LONDON ST. THOMAS ASSOCIATION OF REALTORS®

Bringing people and properties together

ANNUAL GENERAL REVIEW 2024

ANNUAL GENERAL MEETING
MONDAY, JUNE 23, 2025

The London and St. Thomas Association of REALTORS® provides its Members with cutting-edge technology platforms, exceptional learning programs, collaborative global partners, and transparent engagement opportunities



FOCUSED ON OUR
VISION
To be the resource of choice for REALTOR® members and their communities.

PURSUING OUR
MISSION
To enhance REALTOR® member professionalism by providing education, tools and advocacy to support them in serving the community.

UPHOLDING OUR
VALUES
- Member-Centric
- Thought-Leader
- Community-Minded
- Professionalism
- Integrity


THANK YOU
OREA
MOULIN ROUGE

2024

INSIDE:

2023 AGM MINUTES	4
CHAIR'S REPORT	7
2024 BOARD OF DIRECTORS	12
CEO'S REPORT	13
RCC REPORT	18
STANDING COMMITTEES	20
ADVISORY GROUPS	28
SOCIAL COMMITTEES	39
2024 SPONSORS	43
2024 BUSINESS PARTNERS	46
SERVICE RECOGNITION	47

ANNUAL GENERAL MEETING AGENDA

MONDAY, JUNE 23, 2025

BEST WESTERN LAMPLIGHTER INN & CONFERENCE CENTRE

PART A

10:45 AM Welcome by Dale Marsh (LSTAR Chair)
& Bill Madder (LSTAR CEO)
Greetings from Valérie Paquin (CREA Chair)
Introduction by Alison Porter (OREA Provincial Director for Western Ontario)
Greetings from Cathy Polan (OREA President)
& Randy Pawlowski (OREA Director-at-Large)
Greetings from Lori Roberts (ORCF Chair)

11:15 AM Call to order, Dale Marsh (LSTAR Chair)
Item 1: Approval of 2024 AGM Agenda
Item 2: Approval of 2023 AGM Minutes (June 25, 2024)
Item 3: Adoption of Audited Financial Statement - Year Ended December 31, 2024
Item 4: Appointment of the Association's 2025 Auditors
Item 5: Amendment of LSTAR Bylaws - Update & ONCA Alignment
Item 6: Future of the LSTAR Building

ADJOURNMENT

12:45 PM Lyn Coupland Award Presentation
Ron Richardson Memorial Award Presentation
Recognition of Members who have passed away since last AGM

1:00 PM Complimentary Hot Buffet Lunch
Prize Draws (must be present to win)
– Dale Marsh (2025 Chair) and Bill Madder (LSTAR CEO)

PART B TO TAKE PLACE IN OCTOBER 2025

MINUTES OF THE
2023 ANNUAL GENERAL MEETING
TUESDAY, JUNE 25, 2024 - 10:30 AM

Welcome, Land Acknowledgement and Introductions

Masters of Ceremonies, Chair Kathy Amess and Bill Madder, CEO welcomed everyone and acknowledged the Indigenous Peoples on whose territory we gather, work and live; the Anishinabek; the Haudenosaunee and the Lunaapeew.

Welcome by James Mabey (CREA Chair) and Janice Myers (CREA CEO); along with Video Greetings from Rick Kedzior (OREA 2024 President) and update by Shannon Ketelaars (Executive Director, Ontario REALTORS Care® Foundation).

1. **Call to Order and Introductions**
   Chair Kathy Amess called the business portion of the meeting to order and introduced LSTAR's Legal Counsel, Stacey Bothwell, of Siskinds, The Law Firm and Auditor, Glenn MacKinnon, Ford Keast.
   A quorum was declared.

2. **Approval of Agenda**
   MOTION
   Moved and seconded that the Agenda be approved.
   CARRIED

3. **Approval of Minutes**
   MOTION
   Moved and seconded that the Minutes of the June 27, 2023 Annual General Meeting be approved.
   CARRIED

   MOTION
   Moved and seconded that the Minutes of the May 13, 2024 Special Member Meeting be approved.
   CARRIED

4. **Adoption of 2023 Annual General Review**
   MOTION
   Moved and seconded that the 2023 Annual General Review, which contains the 2023 Committee Reports, be adopted.
   CARRIED

5. **Adoption of Audited Financial Statement for the Year Ended December 31, 2023**
   MOTION
   Moved and seconded that the 2023 Audited Financial Statements be adopted.
   CARRIED

6. **Appointment of Association's 2024 Auditors and Solicitors**

   MOTION

   Moved and seconded that Stacey Bothwell, Siskinds the Law Firm and Lou Radomsky act as our lawyers, and that Ford Keast remain as our Auditors.

   CARRIED

7. **Resolution to amend Bylaws as approved by the Board of Directors:**

   Note that amendments to the Bylaws brought forward at the Special Meeting of the Members on May 13, 2024, have already been incorporated into the Bylaws posted to LSTAR's website and shared with Members in a May 13th e-Break announcement.

   The first amendment relates to the TRESA update.

   MOTION

   Moved and seconded that the Bylaws be amended to replace all instances of the *Real Estate and Business Brokers Act* or *REBBA* with the successor legislation *Trust in Real Estate Services Act* or *TRESA*.

   CARRIED

   The second amendment relates to the ONCA update and housekeeping.

   MOTION

   Moved and seconded that the Bylaws be amended, as per the Articles of Amendment, to bring LSTAR in line with ONCA, and other minor housekeeping changes be made.

   CARRIED

8. **Open Forum**

   Various Questions and Answers.

9. **Award Presentations**

   Lyn Coupland Outstanding Service Award – Presented to individual members – Lisa Lansink and Sue Wastell.

   Ron Richardson Memorial Award – Presented to individual member – Kevin Barry.

10. **Acknowledging the Outgoing 2023 Directors**

    Outgoing 2022 President Randy Pawlowski was recognized in appreciation for his efforts during his term of office.

11. **In Memoriam**

    Recognition of Members who have passed away since the last LSTAR AGM: William Scrimgeour, George Boulianne, Edward Batty, Tony Sonderup, Dallard Keam, Judith Siskind, and Mark Hallman.

12. **Presentation to and Remarks from the 2023 Chair Adam Miller**

    Following his remarks, 2023 Chair Adam Miller was presented with a scrapbook and gifts.

13. **LSTAR Prize Draws**

14. **Adjournment**

    MOTION

    Moved and seconded that the meeting be adjourned at 2:05 pm.

    CARRIED


LONDON ST.THOMAS ASSOCIATION OF REALTORS®
Member Registration
Please have your
Government ID Ready
Tim Hortons


LAND ACKNOWLEDGEMENT WRITTEN BY RAY JOHN
We acknowledge the earth and its continuing connection to every single living thing.
We acknowledge the early civilizations who lived in harmony with the earth and who continue to utilize the land today.
We acknowledge the future and that together we can revitalize our livelihood once again.
We acknowledge the earth once again – the essence of energy to give us life, and love,
Thank you to our mother earth.
LSTAR AGM 2023
London and St. Thomas Association of REALTORS®



CHAIR'S REPORT

KATHY AMESS
2024 LSTAR Chair

THE 2024 REAL ESTATE MARKET

The first half of the year saw a balanced market with consistent sales month over month and average sales price remaining steady. Through the end of June, LSTAR recorded 4,366 home sales with an average sales price of $646,000, on par with activity recorded during the same period in 2023.

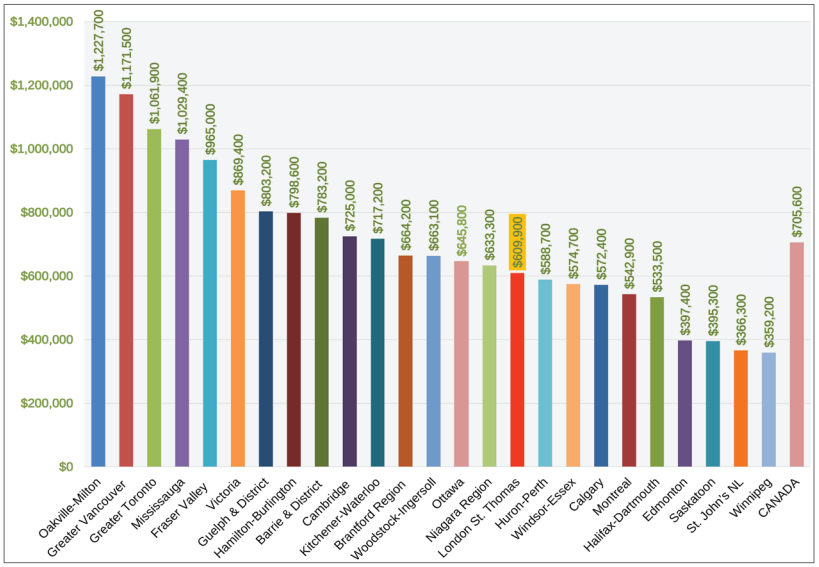
In June, the Bank of Canada cut its key interest rate by 25 basis points to go from 5.00% to 4.75%. This was the first rate cut since March 2020. By December, the Bank decreased the rate four more times with a total of 150 basis points, to finish the year at 3.25%.

Lower interest rates did not translate into significant changes in the marketplace. Home sales and average price remained consistent, as consumer confidence continued to grow. There were a total of 16,715 home listings, up 10.9% from 2023. Inventory (called Active Listings) was up 23% from the previous year.

In December, the LSTAR average home price was $641,000, down 0.9% from 2023, with a total of 8,118 homes sold throughout the year, up 8.8% compared to the previous year. Sales growth is a testament to the resilience and adaptability of our market.

Meanwhile, the MLS® Home Price Index (HPI) benchmark price for 2024 was $609,900 up 6.2% from 2023. The benchmark price reflects the value of a "typical home" as assigned by buyers in a certain area based on various housing attributes. Average sales price is calculated by adding the sales prices for all the homes sold and dividing that total by the number of transactions. The HPI benchmark price is a more accurate way to gauge price trends over time, since monthly averages may be skewed by the type of houses sold in that timeframe.

The following chart shows MLS® HPI benchmark prices courtesy of the Canadian Real Estate Association (CREA), providing a snapshot of how home prices in London and St. Thomas compared to other major Ontario and Canadian centres.



According to a research report by Altus Group, a total of $88,966 in ancillary expenditures is generated by the average housing transaction in Ontario over a period of three years from the date of purchase. Based on the total sales for 2024, that translates into potentially generating more than $722 million back into the local economy between 2024 and 2027.

STRATEGIC PLANNING

PROPTX MLS® SYSTEM

LSTAR Members gained access to PropTx on February 13. To support the transition, the LSTAR Board of Directors recommended and approved that LSTAR **offer complimentary Interboarding to all OREA Members for all properties listed within LSTAR's jurisdiction until December 31, 2024**. The Directors also recommended and approved that LSTAR **waive all joining and initiation fees for brokerages and Members that are already Members of an OREA real estate board/association between March 1 and December 31, 2024**. A special PropTx Transition Page was created on the LSTAR Member Hub to share the latest updates and to provide helpful resources to Members.

As with any MLS® change, the PropTx transition generated concerns and questions from Members, and LSTAR responded to the feedback by hosting several opportunities to inform Members and address their feedback. They included:

- January 12 Member Town Hall
- January 30 Brokers Issues Advisory Group (BIAG) meeting
- March 26 BIAG special meeting
- April 4 BIAG meeting
- April 18 Member Town Hall

Based on feedback from these meetings, the Directors recommended and approved that REALTORS® with listings within The Huron Perth Association of REALTORS®, Woodstock Ingersoll Tillsonburg and Area REALTOR® Association, Chatham-Kent Association of REALTORS®, and Sarnia Lambton Real Estate Board would be offered **free Interboarding** on the PropTx MLS® System, until December 31, 2024.

The official cutover to PropTx happened on July 15. To provide additional relief on products not available in PropTx, the Directors recommended and approved that LSTAR **reimburse all LSTAR Brokers of Record a one-time $10 per their registered agents**, to each LSTAR brokerage to offset transitional expenses to PropTx. In addition, the Directors recommended and approved that for any brokerage using *Transition Desk Broker Edition* on July 15, 2024 and who would continue to use it, LSTAR would partially reimburse that brokerage for up to 12 months upon receipt of paid invoices.

Since LSTAR joined PropTx, many other Ontario boards and associations have also joined, including the Woodstock Ingersoll Tillsonburg and Area Association of REALTORS® and OnePoint Association of REALTORS® (which includes the previous Huron-Perth Association of REALTORS®), representing approximately 90% of the province.

MAY 13 SPECIAL MEMBER MEETING

To further address Member concerns about the PropTx MLS® decision and transition, and to establish a path forward, the Directors recommended and approved holding a **Special Member Meeting** at RBC Place London on May 13. There were 693 Members in attendance and 244 Members who voted via proxy, for a total of 937 voting delegates. The attendance set a new record for a single LSTAR meeting.

The delegation received answers to 40 questions submitted by Members and 10 motions were put forward. Members gave Directors an overwhelming vote of confidence, with 83 percent voicing their opposition to removing the Board.

Members also approved three of the 10 motions, including that no **single** expenditure in excess of $500,000 per year or multi-year commitments in excess of four (4) years **where the cumulative expenditure would exceed $500,000** shall be made by the Directors without prior majority approval of the Members at a Meeting of the Members (unless a Special Resolution is required pursuant to the ONCA or pursuant to the Bylaws).



REALTOR.ca

On October 23, at the CREA Special General Meeting, REALTOR® members approved transitioning REALTOR.ca into a wholly owned taxable subsidiary of CREA. The decision will help ensure REALTOR.ca is positioned for long-term growth and sustainability and able to continue delivering value to REALTORS® and consumers alike.

2022-2024 STRATEGIC PLAN

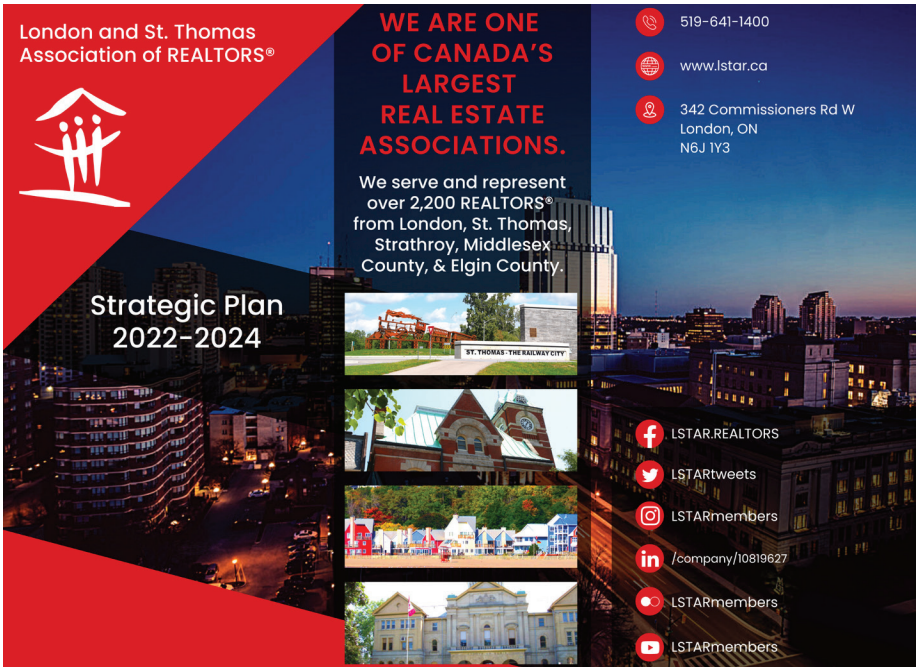
In 2022, implementation began on **LSTAR's 2022-2024 Strategic Plan**, which focuses on five key priorities: Member Engagement; Finance and Operations; Professionalism; Partner Engagement; and Political Advocacy. Significant progress was made, completing 12 of the initial 16 key items originally set.

Some of the achievements include:

- Launching a new members-only website.
- Achieving a 25% or more turnover of committee members every two years.
- Implementing a diversity, equity, inclusion and accessibility plan.
- Adding a minimum of 2 educational offerings for commercial real estate by 2023.
- Meeting with MPs, MPPs and local government representatives, respectively three times a year.

Out of the four outstanding items, one was not achieved and three were deferred, due to reprioritizing organization objectives.

LSTAR STRATEGIC PLAN 2022-2024



VISION

To be the resource of choice for REALTOR® members and their communities.

MISSION

Enhance REALTOR® member professionalism by providing education, tools and advocacy to support them in serving the community.

VALUES

- Member-Centric
- Professionalism
- Integrity
- Thought-Leader
- Community-Minded

STRATEGIC PRIORITIES

MEMBER ENGAGEMENT

Enhance REALTOR® member services and value, through engagement, education and leadership development.

FINANCE/OPERATIONS

Increase and maximize operational efficiencies related to fixed and other expenses.

PROFESSIONALISM

Implement continuing education requirements to support membership compliance and ethics.

PARTNER ENGAGEMENT

Support and increase opportunities for REALTOR® members towards deeper committee, board, community, and organized real estate engagement.

POLITICAL ADVOCACY

Enhance engagement with all levels of government to advocate on behalf of REALTOR® members and property owners, and to influence housing policies.

2025-2027 STRATEGIC PLAN

In October, the Board of Directors started developing **LSTAR's 2025-2027 Strategic Plan**, shaped by feedback collected from LSTAR Members, staff and community partners. LSTAR worked closely with Piper and Company Inc. to capture key themes and priorities in a living and breathing document.

Piper and Company Inc. gathered comprehensive feedback through conducting several Member focus groups, administering a Member survey, and completing an environmental scan with community stakeholders between July and October 2024. Piper and Company Inc. facilitated a Strategic Planning Session with the Directors and LSTAR senior staff on October 9 and 10, 2024.

After recommending and approving the draft plan in December, the Directors and senior staff worked to further operationalize the plan, which will be shared with Members in early 2025.

POLITICAL AFFAIRS

The LSTAR Political Affairs Committee (PAC) have been very active **advocating** on behalf of REALTORS®, with **London and St. Thomas Members of Parliament (MPs), Members of Provincial Parliament (MPPs), municipal leaders, and real estate stakeholders**.

The year was highlighted by the many recommendations put forward by the real estate community over the last few years that were included in the 2024 federal budget and provincial housing legislation, recognizing the important role REALTORS® play when it comes to housing policy and the economy.

REALTOR® advocacy helped establish:

- Additional incentives to increase unit density in existing homes.
- More emphasis on building the necessary infrastructure to support growing communities.
- Increased withdrawal limit for the Home Buyers' Plan.
- Making it easier to build garden, laneway and basement suites.
- Exploring new financing models for municipalities to build critical infrastructure.

For a more in-depth account of 2024 PAC activities, please see the *PAC Report* on page 29.

QUALITY OF LIFE

In 2024, nonprofit charitable organizations continued to face challenges from rising inflation and affordability concerns. LSTAR remained steadfast in its commitment to help our neighbours in need. Nearly $170,000 in grants were awarded to 10 local charities from LSTAR's Business Partners Program, sponsorship, various fundraising events and the Ontario REALTORS Care® Foundation, of which LSTAR is a proud supporter. For more on the Association's efforts to improve the *Quality of Life* in the community, please see the *Community Engagement Committee's report* on page 31.

REALTOR® VALUE

Over the years, OREA and CREA have been running high quality campaigns at the national and provincial level promoting the value of a REALTOR® and **LSTAR has supported these efforts by amplifying this message through media relations, political advocacy and social media campaigns**. CREA and OREA regularly make resources available to Members to sustain awareness of this messaging, which has helped to enhance perception of REALTORS®.



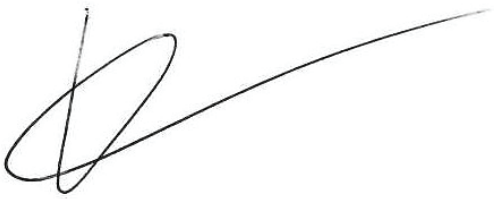
FINAL THOUGHTS

In closing, I would like to extend my thanks to the 2024 Board of Directors, our Members, community partners and stakeholders who supported LSTAR to carry out its mission. Special thanks to the LSTAR CEO and staff for all their support through the year.

THANK YOU LSTAR STAFF

• Chief Executive Officer	Bill Madder
• Senior Vice President, Public Affairs and Strategy	Chad Lovell
• Director of Administration	Kelly Bougie
• Director of MLS® System and Compliance	Kelly Blakely
• Director of Finance	Csaba Hegedus
• Director of Engagement and Public Affairs	Steve Young
• Senior Manager of Events & Community Engagement	Claire Dawson
• Manager of Education	Karoline Churilla
• Manager of Membership	Laura Maybery
• Manager of MLS® System	Alison Maybery
• Senior Membership Coordinator	Penny Miller
• Membership Coordinator	Cheryl Urbano
• MLS® System Coordinator	Dayna Horlick
• MLS® System and Accounting Coordinator	David McCarty
• MLS® System Coordinator	Amanda Schell
• MLS® System Coordinator	Rita Woldemariam
• Communications Coordinator, Graphic Design & Online Experience	Chris Hannon
• Communications and Engagement Specialist	Jennifer Payne
• Education Training Specialist	Bonita Hannon

And to the 2,300 Members of LSTAR: thank you. The LSTAR Board of Directors has a clear path forward and we look forward to continued engagement with the membership, to deliver what our members need and expect from us, to lead LSTAR into the future.



Kathy Amess
2024 Chair

2024 BOARD OF DIRECTORS



- Kathy Amess, Chair
- Adam Miller, Past Chair
- Dale Marsh, Chair-Elect
- Lisa Lansink, Commercial Director
- Joan Ball, Director
- Neda Beaulac, Director
- Michelle Orsini, Director
- Andy Sheridan, Director
- Jenny Steward, Director
- Robin Tiller, Director









CEO'S REPORT

BILL MADDER
LSTAR Chief Executive Officer

OPERATIONS

The Board of Directors and LSTAR staff are deeply committed to providing a suite of valuable resources to our Members, so they have the optimal tools and technology to do their business. Critical to this service is a reliable and effective MLS® experience, knowledge sharing and educational opportunities to enhance professionalism, and influential political and community advocacy to champion the dream of home ownership.

As shared earlier, this vision is clearly established in LSTAR's Strategic Plan. To be the resource of choice for REALTORS® and their communities. To enhance member professionalism by providing education, tools and advocacy. LSTAR has also embraced its responsibility to drive positive change and build strong, healthy and equitable communities where Members passionately serve.

As of December 2024, LSTAR was made up of **2,321 REALTOR® Members**. By the end of the year, 276 new REALTOR® Members joined LSTAR.

ONTARIO REALTOR® WELLNESS PROGRAM (ORWP)

ORWP took effect January 1, 2024, providing health coverage for OREA's nearly 100,000 Members. By the end of the year, OREA reported the program had received more than 706,000 health claims, including 220 life insurance claims and 2,337 general practitioner consultations.

REALTOR® COOPERATION

On January 3, the REALTOR® Cooperation Policy came into force, putting into effect the new "Duty of Cooperation" in Article 30 of the REALTOR® Code. Under the policy, if public marketing of a listing occurs, REALTORS® are required to place the listing on an MLS® System within three days or less.



CREA CLASS ACTION LAWSUIT

In January, LSTAR, along with all other real estate boards and associations across Canada, was named in the class action lawsuit regarding compensation rules. LSTAR does not agree to any of the claims and will be defending it to the fullest extent. The Association will continue to monitor developments, since the lawsuit has not yet been approved at the court level.

WESTERN ONTARIO HOUSING ECONOMIC SUMMIT

More than 350 REALTORS®, business leaders and political officials attended the Western Ontario Housing Economic Summit, to hear the latest updates in housing, affordability and the economy on February 23 at the Best Western Plus Lamplighter Inn and Conference Centre. The event featured new consumer research and regional sentiment on housing and other issues, conducted by Abacus Data. The day was proudly presented in collaboration by Chatham-Kent Association of REALTORS®; Huron Perth Association of REALTORS®; London and St. Thomas Association of REALTORS®; and Woodstock Ingersoll Tillsonburg and Area Association of REALTORS®. It was made possible through OREA's Enhanced Member Board Service Program (EMBERS).



FUTURE OF THE LSTAR BUILDING

As first shared at the June 25 LSTAR AGM, the LSTAR Building Task Force recommended and the Directors approved that LSTAR proceed with putting out a Freehold-Leasehold Request for Information (RFI) to landlords and developers within the City of London.

The recommendation is a result of activity that started in 2017, including LSTAR's 2021 collaborative property report and research study with Ivey Business School at Western University and the results of a 2021 membership wide survey that gauged member preferences for future LSTAR office options.

In March, the task force reviewed a new spatial analysis report by Burns Interior Design. The report outlined recommendations concerning the square footage requirements for accommodating our current staff and business needs. The analysis indicated a necessity for approximately 7100 square feet, inclusive of common areas and circulation space. This is about half the space of the current LSTAR building.

Any decision related to the future of the building will go to Members for approval. Extensive Member consultation and engagement is scheduled in 2025.



MEMBER ENGAGEMENT

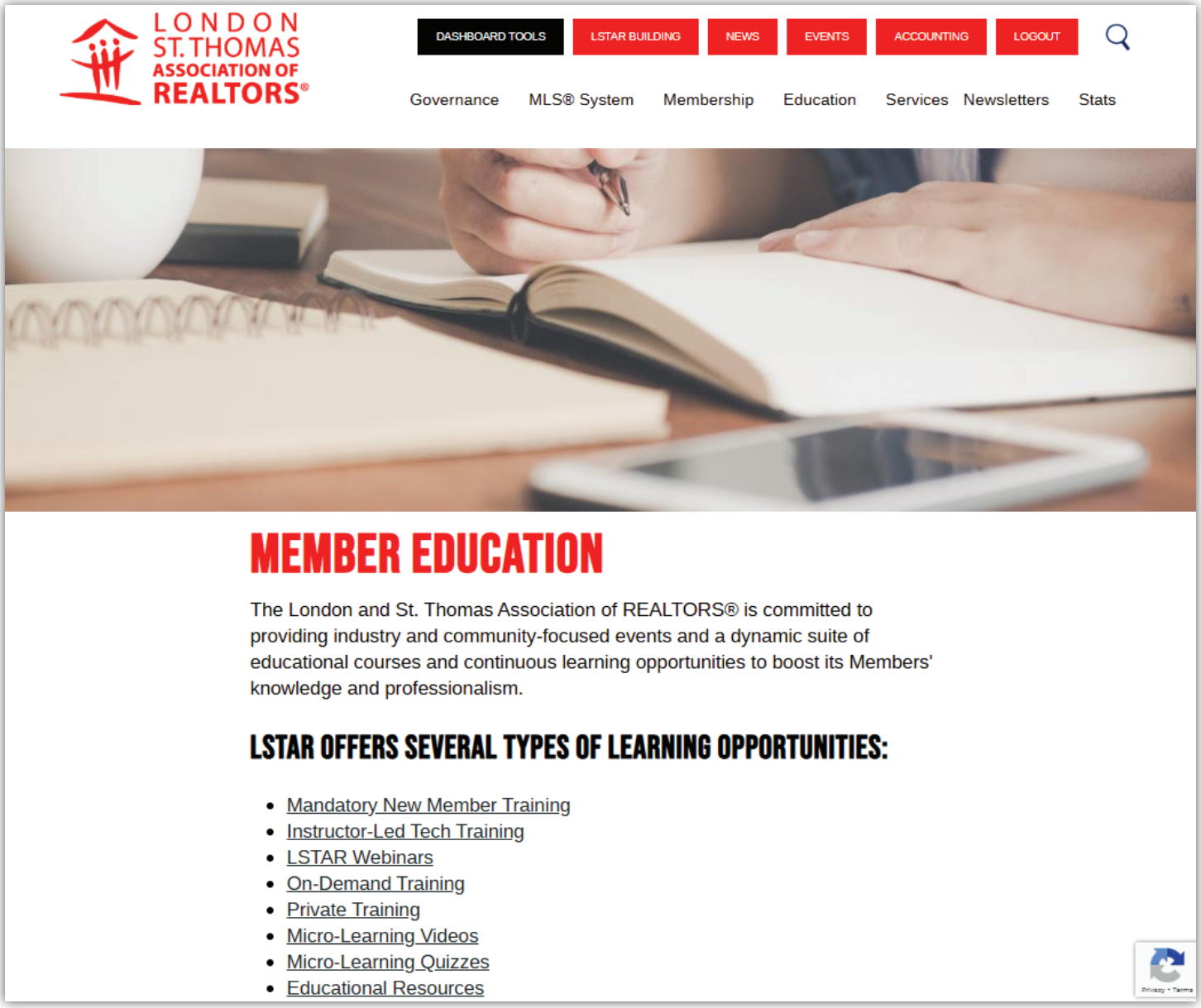
EDUCATION AND LEARNING

In 2024, LSTAR offered **231 technology classes** both in person and via Zoom. Highest engagement came from **PropTx Add/Edit**, with 45 classes and 732 attendees. In total, **2,746 attendees** took part in the technology classes.

With the transition to PropTx as the top priority in the first half of the year, this became a key focus for LSTAR Education, with introductory training starting in January, followed by product specific training in February. Based on demand, LSTAR significantly increased its **PropTx class offerings**. By the July 15 cutover, LSTAR delivered a total of 103 PropTx classes, serving more than 2,300 attendees.

Between January and April, LSTAR offered the popular weekly **"Are You in Compliance" Micro-Quizzes** that cover key compliance issues in three-to-five questions in five minutes or less. In 2024, LSTAR released **12 quizzes** that were collectively **completed 2,446 times**, with more than **18,000 engagements** (e.g. views, likes, shares, clicks). That created **429 call-to-action responses**, including registrations for courses and accessing educational resources.

LSTAR also continued its **Webinar Series**, which originally launched in 2020, and remains an important source of timely information and knowledge sharing. In 2024, LSTAR featured **20 complimentary webinars** on a diverse range of topics selected by the membership through feedback surveys. In total, **983 attendees** attended the series and there were **757 views** of the recordings posted on LSTAR's Member Hub.



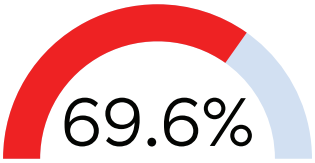


COMMUNICATIONS

2024 Highlights



e-Newsletters



Unique Open Rate

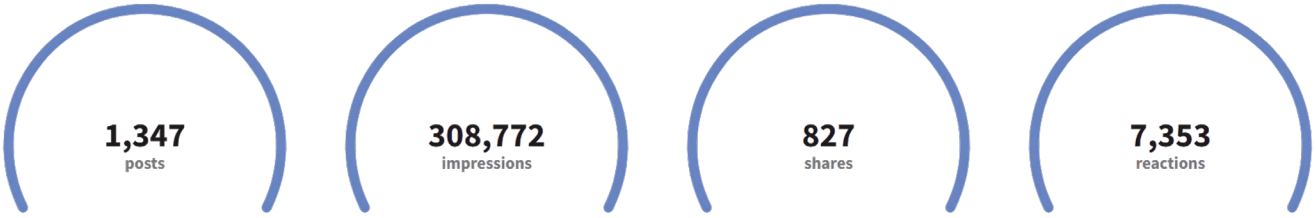
73 **Total Newsletters**

www.lstar.ca & Member Hub

Sessions	New users	Total users	Event count
230,214	55,798	57,205	1,295,166
▲ 145.0%	▲ 54.0%	▲ 57.1%	▲ 146.2%

Event Counts:
Include page views, clicks, visits, and other interactions that track user engagement.

social media (total posts FB, Instagram, LinkedIn, X)



engagement

When are users most active?

TUESDAY & THURSDAY

262,599
Total Network Reach

videos



Total Views

vimeo.com	1,377
lstar.ca	1,346
trreb.mlxmatrix.com	445
Unknown	15

Total FB & YouTube Views

13,512

Top Videos

	Views
 New MLS® Rules Take Effect on December 2, 2024 Uploaded Nov 21, 2024	291
 LSTAR Gala Promo 2024 Uploaded Oct 18, 2024	284
 What is LSTAR? Uploaded Apr 17, 2024	237

FINAL THOUGHTS

This Annual General Review marks my fifth anniversary as LSTAR CEO. As I reflect on 2024, it's apparent the organization enjoyed some new major milestones but also endured a number of challenges. The rapid development in technology and change in organized real estate continues to transform every facet of our business. But through it all, we managed to set a path forward for LSTAR.

Although the year presented increased uncertainty in the marketplace, Members demonstrated their unwavering resilience to champion the dream of home ownership and to adapt to the constant disruption happening across the world.

Members may be confident with LSTAR's financial position. The leadership of LSTAR's Finance Committee has maintained a solid balance sheet, ensuring the Association's long-term fiscal strength. LSTAR's membership base also continues to grow with 276 new Members joining in 2024, bringing the total to 2,321. LSTAR is one of the largest real estate associations in Ontario, as well as one of the Top 15 in Canada.

LSTAR continues to build its reputation as an influential thought leader in the region, province and across Canada. We are called upon by government, business and industry leaders to tackle the most pressing issues in housing and the economy. We also align ourselves with entities who share a passion for social justice and community investment, and who champion the right for fair and equal access to shelter along the entire housing continuum.

With the 2025-2027 Strategic Plan as our guide, I am very excited about the future. Thank you to all our Members for your feedback to make LSTAR one of the leading real estate associations in the country.

And thank you to the LSTAR Board of Directors and the Staff for the work you do each and every day to support our 2,300 Members.



Bill Madder
Chief Executive Officer



COMMERCIAL COMMITTEE

The Commercial Committee of the London and St. Thomas Association of REALTORS® (LSTAR) is dedicated to supporting its members in the commercial real estate sector and monitoring industry-related issues. The Committee's key responsibilities include:

- **Promoting professional expertise** through educational activities and programs.
- **Advising the CEO** on public policy matters related to commercial real estate.
- **Supporting LSTAR strategic initiatives.**
- **Encouraging information exchange** among LSTAR members.

As of the end of 2024, the Commercial Membership stood at 67 members.

CHAIR
Lisa Lansink

MEMBERS
Jamie Dodds
Michael Johnson
Walter Raithby
Christina Shore
Larin Shouldice
Ainslee Tracey
Bryan VanAcker

STAFF LIAISONS
Kelly Bougie
Claire Dawson
Chad Lovell

COMMITTEE UPDATE

The committee convened in January, April, and September to discuss various topics affecting commercial real estate, including market trends, educational opportunities, municipal issues, the PropTx transition, and networking opportunities for members.

In April, LSTAR hosted a webinar titled "Southwestern Ontario Commercial Market Analysis and Outlook for 2024" which attracted nearly 50 attendees, including members from the Huron Perth Association of REALTORS® (HPAR) and the Sarnia-Lambton Association of REALTORS® (SLAR).

In June, a summer networking event was held at Storm Stayed Brewing Company in London, with over 30 members attending. This event provided a platform for commercial colleagues to reconnect, meet new members, and discuss the latest market trends.

DON SMITH COMMERCIAL BUILDING AWARDS

The Don Smith Commercial Building Awards celebrate outstanding commercial, industrial, multi-family, and community buildings within the LSTAR region. Named after the late Don Smith, co-founder of the renowned construction company EllisDon, these awards were established in 2009 to inspire excellence in architecture and construction. Categories include Commercial (retail and office), Industrial, Multi-family, and Institutional (community).

Projects are evaluated based on:

- Location within LSTAR's jurisdiction.
- Design and innovation.
- Addressing community developmental needs.
- Environmental sensitivity.
- Completion between August 1, 2021, and July 31, 2023.

An awards reception was held on February 22, 2024, at the Best Western Plus Lamplighter Inn and Conference Centre to honour the 2023 recipients.



















2023 WINNERS

- **Commercial:** EMCO Building Historic Renovation, “The Empire” Building
- **Industrial:** Aspire Food Group, New Production Facility
- **Multi-Family Community:** HDC, 122 Baseline Road West
- **Multi-Family High Rise:** Sofia Yorkville
- **Multi-Family Low Rise:** Zerin Place on Clarke Road
- **Institutional Renovation:** Thames Hall Redevelopment
- **Institutional Education:** Summerside Public School and Childcare Centre
- **Institutional Community Use:** East Lions Community Centre
- **Green:** Port Stanley Net Zero Fire Station

STANDING COMMITTEES

EXECUTIVE

The Executive Committee is responsible for:

- Facilitating an annual performance review of the Chief Executive Officer (CEO).
- Recommending, for Board approval, all Board Committee Chairs and Board Committee Appointees.

Additionally, the Committee may perform other duties as required and delegated by the LSTAR Board of Directors.

CHAIR
Dale Marsh

MEMBERS
Kathy Amess
Adam Miller
Bill Madder

STAFF LIAISONS
Chad Lovell
Kelly Bougie

LYN COUPLAND OUTSTANDING SERVICE AWARD

Each year, in collaboration with the LSTAR Board of Directors, the Executive Committee selects one or more individuals for the Lyn Coupland Outstanding Service Award. This prestigious award recognizes exceptional service to the Association. The Committee is not obligated to select a recipient every year, only when someone is deemed truly worthy.

In 2024, the Executive Committee honoured two recipients: Lisa Lansink and Sue Wastell.





CHAIR
Richard Thyssen

MEMBERS
Kathy Amess
Adam Miller
Randy Pawlowski
Troy Couwenberghs
Warren Shantz
Jack Cox
Rachel Powell
Bill Madder
Ron Murdoch (Ford Keast)

STAFF LIAISONS
Csaba Hegedus
Chad Lovell

FINANCE

Based on the Association's goals for a governing year, develop and implement an annual work plan to review, monitor, and provide guidance and recommendations to the Board of Directors related to the financial stewardship of LSTAR.

Responsibilities include:

- Ensure the integrity of the corporation's financial affairs.
- Develop and seek approval by the Board of Directors for financial policies.
- Review and recommend the corporation's operating and capital budgets.
- Review and recommend any capital plan for facilities and equipment.
- Oversee the performance of the investment manager and investments.
- Review and submit financial statements and reports to the Board of Directors on a minimum quarterly basis; and
- Review the investment policy and all investments by LSTAR.

The Finance Committee recommended, and the Board of Directors approved, the **2023 LSTAR Audited Financial Statement**. LSTAR Members approved the 2023 Audited Financial Statement at the LSTAR Annual General Meeting (AGM) on June 25.

The committee also recommended, and the Directors approved, the **2025 LSTAR Budget (based on 2,300 Members) with no increase to Member Dues**.



AUDIT AND RISK MANAGEMENT

The mandate of the Audit and Risk Management Committee is to develop and implement an annual work plan to appoint an external auditor and oversee the audit process based on the Board's goals for a governing year.

Responsibilities include:

- To review and create a strategy addressing current, future, and perceived risks.
- Risk management will be a standing item on the agenda of the planning meeting of the Audit Committee.
- Management and the Audit Committee will discuss the risks and mitigating factors considering changing internal and external environments.
- A risk management report from the Audit Committee will be an input into the Board Strategic Planning Session.
- The Board may consider a full risk management planning session every 3 to 5 years if the internal or external environments have changed or the strategic objectives change significantly.
- The Board will monitor risk through the Board monitoring dashboard.

CHAIR
Robin Tiller

MEMBERS
Kamran Khan
Joan Ball
Steve Riddell
Richard Thyssen
Bill Madder
Csaba Hegedus

STAFF LIAISONS
Kelly Bougie
Chad Lovell

PRE-AUDIT

- To review all the Association's critical accounting policies and all major issues regarding accounting principles and financial statement presentations.
- Prior to commencement of the annual audit work, review with the external auditor the plan and required documentation.
- Oversee the Association's asset and risk management.

POST-AUDIT

- To review with management and external auditor any significant issues, concerns, or difficulties encountered during the audit.
- Discuss guidelines and policies to govern the process by which risk assessment and risk management have been and are handled.

The Audit and Risk Management Committee recommended that LSTAR take part in an external Cyber Security Audit. The Audit and Risk Management Committee issued an RFP to 5 companies for auditing services and discussed updating the LSTAR risk chart, prioritizing issues that the Association needs to manage, mitigate, and factor into strategic planning.

The Audit and Risk Management Committee, with the Finance Committee, recommended, and the Board of Directors approved, **that the LSTAR 2023 Audited Financial Statements be approved as presented**. The LSTAR Membership approved the 2023 Audited Financial Statements at the LSTAR AGM on June 25.

CHAIR
Randy Pawlowski

MEMBERS
Kathy Amess
Neda Beaulac
Louay Kadri
Laura Leyser
Bill Madder
Dale Marsh (Observer)
Adam Miller
Peter White

STAFF LIAISON
Kelly Bougie
Chad Lovell

GOVERNANCE

The Governance Committee is tasked with monitoring all governance-related issues and providing recommendations to the Board of Directors. The committee's responsibilities include reviewing, offering guidance, and/or making recommendations to the Board on various governance matters, including but not limited to:

- Development of Stakeholder Relationships
- Structure of the Board of Directors
- Committees, Task Forces, and Advisory Groups of the Board of Directors
- Association Governing Principles
- Development and Orientation of the Board of Directors
- Evaluation and Accountability of the Board of Directors
- Association Bylaws and General Policy
- Issues related to General Membership Meetings

GOVERNANCE REPORT FOR 2024

- **Special Member Meeting:** The Directors recommended a Special Member Meeting on Monday, May 13, from 10:00 am to 12:00 pm at RBC Place London.
- **2023 Draft Audited Financial Statements:** LSTAR Auditor, Ford Keast, presented the 2023 Draft Audited Financial Statements to the Directors.
- **Freehold-Leasehold Request for Information (RFI):** As initially shared at the June 25 LSTAR AGM, the LSTAR Building Task Force recommended, and the Directors approved, that LSTAR proceed with issuing an RFI to landlords and developers within the City of London.
- **Commercial Director Appointment:** The Executive recommended, and the Directors approved, the appointment of Lisa Lansink as the Commercial Director for 2025 and 2026.
- **Candidate Forums:** There were 14 candidates for five available positions. The first Candidate Forum was held on October 16, and a second one scheduled for October 30, 2024, at the St. Thomas-Elgin Public Art Centre in St. Thomas.
- **LSTAR Election Meeting:** The LSTAR Election Meeting took place on Monday, November 4, 2024, from 2:00 pm to 3:30 pm at LSTAR. Online voting occurred between Friday, October 25, and Friday, November 1, 2024. Members voted in person at the November 4 Election Meeting.
- **Arbitration Claim:** ITSO has initiated an arbitration claim against LSTAR, which has been combined with a similar case against the Central Lakes Association of REALTORS® (CLAR).
- In December LSTAR has announced the resolution of its recent dispute with ITSO over the termination of the MLS® Service Agreement (MSA). This settlement brings the disagreement to a close, allowing both parties to move forward. The agreement includes confidentiality and non-disparagement clauses, so LSTAR isn't able to provide further comments on the matter.
- **CREA Legal Update:** There are currently two CREA class actions in Canada concerning compensation rules; however, neither has been certified as a class action. LSTAR will keep the membership informed of any further developments. Current legal fees have been covered under the CREA Directors and Liability Insurance.
- **OHRT Legal Update:** LSTAR is named in a case before the Ontario Human Rights Tribunal. LSTAR is defending the matter, and legal counsel anticipates a dismissal in the near future. Preliminary legal fees have been incurred.

ARBITRATION

The Arbitration Committee's mandate is to resolve commission disputes between Firms, as outlined in Appendix P of the LSTAR Governance Manual. The Committee reviews all relevant materials to make informed and impartial decisions.

In 2024, three arbitration claims were filed:

- Two were resolved through conciliation.
- One proceeded to an arbitration hearing and is now closed.

CHAIR
Randy Pawlowski

MEMBERS
Buffy Ellis
Louay Kadri
Pauline Krygsman
Mark Laskey
Nate Parsons
Ken Payne
Sandra Pineda
Richard Thyssen
Robin Tiller
Tracy Wilde

STAFF LIAISON
Kelly Blakely

DISCIPLINE

When a matter is referred by the Professional Standards Committee, the Discipline Committee's mandate is to conduct a hearing to determine if the Respondent engaged in the conduct outlined in the Referral Document. If so, the Committee will discipline the Member, as defined in Appendix N: Professional Standards, Discipline & Appeal Policy of the LSTAR Governance Manual.

- Number of Hearings: 13
- Number of Appeals Filed: 2
- Fines Issued and Range: $500 - $5000
- Education Assigned: 5



CHAIR
Blair Campbell

MEMBERS
Kevin Barry
Neda Beaulac
Dale Marsh
Maureen O'Halloran
Christy Ruth
Andy Sheridan
Ann Smith
Paul Taylor
Robin Tiller
Barb Whitney

STAFF LIAISON
Kelly Blakely

CHAIR
Yvonne Steer

MEMBERS
Joan Ball
Liam Ceccacci
Jason Cheese
Troy Couwenberghs
Gib Heggtveit
Gerald Holland
Louay Kadri
Christine Kramer
Michelle Orsini
Gloria Plata Roa
Pat Pope
Lindsay Reid
Angela Wilson
Brian Wood

STAFF LIAISON
Kelly Blakely
Alison Maybery

PROFESSIONAL STANDARDS

The Professional Standards Committee is tasked with handling formal complaints regarding breaches of LSTAR Bylaws, General Policies, MLS® Rules and Regulations, or MLS® Policies as outlined in *Appendix C: Committee Terms of Reference*.

Responsibilities:

- **Investigations:** The Committee can initiate investigations on its own or upon receiving a written complaint from any source. Following the guidelines in Appendix N: Professional Standards, Discipline & Appeal Policy, the Committee will research the conduct of any Association Member and take appropriate action as prescribed.
- **Discretionary Decisions:** After receiving a complaint or initiating an investigation, the Committee may decide, at its sole discretion, that no further action is necessary. Such decisions are not subject to review or appeal as defined in Appendix N of the LSTAR Board Governance Manual Policies & Practices.

In 2024, the Committee received **37 formal complaints**:

- **8** from consumers
- **20** from REALTORS®
- The remaining were filed by LSTAR staff

Outcomes:

- **7 complaints** resulted in a Fast Fine.
- **14 complaints** were dismissed (3 under jurisdictional review and 11 after research).

Additionally, LSTAR received **519 Postmaster Complaints** and conducted **204 Random Checks** in 2024.

TOP PSC BREACHES:

REALTOR® Code, Article 21 - Conduct Unbecoming: REALTORS® must avoid conduct that is disgraceful, unprofessional, or unbecoming.

- **Interpretation:**

  21.1: This Article addresses egregious conduct beyond simple error.
  21.2: Conduct includes actions outside the provision of real estate services.

Failure to Pay Fast Fine:

- **ITSO MLS® Rule – Article 12 - Breaches and Penalties:**

  12.01: Non-compliance with ITSO MLS® Rules is addressed per ITSO MLS® Policy and the Association's disciplinary procedures. Administrative fees are levied for breaches of Basic MLS® Rules as determined by ITSO directors.

EDUCATION COMMITTEE

The Education Committee is dedicated to engaging and informing LSTAR Members and partners by facilitating and collaborating on access to education and information. This effort aims to enhance their ability to serve the broader community.

Responsibilities include:

- Collaborate with staff to develop a curriculum that addresses the needs of both Members and the general community.
- Support LSTAR's strategic initiatives by partnering with educational institutions such as Fanshawe College and Western University.
- Act as ambassadors to promote engagement among Members and the public.

CHAIR
Christy Ruth

MEMBERS
Vicki Burbank
Jawad El-Minawi
Bonita Hannon
Sallie McFarlane
Cindy Monger
Rika Orendorff
Steve Riddell
Jenny Steward
Kevin Thompson
David van Hoogenhuize (TRREB)

STAFF LIAISONS
Nicole Christy
Karoline Churilla





LSTAR CLASSES IN 2024 (IN-PERSON AND ZOOM)

- Total Classes Offered: 231 (an increase of 73 from last year)
- Registrations: 3,313 with 2,746 participants (including repeats)
- No Shows: 368, resulting in $10,396.00 in No Show Fees ($25.00 plus HST)
- Post-Class Survey Responses: 777
- Average Class Rating: 4.8 stars out of 5

Additional Highlights:

- Non-Member Fees Reduction: From $50.00 plus HST to $35.00 plus HST
- On-Demand Course: Adding and Editing in the PropTx System (discontinued due to MLS® rules changes)
- Pre-Recorded On-Demand Classes: SkySlope, REALM™, and PropTx Add/Edit
- Private Training Sessions: 30 sessions for various brokerages, members, and surrounding boards

CHAIR
Louay Kadri

MEMBERS
Kathy Amess
Tabetha Burley
Sebastian Cruz
Jeanette Keating
Kamran Khan
Paul Taylor
Jody Wordsworth
Lesley Wright
Krista Arnold (City of London)

STAFF LIAISONS
Chad Lovell
Bill Madder

DIVERSITY, EQUITY, AND INCLUSION (DEI) COMMITTEE

The Diversity, Equity, and Inclusion (DEI) Committee aims to foster a culture that promotes an inclusive vision of home ownership and advocates for fair and equal access to housing for everyone.

Responsibilities include:

- **Recommend Learning Opportunities:** Suggest educational programs for members to understand the importance of diversity, equity, inclusion, and accessibility (DEIA) in real estate.
- **Promote Best Practices:** Encourage LSTAR members to adopt DEIA best practices.
- **Raise Awareness:** Highlight the benefits of implementing DEIA best practices.
- **Support Local Chapters:** Advise on the creation of local chapters of organizations that align with LSTAR's vision and values.
- **Build Relationships:** Develop collaborative relationships with stakeholders.

The DEI Task Force convened in March, May, and June to discuss the implementation of LSTAR's DEIA strategy through education, member and community engagement, and collaborative opportunities.

In October, the Committee hosted a Leadership Workshop to support member volunteer development, focusing on diversifying leadership within the association. Dr. Yvonne Asare-Bediako from the City of London shared best practices for creating inclusive environments.







Also in October, LSTAR participated in the 2024 London Newcomer Day at the South London Community Centre, hosting a booth to help raise awareness of the Association and address housing-related inquiries.

ADVISORY GROUPS

BROKERS ISSUES ADVISORY GROUP

CHAIR
Robin Tiller

MEMBERS
LSTAR Principal Brokers

STAFF LIAISONS
Kelly Bougie
Chad Lovell

The mandate of the Brokers Issues Advisory Group includes:

- Providing a peer forum for identifying, vetting, discussing, and debating brokerage and real estate industry issues.
- Making recommendations to the Board of Directors, relevant Committees, Advisory Groups, or Task Forces on issues that could impact real estate brokerages and the industry.
- Alerting organized real estate at the provincial and national levels to issues affecting brokers through this mechanism.

The Brokers Advisory Group met in January, March, April, September, and December. Throughout the year, they discussed the transition from ITSO to PropTx, along with several other key issues. In December, the group reviewed a presentation on PropTx's new statisics platform, The Habistat. The LSTAR Board heard the concerns expressed by our brokers, including:

- Access to interboard opportunities for neighbouring boards
- Training, communications, and member transition support

MLS® ADVISORY GROUP

CHAIR
Louay Kadri

CO-CHAIR
Lisa Lansink

MEMBERS
Various LSTAR Members

STAFF LIAISONS
Kelly Blakely
Karoline Churilla
Bonita Hannon
Alison Maybery-Cook
Laura Maybery

The MLS® Advisory Group aims to review MLS® System functions, features, data integrity, rules, and policies, making recommendations to enhance data accuracy, cooperation among REALTORS®, and overall MLS® experience for Members, Brokerages, and Clients.

- **Formation:** The group was formed mid-year, with the first meeting on June 20th, 2024. Thirty-one LSTAR Members volunteered to participate, and five meetings were held in 2024.

Discussion Topics:

- 2024 Work Plan
- PropTx updates and enhancements
- Compliance and MLS® Rule updates
- Residential and Condo PropTx form review
- L-Areas (2025)
- Supra One

CHAIR
Adam Miller

MEMBERS
Kathy Amess
Ashley Conyngham
Danny DePrest
Kristen Duever (London Chamber of Commerce)
Jack Lane
Dale Marsh
Jeff Nethercott
Rachel Powell
Richard Thyssen
Jared Zaifman (London Home Builders' Association)

STAFF LIAISONS
Kelly Bougie
Chad Lovell
Bill Madder
Steve Young

GOVERNMENT RELATIONS (FORMERLY POLITICAL AFFAIRS COMMITTEE)

The mandate of the Political Affairs Committee (or PAC Team) is to maintain an ongoing, active and accessible channel of grassroots communication with LSTAR MPs, MPPs, municipal and business leaders concerning housing, economic, regulatory and REALTOR® issues. REALTOR® issues are defined as issues that have a far-reaching impact on Members of organized real estate.

The PAC Team also seeks to enhance awareness of and build support for OREA and CREA positions within the Association and the greater community and is empowered to advise the Board of Directors on public affairs at the municipal, provincial and national levels. Every month, MPs, MPPs, municipal and business leaders receive LSTAR's monthly housing report. LSTAR also shares updates on important housing matters, as well as LSTAR's community involvement, including charitable giving, volunteerism and leadership milestones.





MP ENGAGEMENT

SPRING CONSTITUENCY MEETINGS AND CREA PAC DAYS



During March and April, LSTAR had an opportunity to meet with its four area MPs, as part of CREA's PAC at Home spring advocacy campaign. The LSTAR PAC team met with MP Peter Fragiskatos, London North Centre; MP Lindsay Mathyssen, London-Fanshawe; MP Arielle Kayabaga, London West; and MP Karen Vecchio, Elgin-Middlesex-London.

The following recommendations were discussed:

- Stimulate prefabricated housing in reaching scale through funding streams and by ensuring that prefabricated housing is incentivized and bolstered under the Housing Accelerator Fund to improve supply across the housing continuum.
- Leverage federal infrastructure funding with municipal, provincial, and territorial partners requiring the creation of more housing supply.

During the annual October CREA PAC Days in Ottawa, LSTAR connected with MP Rood, MP Fragiskatos, MP Vecchio, and MP Mathyssen.

The fall meetings built upon previous recommendations, as well as a new recommendation related to non-profit housing:

- Stimulate supply across the housing continuum by embracing innovation through offsite construction technologies.
- Establish a permanent mechanism to collaborate and coordinate housing policy and development, such as a national housing secretariat.
- HST/GST relief for non-profit affordable ownership housing.

MPP ENGAGEMENT

SPRING CONSTITUENCY VISITS AND FALL MPP MEETINGS



In May, the LSTAR PAC team met with four area MPPs, as part of the OREA 2024 spring MPP constituency visits. LSTAR met with MPP Terence Kernaghan, London North Centre; MPP Teresa Armstrong, London-Fanshawe; MPP Peggy Sattler, London West; and MPP Rob Flack, Elgin-Middlesex-London.

The following recommendations were discussed:

- Eliminate exclusionary zoning.
- Increase funding for skilled trades.
- Support commercial-to-residential conversions.

FALL MPP VISITS

In October, members of LSTAR's PAC team connected with MPPs at Queen's Park in Toronto. LSTAR met with MPP Kernaghan, MPP Sattler, and MPP Armstrong. In November, the team also met with MPP Flack in St. Thomas-London.

These meetings focused on the following recommendations:

- Eliminate the Auctioneer Exemption Loophole.
- Establish a new two-year articling and mentorship requirement for new registrants under TRESA.
- Allow the Real Estate Council of Ontario (RECO) to issue administrative monetary penalties for less-serious infractions.

MUNICIPAL

As part of its mandate in the 2022-2024 LSTAR Strategic Plan, the LSTAR PAC team continued to enhance engagement with municipal leaders regularly throughout the year.

In 2024, the LSTAR PAC team met with the following to discuss housing, economic, and community issues:

- London Mayor Josh Morgan
- St. Thomas Mayor Joe Preston
- London Councillor Anna Hopkins
- London Councillor David Ferreira
- London Councillor Corinne Rahman
- London Councillor Steve Lehman
- London Councillor Jerry Pribil
- London Councillor Elizabeth Peloza

Throughout the year, LSTAR invited municipal leaders to special Association events. Several attended the **Don Smith Commercial Building Awards** in February, including Councillor Peloza, Councillor Rahman, Councillor Pribil, as well as London City Councillors Shawn Lewis and Susan Stevenson.

Councillor Pribil and Councillor Peloza also attended the reception for **LSTAR's Charity Golf Tournament** in September.

LSTAR continued building its relationships with London Chamber of Commerce, St. Thomas and District Chamber of Commerce, London Home Builders' Association and St. Thomas Elgin Home Builders' Association, as well as London Development Institute. Since 2023, LSTAR has been an active member of the City of London's *Customer and Process Improvements Reference Group*, which meets monthly to discuss housing issues across the region.

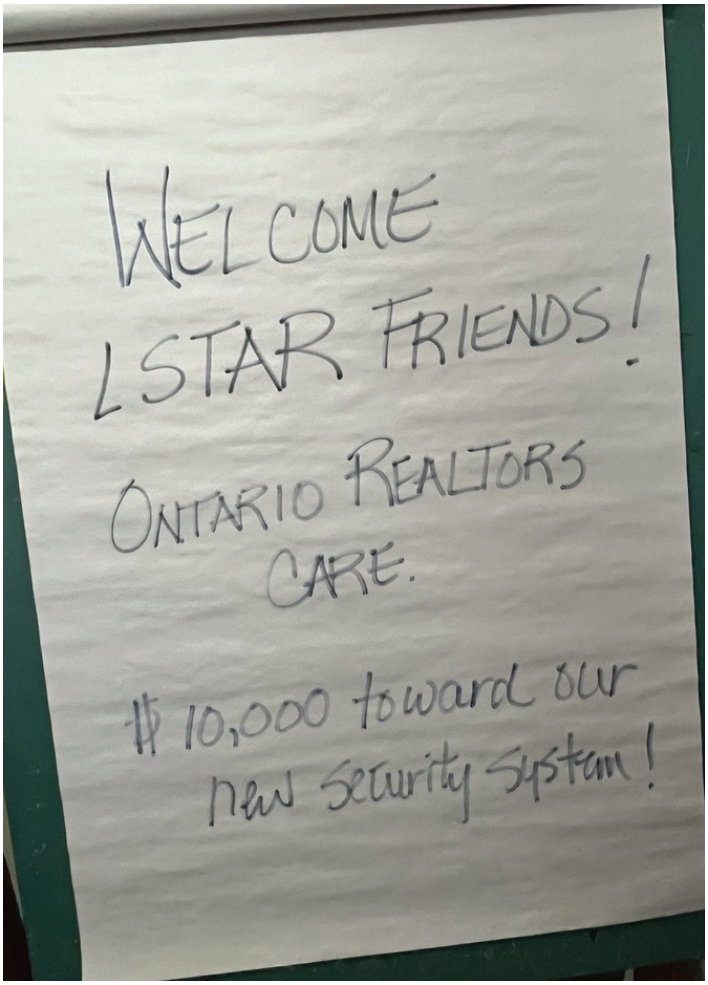
LSTAR also engaged with London Economic Development Corporation and St. Thomas Economic Development Corporation throughout the year. The Association continued to be represented as a resource with the London Homeless Coalition and the St. Thomas-Elgin Housing Stability Alliance.

COMMUNITY ENGAGEMENT

ONTARIO REALTORS CARE® FOUNDATION

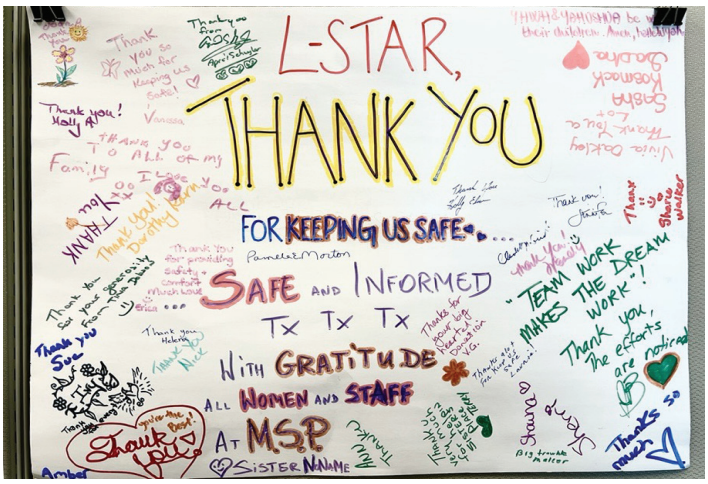
The Ontario REALTORS Care® Foundation empowers REALTORS® across Ontario to fundraise for shelter-related causes within their communities. This means that as a REALTOR® in Ontario, you have a dedicated charitable foundation supporting local shelter-related initiatives!

The Foundation is specifically designed for REALTORS® and real estate boards and associations in Ontario to support registered charities that provide shelter and protection from hunger, the elements, abuse, disabilities, and illness. For example, The INN St. Thomas Elgin, My Sisters' Place London, and YWCA St. Thomas-Elgin each received $10,000.











COMMUNITY ENGAGEMENT COMMITTEE

LSTAR's Community Engagement Committee is responsible for:

- Building collaborative relationships with key influencers.
- Raising the awareness of LSTAR.
- Building the LSTAR brand.
- Advancing key initiatives within Social Responsibilities including, but not limited to, the charitable giving (Application and beneficiaries as defined by the Ontario REALTORS Care® Foundation).

CHAIR
Monique Leqault

MEMBERS
Marcia Beaton
Dale Marsh
Jeff Nethercott
Michelle O'Brien
Lindsay Reid
Mirella Shreve
Barb Whitney
Angela Wilson
Laura Fielder
(Libro Credit Union)

STAFF LIAISONS
Kelly Bougie
Claire Dawson

RON RICHARDSON MEMORIAL AWARD

Established in 2022, the Ron Richardson Memorial Award celebrates the legacy and contributions of Ron Richardson, who served as LSTAR's President in 1948, 1949, and 1959. Thanks to the generosity of the Richardson family, this award is presented to an LSTAR Member who exemplifies Ron's core values through leadership in organized real estate, mentorship, and professionalism. The recipient also demonstrates compassion by sharing their successes and volunteer time with others.



The award includes a **$1,000 donation** to a charity of the recipient's choice within the LSTAR catchment area, benefiting local communities. In 2024, the award was presented to **Kevin Barry**. Kevin's charity of choice was Meals On Wheels London.

MAKING A DIFFERENCE: LSTAR'S CHARITABLE IMPACT IN 2024

In December, LSTAR members embarked on a heartwarming journey across London and St. Thomas, delivering cheques to 10 deserving charities. This incredible initiative, known as the **LSTAR Community Care Day**, showcased the profound impact of our collective efforts. **LSTAR members proudly presented more than $173,000 to various charities**, including: Ark Aid Street Mission; Hospice of Elgin; Inn Out of the Cold Elgin; London Cross Cultural Learner Centre; London Affordable Housing; London Basket Brigade; Meals on Wheels; My Sister's Place; St. Joseph's Hospice; Unity Project; Y.O.U. Youth Opportunities Unlimited; YWCA St. Thomas – Elgin; Indwell; Humana Community Service of Strathroy & Area; and Investing in Children.

During this inspiring day, we heard firsthand how our donations have truly made a difference. From providing a warm place to sleep at night, to supporting seniors who rely on Meals on Wheels, to comforting families with loved ones in hospice care, the stories we encountered were truly inspirational. These narratives drive home the critical need to give and support our community.

This significant contribution was made possible through LSTAR's Business Partners Program, sponsorships, various fundraising events, and the Ontario Realtors Care® Foundation, of which LSTAR is a proud partner. We are thrilled to support so many impactful charities and look forward to continuing our mission of making a difference.


Meals On Wheels
Ten thousand
$ 10,000




LONDON ST.THOMAS ASSOCIATION OF REALTORS
LSTAR
Community Care Day 2024


Youth Opportunities Unlimited $ 8,500
Eight thousand five hundred


St. Joseph's Hospital $ 5,000
Five thousand


Unity Project $ 5,000
Five thousand


YWCA St Thomas-Elgin $ 10,000
Ten thousand


Ten thousand


my sisters' place
My Sisters Place $ 10,000
Ten thousand

As of the end of 2024 and since 1992, LSTAR has given the following grants to these worthy organizations.

BENEFICIARY	AMOUNT DONATED BETWEEN 1992 & 2024
Mission Services of London	$380,275
Anova	$41,950
Grace Cafe	$56,995
Unity Project	$126,444
VAWSEC	$81,698
Women's Community House	$33,883
All Our Sisters Conference Bursaries	$2,000
Hockey Helps the Homeless	$41,450
London Affordable Housing Foundation	$43,950
Y.O.U. Youth Opportunities Unlimited	$170,346
Merrymount Family Support and Crisis Centre	$98,275
London Housing Registry	$6,000
Investing in Children	$59,212
St. Joseph's Hospice	$71,950
London Health Sciences Foundation Adult Eating Disorders Clinic	$50,000
Meals on Wheels London	$40,392
Hospice of Elgin	$11,135
Inn Out of the Cold Elgin	$32,950
Women's Rural Resources Centre of Strathroy and Area	$25,305
St. Thomas Elgin Second Stage Housing	$22,670
London Food Bank	$9,067
St. Thomas Elgin Food Bank	$4,367
Strathroy Food Bank	$4,367
My Sisters' Place	$44,194
Indwell	$75,686
Humana Community Services	$18,161
Wellkin Child and Youth Mental Wellness	$18,161
The Imagine Build	$10,000
Canadian Red Cross	$15,000
Ark Aid Street Mission	$19,855
Habitat for Humanity	$8,721
BGC London	$8,721
YWCA St. Thomas - Elgin	$20,000
London Basket Brigade	$2,273
Great Cycle Challenge	$1,000
London Cross Cultural Learner Centre	$5,000
TOTAL	$1,661,454

OTHER ACTIVITIES AND PARTNERSHIPS

LSTAR continued to partner with **Canadian Blood Services** as a *Partner for Life*. Our goal in 2024 was to reach 200 donations. We came close with **189 total donations**. Great job, LSTAR members!

PARTNER FOR LIFE: CANADIAN BLOOD SERVICES

In 2012, LSTAR joined nearly 600 partner companies, including several of our fellow real estate associations, in becoming a Partner for Life with Canadian Blood Services. Partners for Life is a nationwide program designed for corporate and community organizations.

Did you know it could take up to 50 donors to help a car accident victim and up to eight donors a week to help someone with leukemia? That's a lot of blood! The demand for blood and blood products of all types keeps growing. In fact, about 500,000 more Canadians are needed to become donors to meet the demand.

Help save lives. Join our team. To register, follow these steps:

Step 1: **Join the team** at Canadian Blood Services.
Register and insert LSTAR's Partner #: **LSTA013463**.

Step 2: **Book an appointment** by selecting location, day, and time to donate or call 1-888-2-DONATE.

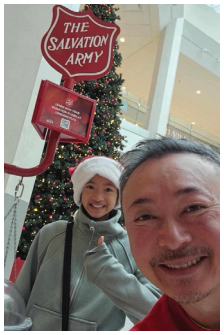
Step 3: **Feel GREAT about yourself!**

Whether you donate regularly, or this is your first time, it doesn't matter. By registering just once, each donation you make – wherever you make it – will automatically be attributed to LSTAR's *Partners for Life* team from that point on. REALTORS® give back to the community by giving the gift of life.

Please note, if you are older than 61, you will need a form completed by your doctor to register. You can obtain this form by calling 1-888-2-DONATE.

The 2024 Christmas Kettle Campaign - On Thursday, December 5, LSTAR's annual Kettle Day faced a winter storm but saw dedicated members braving the cold to support the Salvation Army's Christmas Kettle Campaign, spearheaded by Jennifer Payne. Despite the weather, LSTAR members in St. Thomas raised $2,503.55, excluding tap donations. We are grateful to everyone who participated and look forward to next year's campaign, hoping for even greater community involvement.







The 2024 BusinessCares Food Drive: A Remarkable Success - We are thrilled to announce that the 2024 Business Food Drive was one of our most successful yet, thanks to the incredible efforts of LSTAR Members and staff, including LSTAR's tireless staff liaison Jennifer Payne. This year, we saw a 1% increase in the total pounds of food collected, reaching an impressive 188,000 lbs, including the estimated food weight of the cash donations.

Every coin and can donated made a difference, and we are deeply grateful for your commitment and support. Your dedication has helped us make a meaningful impact in our community, ensuring that more families have access to the food they need.









London and St. Thomas Association of REALTORS® Joined Forces with Local Business Community to Tackle Food Insecurity

On November 30, REALTORS® from the London and St. Thomas Association of REALTORS® (LSTAR) came together with volunteers from across the local business community for their REALTORS Care® Day. Hand-in-hand, volunteers participated in the Business Cares Food Drive, working towards supporting the London Food Bank's mission of alleviating hunger in their community.

LONDON ST. THOMAS ASSOCIATION OF REALTORS®

NOV 30

According to the Middlesex-London Health Unit, roughly one-in-six households in the region are food insecure, as many community members are forced to cut into their food budget to cover other expenses. To help combat this pressing issue, REALTOR® volunteers participated in the annual Business Cares Food Drive, which sees members of the business community provide drop-off locations and give their time to collect donations for the London Food Bank.

Throughout the day, 40 REALTOR® volunteers were responsible for two grocery store stations of the food drive. These volunteers collected 11,000 pounds of food, helping to ensure that the London Food Bank's shelves were well-stocked for the winter months.

"I love the Business Cares Food Drive because you can truly feel the impact you're making," said Lindsay Reid, REALTOR® and broker with Royal Lepage Triland Realty. "I intentionally choose my location because people often come and share their stories, and I find that they are some of the most generous individuals in the city. I'm happy to sit in the cold for eight hours each year, knowing the gratification it brings."

CREA







LSTAR's support of the London Food Bank will go a long way in feeding many community members, whether that be at home or through partner agencies. In 2023, the food bank supported more than 16,000 unique households. The organization also helps more than 25 other groups and agencies, including community meal programs and shelters.

"It's really difficult to see the community struggling, and when you see the families coming, I mean they're just like you and I," said Jane Roy, Co-Executive Director of the London Food Bank. "The community has been so supportive, it's been amazing."

The initiative not only provided much-needed resources to the food bank but also highlighted the importance of collective action and community involvement. Together, the London business community was able to collect 188,000 pounds of food through the Business Cares Food Drive.

Throughout the year, LSTAR and its members can be found engaging in a variety of initiatives to support their community. Local charities benefit from their various fundraisers, including their slo-pitch tournament, golf tournament, and holiday events. In 2024, they gave out nearly $70,000 in grants to ten local organizations, including Meals on Wheels, My Sisters' Place and Youth Opportunities Unlimited, while also offering four annual scholarships of $2,500.

REALTORS Care®

SCHOLARSHIP

The Scholarship Advisory Group is responsible for selecting the recipients of the LSTAR Scholarship Award, which recognizes university or college-bound students who have demonstrated academic excellence, a high level of school and community involvement, maturity, responsibility, initiative and strength of character. Eligible applicants must either be the children, grandchildren or under the legal guardianship of Members of the London and St. Thomas Association of REALTORS® or Members' staff. Each award recipient receives a $2,500 scholarship.

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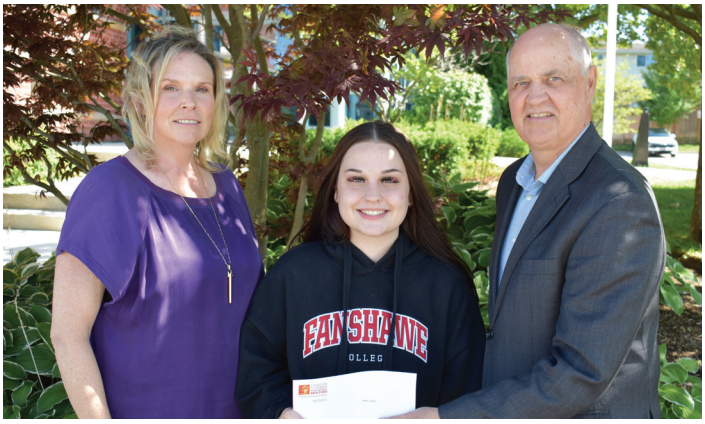
STAFF LIAISON
Claire Dawson

The 2024 LSTAR Student Scholarship Award recipients were:

- **Addison Hannivan**, daughter of Jodi Hannivan from Keller Williams Lifestyles, graduated from Sir Frederick Banting Secondary School. She will be attending Nipissing University for an Honours Bachelor of Physical and Health Education Concurrent: BEDIS degree program. Addison aims to become a high school teacher, specializing in Physical Education and French.
- **Jamie Schnurr**, child of Tim Schnurr from A Team London, graduated from Sir Wilfred Laurier Secondary School. This fall, Jamie will be attending the University of Waterloo to study Physical Sciences (physics). Their goal is to earn a master's degree followed by a Doctorate Degree and pursue a career as a professor.
- **Alexis Jarry**, daughter of Andrea Newcombe from Century 21 First Canadian, graduated from H. B. Beal Secondary School. Alexis will be joining Fanshawe College for the Child and Youth Care Program. Her passion lies in working with children who have exceptionalities and promoting their integration into society.
- **Natalie Skilling**, daughter of Ian Skilling from Re/Max Centre City Realty, graduated from Sir Frederick Banting Secondary School. She will be enrolling at Western University, focusing on Family Studies and Human Development. Natalie aspires to attend Teacher's College and become an elementary school teacher.









SOCIAL COMMITTEES

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Barb Whitney

MEMBERS
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Ken Patterson
Rachel Peaker
Rachel Powell
Mirella Shreve
Kathy Amess (Ex-Officio)

STAFF LIAISON
Claire Dawson

CHILDREN'S CHRISTMAS PARTY

The Children's Christmas Party Committee is responsible for planning and coordinating an annual holiday event for the children and grandchildren of LSTAR Members and their office staff.

The 2024 LSTAR Children's Christmas Party was held on Saturday, November 30 at Centennial Hall in London, attended by 210 people including 91 children.

Each child received a special gift from Santa and the holiday festivities featured face painting, cookie decorating and live entertainment by Starlight DJ Services. A pizza lunch and delicious Christmas treats were provided for everyone.

Toy and cash donations were accepted to benefit Merrymount Family Support and Crisis Centre, with all proceeds supporting Investing In Children.

A huge thank you to our generous sponsors: Libro Credit Union; CVD Photography; JMAC Home Inspections; Louise's Home Staging; SYV Creative; Royal LePage Triland; JAAG Properties; The Mortgage Group Matt Parr; Cook Home Inspections; TD Canada Trust; Exit Realty; Residence Inn London Downtown; Anna Moscardelli Re/Max Sarnia Realty; Kathleen Black International; OREA; A First Impression; Gift Baskets by Design; Best Western Lamplighter Inn and Conference Centre; London Gymnastics Academy; and Kinder Music.












LSTAR Children's Christmas Party 2024

CHRISTMAS GALA

The Christmas Gala Committee is responsible for organizing LSTAR's annual holiday celebration for Members.

The theme for the 2024 LSTAR Christmas Gala was Moulin Rouge, held on Friday, November 22, at RBC Place London, with more than 375 people in attendance.

Guests enjoyed a delicious buffet dinner, casino gaming tables with prizes, and entertainment by DJ Alpha and dancers from Fred Astaire Dance Studios. Throughout the evening, Members also had the opportunity to win prizes by purchasing raffle tickets for Mystery Suitcases, as well as the LSTAR Gala Golden Ticket for a chance to win one of six amazing trips. Proceeds were in support of Humana Community Services, Wellkin Child and Youth Mental Wellness, and Women's Rural Resource Centre.

We extend our heartfelt gratitude to our generous sponsors: Upstaging Limited; Libro Credit Union; Cohen Highley LLP; Refcio & Associates; Matt Parr Mortgages; Alarmtech Security Systems; Century 21 First Canadian; Downs Law; CVD Photography; Blain Media; SYV Creative; Sutton Group Preferred Realty; Aqua Medical; Fred Astaire Dance Studios; Yazdani Aesthetics; A First Impression; JTOverholt; Louise's Home Staging; McMahon Mortgages; Drake Law; Best Western Lamplighter Inn and Conference Centre; Tricar; OREA; Jenny Drygas C21; Mortgages by Design; Collins Formal Wear; Juniper Dress; Delta London Armouries; Sarvat Tahir C21; Whistle Bear Golf Club; Baskets and Blooms; Willie's Café; and Black Fly Beverage.

CHAIR

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Emily Doran
Sandra Field
Kelly Marshall
Rachel Peaker
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STAFF LIAISON
Claire Dawson

SLO-PITCH

On Friday, June 14, Slo-Pitch City in Dorchester hosted LSTAR's annual Slo-Pitch Tournament. The event saw participation from eighteen teams and included a complimentary lunch, various prizes, an auction table, and a Plinko game.

Thank you to our generous sponsors: Libro Credit Union; Maventure Mortgage; Jatt Branding; OREA; CIBC; Forest City Mazda; CVD Photography; SYV Creative; BRX Mortgage; Fintracker; Mortgage Teacher; AMJ Campbell; Real Estate Now; and Rocky's Harley Davidson.

Proceeds benefited Ark Aid Street Mission and Hospice of Elgin.

















CHARITY GOLF TOUR

On September 19th, 2024, LSTAR proudly hosted its 3rd Annual Charity Golf Tour at the Highland Country Club in London. The event featured 18 holes of golf, various games and contests, a silent auction, and prize draws. Participants enjoyed breakfast, an on-the-go lunch, a swag bag, and a Post Round Reception on the clubhouse patio.

We are proud to announce that we raised more money from this event than ever before! Proceeds from the event supported Indwell.

Thanks to our Title Sponsor **Dancor**, and the rest of our generous sponsors: MacPherson Builders Limited; Blue Forest Realty; PropTx; CREA; Rising Phoenix Media; Snaphouss; Chris Eh Young; Louise's Home Staging; Downslaw; Green Economy London; Biosweep; Giftii; SYV Creative; Mayfair Law Group; Qwest Homes; Patrick Clancy Law; Melchers Development; Sutton Group Pawlowski; Ford Keast; Tim Horton's; Anderson Craft Ales; Real Estate Now; London Knights; Culligan Water; Black Mountain Design Group; Arnsby Property Management; #Ivegotyourback911; Shoppers Drug Mart; and Ethos Spa. Also thanks to our hole sponsors: Riverside Concrete Forming; Car-Wal; RJs Moving; Cohen Highley LLP; Kelly Law; Lerners Law; TD Canada Trust; Masonville Manor; Just Like Family; Orange Theory Fitness; JAAG Properties; Ethos Spa; Taylor Mortgages; Sifton Properties; Lexus of London; CIBC; BrokerLink; Just Farms Realty; IDS; Doug Tarry Homes; Auburn Developments; and Finch Auto Group.

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Kathy Amess

MEMBERS
Vicki Burbank
Jim McFadden
Sallie McFarlane
Adam Miller
Tracey Myren
Blair Patton
Randy Pawlowski
Angela Wilson

STAFF LIAISON
Claire Dawson











2024 SPONSORS

LSTAR organizes numerous special events throughout the year, many of which are dedicated to raising funds for charity. Our ability to serve the community is greatly enhanced by the generosity of our sponsors. Therefore, we would like to take this moment to recognize and thank our 2024 Sponsors and Business Partners for their unwavering support. We truly appreciate their contributions.

TITANIUM SPONSORS ($10,000+)

Dancor
Libro Credit Union

DIAMOND SPONSORS ($5,000+)

Upstaging Limited
SYV Creative
CVD Photography
Louise's Home Staging
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CREA
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Maventure Mortgage
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Teranet

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A First Impression
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Best Western Lamplighter
BioSweep
Blain Media
BrokerLink
Chris Eh Young
Desired Interiors Ontario

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Fred Astaire Dance Studios
Giftii
Green Economy London
IDS
JAAG
JMAC Home Inspections
JTOverholt
Just Farms Realty
Lexus of London
Sheffield - IG Wealth Management
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Rocky's Harley Davidson
Sifton Properties
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Columbia
Cook Home Inspections
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Drake Law
Duo Building
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Jenny Drygas - C21
Kelly Law Professional Corporation
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London Gymnastics Academy
Masonville Manor AND Just Like Family
Mayfair Law Group

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McMahon Mortgages
Melchers/Pawlowski
Mortgage Teacher
Mortgages by Design
Orange Theory Fitness
Patrick Clancy Law
Qwest Homes
Riverside Concrete Forming Ltd.
RJs Moving
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Tim Hortons
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Voyago
Westhome Staging & Design
Whistle Bear Golf Club

BRONZE SPONSORS ($250+)

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Gift Baskets by Design
GoodLife Fitness
Kathleen Black International, Inc.
Kinder Music
London Knights
Residence Inn London Downtown
Shoppers Drug Mart - Basma Mohamed
Willie's Café

2024 BUSINESS PARTNERS

The LSTAR Business Partners Program enables interested members of the business community to establish a formal affiliation with the Association. In order to become a Business Partner, an individual (who must not be registered to trade in real estate) or company must agree to act consistently with LSTAR's mission statement and purposes, and pay an annual fee for membership of the Business Partners Program.

The Association was pleased to share a formal affiliation with the following Business Partners in 2024:

1-800-GOT-JUNK?
A First Impression Professional Home Staging Services
AMJ Campbell
Bank of Montreal
Blinds by Design Ltd.
BrokerLink
Cohen Highley LLP
CVD Event Studio / CVD Photography
Doug Tarry Homes Ltd.
DUO Building Ltd.
Elgin County Economic Development
Iceberg Digital Marketing
JAAG Properties
Libro Credit Union
Louise's Home Staging Inc.
LPMA - London Property Management Association
MPAC - Municipal Property Assessment Corp.
O'Brien Home Inspections Inc.
Premier Heating & Cooling
Prime Communications
Real Estate Lawyers.ca LLP
Real Estate Now - Jim Lalonde
ReallyTrusted
Robertson Hall Insurance Brokers
The Ironstone Building Company
Wisecracks London

STARS OF LSTAR

We extend our heartfelt gratitude to all the long-time members of LSTAR for their unwavering dedication and invaluable contributions over the years. Your commitment has been the cornerstone of our success and growth. A special congratulations to Peter Whatmore, who has been a steadfast member for 50 years, and William Bickley, whose remarkable 55-year tenure exemplifies extraordinary loyalty and service. Your achievements inspire us all, and we are deeply honoured to have you as part of our community..

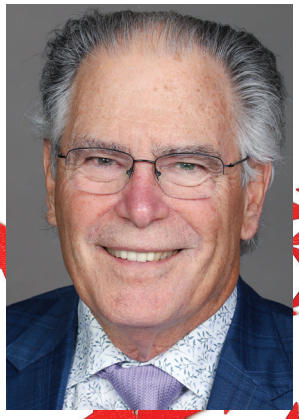


55 YEARS

William Bickley

50 YEARS

Peter Whatmore



45 YEARS

Kathy Kewley
Blake Palmer
Edward-Stanislaw Placzek
Ken Ramer

40 YEARS

Doug Crockett
Peter Daoust
Chris Dykeman
Ainsley Gordon
Judy Kalar
George Kerhoulas
Tony Loedige
Ron Nieman
Marcus Olivastri
Judy Robinson
Carol Turnbull

35 YEARS

Sharon Allison-Prelazzi
Michael Bosveld
Chris Burgard
Neera Chopra
John De Block
Shari Fulmer
Jeff Gard
Richard Haddow
Ietje Kerkhoff
Dean Kuehr
Janice McAlister-Ross
Colleen Meiller
Murray Mugford
Suzanne O'Toole
Tiz Orlando
Peter Piazza
Pat Pope
Paul Reale
Lina Sombrea
Barb Whitney

30 YEARS

Rob Chapman
Mario Garcia
Vase Ho
Myra Hueniken
Nasreen Hussain
Paul Kash
Rob Kilmer
Christopher Kirwin
David Kopec
Andy Lail
Kim McCann
Judy Olivastri
Janice Pieterson
Mike Radcliffe
Julie Rice
Andy Sheridan
Ann Smith*
Tim Wakely
Shawn Westerik
Michael Winter

25 YEARS

Heather Arnott
Dan Grantham
Cathy Harris
Michele Henderson
Joseph Iro
Veronika Jovicic
Heather Matheson
George Messing
Sarah Oliver
Larin Shouldice
Julie Varley

20 YEARS

Stacy Anastasiadis
Christie Bedford
Jamey Cann
Ted Chyc
Nelson Conroy
Les Coulter

20 YEARS CONTINUED

Robert Curran
Mick Daum
Marco De Melo
Bruno Direnzo
Martha Earley
Yaz Elshurafa
Jeffery Farrugia
Ken Forbes
Sean Gicopoulos
Danny Gole
Erin Gordon
Dan Guindon
Dianne Hanbidge
Jamie Hanke
Christine Hay
Darlene Henry
Nicki Ishai
Michael Kalopsis
Fran King
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Brent Raemisch
Leo Shanahan
Thomas Sombrea
Samuel Teclu
Martin Trethewey
Aaron Tripp
Peter Willis
Mike Wolliston
Lisa Zukiwski

15 YEARS

Jisha Antony
Michael Basler
Stephanie Bilodeau
Joanne Blyth
Jeff Broughton
Brian Byrne
Nicole Cake
Paola Cano Vallejo
Allan Congo
Kyla Cook
Jaclyn Costa
Patricia D'Andrea-Sdao
Wayne Devries
Buffy Ellis
Ty Forster
Dorothy-Ann Foster
Michael Glasser
Aram Haji
John Holland
Andrew Hopgood

15 YEARS CONTINUED

Darlene Hulst
Anna Jacewicz-Kantzas
Haekyoung Kim-Webber
Melissa Laprise
Arnie Lindquist
William Lopez-Cortez
Kelley McIntyre
Jenny McMullin
Helen Miller
Mara Mohaupt
Syed Moosavi
Michelle O'Brien
Jeremy Odland
Chad Otterbein
Ken Payne
Dustin Pritchard
Thomas Rauth
Steve Riddell
Jax Robinson
Scott Rumas
Daniela Sands
Steve Sararas
Ian Skilling
Carlo Sorrenti
Ron Steenbergen
Mary Stewart
Arman Taktazi
Kate Taylor - Borszcz
Pam Tsiropoulos
Brian Van Bart
Sue Wastell
John Weeda

10 YEARS

Moustafa Abou-Sharkh
Sandra Adkin
Amanda Austin
Susan Bailey
Joanne Baines
Nicole Benedict
Kevin Benoit
Nathan Brooks
Joshua Brown
Daniel Brzozowski
Joe Buczkowski
Sara Da Silva
Israel Davila
Chelsea Derrah
Nicole Doey
Craig Durand
Rayna Elabed
Hazim Elgwaily
Vanessa Erhardt
Mike Evans
Betty Fordyce
Nicole Giakoumatos
Jeffrey Goncalves
Rose Heinbuch
Cody Hodgins
Kegui Hou
Hong Ji
Andrew Johnson
Pete Keillor
Ryan Kelly
Rosa Klassen
Devon Kuepfer
John Landstra
Rosy Loewith
Terri Lynn Mackay
Cheri Mavrikkou

10 YEARS CONTINUED

Rod McLay
Jeff McNaughton
Raven Mullan
Lisa Parker
Gloria Plata Roa
Stacey Prieur
Kristin Reardon
Jade Rondeau
Matt Sabourin
Dharam Veer Saini
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Georgina Turchet
Kimberley Vilos
Alex Ward
Tracey White-Lockwood
Jordan Wilson
Ashley Winder
Oscar Zarco-Fragoso
Voula Zervakos

**Passed away in 2025*

Congratulations & Thank You

FOR YOUR MANY YEARS OF SERVICE!



LONDON ST. THOMAS ASSOCIATION OF REALTORS®

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