

# 2022 ANNUAL REPORT

FOR OVER A CENTURY  
WE HAVE BEEN  
BRINGING PEOPLE HOME



**REALTORS<sup>®</sup>**  
**ASSOCIATION**  
of Hamilton-Burlington

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**VISION: To be the ultimate choice for REALTORS®**

**MISSION: Empowering RAHB REALTORS® to succeed**

## 2022-2023 BOARD OF DIRECTORS



**Lou Piriano**  
**President**  
L. Piriano Real Estate,  
Brokerage



**Nicolas von Bredow**  
**President-Elect**  
Royal LePage Macro Realty,  
Brokerage



**Donna Bacher**  
**Immediate  
Past President**  
PureRealty,  
Brokerage



**Krysta Boyer**  
**Director**  
Blair Blanchard  
Stapleton Limited,  
Brokerage



**Michael Di Berardo**  
**Director**  
Royal LePage  
Macro Realty,  
Brokerage



**Rochelle Edwards**  
**Director**  
S. Todd  
Real Estate Ltd.,  
Brokerage



**Jacqueline Norton**  
**Director**  
Realty Network,  
Brokerage



**Diane Price**  
**Director**  
Keller Williams  
Complete Realty,  
Brokerage



**Julie Sergi**  
**Director**  
Royal LePage Burloak  
Real Estate Services,  
Brokerage



**Brian Shaw**  
**Director**  
EXP Realty,  
Brokerage



**David Zalepa**  
**Director**  
RE/MAX Real Estate  
Centre Inc.,  
Brokerage

**RAHB's Vision, Mission, Values, and Goals  
guide the Board of Directors and  
Staff in serving the Association's members.**

## PRESIDENT AND CEO REPORT

2022 was everything but a return to “normal.” While some have coined the year as the “new normal” or “next normal,” RAHB leveraged the opportunities offered by the pandemic to fully re-evaluate and re-imagine several facets of the Association, both strategically and operationally, in order to enhance the services and benefits we provide our members, stakeholders and the community. From redefining our governance with a complete rewrite of our Bylaws to restructuring our meetings and events, government relations, and market statistical data, we are incredibly proud of the creativity and investments for our membership.

Market conditions across the RAHB market area were also anything but normal in 2022, with prices reaching record highs at the start of the year to price declines and rising inventories to close out the year. Members counted on RAHB to provide data, analysis, consistent media messaging and strong advocacy during a year with both provincial and municipal elections, looming government intervention, rising interest rates and overall general uncertainty.

To empower you to succeed, the team at RAHB – both staff and volunteers – continued to keep your data, analytics, and core MLS® System service needs top of mind. Guided by RAHB’s three strategic priorities, we demonstrated our focused and steadfast commitment to achieving RAHB’s Strategic Plan goals and objectives. We invited you to watch our 2022 Highlights Video.



By any measure, RAHB is stronger than ever. Our accomplishments clearly demonstrate how we are delivering on our promises to enhance value to members, build greater capacity, and foster stronger relationships with our stakeholders. We are extremely proud of all we have achieved this year, and confident that, as the future quickly becomes our present, we are well-positioned to capitalize on the opportunities before us.

We would like to thank all members for your loyalty and confidence in RAHB. We are here to support you and empower you to succeed. We remain committed to seeking ways to improve, and we welcome feedback any time to [info@rahb.ca](mailto:info@rahb.ca).



**Lou Piriano**  
**President 2022**

**Carol Ann Burrell**  
**Chief Executive Officer**





## MLS® SYSTEM COMMITTEE

The role of the MLS® System Committee is to investigate and make recommendations to the Board of Directors. The MLS® System Committee reviews and recommends new MLS® System technology, maintains MLS® System Forms and reviews MLS® System practices to ensure they are in compliance with federal and provincial law, and in compliance with applicable governing regulations.

### During 2022, the MLS® System Committee:

- Recommended that the Residential Measurement Standard (RMS) be the preferred standard for square footage measurements on RAHB listings.
- Changed the time allowed for brokerages to enter new listings into the MLS® System from two days to one day.
- Adopted a policy that prevents members from requiring buying agents to verify all information in a RAHB listing.
- Reviewed MLS® System Policies as required.

## STATS

New Member Matrix Courses: 11  
Total Registered: 623



Advanced Matrix Courses: 7  
Total Registered: 426



24,867

Calls to MLS® System Department

## MEET THE MLS® SYSTEM COMMITTEE



**David Zalepa**  
Chair  
RE/MAX Real Estate  
Centre Inc., Brokerage



**Stacey Adamson**  
Royal LePage  
Macro Realty,  
Brokerage



**Tory Akene**  
EXP Realty,  
Brokerage



**JoAnn Landry**  
Royal LePage  
Burloak  
Real Estate Services,  
Brokerage



**Les Myers**  
Royal LePage  
State Realty,  
Brokerage



**Vahel Mzouri**  
Royal LePage  
State Realty,  
Brokerage



**Dave Nichols**  
Royal LePage  
Burloak  
Real Estate Services,  
Brokerage

# MARKET STATS

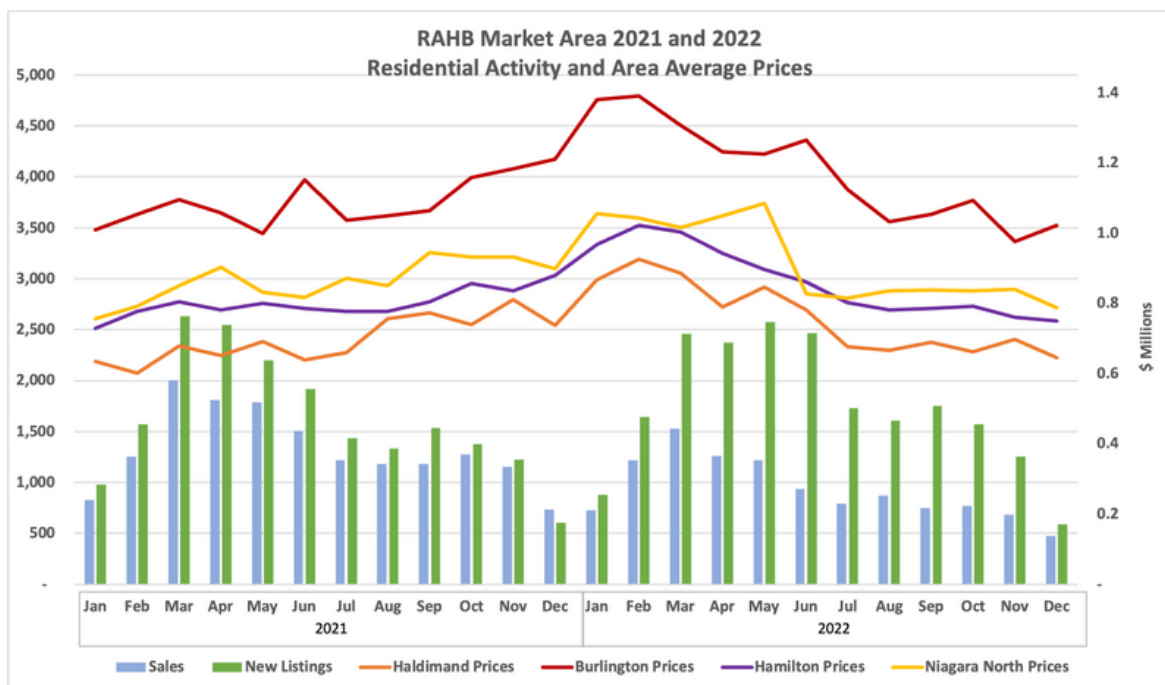
2022 marked a year of adjustment in housing demand across the RAHB market area as sales activity eased by 30 per cent over the near-record highs achieved in 2021.

Rising lending rates, previous price gains and limited supply options weighed on potential purchasers. At the same time, new listings continued to grow in the region, but only for homes priced above \$800,000.

The pullback in sales was enough to support inventory gains across all price ranges by December. While inventories nearly doubled, levels reported in 2022 are still nearly 20 per cent below long-term averages for the region. Moreover, supply levels remained well below typical levels for homes priced below \$600,000.

In total, there were 11,981 sales of residential properties processed through the Multiple Listing Service® (MLS®) System in 2022. This is nearly a 30 per cent decrease from 2021. The average price of residential properties reached record-breaking highs in January and February 2022, and averaged \$975,838 for the year. This is up nearly 11 per cent from 2021. New residential listings increased by 7.2 per cent compared to 2021.

In 2022, the total dollar volume of all sales within the RAHB market area was \$11,691,516,529 – down from \$15,023,927,387 in 2021.



While we don't know what the future holds in 2023, we do know that RAHB REALTORS® will continue to work together to help their clients navigate the market to make sure each transaction is facilitated professionally and always with their client's best interests at the forefront.

## AUDIT, FINANCE & RISK COMMITTEE

The Audit, Finance & Risk Committee (AFRC) is responsible for the oversight of financial plans, policies and practices as well as overseeing all material aspects of financial reporting, internal controls, risks, the internal audit function and audit of the annual financial statements.

No financial policies were amended in 2022, however, the AFRC reviewed the Cost Recovery Policy and the Surplus/Deficit Policy in preparation for the 2023 budget. The Committee met three times.

RAHB continues to be in a strong financial position. To see the full audited financial statements, please click [here](#).

## MEET THE AUDIT, FINANCE & RISK COMMITTEE



**Nicolas von Bredow**  
**Chair**  
Royal LePage Macro  
Realty, Brokerage



**Michael DiBerardo**  
Royal LePage  
Macro Realty,  
Brokerage



**Zafar Iqbal**  
International Realty  
Firm, Inc.,  
Brokerage



**Darlene Kretz**  
Keller Williams  
Edge Realty,  
Brokerage



**Rob Landry**  
Royal LePage  
Burloak Real  
Estate Services,  
Brokerage



**Lou Piriano**  
L. Piriano Real Estate,  
Brokerage

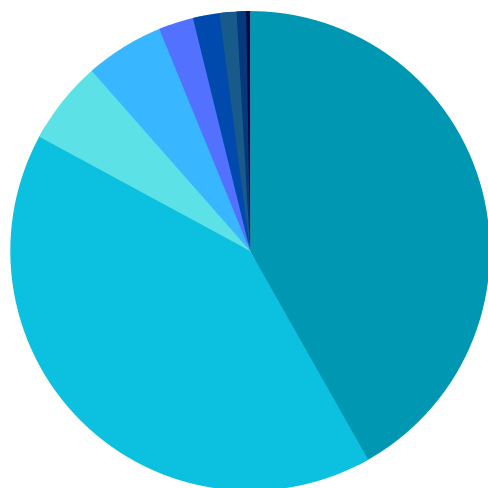


**Julie Sergi**  
Royal LePage  
Burloak  
Real Estate Services,  
Brokerage

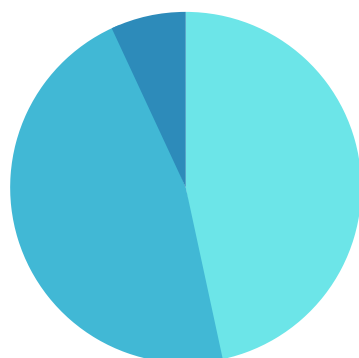
# STATEMENT OF OPERATIONS

For the year ended December 31, 2022

	2022	2021
<b>Revenue</b>		
Membership dues and fees	\$ 2,223,096	\$ 2,246,178
Monthly MLS® fees	2,184,618	1,919,734
Rental income	298,936	292,304
Other membership fees	281,675	325,050
Realty Shoppe	124,863	103,956
Listing fees	95,388	87,105
Investment income	60,308	9,822
Sundry income	34,368	58,587
Education	13,855	27,541
Loss on disposal of capital assets	-	(1,016)
	<b>\$ 5,317,107</b>	<b>\$ 5,069,261</b>
<b>Expenses</b>		
Listing services (Schedule 1)	\$ 2,386,331	\$ 2,062,772
Administrative and office (Schedule 2)	2,377,929	2,141,313
Building operation, maintenance and rental (Schedule 1)	354,651	338,628
	<b>\$ 5,118,911</b>	<b>\$ 4,542,713</b>
<b>Excess of Revenues Over Expenses Before the Following:</b>	<b>\$ 198,196</b>	<b>\$ 526,548</b>
Donation of Karan Barker Scholarship funds (Note 1a)	213,029	-
<b>Excess (Deficiency) of Revenues Over Expenses:</b>	<b>\$ (14,833)</b>	<b>\$ 526,548</b>



RAHB Revenue 2022  
— \$5.31 Million



RAHB Expenses 2022  
— \$5.11 Million

## GOVERNANCE & BYLAW COMMITTEE

Good governance focuses on building and using best-practice frameworks to support decision making, implementation and monitoring the Association's performance. The committee's role is to review and recommend policies and practices that support RAHB's mission, as well as help to ensure continuous board development and improvement.

To this end, in 2021 a Bylaw Review Task Force was created to conduct a full review of RAHB's Bylaws to, among other objectives, ensure compliance with the new Ontario Not-For-Profit Act (ONCA). Many thanks to the Task Force for their continued work in early 2022, and their ongoing communication and engagement with the membership. A completely revised and updated set of RAHB Bylaws was approved by the general membership in March 2022.

Following the adoption of new Bylaws, the Governance and Bylaw Committee identified the need to amend RAHB's governance policies to ensure alignment with evolving governance practices, as well as compliance with all regulatory bodies. A full review of the Governance Policies & Practices Manual began in 2022, and it is anticipated this project will be completed by the end of 2023.

### MEET THE GOVERNANCE & BYLAW COMMITTEE



**Lou Piriano**  
Chair  
L. Piriano  
Real Estate,  
Brokerage



**Carol Ann Burrell**  
RAHB CEO



**Brian Shaw**  
EXP Realty,  
Brokerage



**Nicolas von Bredow**  
Royal LePage  
Macro Realty,  
Brokerage

### MEET THE BYLAW REVIEW TASK FORCE MEMBERS



**Bill Harrington**  
tng Governance  
Advisor



**Ann Cosens**  
Coldwell Banker  
Community  
Professionals,  
Brokerage



**Ann Forbes Arndt**  
Royal LePage  
Macro Realty,  
Brokerage



**Steven Holman**  
Martel Commercial  
Realty Inc.,  
Brokerage



**Sean Morrison**  
Coldwell Banker  
Momentum Realty,  
Brokerage



**Bonnie Prior**  
Royal LePage  
Burloak  
Real Estate  
Services,  
Brokerage

## NOMINATION COMMITTEE

The Nomination Committee is established in accordance with the RAHB Bylaw Article 5-Board of Directors, Section 5.7-Election of Directors, and RAHB Policy, and is accountable to the Board of Directors.

The Committee is responsible for presenting a slate of directors who have the required competencies and skills to ensure that the Association is governed with excellence and vision.

The Committee has the authority to:

- Prepare and distribute a recommended slate of candidates to the members
- Prepare and distribute a Notice of Meeting to all members, including the recommended slate of candidates, and a call for additional nominations
- Review all candidate nominations against a set of criteria established by the Board of Directors
- Annually review nomination committee policies and procedures and make appropriate recommendations to the RAHB BOD and staff
- Ensure the integrity of the nominating procedure
- Recommend new committee members for future terms

## MEET THE NOMINATION COMMITTEE



**Donna Bacher**  
Chair  
PureRealty,  
Brokerage



**Rochelle Edwards**  
S. Todd  
Real Estate Ltd.,  
Brokerage



**Nancie Mleczko**  
Coldwell Banker  
Community  
Professionals,  
Brokerage



**Kathy Della-Nebbia**  
Royal LePage  
State Realty,  
Brokerage



**Cassandra Noien**  
Keller Williams  
Complete Realty,  
Brokerage



**Michelle Shivbarran**  
Royal LePage  
State Realty,  
Brokerage

# PROFESSIONAL STANDARDS COMMITTEE

The Professional Standards Committee (PSC) is responsible for investigating complaints alleging unethical conduct by REALTORS®. This Committee provides members of organized real estate and the public with a forum to air their complaints and, as such, must be run professionally, following a clear and established set of rules. REALTORS® and the public must feel confident that their complaints will be dealt with in an unbiased and professional manner.

## Number of Complaints (RAHB and RECO's jurisdictions)



## Number of Complaints (received versus investigated)

Year	2017	2018	2019	2020	2021	2022
Received	11	16	10	9	5	14
Investigated	3	9	4	4	4	9



**Most common infraction: Mishandling of multiple offers**

## MEET THE PROFESSIONAL STANDARDS COMMITTEE



**Gino Montani**  
Chair  
Royal LePage  
State Realty,  
Brokerage



**Nathan Bradford-Grant**  
RE/MAX Escarpment  
Realty Inc.,  
Brokerage



**Deborah Coles**  
Royal LePage  
State Realty,  
Brokerage



**Michelle De Groot**  
RE/MAX Real Estate  
Centre Inc.,  
Brokerage



**Melissa DeMartino**  
EXP Realty,  
Brokerage



**Ann Forbes Arndt**  
Royal LePage  
Macro Realty,  
Brokerage



**Lara Grunthal**  
Platinum Lion  
Realty Inc.,  
Brokerage



**Bonnie McAuley-Rossiter**  
Royal LePage  
Burloak Real Estate  
Services, Brokerage



**Jacqueline Norton**  
Realty Network,  
Brokerage



**Justin Price**  
Keller Williams  
Complete Realty,  
Brokerage



**Michelle Shivbarran**  
Royal LePage  
State Realty,  
Brokerage



## DISCIPLINE COMMITTEE

The purpose of the Discipline Committee is to adjudicate cases that the Professional Standards Committee has referred for a hearing. The committee is also responsible for assessing appropriate penalties for violations.

<b>Discipline Hearings in 2022</b>	<b>2</b>
<b>Full Hearings in 2022</b>	<b>2</b>
<b>Abbreviated Hearings in 2022</b>	<b>0</b>

## MEET THE DISCIPLINE COMMITTEE



**Gary Herron**  
Chair  
Coldwell Banker  
Community Professionals,  
Brokerage



**Ed Alexander**  
Jag Realty Inc.,  
Brokerage



**Ron Budai**  
Realty Network,  
Brokerage



**Jawad Chaudhry,**  
Onemax Real  
Estate Ltd.,  
Brokerage



**Rob Landry**  
Royal LePage  
Burloak Real  
Estate Services,  
Brokerage



**Diane Price**  
Keller Williams  
Complete Realty,  
Brokerage



**Roy Rodrigues**  
Realty Network,  
Brokerage



**Debbie Zimmer**  
Davenport Realty,  
Brokerage

## ARBITRATION COMMITTEE

The purpose of the Arbitration Committee is to review claims from a dispute between two Brokerages relating to the division, distribution of commission paid or to be paid or to resolve commission issues between Brokerages. This committee only meets as required for a hearing.

### Arbitration claims in 2022



## MEET THE ARBITRATION COMMITTEE



**Wilf Wallace**  
**Chair**  
Royal LePage Macro  
Realty, Brokerage



**Ed Alexander**  
Jag Realty Inc.,  
Brokerage



**Jawad Chaudhry**  
Onemax  
Real Estate Ltd.,  
Brokerage



**Gary Herron**  
Coldwell  
Banker Community  
Professionals,  
Brokerage



**Craig Knapman**  
Realty Network,  
Brokerage



**Kirsten McNamee**  
Judy Marsales  
Real Estate Ltd.,  
Brokerage



**Justin Price**  
Keller Williams  
Complete Realty,  
Brokerage



**Debbie Zimmer**  
Davenport Realty,  
Brokerage

## MEMBER ENGAGEMENT COMMITTEE

The Member Engagement Committee (MEC) works to promote engagement between RAHB and the members, advocate for member support of the Association's initiatives, and encourage member participation in Association meetings and events.

In 2022, committee members achieved this through their personal participation in, and promotion of, RAHB initiatives and events, including:

- Speaking at the RAHB New Member Orientation sessions
- Assisting in the awareness campaign to support the adoption of the new RAHB Bylaw
- Participating in marketing plans for the RAHB Walk-a-thon, Winter Wonders, and volunteer recruitment
- Registering and welcoming RAHB members at various events, including the RAHB Open House, RAHB RECONNECTED and Winter Wonders



## MEET THE MEMBER ENGAGEMENT COMMITTEE



**Maria Lio**  
**Chair**  
Right At Home  
Realty, Brokerage



**Laura Doucette**  
Sutton Group  
Innovative  
Realty Inc.,  
Brokerage



**Jay Dyson**  
EXP Realty,  
Brokerage



**Ann Forbes Arndt**  
Royal LePage  
Macro Realty,  
Brokerage



**Rebecca Keddy**  
EXP Realty,  
Brokerage



**Aparna Kumta**  
Coldwell Banker  
Community  
Professionals,  
Brokerage



**Amanda McNair**  
Keller Williams  
Edge Realty,  
Brokerage



**Nancie Mleczko**  
Coldwell Banker  
Community  
Professionals,  
Brokerage



**Zaib Shinwari**  
Royal LePage Macro  
Realty, Brokerage

## IN MEMORIAM

**Michael Duffy**, M. Marel Real Estate Inc., Brokerage  
**Steven Gallant**, Realty Network, Brokerage  
**Robert Kosar**, Pride Realty Limited, Brokerage  
**Tara Lawrence**, Royal LePage Burloak Real Estate Services, Brokerage

**Jim Likourezos**, Weiss Realty Ltd., Brokerage  
**Richard Maludzinski**, Realty Network, Brokerage  
**Rocco Megna**, Megna Real Estate & Insurance Ltd., Brokerage  
**Robert Spencer**, RE/MAX Realty Specialists Inc., Brokerage



## GOVERNMENT RELATIONS

RAHB introduced a new Government Relations strategy and framework in 2022, to support our advocacy efforts. The new GR team consisting of the RAHB's President, President-Elect, Past President and RAHB staff were laser focused on building relationships with elected officials and stakeholders as well as recommending policy to further support home ownership and property rights.

### MEETINGS

- ACORN
- Burlington Chamber of Commerce
- Burlington Economic Development Department
- CityLAB
- Grimsby Chamber of Commerce
- Habitat for Humanity
- Haldimand Economic Development Department
- Hamilton Alliance for Tiny Shelters
- Hamilton Chamber of Commerce
- Hamilton District Apartment Association
- Hamilton Economic Development Department
- Hamilton Halton Construction Association
- MP Adam Van Koeverden, Milton
- MP Dan Muys, Flamborough-Glanbrook
- MP Dean Allison, Niagara West
- MPP Donna Skelly, Flamborough-Glanbrook
- MP Filomena Tassi, Hamilton West-Ancaster-Dundas
- MP Karina Gould, Burlington
- MP Leslyn Lewis, Haldimand-Norfolk
- MP Lisa Hepfner, Hamilton Mountain
- MP Pam Damoff, Oakville North-Burlington
- Niagara Economic Development Department
- West End Home Builders' Association

### CAMPAIGNS

- HamiltoNEXT
- Municipal Election
- Provincial Election



2022 City of Hamilton Mayoral Candidates  
Andrea Horwarth and Keanin Loomis



HamiltoNEXT Mayoral All Candidates Meeting  
at Carmen's Banquet Centre

# GOVERNMENT RELATIONS

## MUNICIPAL COUNCIL/COMMITTEE DELEGATIONS

- Community Benefits Charges (Hamilton)
- Inclusionary & Exclusionary Zoning (Burlington & Hamilton)
- Overall Housing Strategy (Burlington)
- Rental Housing Protection Policies (Hamilton)
- Short-Term Rentals (Hamilton)
- Vacant Home Tax (Hamilton & Halton)

## PROVINCIAL

- Convert Underused Commercial Properties to Homes
- End Exclusionary Zoning
- First-Time Home Buyers Land Transfer Tax Rebate
- Fix the Ontario Land Tribunal
- Get Dirty Money Out Of Real Estate
- Green Ontario Homes
- Ontario Housing Delivery Fund
- Trust in Real Estate Services Act (TRESA)

## FEDERAL

- Affordability and Debt Reduction
- Housing Supply and Infrastructure
- National Housing Roundtable



2022 President-Elect Nicolas von Bredow  
with MP Pam Damoff



2022 President Lou Piriano with  
MP Lisa Hepfner



Manager of Communications & External  
Relations Crystal Henderson with MP  
Dan Muys



## 2022 EVENTS



**BROKER OF RECORD MEETING  
FEBRUARY 2022**



**MEMBERSHIP TOWNHALL  
ANNUAL GENERAL MEETING  
MARCH 2022**



**RAHB OPEN HOUSE  
JULY 2022**



**RAHB OPEN HOUSE  
JULY 2022**

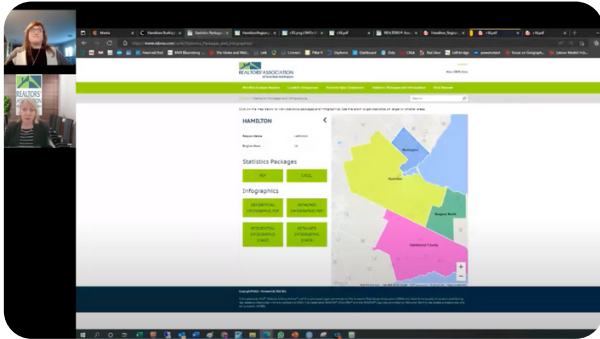


**2ND ANNUAL WALK-A-THON  
(\$36,650 RAISED FOR  
HABITAT FOR HUMANITY)  
SEPTEMBER 2022**



**HAMILTONEXT BREAKFAST & MAYORAL DEBATE  
SEPTEMBER 2022**

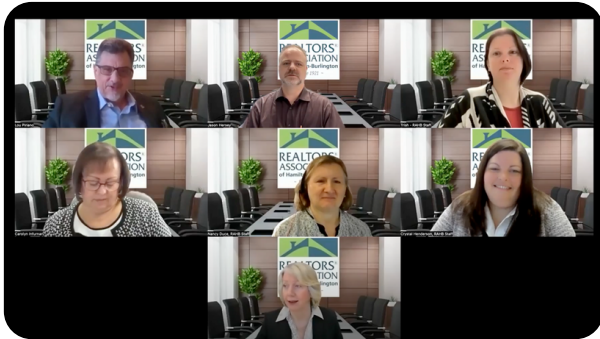
## 2022 EVENTS



**ECONOMIC UPDATE & MARKET STATS  
OVERVIEW  
OCTOBER 2022**



**ECONOMIC UPDATE & MARKET STATS  
OVERVIEW  
OCTOBER 2022**



**BROKER OF RECORD MEETING  
NOVEMBER 2022**



**RAHB RECONNECTED: SUCCESS, STRATEGIES  
& SANDWICHES  
NOVEMBER 2022**



**WINTER WONDERS  
DECEMBER 2022**



**WINTER WONDERS  
DECEMBER 2022**

Couldn't make it to Winter Wonders?  
Click [here](#) to view a video of all the fun!



## 2022 SPONSORS

### Event Sponsor



### New Member Supporter



### Community Collaborator



## LONG SERVICE MEMBERS

### 2022 LONG SERVICE RECIPIENTS

In 2022, RAHB welcomed **41** members into the Long Service Club:

25<sup>th</sup>

Albert Alma	Penny MacKenzie
Margo Brown	Tami Mancini
Leslie Bullock	Rocco A. Mastromattei
Judi Caplan	Ken Murphy
Michelle Carretta	Joyce O'Donnell
Tina Marie Ciraolo	Jeannette A. Pearce
Pat Del Sordo	Roy Rodrigues
Marie V.A. Drohan	George V. Stan
Angelo Fazzari	Chris Tew
Vincent Richard Formosi	Ronald Michael Tomblin
Rob Golfi	Sam Ventresca
Andrea Harley-Maddox	Joy Ward
Marilyn June Kuhnle	Carolyn Webb
Ron Lewyckyj	Jayne Ellen Woolcott
Karen G. Lilja	Sarit Zalter
Sandi Macdonald	

40<sup>th</sup>

Coleen Anne Bush  
Yvonne M. Drielsma  
Dan Gismondi  
Ian McSporran  
Fredene Lee Plouffe  
Carol Ann Robson

50<sup>th</sup>

George Kyprianou  
Robert G. Outlaw

55<sup>th</sup>

Lawrence Edward Chettle  
Bob Jugovic

## RAHB IN THE COMMUNITY

In 2022, RAHB donated \$51,375 to the Ontario REALTORS Care® Foundation (ORCF). This money then supported 20 shelter-related charities in the RAHB market area.

### 2022 ORCF Grant Recipients:

- Carpenter Hospice
- Eagle Worldwide Ministries
- Ellen Osler Home
- Good Shepherd
- Habitat for Humanity - Hamilton
- Halton Women's Place
- Hamilton Health Sciences Foundation
- Indwell Wentworth Program
- Interval House
- Nina's Place - Joseph Brant Hospital
- March of Dimes Canada Non-Profit Housing Corporation
- Mark Preece Family House - Jason's House
- Mission Services of Hamilton
- Neighbour to Neighbour
- Restoration Second Stage Homes
- Salvation Army - Hamilton Booth Centre
- Shifra Homes Inc.
- St. Matthew's House
- Wesley Ministries
- YWCA - Hamilton



In November, RAHB members volunteered at a Habitat for Humanity Hamilton build site and donated time at the Good Shepherd during REALTORS Care® Week.

### War in Ukraine

- \$15,000 Donation





## MEET OUR 2022 STAFF

### Executive Office:

Carol Ann Burrell, CEO

Carolyn Infurnari, Manager

### MLS® System:

Pam Morton, MLS® System Customer Service Administrator (On Leave)

Amanda Gerritsen, MLS® System Customer Service Administrator

Maria Kovljenic, MLS® System Customer Service Administrator

Sherry Lloyd, Receptionist

Eric Meek, MLS® System Specialist

### Operational Strategies & Engagement:

Nancy Duce, Manager

### Membership Services:

Kim Sanders, Manager

Karin Condello, Membership Services Team Lead

Michele Farquhar, Realty Shoppe Representative

Camryn Holmes, Membership Coordinator

Wanda Kivell, Realty Shoppe Representative (Retired in April 2022 after 21 years)

Kathy Rubio, Member Services Coordinator

### Communications & External Relations:

Crystal Henderson, Manager

Maggie Inglis, Graphic Designer (Retired in December 2022 after 47 years)

Amanda Stringer, Government Relations & Communications Specialist

Alexx Syer, Marketing/Communications Coordinator

Saskia Martini-Wong, Communications Consultant

### Information Technology:

Jason Hersey, Manager

Kelvin Chen, Software Developer

Justin Hayes, Systems Administrator

Trish Hlohinec, Jr. Business Analyst/Project Leader

RAHB would like to thank Maggie and Wanda for their dedicated service to the Association and wishes them all the best in their retirement!



Maggie Inglis  
Retired after 47 years  
of service



Wanda Kivell  
Retired after 21 years  
of service



**REALTORS<sup>®</sup>**  
**ASSOCIATION**  
of Hamilton-Burlington

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