who are eligible to sit as President-Elect and are Members.
Article 5, Section 10.01	Election of a Regional Director as President-Elect	To address the dual role where the Regional Director is elected as President-Elect.
Article 5, Section 11.01	Nominations	To align governance practice with OREA and CREA.
Article 6, Section 3.01(h)	Vacancies on the Board of Directors	Change to Section 10.01 of Article 5 will tie into this section. If a Member who is a Regional Director ceases to qualify under 10.01, Article 5 at any time during his/her term, will cease to be a Director and cease to hold office as President-Elect and create a vacancy on the Board of Directors.
Article 6, Section 3.02	Vacancies on the Board of Directors	Change to Section 3.02(c) to account for the change in the election of the President-Elect.
Article 6, Section 8.01	Officers of TRREB	Amended to clarify the President-Elect is now elected by the Board of Directors.
Schedule C, Section 6.04(c)	Filing of Claim	Language updated for clarity purposes.
Schedule C, Section 14.01	Recording of Hearings	To modernize/update language as it relates to note-taking.
Schedule D, Section 9.01	Allegation Statement and Response	Housekeeping to include a reference to the TRREB Code of Conduct.
Schedule D, Section 17.01(b)(ii)	Decision and Penalties	Increase of the hearing fine maximum.

INFORMED & ENGAGED MEMBERS

Our Members stay informed and engaged with tailored messages from TRREB. Our focus is always to keep them up to date and full of resources that allows Members to leverage their business, enhance professionalism and provide quality service to clients and consumers.

New & Revamped Member Communications Site

To accompany the TRREB rebranding, we launched a new and revamped Stratus Communications site, designed with our Members in mind to be able to find information quickly with a user-friendly interface.

Since launching, we've seen an uptick in news headlines clicks:

- Nearly **500,000** total headline clicks, up **67%** when compared to last year's *Annual Report*. This means Members are reading more TRREB news on information relevant to their business success.



Committed to Engagement

Your Board, Your Vote

Each year, our goal is to increase Member engagement in our annual election for TRREB's Board of Directors. We consulted TRREB's Member Communications Committee on ways we could achieve this.

Voting in TRREB's 2019/2020 Board of Directors Election featured an increase of **61%** to almost **6,000** Members casting their vote.



Call for Volunteers

We're committed to engaging our Members to get involved and volunteer on a TRREB Committee, Roster, or Task Force. Nearly 300 Members joined us in making important contributions to the decision-making process at TRREB that benefited TRREB and the REALTOR® community at large.

Committee Volunteers are integral to the continued success of TRREB, and we celebrated our volunteers during National Volunteer Week.



Success of Member Engagement

TRREB's social media pages were booming with engagement from Members:

100
million impressions



Over
70,000
followers across all channels



66,000
total social media mentions



An average of
180
mentions per day



TRREB successfully engaged nearly 10,000 Members across various TRREB events, including virtual events over the past year, and that doesn't even include TRREB's signature REALTOR® QUEST, Canada's largest conference and trade show, which was postponed due to COVID-19. REALTOR® QUEST draws nearly 10,000 participants.



Committed to Listening

We sent out surveys and held focus groups and town halls to obtain feedback from our Members on a wide variety of issues that will help move TRREB forward:

- Feedback Survey on TRREB's Professional Development Website & Calendar,
- Conducted Member Feedback on TRREB, OREA and CREA Services,
- TRREB's Board of Directors Strategic Planning Survey, and
 - Four Broker of Record & Manager Focus Groups.



Young Professionals Network Participation Grew

TRREB's Young Professionals Network Committee held several professional development mastermind sessions:

- How to Leverage Your Social Media for Business,
- Time Management & Organization for Real Estate,
- Lead Generation: Tips and Tools for Getting Leads to Convert, and
- Assignments in Real Estate.

Each session presented by the YPN Chair and Committee Members quickly sold out.

2,940 YPN Members,
up by **16.5%**



ACROSS THE BOARD

WELCOME 2019/2020 PRESIDENT MICHAEL COLLINS & BOARD OF DIRECTORS!

Save the Date For TRREB's Fall General Meeting on Nov. 28, 2020. Don't miss out on the exciting event!

Read a formal message from TRREB's President & Board of Directors.

Enjoy your summer with TRREB's Member Alerts on the TRREB website.

SPOTLIGHT ON OVER 100 TRREB SERVICES

We'll show you where to find and how to use different TRREB Services every other week!

- Home Reports & Information
- Real Estate Listings & Related Services
- Other Member Benefits
- Professional Development
- Commercial
- Government Relations & Municipal Services
- Condominium
- Complaints, Arbitration & Dispute
- Member Events
- Attorney, Professional Standards & Compliance
- Member Feedback & Voting
- New Services

Check your inbox or visit the service icons at the top of the Stratus landing page.

COLLABORATE

A Great Way for You to Search Stratus and Interact with Clients on Any Device with No App Needed

- Clients can set up their own searches to view active listings, with your oversight
- Stratus users can search active and unavailable listings on any device, with no app needed
- Real-time listing updates can be emailed to you and your client
- You and your clients can like, share and add comments on listings
- Work on teams with office colleagues
- You can check your news feed and track client activity
- Map search lets you see listing locations and create your own custom search boundaries

Get Started Today At: COLLAB.TORONTOMLS.NET

ALTERNATE FEATURE SHEET

Have more control over how home buyers view your clients' listings with the Toronto Regional Real Estate Board's AFS - a custom, branded compilation of listing data, photos and videos created by you.

TRREB.ca

Market Watch by the Numbers

AUGUST 2020

- Total Residential Transactions: +40.3%
- Total New Listings: +56.8%
- Average Selling Price: +20.1%
- Seasonally Adjusted: +2.6%

YOUR BOARD YOUR VOTE

18 Total Number of Committees, Sub-Committees, Task Forces & Review Groups

11 BOD Meetings Times a Year

14 Total Number of Directors on BOD

56,000 Members Eligible to Vote Annually in Elect BOD and Whose Interests BOD Serves

2 Year in President/Chair

1 Year as President/Chair

1 Year as President/Chair

Vote Online for Your Board of Directors (BOD)

WEDNESDAY MAY 27, 2020, AT 10:00 AM TO TUESDAY, JUNE 2, 2020, AT 11:00 AM STRATUS

Direction Stay Current on Industry Issues & Attend Events Regularly to Serve a Member's Interests

Any Eligible TRREB Member Can Run for a Seat on the BOD

BOD Operates On Through the President

Key Campaigns Across the Year

From TRREB tools & services, to the latest real estate market statistics, and important government relations and political advocacy issues, we're keeping our Members informed using campaigns and announcements:

- *Across The Board* Newsletter – **43%** average open rate, **50.9%** highest open rate in April 2020;
- Spotlight on Over 100 TRREB Services;
- Collaborate;
- Member Alerts – fraudulent ad advisories, REALTOR® safety tips and more;
- Alternate Feature Sheet;
- Best Practices – compliance topics, from using drones, advertising guidelines to showings, lock boxes and more;
- Market Watch to Your Inbox;
- Your Board, Your Vote;
- Call for Volunteers; and
- Work. Live. Give. – Our newest campaign showcasing TRREB Members and their Integral role in helping build the communities they live and work in.

BE PART OF THE CONVERSATION AND MAKE A DIFFERENCE AT TRREB

Call for 2020/2021 Committee Volunteers Now Open

APPLY BY MAY 15, 2020

IF YOU'RE WONDERING WHAT COMMITTEE VOLUNTEERS DO, THEY:

- Contribute to TRREB's decision-making process
- Collaborate with licensed real estate professionals
- Work to the benefit of TRREB Members & follow REALTOR® Code
- Develop the individuals to become a possible future member of the Board of Directors
- Are a voice of TRREB's membership
- Act as ambassadors for change in the industry
- Learn new skills and gain knowledge
- Make their voices heard
- Represent the future of the association
- Improve their understanding of the industry
- Expand their network
- Receive exclusive invitations to TRREB events

Apply online and take advantage of the many opportunities volunteering at TRREB gives you!

YOUR BOARD YOUR VOTE

Eligible Members Can Run for the Following Positions

4 Regional Director Positions

Any Member is eligible to run for Director/Regional Director in the event of an uncontested election. Each member shall be eligible to be re-elected to the membership of TRREB.

8 Director-at-Large Positions

Have Served at Least 2 Previous Terms on TRREB Committees, Sub-Committees, Task Forces, Professional Standards Review Panels, or the Board of Directors

10 Years

Central Councils, Provincial Councils, Council/Police Authority

Before Running for Election, Eligible Members MUST:

- Complete OREA Leadership Course 100
- Attend a TRREB Professional Candidate Orientation Session

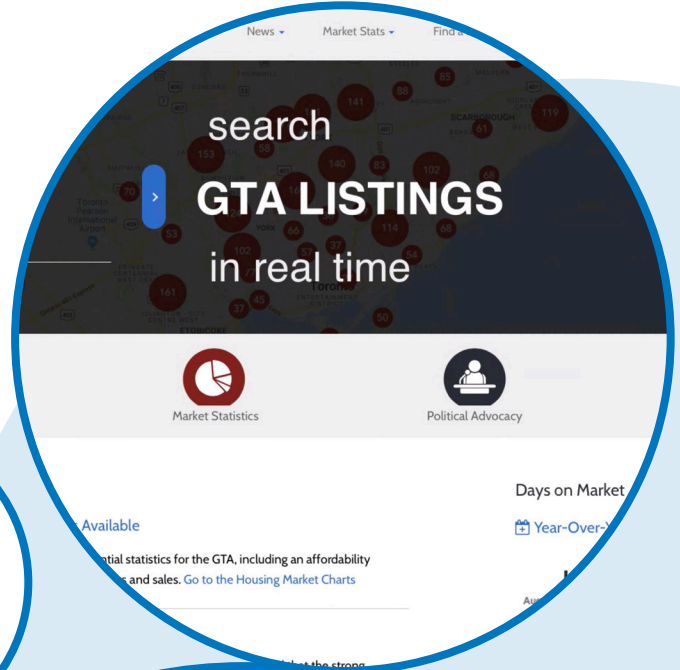
WORK. LIVE. GIVE.

Since the onset of the COVID-19 pandemic, we've been hard at work assisting with advocacy and communicating various government announcements and programs.

Given the flurry of announcements, we created a COVID-19 Information Centre exclusively for Members that offered almost 100 frequent updates and guidance on COVID-19 and the impact on REALTORS® and real estate.

RAISING THE PROFILE

TRREB Members are real estate professionals and ambassadors for the communities they live and work in. TRREB supports this great work by being our Members' voice in the media, and providing Members and their clients with quality services that add value to real estate transactions.



Core Media Campaigns (TV, Radio and Digital)

- The value of using a TRREB Member REALTOR®,
- Promoting home ownership as a sound long-term investment, and
- TRREB's dedicated GTA listings site available in real time and on any device on TRREB.ca.



Buyers & Sellers Leveraging Cutting-Edge Tools with REALTORS®

TRREB.ca (TRREB Public Website)

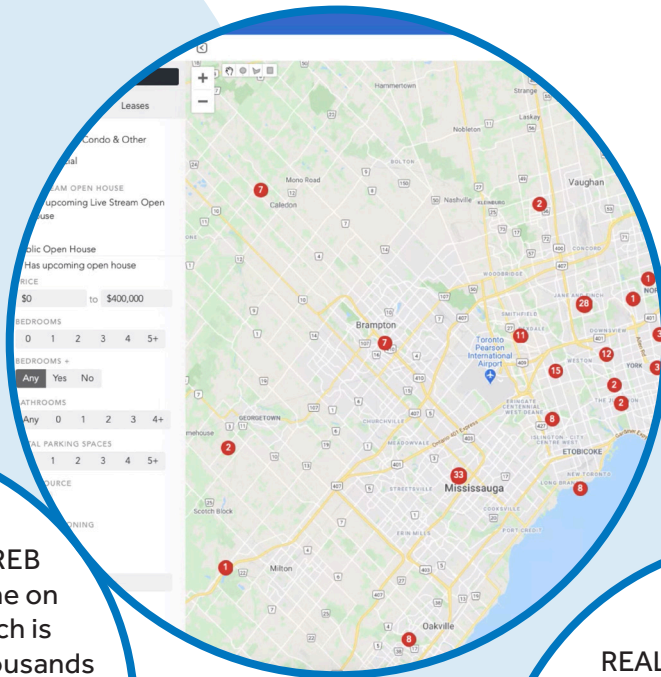
TRREB Members bring value to a real estate transaction and clients continue to count on the supporting real estate information on TRREB.ca:

- Market Reports and charts across all market segments: Low Rise, Condo, Rental, Commercial, Community/Neighbourhood;
- Government Programs for home buyers and property owners;
- Resources in each municipality to fix common issues pertaining to residential or commercial properties;
- Political advocacy and updates on issues such as housing supply, taxation, government programs, real estate regulations, mortgage restrictions;
- Land Transfer Tax calculators; and
 - More.

TRREB.ca was exposed to **14** million page views.

ONlistings.TRREB.ca

Consumers can view TRREB Member listings in real time on ONlistings.TRREB.ca, which is accessible via TRREB.ca. Thousands of Members utilized TRREB's Alternate Feature Sheet tool for their listings on ONlistings.TRREB.ca to spark extra marketability and visibility to the public, and allow consumers to dig deeper behind the property.



Collaborate

REALTORS® and their clients continue to show strong usage of Collaborate, a platform to interact with Stratus MLS® Listings, including enhanced search filters and interactive features, with nearly **2,700,000** site visits annually.

NEW!

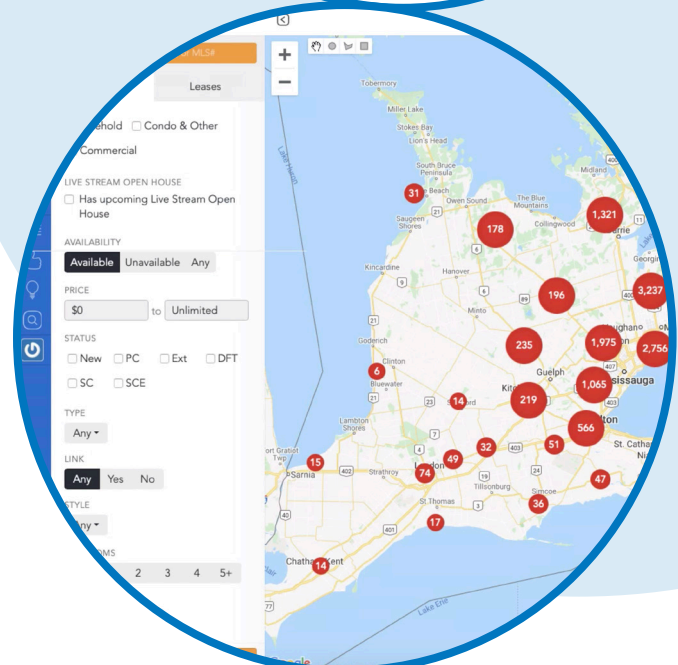
TRREB's podcast channel, "Ready To Real Estate"



Public-Facing Strides

Traffic to TRREB.ca and ONlistings.TRREB.ca was up **150%** to **1** million sessions this past TRREB fiscal year. The bounce rate was a low **7%**, meaning consumers found what they are looking for and the services to be an added value to their real estate journey.

8,302 TRREB media mentions annually on our messages explaining the market and industry positions, advocacy with government and charitable efforts, among others. This is an increase of **70%** over last year and **\$37.4** million annually in earned media (free exposure).



EVENTS IN ACTION

From events that hone in on the real estate market, to getting involved and learning about upcoming technologies and celebrating milestones, TRREB Members are leaders for our Association.

2019 Fall Annual Meeting



On October 29, over 1,300 attended TRREB's fall Annual Meeting at the Toronto Congress Centre. Members voted on important By-Law Amendments and tuned into the "What's Going On in the 905?" mayoral panel. Sue-Ann Levy, media personality and political columnist, moderated a discussion from the following mayors:

- Patrick Brown, Mayor of Brampton,
- Frank Scarpitti, Mayor of Markham,
- Bonnie Crombie, Mayor of Mississauga, and
- David Ryan, Mayor of Pickering.



The mayoral panel had a great conversation and provided insights on the impact of the federal election on housing affordability, supply of ownership housing, transportation, affordability and revenue tools.

TRREB Member Milestone Dinner

On September 19, the TRREB Member Milestone Dinner was held to celebrate the newest group of Members achieving the distinction of 25 year and 50 year membership.

Nearly 600 Members attended the celebrations. Twenty-one new Members achieved the 50 year membership distinction and 368 Members achieved the milestone of 25 years of TRREB membership.



Halton Region Commercial Development Forum



On November 27, TRREB held its sixth Commercial Development Forum at the Burlington Convention Centre. As part of our ongoing efforts to target all regions that Members serve, this was the second time the event was held in Halton Region.



Nearly 200 attendees gathered to discover the latest insights on the commercial and infrastructure developments taking shape across Halton Region and the broader Greater Golden Horseshoe.



Broker Breakfast on the Future of MLS® & FINTRAC Compliance

On November 13, TRREB Members gathered at a Broker Breakfast on the Future of MLS® and FINTRAC Compliance. TRREB CEO John DiMichele spoke on TRREB's goal to empower Members by providing more flexibility, and TRREB's request for proposal process for a future-facing MLS® System.

TRREB's Chief Market Analyst and Director of Service Channels, Jason Mercer, also delivered a presentation to inform Members on how to maximize TRREB's existing MLS® System and technology services.

Market Year in Review, Outlook & Economic Summits

TRREB held four Market Year in Review, Outlook & Economic Summits to bolster the launch of TRREB's *2020 Market Year in Review & Outlook Report*.



The kick-off event began on February 6 in Toronto and nearly 400 Members gathered to hear the latest insights on the GTA real estate market, housing affordability and supply, and transportation. There were several high-profile policy-makers in attendance, including the provincial Minister of Housing and Municipal Affairs, the Toronto Chief Planner and the Associate Minister of Transportation.

To target more regions that Members serve, we also held events in Durham, York, and Peel. The lineup for each event was information-packed and featured remarks from TRREB, Altus Group, CANCEA, Pembina Institute and Ryerson University, as well as representatives from each Region.

On February 13, over 140 Members attended the Durham Region event at the Ajax Convention Centre. John Henry, Durham Regional Chair and CEO, and Vicki Sweeney, President of the Durham Region Association of REALTORS®, delivered remarks on the state of Durham Region.



The next regional event was held on February 18 at the Cardinal Golf Club in York Region, with over 100 Members in attendance. Representing the Region, Bruce Macgregor, Chief Administrative Officer for the Regional Municipality of York, took the stage to offer remarks on the landscape in York Region.



2020 Virtual Spring Annual Meeting

On June 4, nearly 800 TRREB Members attended TRREB's first-ever virtual spring Annual Meeting. Members in attendance were first to see TRREB's 100 Year Anniversary video. City of Toronto Mayor John Tory also delivered a special video message honouring TRREB Members and TRREB's 100-year milestone.

TRREB CEO John DiMichele and 2019/2020 President Michael Collins also delivered remarks on TRREB's Government Relations lobbying efforts, improvements to technology and services for Members, TRREB community service and TRREB's attention to pre- and post-COVID-19 measures from all levels of government.



The regional Economic Summits concluded on March 2 in Peel Region at the Mississauga Convention Centre, with nearly 100 Members in attendance. Sheref Sabawy, Mississauga–Erin Mills MPP, and Mona Mavi, President of the Brampton Real Estate Board, delivered remarks.





I would like to thank every TRREB Member who made this year a success, and there's no question that TRREB is strong and successful because of its Members. TRREB Members and their contributions in leadership and commitment to professional excellence and innovation are what drives TRREB forward.

- JOHN DIMICHELE
CEO



Toronto Regional Real Estate Board

Professionals connecting people,
property and communities.

TRREB.ca



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