

THE REAL ESTATE COUNCIL OF ALBERTA

Case Number: 012102
Name on Licence: Satwinder Singh Lombsar
Licence Type & Class: Real Estate Associate
Brokerage Name on Licence: Urban Real Estate services Ltd. o/a Urban-Realty.ca
Process: Section 39 & 83 of the *Real Estate Act*
Document: ADMINISTRATIVE PENALTY
Penalty: \$1,500.00

Payment

This Penalty must be paid **within 30 days** of the date this Notice was issued.

If you fail to pay the Penalty the Registrar may commence collection under Part 6 of the *Real Estate Act* and may suspend your licence under section 38.1 of the Rules.

If you pay the Penalty

- You will have satisfied the Administrative Penalty and no further proceedings under Part 6 will be taken against you.
- You cannot be charged under the *Real Estate Act* with an offence for the contravention(s) in this Administrative Penalty.

TO: Satwinder Singh Lombsar

The Registrar of the Real Estate Council of Alberta (RECA) has determined there is sufficient evidence you have contravened **section 41(b) of the *Real Estate Act* Rules** and this is conduct deserving of sanction.

Rule 41 – *Licensees must:*

(b) provide competent service

Particulars of the contravention(s):

1. In or around August 2021 you failed provide competent service, contrary to section 41(b) of the *Real Estate Act* Rules:
 - a) You were representing buyers interested in viewing the property located at [ADDRESS].
 - b) The protocols for showing the property were listed on the Feature Sheet, and on signs on the kitchen counter. Masks were to be worn, and only 2 adults plus agent were allowed at a time.
 - c) September 19, 2021, you had permission to bring your potential buyers to view the property.
 - d) On the way to the showing, you advised the listing associate that your Buyers and another family wanted to come to view the property together.
 - e) The listing associate stated that was acceptable. You believed since you had this permission, all members of the party could come in to the property at the same time.
 - f) None of the people in the party wore masks for the duration of the showing. You stated you told everyone they needed to wear a mask but allowed the viewing to continue without the buyers wearing masks. This was a failure to exercise reasonable care and skill when a property was under your care and control.

The Registrar considered the following aggravating and mitigating factors:

Aggravating Factors

- RECA has received multiple complaints from sellers about licensees failing to follow seller requirements or brokerage expectations when accessing or viewing a property. We must deter this conduct.

Appeal

You have the right to appeal this Administrative Penalty to a Hearing Panel. See **section 83.1 of the *Real Estate Act*** for what you must do to appeal.

In an appeal you will be given a full opportunity consistent with procedural fairness and natural justice to present evidence before the Hearing Panel in relation to the contraventions alleged.

Your written notice of appeal must comply with section 83.1 and must be received by the Registrar **within 30 days** of you receiving this Administrative Penalty.

If you appeal, payment of the Penalty will not be required until an order to pay a penalty is issued by the Hearing Panel. If you have any questions regarding particulars or the appeal process, please contact:

Name: [C.S], Professional Conduct Review Officer
Email: [EMAIL]
Phone: 403.228.2954; Toll Free: 1.888.425.2754
Fax: 403.228.3065
Address: Real Estate Council of Alberta
Suite 202, 1506 11 Avenue SW
Calgary, Alberta, T3C 0M9

Issued at Calgary, Alberta, on November 25, 2021.

"Signature"

Charles Stevenson, Registrar
Real Estate Council of Alberta

cc [S.P], Real Estate Broker
Urban-Realty.ca