

Members in **ACTION:** **GIVING & LEADING**

2020–2021 Annual Report



See real stories from Members
giving back to communities.



**Toronto Regional
Real Estate Board**

Professionals connecting people,
property and communities.

LEADING

TRREB President Lisa Patel received our highest honour with the prestigious Award of Merit for her tireless dedication, steadfast commitment and tremendous accomplishments over the last year. The award was presented at TRREB's spring Annual Meeting.

"I'm lost for words. First off, I have to thank the Board of Directors. I know it's been a hard year to do this remotely. I'd also like to thank the membership; you have been incredible and I've been touched in so many ways. This award is so unexpected. I hope we continue these chapters that we've started over the last year. Thank you."

– Lisa Patel, 2020–2021 President

"You have fearlessly used your voice to advocate for diversity, equity and inclusion, and political issues. You have consistently expressed the importance of using a TRREB Member REALTOR®. You've done all of this with grace, compassion and with an unlimited amount of generosity and energy."

– John DiMichele, CEO



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GUIDING & GROWING

To Our Members,

At TRREB, we put Members first so they can put clients first. Their resilience and passion propel us to find better ways to serve the profession and community. While it was a disruptive year, we overcame many challenges, found new ways to connect, and elevated the Member experience. And through it all, our Members have been there, making times like these better for their clients.

This year's *Annual Report* reflects the powerful strides we have made and our optimism for the future of the profession. Inside, you will see familiar faces from the TRREB Member community. They embody professionals who give, grow, and leave the real estate industry better than they found it. It's also how we marked 100 years of TRREB. It wouldn't have been possible without Members supporting buyers and sellers over the last ten decades. They helped pave the way for what we know and love about real estate – building world-class cities filled with homes and businesses bursting with culture and a sense of community.

We are leading the profession to be more diverse, equitable and inclusive with our Diversity & Inclusion and Women in Real Estate Task Forces. To uncover barriers and gaps in the real estate industry, we've looked to our Members' perspectives in a first-of-



its-kind survey and research to cultivate meaningful change. The results will help identify opportunities to the Board of Directors and create a best practices toolkit that brokerages can use to benefit their business.

Members sparked inspiration and motivation for everyone who heard their stories. They gave back to charities – shelters, helplines and food banks – offering people in need a way to get healthy and stay safe. During the pandemic, there was so much more willingness to make a difference than ever before.

It was also a remarkable year on the technology and innovation front with the announcement of REALM™. This new multi-list platform will revolutionize how our Members do business and serve clients with a single mobile-friendly MLS® System that also integrates land registry data. With easy-to-use functions and features, real estate professionals can leverage the most advanced search engine in the industry. This vision includes an initiative that established Proptx Innovations Inc., a wholly-owned subsidiary of TRREB, to spearhead the development and implementation of technology in order to better serve brokerages and Members.

That's not all. Soon, BrokerBay will be part of your toolkit. This enhanced showing system will allow Members to schedule in-person and interactive 3D virtual showings to support their clients' house hunts.

Our ongoing work to increase and diversify the housing supply is looking brighter. We know how much housing affordability and supply means to our Members' clients. That's why we share evidence-based solutions with policymakers to work towards building more homes.

After 15 years of championing it, we successfully empowered salespeople and brokers to incorporate. We've now turned our focus and attention to developing regulations for the new *Trust in Real Estate Services Act*, starting with an improved Code of Ethics.

Look out for another year of reaching higher to innovate technology, support real estate professionals, and simplify buying and selling for their clients. We know TRREB Members will continue to inspire us every step of the way.

Sincerely,

A handwritten signature in black ink, appearing to read "John DiMichele".

John DiMichele, CEO

A handwritten signature in black ink, appearing to read "Lisa Patel".

Lisa Patel, 2020–2021 President



MEMBERS FIRST

Our Members are leading the way. They're first to adapt, contribute, and create positive change across the profession and community.

Proudly Empowering

TRREB's Women in Real Estate Task Force is empowering women by bringing their voices to key decision-making tables and setting them up for success in real estate. We made great strides, including a memorable event that ignited empowering and motivational conversations.



"We should always make ourselves available for conversations for anyone in the room."

— **Jennifer Evelyn, 2020–2021 Vice-Chair, Women in Real Estate Task Force**

Real Women, the first-of-its-kind event, tapped into real-world experiences from fearless leaders. It all began with an idea from then President Lisa Patel and the Women in Real Estate Task Force. Shortly after, thousands of TRREB Members watched it come to life. Together, we tuned in to hear how to believe in ourselves, better understand our strengths, and focus on our drive. The highly-anticipated Power Talk Panelists



tackled topics about conquering obstacles, becoming a bold leader, and handling difficult conversations with ease.

"It's never too late to turn our challenges into new opportunities and create our own leadership roles. Remember to speak up, use your voice, and say what matters to you."

— **Lisa Patel, 2020–2021 President**



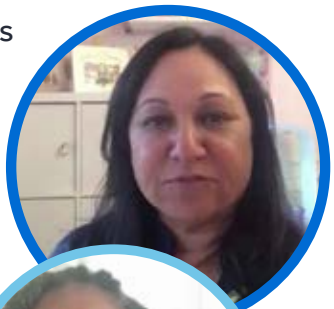
Strengthening Diversity

We are committed to improving how we serve and represent the demographics that make up TRREB. Our Diversity & Inclusion Task Force is at the forefront of supporting a collaborative, equal, and inclusive industry. They led a groundbreaking survey with the Ted Rogers School of Management Diversity Institute to share any unfair treatment experienced or observed in the real estate industry. Thousands of Members took part in our survey on how to strengthen diversity, equity, and inclusion in the real estate industry.



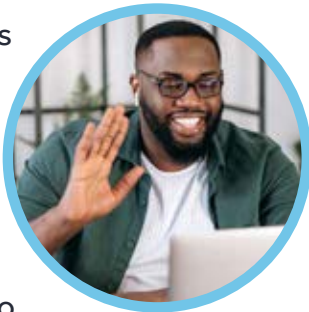
The results will help create the best practices toolkit that brokerages and Members can use to benefit their business. The research will also recommend opportunities to the Board of Directors so TRREB can continue to lead the industry in this area.

We've also developed a Diversity, Equity and Inclusion Hub for Members filled with the latest news and a wealth of resources. The Task Force will continue to explore ways to advance learning and conversations around diversity and inclusion.



REALTORS® Count

The ways our Members connect with clients and the community are growing. With the ongoing pandemic, real estate professionals turned to what ensures the health and safety of everyone. This meant relying on electronic signing tools and scheduling virtual open houses. Members continue to prove how they help their clients call a new place home with ease.



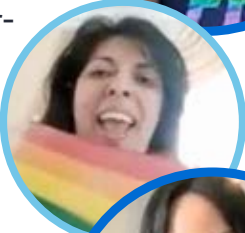
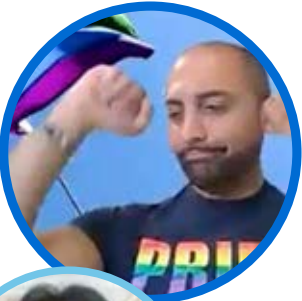
Trusted Advisors

It comes naturally for TRREB Members to protect the integrity of the real estate profession. They represent trusted leadership with far-reaching resources to match each client with the right home or business. Members

put clients first to guide them during what is often their largest financial decision, while also safeguarding their privacy rights and personal financial information. TRREB Members are professionals who support our industry and form long-lasting relationships backed by loyalty that buyers and sellers can count on now and in the future.

Uniting Together

Noisemakers and pride colours were out for the 40th Pride Toronto Parade. This summer, the Diversity & Inclusion Task Force and Communications & Member Engagement Committee danced, waved, and celebrated pride on TRREB’s virtual float.



MAKING A DIFFERENCE

A strong community with a high quality of life means safer and healthier lives for everyone. That’s why TRREB Members tirelessly devote their time to give back to the towns and cities they live and work in.

Stepping Up

Mitchell Outhwaite created *Virtual Visitors* to bring people together through friendly phone and video calls, including with Lyon, pictured far right.



wanted to help my community however I could, but by restricting to my home, I knew I had to go online."

Carmine Vescio filled the room with smiles for the healthcare workers at Sunnybrook Hospital with his artwork. This keepsake acknowledges the long hours and courage healthcare workers have committed to during the pandemic.



Jagdeep Singh helped provide pandemic relief for his community.

"I was fortunate enough to mobilize a local team of volunteers to connect with the community Brampton, where I coordinated the preparation and delivery of 25,000 prepared meals."





To help a local charity get the resources it needed to navigate COVID-19, **John Fortney** kick-started a fundraiser for Toronto's St. Vincent Church. It was a success, and \$23,000 was raised to offer much-needed support for the most vulnerable.

Helping Hands

Dan Loghin is proud to give back to the non-profit *Stuffies for Smiles* and the Good Shepherd.

"If it can help others in need, that's what it is all about."

For Dan, that meant collecting books, donating toys and cooking meals to make a real difference.



A fundraising event coordinated by **Graham Rowlands** raised \$4,200 for Women's Habitat to provide a safe refuge, counselling, support, and advocacy for women and their children. When the pandemic hit, Graham created an online auction where local business owners donated prizes to keep the momentum alive.



Gerry Nazzaro took part in *Capes for Kids* with Holland Bloorview Kids Rehabilitation Hospital.

"This year, I want to go above and beyond to make a huge impact for some awesome kids."

Gerry's fundraising efforts helped support innovative treatments, therapies, and specialized programs.



Connecting Communities

To help improve the lives of others living with kidney disease, **Amol Kapoor** has participated in the annual walk for the Kidney Foundation of Canada since 2015. Through Amol's fundraising, over \$7,000 was raised.



Kim Melhuish rounded up her neighbours for *Food Bank Fridays* in support of local food banks.

"I believe that the success of it is in its simplicity, the sense of community that it fosters, and the great hearts of people that are involved as ambassadors and contributors."



From supporting the *St. John Ambulance Dog Therapy Program* to placing benches along Aurora's trails in memory of area residents lost to COVID-19, **Eric McCartney** was named Citizen of the Year.



Awarding Dedication and Commitment

We recognized thirteen Members for their devotion to the profession and community.

The prestigious **Presidential Award** is for Members who have shown outstanding commitment and tremendous dedication to the Board and the real estate industry.



In 2007, the late David Rossi was awarded the President's Award for the contributions he made to the profession. Later in 2011, TRREB created the **David Rossi Committee Service Award** in his honour.



Real estate professionals who have gone above and beyond to support local charities and organizations or enriched the lives of others are recognized with TRREB's **Community Service Award**.

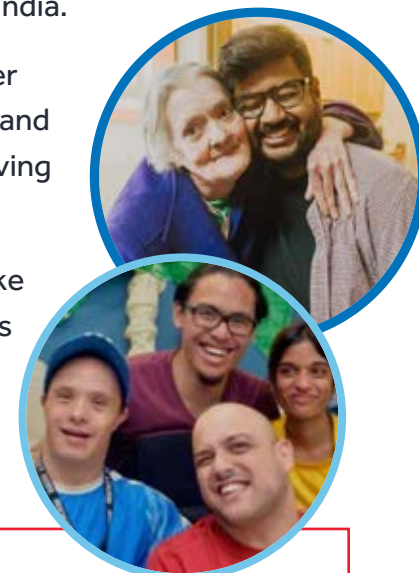


Committed to Giving Back

This year, we knew we had to take our outreach global. We donated \$100,000 to provide urgent COVID-19 aid to India.

We also marked two years of contributing over \$1 million dollars annually. Over 100 charities and the most vulnerable across the GTA are receiving help through donations.

Together, we support initiatives that help make our communities thrive. This includes shelters that offer a safe place to stay plus vital resources, such as food banks and helplines, that help people get back on their feet.



Did you know?

These donations wouldn't be possible without TRREB Members



On behalf of our Members, TRREB donates \$1 per Member per Month through the **Ontario REALTORS Care® Foundation's Every REALTOR® Campaign**. This initiative enhances the great work that our Members do, each and every year.

Supporting Future Generations

Our Members believe in investing in the future and helping young people reach their career goals. Four deserving students on the path to higher education received a total of \$15,000. To win, students wrote an essay on current real estate issues. This year's winners (L-R) are Sarah Ahmed, Alexa Amelio, Matthew Berger, and Hana Mirbagheri.



THE VALUE OF ONE, THE POWER OF MANY

Our Members are passionate, and it's that passion driving professional success and growing expertise in the real estate industry. This pulsing energy is what moves us to deliver the best-in-class courses to advance the profession and elevate skills.



Members are dedicated and engaged to keep up with the evolving industry.



We are committed to offering learning opportunities 24/7 in our Video Centre.



REALTORS® are learning what's new and current to support clients better than ever.



TRANSFORMING THE INDUSTRY

2020–2021 TRREB Board of Directors



Lisa Patel, President
RQ & 100 Year,
Women in RE, Diversity
& Inclusion, Executive



**Kevin Crigger
President-Elect**
Innovations, Executive,
Diversity & Inclusion



**Michael Collins
Past President**
Executive, Gov. By-Law,
Innovations



**Paul Baron
Director-at-Large**
Innovations, Executive,
MLS®



**Peter Burdon
West Regional Director**
GRC Ambassador,
Commercial



**Susan Gucci
Director-at-Large**
Executive, Finance,
Gov't Relations,
GRC Ambassador



**Wasim Jarrah
Director-at-Large**
Consumer Relations,
Gov't Relations, MLS®,
Diversity & Inclusion



**Keith Kwan
North Regional Director**
Arb. & PS Roster,
Gov. By-Law, YPN



**Nito Morcos-Brown
Director-at-Large**
Communications
Women in RE,
Gov't Relations



**Jennifer Pearce
East Regional Director**
Diversity & Inclusion,
Commercial, Prof. Dev.,
Innovations



**Brian Torry
Director-at-Large**
Gov't Relations,
GRC Ambassador,
Gov. By-Law, Executive



**Kate Young
Director-at-Large**
Executive,
Diversity & Inclusion,
YPN, Gov't Relations

SHAPING THE FUTURE

The Board of Directors play an integral role at TRREB alongside similarly passionate real estate professionals. Our Members are actively involved in making meaningful decisions in areas that impact the industry by serving on Committees, Task Forces and Rosters.

Committee, Task Force & Roster Members



A. Azim Dewan
YPN



Al Orlando
Hearing Roster



Aleem Jadavji
Hearing Roster



Alexandra Cote
Gov't Relations



Ali Khandani
Complaint Review



Alireza Moghaddam
Commercial



Alvir Tanghal
YPN



Amal Gabrael
Complaint Review



Amy Vu
Arbitration Roster



Ana Momtazian
Communications



Andrew Walker
Hearing Roster



Anil Kamal
Consumer Relations



Anissa Ho
Arbitration Roster



Anna Michaelidis
Gov't Relations



Anne Alkok
Arbitration Roster



Anne Balkou
Prof. Dev.,
Hearing Roster



Anu Joshi
Gov't Relations



Armani Bhatti
Complaint Review



Asha Singh
Diversity & Inclusion



Ashley Lo
YPN



Corinne McCabe
Hearing Roster



Cristian Cesar Vergara
Consumer Relations



Cristina Lopes
RQ & 100 Year



Dale Thom
Hearing Roster



Daljinder Gill
Commercial,
Complaint Review



Ben Aiello
Communications



Bill Johnston
Gov't Relations



Blair Anderson
Prof. Dev.



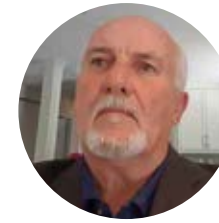
Bradford Payne
Complaint Review



Brandon Sage
Arbitration Roster



Daljit (Tito) Singh
Diversity & Inclusion



Daniel Paul
Arbitration Roster



Daniel Steinfeld
Finance



David Sussman
Complaint Review



David Worthington
Arb. & PS Roster,
PS Complaint



Brian Walker
Gov't Relations,
GRC Ambassador



Brian Madigan
Commercial



Bruce Shaver
Hearing Roster



Bryen Anthony Daly
Consumer Relations



Cari Lapas
Arb. & PS Roster



Deirdre Slowey
Gov't Relations



Denise M. Dilbey
GRC Ambassador



Dennis Chan
Consumer Relations



Diana Girgis
Arbitration Roster



Diane Speer
Hearing Roster



Carly Hansher-Szoldra
Arbitration Roster



Carly Weisz
Arbitration Roster



Charlene Williams
Communications,
Diversity & Inclusion



Charles Park
MLS®



Christan Bosley
Innovations



Dianne Usher
Gov't Relations,
Gov. By-Law



Drew Homewood
Appeals Roster



Elechia Barry-Sproule
Communications



Elena Mazour
Complaint Review



Eliza Cheung
Arb. & PS Rosters,
Finance



Christine O'Dea
Prof. Dev.



Christine Tonus
Hearing Roster



Christopher Dunlop
MLS®



Colby Bayne
Arb. & PS Roster



Colin Campbell
Diversity & Inclusion



Esther Selvaratnam
Commercial



Fan Gao
YPN



Florence Tam
Commercial



Gail Reeves Reid
RQ & 100 Year,
Arbitration Roster



Geeta Rajpal
Diversity & Inclusion



Georgiana Woods
Appeals Roster



Gigi Van Weezel
Hearing Roster



Giorgio Argentini
Appeals Roster



Glenn Crosby
Arbitration Roster



Gordana Valois
Complaint Review



Jeffrey Slightham
Innovations



**Jelisha
Nagulendran**
Arbitration Roster



Jennifer Evelyn
Women in RE



Jessica Hammell
Prof. Dev.



Joan Manuel
RQ & 100 Year



**Gurcharan (Garry)
Bhaura**
Gov't Relations



Gurinderpal Hundal
Arbitration Roster



Gus Monteleone
Arb. & PS Roster



**Hamid
Khorasanchian**
Consumer Relations



Harj Virk
Consumer Relations



**Joanne
Kavoulakis-Drakos**
Complaint Review



Jody Ledgerwood
Women in RE,
GRC Ambassador



Joe Scalise
Hearing Roster



John C. Kennedy
Finance



John Meehan
Gov. By-Law,
Arb. & PS



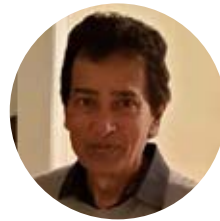
Harman Saini
Commercial



Harpreet Sandhu
Hearing Roster



Heather A. Fuller
Finance



Henry David
Gov't Relations



Howard Meier
Arbitration Roster



John Rumboldt
Gov't Relations



Johnmark Roberts
Appeals Roster



Jonathan Chan
Gov't Relations,
Hearing Roster



Jonathan Schwarz
MLS®



Josh Klein
Prof. Dev.,
RQ & 100 Year



Ingrid Rojas
Diversity & Inclusion



Ishpal Sethi
Consumer Relations



Jacqueline Mok
Finance



James Milonas
YPN



Jamie Johnston
Innovations,
Finance



Judi Lloyd
Consumer Relations



Julie Hughes
Complaint Review



Justin Bock
Diversity & Inclusion



Kam Cheung Tsang
Arbitration Roster



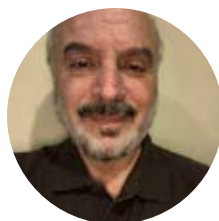
Karen Gerrard
Hearing Roster



Jane Mooy
Hearing Appeals



Jasmine Lee
Women in RE



**Javad
Asadi-Zanjani**
Consumer Relations



Jay Nicholson
Finance



Jeffrey Luciano
Gov't Relations



Karlo Francisco
Diversity & Inclusion



Kate Carcone
Arbitration Roster



**Katherine
Davis Bennett**
Consumer Relations



Kellye MacMillan
Hearing Roster



Kevin Yeung
Complaint Review



Kimberley Marr
Prof. Dev.



Kush Gupta
Complaint Review



Larry Gladstone
Consumer Relations



Larry V. Cerqua
Gov't Relations



Laura Marks
Appeals Roster



Mark Galea
Arbitration



Mark Jones
Hearing Roster



Mark Spraggett
Hearing Roster



Mark Steele
Diversity & Inclusion



Mary Barone
Hearing Roster



Lauren Applebaum
Consumer Relations



Lawrence Mak
MLS®



Lei Villar-Cisneros
Prof. Dev.,
Diversity & Inclusion



Len Chapman
Hearing Roster



Lianne Tapuska
Hearing Roster



Mary Dooley Thiffault
MLS®



Mary Kapches
Appeals Roster



Mary-Kate Rose
Gov't Relations



Maureen O'Neill
Arbitration Roster



Meegan Dennie
YPN



Lina Ronco
Prof. Dev.



Lisa Paton
Hearing Roster



Lori Roberts
MLS®,
GRC Ambassador



Lorraine Ien
Complaint Review



Louie Iaboni
Gov't Relations



Mia That
Diversity & Inclusion



Michael McLachlan
Arbitration Roster



Michael Wellstead
Complaint Review



Michael Zheng
Finance



Michelle Elmaleh
Complaint Review



Manjot Chohan
YPN



Manny Andrade
Arb. & PS



Maood Tahir
Appeals Roster



Marcia Mullings
Gov't Relations



Margaret Gourlay
Appeals Roster



Michelle Leung
Commercial,
Consumer Relations



Mohamed Karatella
GRC Ambassador



Mona Mavi
Women in RE,
Diversity & Inclusion



Monica Edwards
Complaint Review



Murryanna Bahadoor
YPN



Maria Casale
Arbitration Roster



Maria Gallo
Appeals Roster



Maria Quintero
Finance



Maria Wilson
Arbitration Roster



Mark Cadesky
Hearing Roster



Nan Levitt
Hearing Roster



Nancy Silva
Hearing Roster



Nectaria Kladitis
Prof. Dev.



Neil Stephen
Hearing Roster



Nicole Green
Arbitration Roster



Nicolette Knight
Gov't Relations,
Hearing Roster



Nita Kang
Gov't Relations



Ora Ross
Appeals Roster



Pamela Simons
Complaint Review



Patrick Alexander
Complaint Review



Roman Havlin
Gov't Relations



Romeila Son
Gov't Relations



Ronald Abraham
Gov't Relations



Rose Savage
Women in RE



Rosemarie Marsh
Appeals Roster



Paul Etherington
RQ & 100 Year



Paul Fink
Arbitration Roster



Paul Helps
Arbitration Roster



Paul Purcell
Finance



Peter De Guerre
Gov't Relations



Sacha Clarke
Prof. Dev.



Saharla Yahya
YPN



Sam Bakhshi
YPN



Samantha Hewit
Women in RE



Shalini Bahadur
Communications



Peter Drabik
Complaint Review



Peter Wong
Appeals Roster



Philip Brown
Arbitration Roster



Philip San
Appeals Roster



Prakash Barbhaya
Complaint Review



Sharon Caddy
Communications



Shelley Porritt
GRC Ambassador



Sheri Bernhardt
Hearing Roster



Sho Mehran
MLS®



Simarjot Singh
YPN



Rahim Suleman
Finance



Ram Rajendram
Gov't Relations



Ramin Noushinfar
YPN



Rayissa Palmer
Women in RE,
GRC Ambassador



Raymond Chan
Commercial



Simeon Papailias
Women in RE,
RQ & 100 Year



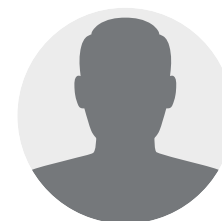
Simon Milberry
Complaint Review



Soroya Dempsey
Communications,
Diversity & Inclusion



Stephanie King
RQ & 100 Year,
YPN



Stephen Khadam
Consumer Relations



**Rebecca
Himelfarb**
Women in RE



Rebecca Kopel
Consumer Relations



Rick Aurora
Hearing Roster



Ricky Rathore
Women in RE,
YPN



Ritesh Jhamb
Communications



Stephen Lilly
Commercial



Stephen Sun
Hearing Roster



Steven Schmeiser
Arbitration Roster



Stuart Clapham
MLS®



Sue Anfang
Consumer Relations



Sweta Srivastava
Arbitration Roster



Tania Arteni
Women in RE



Teresa Eaton
Complaint Review



Theresa Parkinson
Arbitration Roster



Tim Syrianos
Gov. By-Law



Timothy Chang
Arbitration Roster



Tina Sibbald
Arbitration Roster



Tony Luke
Gov't Relations



Trevor Johnston
GRC Ambassador



Trina Earle
Complaint Review



Tyrone Steer
Gov't Relations



Valerie Del Brocco
Appeals Roster



Varun Mathur
Hearing Roster



Vi Ngo
YPN



Vicki Sweeney
Women in RE



Victor Ness
MLS®



Vivek Duggal
Complaint Review



Walter Lui
Arbitration Roster



Wei Hwa
YPN



Wendy Carroll
GRC Ambassador



Yasir Hussain
Arbitration Roster

Get Involved

Consider joining a TRREB Committee, Task Force or Roster



It's energizing, fulfilling, and Members can cultivate new skills while meeting likeminded real estate professionals. Each group shares what's working and what can be improved on issues that matter most.

STRIDES & ACTION

TRREB Members are at the heart of what we do. Our voices to strengthen the real estate profession and tackle obstacles in the marketplace are growing stronger every year.

Reaching for Better

Achieving a goal doesn't always happen overnight, but it's critical to keep striving for what Members need to succeed in the real estate industry. Back in 2005, we took a stance to permit salespeople and brokers to incorporate. Now, REALTORS® in Ontario can form Personal Real Estate Corporations, and it's a big win for the profession.

"Ensuring that REALTORS® are treated fairly and governed with a modern set of rules is a priority for TRREB."



TRREB CEO **John DiMichele** looks forward to working closely with the provincial government on regulations needed to implement the remaining aspects of the *Trust in Real Estate Services Act*.

Growing for the Future

A home is so much more than a place to live. It's a foundation that helps create memories for individuals and families. TRREB Members see first-hand the tight supply of homes their clients are up against in the market. Together, we will continue to call on all levels of government to address policies that prevent people from achieving homeownership.



PAST, PRESENT & FUTURE

One year ago, TRREB turned 100 years old. We couldn't have reached this milestone without our Members. Since then, they continue to display a commitment to professionalism while driving economic activity. Looking ahead, Members are future-ready and energized to reach bold goals.

Paying Tribute

To celebrate Members during TRREB's 100-Year Anniversary, we unveiled an interactive virtual exhibit, with more than 80 fascinating artifacts. We took a walk down memory lane, mapped out our Members' journeys over the last ten decades, and highlighted those who paved the way. The online museum not only preserves our remarkable accomplishments but is also a testament to all the Members who



helped build the real estate industry in the GTA and beyond.

For over a century, TRREB Members have helped their clients invest in better living. We painted a picture of Members connecting buyers and sellers to communities through a series of commemorative videos. Garnering thousands of views on TRREB100.ca, the trusted leadership of our Members shines through in every story.



Photo Credit: Toronto Public Library

Supporting Professionals Today and Tomorrow

Our Members keep TRREB moving ahead. Their tireless work inspires us to continue to innovate and support their growth. We are proud to celebrate our TRREB Members, and hear from them in their own words.

"When I first entered Real Estate as a profession, I knew that I was entering a huge world of learning. TRREB has been an integral part of my learning process with courses, webinars, and continual updates to information affecting this industry."

– **Joanne Kavoulakis-Drakos**
Member for 8 years



"Support from different programs enhanced my skills, and I always feel that I am backed by the most highly sophisticated services."

– **Hitesh Parikh**
Member for 2 years



"As a Salesperson, it gives me the opportunity to connect meaningfully with my clients and a joy to see their ray of appreciation and excitement when they finally get the key to their dream home."

– **Mary Keyhan**
Member for 15 years



Building a Future on a Strong Record

We are benchmarking our success and taking off to reach new heights. As we continue to operate in an evolving industry, we promise to listen and respond to concerns from Members that will prepare us for what's next. Together, we embrace challenges and draw on our strengths to enhance and advance the future of the real estate industry. We are committed to moving the dial on technology, fostering connected communities, and exploring new ways to remove systemic barriers to homeownership.

A NEW ERA OF TECHNOLOGY

Technological advancements are growing, and so are TRREB Members looking to innovate how they do business. They are up for the challenge to learn the latest enhancements to ensure they are meeting and exceeding their clients' needs.

What's Next in Real Estate?

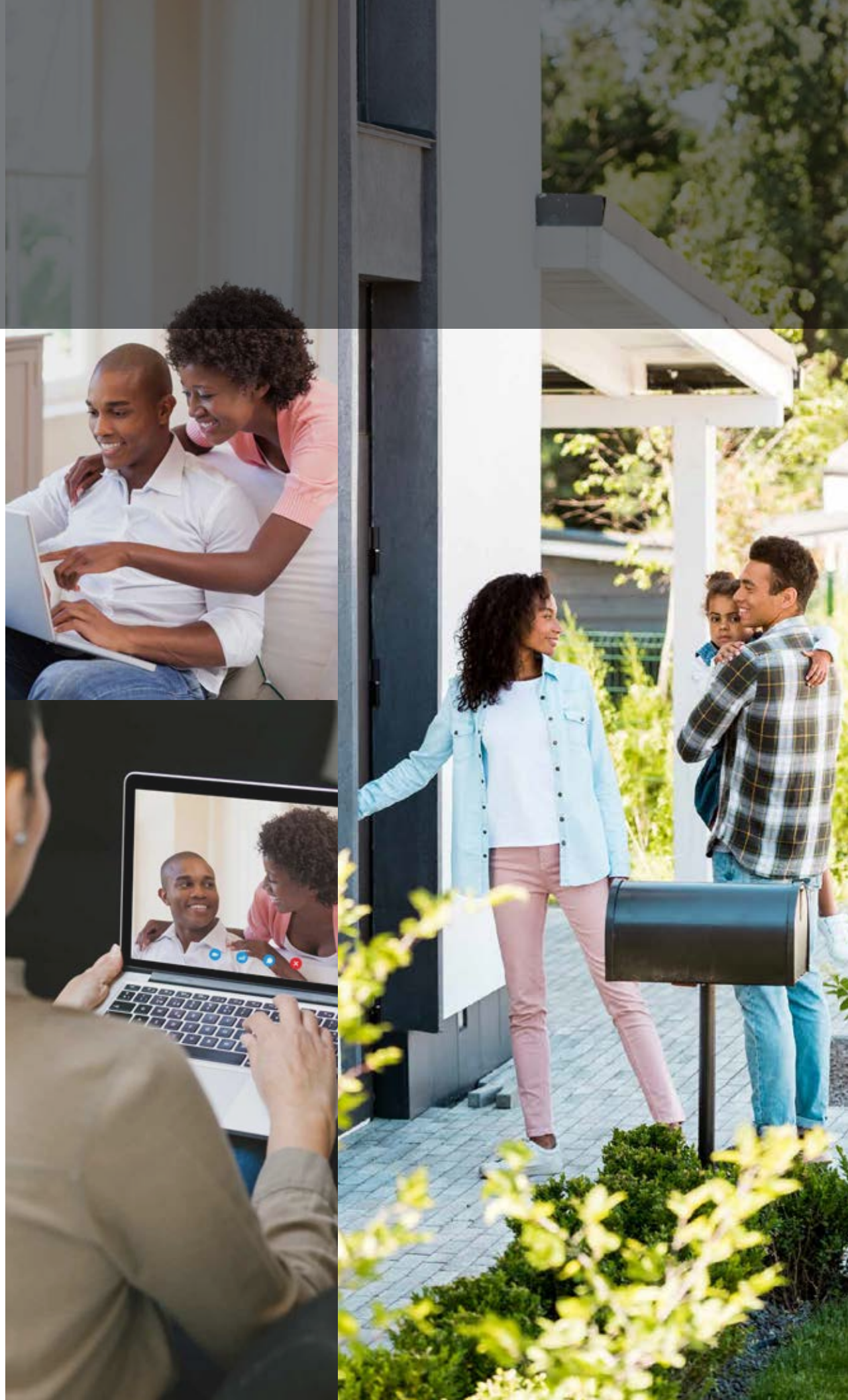
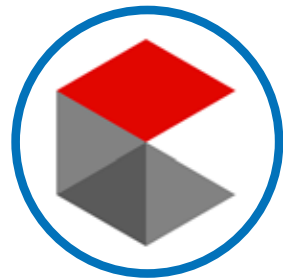
REALM™ is the future of the industry. This leading-edge, first-of-its-kind platform with a single, mobile-friendly dashboard strengthens the integral role of real estate professionals in the home-ownership journey. REALM™ puts their expertise to work all in one place. It offers a new way to collaborate with clients by providing extensive searches, activity notifications, messaging, and more.



Our Members are by their client's side during showings to help individuals and families imagine themselves living there. BrokerBay makes showings easier for Members and their clients. Members can take advantage of searching and booking showings on the go while staying connected with their brokerage and register offers immediately.

Driving Innovation Forward

Offering ample opportunities that benefit clients from start to finish empowered us to introduce another way to access TRREB's MLS® System. We launched Matrix to boost flexibility and choice for our Members to advance their business.



MOVING FORWARD

"At TRREB, we put Members first so they can put clients first. Their resilience and passion propel us to find better ways to serve the profession and community. While it was a disruptive year, we overcame many challenges, found new ways to connect, and elevated the Member experience."

– John DiMichele, CEO



"Members sparked inspiration and motivation for everyone who heard their stories. They gave back to charities – shelters, helplines and food banks – offering people in need a way to get healthy and stay safe."

– Lisa Patel, 2020–2021 President





**Toronto Regional
Real Estate Board**

Professionals connecting people,
property and communities.



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