


# Monthly Digest – March 2026

		<small>MONTHLY STATISTICS</small> <b>March 2026</b>	
METRIC	VS PRIOR MONTH	MONTH	YEAR TO DATE
New Listings	▲ +31.4%	7,349	18,978
Total Sold	▲ +35.3%	3,166	7,865
Dollar Volume Sales	▲ +34.1%	\$1.65B	\$4.00B

● Total Users 10,004

ITSOSYSTEMS.CA

\*All statistics deemed reliable but not guaranteed. Total Users count includes REALTOR® Members, REALTOR® Subscribers, Super Subscribers, Appraisers, Brokerage Admin, and Personal Admins. Statistics generated on April 1st, 2026.

## PSC Committee

**Incident 2025-58** involves a listing that was cancelled, then the property was set to be relisted with another brokerage. An offer based on a showing of the cancelled listing was received, and the first listing brokerage had the Sellers sign a limited exclusive listing agreement to deal with the offer that was set to expire before the MLS® listing with the new brokerage commenced. The second brokerage was informed about the offer situation and amended their MLS® Listing agreement to commence 4 days earlier, leaving the Sellers potentially owing commissions to two brokerages on the same sale. The PSC Committee investigated and issued charges alleging that the Respondent breached Rule 2.06(b) for including inaccurate information in an MLS® Listing, breached Article 21 of the REALTOR® Code for unprofessional conduct regarding the transaction involving the property, specifically by being the only named Designated Representative on the listing agreement, not being involved in the transaction, and allowing

other brokerage members to interact with his clients, and breached Article 17 of the REALTOR® Code for not complying with the Association's rules. The Respondent chose to enter into a consent agreement to resolve the matter. The penalty set out in the Consent Agreement was a financial penalty of \$5500, completion of the REIC2600 Ethics in Business Practice Course, and completion of the ITSO MLS® Rules Course in person at a Cornerstone office. This file will be closed upon completion of the penalty.

**Incident 2025-61** involves an agent that filed an incident report with ITSO containing false information about the respondent. The PSC Committee researched the matter and issued charges alleging that the Respondent breached Article 21 of the REALTOR® Code by filing an incident report 2025-42 with ITSO that inaccurately claimed the respondent in that incident engaged in a pattern of rule breaking. The Respondent chose to enter into a consent agreement to resolve the matter. The penalty set out in the Consent Agreement was a financial penalty of \$250 and completion of the CREA REALTOR® Code Course in person at a Cornerstone office. The penalty was completed and this file is now closed.

**Incident 2026-02** involves a listing that was entered into the MLS® System and then changed to pending the same day. The incident report was filed by the agent's association when he failed to provide listing documentation to support the timeline for the listing. The PSC Committee investigated the matter and laid charges alleging that the Respondent breach Rule 2.04 by not entering a listing into the MLS® System by 11:59pm the business day following execution of the listing agreement, breached Rule 2.05 by placing a listing on the MLS® System with no offer of compensation, breached Rule 2.06(b) by inaccurately entering '---' as the Buyer Brokerage Compensation when the listing agreement specified that the Buyer Brokerage Compensation was to be 2%, omitting to enter a holdover period when the listing agreement specified the holdover period is 90 days, and describing the age of the building as 6-15 years when the house was built in 1998, breaching Rule 2.11 by placing a listing on the MLS® System when it was already sold and therefore not available for showings or the presentation of offers, breached Article 17 of the REALTOR® Code by not complying with the Association's Rules, and breached Article 30 of the REALTOR® Code by failing to list a property on the MLS® System within 3 days of publicly advertising the property. The Respondent chose to enter into a Consent Agreement. The matter has been referred to the Discipline Committee to determine the penalty.

**Incident 2026-03** involves a listing where allegedly a large portion of the public remarks were copied from a previous listing without permission from the previous listing brokerage. The PSC Committee investigated and laid charges alleging that the Respondent breached Rule 2.06(b) for including inaccurate information in the public remarks of a listing, breached MLS® Rule 8.15(a) for using public remarks from a previous listing, which is copyrighted content, in a new listing without written permission from the previous listing REALTOR®, and breached Article 17

of the REALTOR® Code for failing to comply with Board/Association Bylaws. The Respondent chose to enter into a Consent Agreement to resolve the matter. The matter has been referred to the Discipline Committee to determine the penalty.

**Incident 2026-04** involves a listing where the photos and floorplans were copied from a previous listing without consent from the previous listing brokerage. The PSC Committee investigated the incident and laid charges alleging that the Respondents breached Rule 2.06(b) for including Images in two separate listings that were over a year old and did not accurately portray the properties, breached MLS® Rule 8.15(a) for using Images from previous listings, which are copyrighted content, in new listings without written permission from the copyright holder, and Breached Article 17 of the REALTOR® Code for failing to comply with Board/Association Bylaws. The Respondents chose to enter into a Consent Agreement to resolve the matter. This file has been referred to the Discipline Committee to determine the penalty.

**Incident 2026-05** involves an agent who did not attend a showing appointment and failed to cancel the appointment. The PSC Committee investigated the incident and laid charges alleging that the Respondent breached MLS® Rule 3.02 for failing to attend booked showing appointments and failing to cancel the appointments prior to the scheduled commencement time of the appointments, and breached Article 17 of the REALTOR® Code for failing to comply with Board/Association Bylaws. The Respondent chose to enter into a Consent Agreement to resolve the matter. The matter has been referred to the Discipline Committee to determine the penalty.

**Incident 2026-06** involves a listing where the only image was a screen shot of a different house nearby that is the complainant's MLS® listing. The PSC Committee investigated the incident and laid charges alleging that the Respondent breached Rule 2.06(b) for using the exterior Image of one property in a listing for a different property, breached MLS® Rule 8.15(a) for using an Image from a previous listing, which is copyrighted content, in a new listing without written permission from the copyright holder, and breaching Article 17 of the REALTOR® Code for failing to comply with Board/Association Bylaws. The Respondent chose to enter into a Consent Agreement to resolve the matter. The matter has been referred to the Discipline Committee to determine the penalty.

**Incident 2026-07** involved a listing on the ITSO MLS® System that did not include remarks about an auction that appeared on the PropTx MLS® System. As this conduct falls under a Basic MLS® Rule the matter was referred to the Member Association to address. The listing has been updated and this file is now closed.

**Incident 2026-08** involves an agent who did not attend two showing appointments and failed to cancel the appointments. This incident is being investigated.

**Incident 2026-09** in this incident the Complainant alleged that the Respondent contacted her seller twice to solicit services when her client chose 'no' to contact after expired. This incident is being investigated.

**Incident 2026-10** involves a REALTOR® who had watermarked images in their listing and failed to provide new images to their association upon request. This incident is being investigated.

**Incident 2026-11** involves a REALTOR® who booked an appointment to show a property, did not attend the showing and did not cancel the appointment but then accessed the property outside of the appointment time. This incident is being investigated.

## Upcoming Training Opportunities – April, May, June

### MPAC

For more information on MPAC webinars please contact [propertyline@mpac.ca](mailto:propertyline@mpac.ca).

### Factors Affecting Residential Property Value

Tuesday April 7<sup>th</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/fbb11714-30f6-4d06-a71a-e6edd771cfa5@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday April 20<sup>th</sup>, 2026 1:00pm-2:00pm:

<https://events.teams.microsoft.com/event/a49eac4c-ceaa-4452-9b0b-534980810615@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday April 29<sup>th</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/12b3f75d-58a0-4a65-8b7d-9b270bfc4d6f@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday May 21<sup>st</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/d229dd94-b48b-442d-9b4d-e58aa97e2608@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday June 3<sup>rd</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/b0fb8e9d-2d79-479c-b5de-09d7417b1138@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday June 18<sup>th</sup>, 2026 1:00pm-2:00pm:

<https://events.teams.microsoft.com/event/23ab7c1c-31fe-431d-bdd9-b028090dc575@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

**Assessment 101 for REALTORS®**

Monday April 6<sup>th</sup>, 2026 1:00pm-2:00pm: <https://events.teams.microsoft.com/event/56cfe020-eefb-4cad-bdde-4472012bd30f@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday April 16<sup>th</sup>, 2026 10:00am-11:00am:  
<https://events.teams.microsoft.com/event/016ff40e-e2a5-4add-9bd0-11cb8b1ea394@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday April 28<sup>th</sup>, 2026 10:00am-11:00am:  
<https://events.teams.microsoft.com/event/9a3f7d07-2140-4c5e-949a-c734118a55d7@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday May 11<sup>th</sup>, 2026 1:00pm-2:00pm: <https://events.teams.microsoft.com/event/563aca34-4d66-4b76-97ff-3c6b0f916e77@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday June 1<sup>st</sup>, 2026 10:00am-11:00am:  
<https://events.teams.microsoft.com/event/8cceed7b-7445-4254-816d-fcf55d73e446@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday June 16<sup>th</sup>, 2026 1:00pm-2:00pm: <https://events.teams.microsoft.com/event/e481f3fc-197d-48aa-9f6f-0c5db275350a@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

**Assessment 101 for Commercial REALTORS®**

Tuesday April 14<sup>th</sup>, 2026 10:00am-10:30am:  
<https://events.teams.microsoft.com/event/e622d607-961f-4723-93c3-db75b782ea15@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday April 27<sup>th</sup>, 2026 1:00pm-1:30pm: <https://events.teams.microsoft.com/event/37bffddb-6877-4c19-a5a4-4a858abcdc5f@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday May 8<sup>th</sup>, 2026 10:00am-10:30am: <https://events.teams.microsoft.com/event/a3d0e756-6ce8-410a-82c3-e39da010e335@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday May 29<sup>th</sup>, 2026 10:00am-10:30am: <https://events.teams.microsoft.com/event/92396f41-d45f-4c40-b00d-351c2c9ce447@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday June 12<sup>th</sup>, 2026 10:00am-10:30am:  
<https://events.teams.microsoft.com/event/96437a73-2668-46cb-8c4b-34a0d84f990a@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday June 25<sup>th</sup>, 2026 10:00am-10:30am:  
<https://events.teams.microsoft.com/event/bd3ead00-cca4-4259-81c2-bfca8b5a2821@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

**MPAC Assessment Data, REALTOR® Insights, and Bundle Savings – A look at the MPAC data in GeoWarehouse and propertyline e-store**

Thursday April 9<sup>th</sup>, 2026 1:00pm-1:30pm:

<https://events.teams.microsoft.com/event/0d3b330a-7dc4-445c-ba10-72d8a052f9ec@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday April 21<sup>st</sup>, 2026 1:00pm-1:30pm: <https://events.teams.microsoft.com/event/b8ed165f-35b8-4ad3-8e47-4c97474bb165@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday May 4<sup>th</sup>, 2026 1:00pm-1:30pm: <https://events.teams.microsoft.com/event/aafb8b3a-1123-4fea-a85a-ce6feb80f6f1@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday May 25<sup>th</sup>, 2026 1:00pm-1:30pm: <https://events.teams.microsoft.com/event/c1c19ed0-34aa-4500-b592-56bd94a651f2@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday June 5<sup>th</sup>, 2026 10:00am-10:30am: <https://events.teams.microsoft.com/event/7fefe236-bc0c-4a73-8d18-d9ea8c88caa0@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday June 19<sup>th</sup>, 2026 10:00am-10:30am:

<https://events.teams.microsoft.com/event/0d452e77-0bc4-4b0f-8685-9b0d620d06a4@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

**MPAC Automated Valuation Models (AVM) for REALTORS®**

Monday April 13<sup>th</sup>, 2026 1:00pm-2:00pm:

<https://events.teams.microsoft.com/event/6625202a-f5ca-4fa5-a915-96d08db7e53d@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday April 24<sup>th</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/8d131a4d-a08b-4ccf-8421-bd37488f3f56@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday May 7<sup>th</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/da54667b-fe50-4817-8030-70fc1f83aa43@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday May 27<sup>th</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/d3bc011a-2c78-4634-88ad-338c71eb7bcc@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday June 8<sup>th</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/1d0f7bdd-ff9d-4550-accd-ab964ed1dcff@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday June 24<sup>th</sup>, 2026 1:00pm-2:00pm:

<https://events.teams.microsoft.com/event/d2d59d26-e31c-4a8f-a940-f43fbd287b1c@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

### **Fintracker**

#### **Topic: FINTRACKER - Compliance Made Easy for AGENTS**

This webinar will be held the first Tuesday of each month beginning at 10:00am. (April 7<sup>th</sup>, May 5<sup>th</sup>, June 2<sup>nd</sup>)

Join us to find out more about your new member benefit. Fintracker is an end-to-end FINTRAC digital solution, available on mobile and desktop. Scan government issued IDs, auto-populate forms or send out remote links for identifying non-physically present clients. Scan, authenticate and auto-populate.

Register in advance for this webinar:

[https://us02web.zoom.us/webinar/register/WN\\_e5HwToBYQsO9UOPOkEyQEg#/registration](https://us02web.zoom.us/webinar/register/WN_e5HwToBYQsO9UOPOkEyQEg#/registration)

#### **Topic: FINTRACKER - Compliance Made Easy for Brokers, Admins and Compliance Officers**

This webinar will be held the 2<sup>nd</sup> Tuesday of each month beginning at 10:00am (April 14<sup>th</sup>, May 12<sup>th</sup>, June 9<sup>th</sup>)

Join us to find out more about your new member benefit. Fintracker is an end-to-end FINTRAC digital solution, available on mobile and desktop. Available for agents on mobile or desktop. Agents can scan client identifications in person or remotely, authenticating and auto populating the recommended forms. We offer an admin portal with AML and sanction screening, ongoing monitoring, and consultations with experts to assist with training manuals and office policies.

Register in advance for this webinar:

[https://us02web.zoom.us/webinar/register/WN\\_rgPq0bjCTtiz0nbf87Jt0A#/registration](https://us02web.zoom.us/webinar/register/WN_rgPq0bjCTtiz0nbf87Jt0A#/registration)

### **BrokerBay**

#### **Supra Showing Management Q&A Essentials**

April 7<sup>th</sup> 11:00am, April 14<sup>th</sup> 3:00pm, May 5<sup>th</sup> 11:00am, May 19<sup>th</sup> 3:00pm, June 2<sup>nd</sup> 11:00am, June 16<sup>th</sup> 3:00pm

[https://honeywell.zoom.us/webinar/register/WN\\_rpc3zT2NQYGFmXC69MaSDw#/registration](https://honeywell.zoom.us/webinar/register/WN_rpc3zT2NQYGFmXC69MaSDw#/registration)

A 60-minute training course for you to begin using and scheduling showing for listings. You will also learn how to set up your account settings, pre-configure listings, search listings & book showings, complete each listing configuration, respond to showing requests, notification settings and so much more.

