



Case Summary: 2023-02

Sanction Consent Agreement Implementation Date: March 28, 2023

**General Summary:**

**File Opened:** December 7, 2022

This complaint was received as a formal written complaint from a consumer in relation to a report for a residential property.

Part of the complaint related to the value estimate. This part of the complaint falls outside of the scope of an AIC complaint investigation as per AIC Consolidated Regulations and was dismissed.

The complainant was not the person identified as the client in the report and the Member upheld CUSPAP by declining to provide information about the report to someone who was not their client. No breaches to CUSPAP are related to this complaint allegation.

The report did not contain adjustment support. The documentation sent in response to the complaint allegations did not include anything that supported any of the adjustments applied other than a paired sale time chart.

**Report Details:**

Property Type: Residential

Purpose: To estimate market value

Use: To assist in matrimonial settlement

Certification: signed by: CRA designated member

**Complainant Allegations:**

1. The complainant is dissatisfied with:
  - a. the value conclusion
  - b. the adjustment application
2. The member would not speak or continue communication with the complainant beyond initial contact.

**Issues Arising from the Complaint Review:**

None

**Sanction Consent Agreement Terms**

**Agreed Breaches of CUSPAP 2022:**

**Real Property Appraisal Rule 8.2.7** When completing a Real Property Appraisal Report, a Member must comply with the Reporting Standard, and must describe and analyze all data relevant to the Assignment;

**Real Property Appraisal Comment 9.6 Describe and Analyze All Data Relevant to the Assignment**

**9.6.1** The information and analyses provided in a Report must be sufficient to explain and support the rationale for the opinion and conclusions.

**Agreed Discipline:**

1. **Section 5.35.2:** Education: CPD 123 Adjustment Support in the Direct Comparison Approach to be completed successfully at the Member's expense and must include the successful completion of the final exam not later than 6 months after the date of implementation of the Sanction Consent Agreement.

**Costs (Section 5.38):**

Costs in the amount of \$500 were levied.