

Since licensing of the Strata Management Industry in 2006, The Real Estate Council of BC (RECBC) deals with complaints with respect to licensed strata agents. Results of discipline procedures are regularly reported to the industry and public. SPABC has started to receive enquiries regarding “standards” and “code of ethics” and whether or not SPABC reprimanded member companies in addition to the discipline and penalties imposed by RECBC.

In response, it is important to note that SPABC is not a licensing, regulatory or governing body over the Strata Property Management industry. Those duties and responsibilities lie within the mandate of RECBC specific to regulations of strata licencing.

SPABC is an association of industry competitors collectively trying to better our individual companies and thereby bettering our services to our clients resulting in a better strata living environment. We believe this will also result in a better more satisfying work environment for all who choose this industry as a career path.

Membership in SPABC, not unlike other industry associations, is voluntary. From time to time issues will arise that require implementation of our association complaint procedure and discipline process.

Realizing that we are an association where membership is voluntary, our discipline of a member is limited to the following:

- reprimand of a member;
- impose conditions of the membership of a member;
- suspension of membership;
- revoking of membership;
- imposing a fine.

The complaint procedure and discipline process is available to our association to be exercised with reasonableness and within the context of membership in our association.

More importantly, any mistakes, small or large, of a member company are, aside from a discipline perspective, looked upon by our association and all members with awareness and as an opportunity to learn. It is important to recognize both individually and collectively, any issue that is (or may be) detrimental to our companies and/or our client Strata Corporations. From awareness, proactive steps can be taken to address an issue. Our association can then take proactive steps to act from a position of ‘prevention of awareness’ and provide education and support to our members.