



March 24, 2020

Mayor John Tory  
City of Toronto  
100 Queen Street West  
Toronto, Ontario  
M5H 2N2

Dear Mayor Tory:

**President**

Michael Collins

**Past President**

Gurcharan (Garry) Bhaura

**President-Elect**

Lisa Patel

**Chief Executive Officer**

John DiMichele

**Directors**

Ron Abraham

Paul Baron

Peter Burdon

Kevin Crigger

Susan Gucci

Gareth Jones

Josh Klein

Keith Kwan

Lori Roberts

Kate Young

On behalf of the 57,000 REALTOR® members of the Toronto Regional Real Estate Board (TRREB), I am writing to express our sincere gratitude to you for your strong leadership at this challenging time; to offer our support; and to provide some input on important considerations to help ensure that our City weathers this public health and economic storm.

Firstly, thank-you, sincerely, for your leadership. At times of crisis, like this, it is critical that the public can rely on experienced and thoughtful guidance. Torontonians are well served, by you, in that regard.

We would also like to thank-you for the proactive measures that the City is taking to help residents and businesses manage the financial challenges being caused by the pandemic. Specifically, we applaud the City for providing temporary relief from property taxes and utility bills, along with the other important actions taken.

TRREB is doing its part in the effort to contain COVID-19. Specifically, we have closed TRREB's office to visitors, while maintaining critical functions, and have allowed our staff to work remotely, where possible to remain operational. In addition, we are disseminating critical information to our Members and encouraging responsible practices, including suspending the holding of "Open Houses" and to avoid in person meetings with clients. Finally, we would also like to offer our assistance to you and the City in any way that we can help. Please do not hesitate to reach out to TRREB if there is anything that the City believes we can help with.

As you know, the COVID-19 pandemic is impacting every aspect of life, especially the local, provincial, national, and global economies. TRREB is closely watching real estate markets so that we can provide important and up-to-date data to assist all levels of government in understanding and addressing the serious economic impacts of this crisis.

In this regard, the provincial government has deemed real estate professionals and land registry services as essential services, thus allowing for real estate transactions to continue to flow. As you know, the real estate market is a critical economic driver, and keeping it flowing as much as possible, while ensuring responsible practices to minimize personal interaction, will help our economy to stay afloat.

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With this in mind, we would like to inquire about the status of certain City services that play an important role for numerous real estate transactions. Specifically, the City's Planning and/or Building Departments play important roles for many inquiries, permits, zoning reviews, etc., which often form parts of conditions on real estate transactions that must be cleared before the transaction can be completed. It is our understanding that currently these services are not being provided by City of Toronto staff.

Many other GTA municipalities are continuing to provide these services through adaptive arrangements, including staff working remotely to ensure social distancing. This has helped to maintain important economic activity in those municipalities. We respectfully inquire if this is something that can also be done with select City staff to help keep Toronto's economy functioning during these challenging times.

Once again, we thank-you for your leadership and stand ready to assist the City in any way we can.

Sincerely,

A handwritten signature in black ink that reads "Michael Collins". The signature is written in a cursive style with a large initial "M".

Michael Collins  
President

c.c. Chris Murray, City Manager, City of Toronto