



Home Inspector Industry Information Meeting Minutes June 02, 2010

Date	June 02, 2010 09:15 am. – 11:15 am.	
Location	Sydney Pier Hotel & Spa 9805 Seaport Place Sidney, B.C. 250-655-9770	
Industry Participants	Allen Cavdek Mike Howard Arne Kluge John Leech Peter Link Ken Mayo Jan van Huigenbos	President CanNACHI Director Western Provinces CanNACHI Secretary CanNACHI Executive Director, ASTTBC Manager House & Property Registration, ASTTBC ASTTBC Member & BCIPi Steering Committee ASTTBC Member & BCIPi Steering Committee
Acting Chair	Tom Aquiline	Director Industry Relations, Consumer Protection BC
Consumer Protection BC	Frank Barr Terry Barnett Tayt Winnitoy Manjit Bains Steve Pelton Sean Sisett	Board Chair President & CEO Vice President Operations Vice President Corporate Relations Director Motion Picture Classification Senior Compliance Inspector
Regrets	Helene Barton Owen Dickie Chris Stockdale	Executive Director, CAHPI BC Past President CAHPI BC President, CAHPI BC

Item 1.0	Call to Order
<p>The meeting was called to order at 09:15 am. Participants were advised that CAHPI BC would not be attending the meeting. Those in attendance expressed disappointment on their absence. As this was the first time many of the participants had met, round table introductions were made.</p>	
Item 2.0	Stakeholder Engagement
<p>The participants were provided a brief introduction on the stakeholder engagement that had taken place to date with the industry. Thus far engagement had been relatively ad hoc and it was felt it would be beneficial to provide the group with a more detailed overview of Consumer Protection BC's intended approach for stakeholder engagement leading into 2011.</p> <p>This overview of Consumer Protection BC's approach to stakeholder engagement with its regulated industries provided the following highlights:</p> <ul style="list-style-type: none"> • In 2004 Consumer Protection BC licensed 3 industries, travel services, debt collection and funeral services. At that time the policy established by Consumer Protection BC's Board was and continues to be not to seek direct representation from the regulated industries. The Board did however want stakeholders to have a voice within the organization and they established terms of reference (TORs) for advisory groups (AGs); • The purpose of the AGs as per the TORs includes identifying consumer and industry issues and potential solutions for consideration by Consumer Protection BC, to provide feedback on matters brought forward to them and consider other related matters; • There is a recruitment process with terms of appointment for members of one to three years with aggregate maximum of six years; • The AGs have worked best when significant issues are identified, for example the security requirements for debt collection agencies. Through consultation with the AG a regulation change resulted that reduced the 	



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- required security amount from 1 million to \$50 thousand;
- Government continues to look to Consumer Protection BC to bring forward a cohesive voice from industry. For example a couple of years ago government attended a travel industry AG meeting and made a commitment to a review of the travel industry regulations. Last year revised regulations were announced that now reflect today's environment within the industry;
- Since 2005 a reduction in the number of issues and agenda items brought forward for the AG meetings has been observed combined with an increase in Consumer Protection BC's scope and mandate. As a result Consumer Protection BC started looking at best practices and alternative methods of engagement;
- Utilizing outside resources surveys were conducted of both the AG members as well as all licensees. Within the AG members, 85 – 90% felt the groups were working in all areas surveyed but unfortunately many of the licensees were not aware of the AGs or the work they had done. The message being heard was "consult directly" utilizing surveys and email;
- Consumer Protection BC's business plan includes stakeholder engagement and education as one of its three objectives and to accomplish this we want to engage with both consumers and licensees directly;
- The AG model will continue because it works however we want to identify issues directly with licensees and consumers and bring these back to the AGs for discussion etc.;
- The three industries, home inspectors, payday loans and film classification are new additions and it was felt forming AGs would be premature based on our knowledge of the industries. The plan is to get comfortable with the industry players and the various issues. Understanding the industries better will enable the correct approach for engagement to be taken. As an example there are three distinct types of businesses under the motion picture act and it is clear they do not want nor need to get together as they are very different businesses;
- Going forward we will continue to look at whether the home inspector industry needs to come together and if there is a need to do so on a regular basis. The decision at this time is that an AG will not be formed but we will continue to engage the stakeholders and make recommendation to the Board. Today's meeting is seen as the starting point.

The participants were invited to comment on the approach being taken and how they felt the implementation of the licensing regime had been accomplished. Feedback and comments included the following:

- The comment was made that Consumer Protection BC had been open, responsive and the relationship had been positive. As well the communication stream had been good. It was felt that if the associations could collaborate on training etc. everyone would benefit. It was noted we were working with a very short regulation and limited resources;
- Process has worked well and expressed support for the associations working together. Licensing is really working as it has removed the fly by nighters;
- Has developed an excellent relationship with Consumer Protection BC staff. See a common standard as an important objective, the different colleges and institutions have varying levels and standards making it difficult for people entering the profession;
- Pleased with the process, most inspectors see licensing as positive thing representing a long term commitment. Continuing education is a challenge; need to work with members to ensure proper training is obtained. BC is being watched as it is currently serving as an example to other jurisdictions.

The participants were thanked for their comments and advised that the current approach to stakeholder engagement with the industry would continue with open communication continuing to be a high priority.

Item 3.0	Fee Schedule Consultation Process
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The participants were provided an introduction that spoke to Consumer Protection BC having been delegated the authority to set fees for the industries it regulates and how these fees help recover costs for providing regulatory oversight and consumer protection services in BC.

In November of 2009, the Consumer Protection BC Board of Directors approved the 2010 to 2012 Business and Operating Plans for Consumer Protection BC. These plans included budgets and resource allocations for Consumer



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Protection BC as well as a revenue strategy which includes fee changes for those licensed under the statutes it administers. As a result of this Board approval, we are moving forward with our plan to review licence fees for businesses in the travel, debt collection, cemetery & funeral service, telemarketing, motion picture, and home inspector industries for implementation starting in 2011.

The participants were provided a package that included the Fee Change Consultation Notice and the Consultation Paper. They were advised the consultation approach being taken was consistent with what had been identified in the stakeholder engagement briefing provided earlier namely, go directly to the licensees. This will entail sending the consultation notice to all licensees directing them to the consultation paper to be posted on the website for approximately 30 days. Included will be a short questionnaire specific to their industry seeking feedback on the fee review.

The documents were reviewed following which the participants were thanked for their general support of the process and advised that where appropriate their feedback and comments would be given consideration prior to posting the final consultation document at www.consumerprotectionbc.ca

Action item:

Fee consultation notice to be sent to licensees and consultation document posted to website.

Item 4.0	Industry Compliance - Update
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The group was provided an overview of the compliance and enforcement process within Consumer Protection. This process is applicable not only to the Home Inspector Regulation but all the regulations under its mandate. The overview included the following highlights:

- There are four compliance inspectors for BC and three enforcement inspectors. The inspectors do not specialize and deal with all the regulated industries;
- Consumer Protection BC works on a progressive enforcement and voluntary compliance model and moving forward there will be a risk based approach to compliance;
- The inspectors interpret the legislation and test against the regulations. When unlicensed activity is identified the objective is to educate and ensure compliance;
- All inquiry calls go through the inquiry center and more than 90% of those calls are referred on to other agencies. For other industries of those calls, what is taken in is noted, put in the log books, a file is created and eventually the file will be opened;
- Consumer complaints involving home inspectors that do not involving regulation violations are referred to the association to which the inspector belongs;
- In 2009, CPBC received 224 inquiries on home inspections, 170 by phone and 54 by mail. In 2010, thus far 98 inquiries in total have been received;
- There were 21 case files involving accusations of unlicensed activity. The reality was many complaints were based on old advertisements such as those found in the yellow pages that take time to be removed. A primary issue is the failure by the inspector to identify their licence number;
- Everything that is done by compliance and enforcement is open and transparent. The foremost objective is education and awareness. Inspectors have handed out business cards in order to be a part of the process of education and some of the inspectors have been receiving phone calls as a result. Compliance and enforcement is more than willing to meet with stakeholders and explain the legislation as it applies;

In closing the group was advised that there is a compliance assistance program on the website that is available for both consumers and the industry. The program does permit complaints to be logged anonymously. All enforcement action is posted on the website and is available to the public.

Item 5.0	Round Table – Issues identification
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The participants were referred to the earlier discussion on the stakeholder engagement process and the primary role of the advisory groups being to bring issues forward to Consumer Protection BC for discussion etc. In the absence of



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an advisory group for home inspectors, ad hoc meetings such as this one would serve to support Consumer Protection BC's mandate in this area.

The participants were then invited to bring forward issues or topics for discussion. Unfortunately due to travel plans for some participants only a short amount of time was available for discussion however utilizing a document provided by a participant topics touched on included:

- Common Standards for Professional Regulation;
- Complaint reporting – annual to Consumer Protection BC / public;
- Accreditation of institutions providing training;
- E & O insurance minimum requirements;
- Realtor interface;
- Home Inspector contracts – a common standard;
- Criteria & process for recognizing associations;
- Working groups on various matters and;
- Continuing education for inspectors.

Action items:

- 1) Consumer Protection BC will review the one million dollar insurance minimum currently required;
- 2) ASTT will review their complaint records and provide to Consumer Protection BC.

Item 7.0

Closing

The participants were thanked for making the time to participate in the meeting and advised that as was indicated in the stakeholder engagement discussion further meetings would be arranged. The meeting was adjourned at 11:50 am.

Tom R. Aquiline
Acting Chair

Date: June 02, 2010