

## THE REAL ESTATE COUNCIL OF ALBERTA

Case Number: 014393  
Name on Licence: Angela Tracy Norman  
Licence Sector and Class: Condominium Management Broker  
Current and Conduct Brokerage: Catalyst Condo Management Ltd.  
Process: A Hearing under Part 3 of the *Real Estate Act*

Document: NOTICE OF HEARING

TO: Angela Tracy Norman

A complaint on this matter was refused by the Registrar pursuant to s.38.1 of the *Real Estate Act* on September 25, 2024. The complainant filed an appeal of the Registrar's decision under s.40 of the *Real Estate Act* and that appeal was reviewed by the Hearing Panel on March 18 & March 22, 2024. On April 15, 2024 the Hearing Panel determined that there is sufficient evidence of conduct deserving of sanction to warrant a hearing on this matter pursuant to s.40(2) of the *Real Estate Act*.

A hearing is set to review allegations about your conduct. Read this entire document to see what you must do.

### Hearing Information

Date: Monday, November 18, 2024

Time: 9:30 a.m.

Location: Virtual Hearing

Hearing Panel: [K.S] – Chair (Public Member)

[C.N] – Panel Member (Licensee)

[S.R] – Panel Member (Licensee)

(Alternates: N/A)

Counsel for the Panel: Carol Zukiwski from Reynolds Mirth Richards & Farmer LLP

## Particulars

A hearing panel has reviewed a complainant appeal on this matter and determined there is sufficient evidence of conduct deserving of sanction to warrant a hearing. Here are the details about what conduct is in issue and sections of the *Act* or Rules which may have been breached:

1. There is evidence that you did not use best efforts to manage the condominium corporation, contrary to Rule 80.88 of the Real Estate Act Rules:
  - a. On or about January 30, 2023, [L.P] requested that the intercom for the condominium unit that she owned be connected.
  - b. On or about February 6, 2023, [L.P] inquired into why she had not received a response to her January 30, 2023 email and indicated that she had not been connected to the intercom for "a long time."
  - c. During this period, you refused or ignored [L.P]'s request to connect her intercom.
  - d. [L.P] was without intercom access, to your knowledge, for some period of time beyond February 6, 2023.

## Why You Should Attend the Hearing

The hearing is your opportunity to respond to the allegations and state your side of the case in front of the Panel.

## Learn About the Hearing Process

Please read these guides on the RECA website:

- *Hearing and Appeal Practice and Procedures Guideline and*

- *Guide for How to Represent Yourself at a Real Estate Council of Alberta Hearing or Appeal Panel*

*Both are found on the RECA Website: RECA>Complaints & Discipline>Hearing Information and Procedures*

## **Virtual Hearings**

Hearings at RECA are conducted virtually. The Hearing Administrator will provide you with the Guide to Virtual Hearings and you will receive help in participating in the virtual process.

## **What You Should Bring to the Hearing**

Bring any witnesses and evidence you want the Panel to consider, with you to the hearing.

## **What Will Happen If You Don't Attend**

If you do not attend the Panel may proceed to make a decision without you.

## **What Will Happen at the Hearing**

After hearing all evidence and argument, the Panel will decide whether there is conduct deserving of sanction, based on the evidence heard at the hearing. If no conduct deserving of sanction is proven, you will face no sanction.

If the Panel finds there is conduct deserving of sanction, the Panel may do one or more of the things listed in **section 43** of the *Real Estate Act*:

- Cancel or suspend your license
- Order you to pay a fine for each breach
- Order you to pay the cost of the investigation and the hearing
- Order you to complete an education course

## Submitting Written Arguments After the Hearing

You can provide written arguments at the end of the hearing or after the end of the hearing

You must provide these to the **Hearings Administrator** and the **lawyer for the Registrar** (contact information below) **no later than 15 days after the end of the Hearing**.

Contact the Hearing Administrator if you need more time.

## You Can Get Legal Advice

You may get legal advice and may be represented by legal counsel at the hearing.

If you do not have a representative, please read *Guide for "How to Represent Yourself at a Real Estate Council of Alberta Hearing or Appeal"*.

[Self-Represented Program | RECA](#)

## If You Object to a Panel Member

Please review who is on the Panel. If you object to any of the people being on the Panel, you must advise the Hearings Administrator **who you object to and why within 14 days** of receiving this Notice.

If you do not object to the Panel within 14 days, this Panel will conduct the hearing.

## Postponing the Hearing

If you are not available on the date set for the hearing you can apply to the Panel for a new date. Contact the lawyer for the Registrar and the Hearings Administrator as soon as possible if you need a new date.

Dated at Edmonton, Alberta, on October 2, 2024.

(date)

**“Signature”**

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[A.K.],

Complainant Appeal Hearing Panel Chair

Contact Information

Hearings Administrator: Email: <a href="mailto:hearingsadmin@reca.ca">hearingsadmin@reca.ca</a> Fax: 403 228 3065 Direct: 403 685 7913 Toll Free: 1 888 425 2754 Address: Real Estate Council Suite 202, 1506 11 Avenue SW Calgary, Alberta T3C 0M9	Lawyer for the Registrar: Email: <a href="mailto:conductadmin@reca.ca">conductadmin@reca.ca</a> Fax: 403 228 3065 Direct: 403 685 7944 Toll Free: 1 888 425 2754 Address: Real Estate Council Suite 202, 1506 11 Avenue SW Calgary, Alberta T3C 0M9
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