
**IN THE MATTER OF A DISCIPLINE HEARING HELD PURSUANT TO THE
*TRUST IN REAL ESTATE SERVICES ACT, 2002***

BETWEEN:

REAL ESTATE COUNCIL OF ONTARIO

- AND -

FLORJAN QENDRO (Registered as FLORIAN QENDRO)

DISCIPLINE DECISION AND REASONS FOR DECISION

Subject to Rule 4.02 of the Discipline and Appeals Committee Rules of Practice (*TRESA 2002*), I, the Chair of the Discipline Committee (*TRESA 2002*) have reviewed and considered the Agreed Statement of Facts and Penalty together with the Waiver of Hearing submitted by the Parties to this proceeding and provide the following Order

FINDINGS: In violation of Sections 2 (a)(b) of the *TRESA 2002* Code of Ethics and Sections of 22.5 (a)(b) of the General Regulation.

ORDER: Fine of \$ 7,500.00 payable to RECO not later than four (4) months after the date of the Decision of the Discipline Committee.

Successful completion of the RECO CE: Introduction to *TRESA* course, not later than four (4) months after the date of the Decision of the Discipline Committee on this matter and provide proof of completion to RECO within 60 days of completion of the course.

WRITTEN REASONS:

REASONS FOR DECISION

INTRODUCTION

This matter proceeded on the basis of an Agreed Statement of Facts and Penalty and Waiver of Hearing, pursuant to Rule 4.02 of the Rules of Practice (*TRESA 2002*).

The Agreed Statement of Facts and Penalty read:

AGREED STATEMENT OF FACTS AND PENALTY

It is agreed as follows:

1. At all relevant times, Florian Qendro (“Qendro”) was registered as a broker under the *Trust in Real Estate Services Act, 2002*.
2. At all relevant times, Qendro was employed at Brokerage C.
3. Seller A (“Complainant A”) and Seller B were the sellers of a property located at 1-A Street, City A, Ontario (the “1st Property”).
4. Registrant A (the “Seller Representative A”) is employed with Brokerage A. Brokerage A is the seller’s brokerage for the 1st Property.
5. Registrant B and Registrant C (“Complainants B”) are the seller’s representatives employed by Brokerage B for a property located at 1-B Street, City B, Ontario (the “2nd Property”).

1st Property

6. Qendro represented the buyers in the purchase of the 1st Property and scheduled an appointment for September 18, 2024, between 7:00 p.m. and 7:30 p.m.
7. On September 18, 2024, at approximately 7:00 p.m., Qendro’s buyers entered the 1st Property, using the lockbox. Qendro was not in attendance with the buyers.
8. In their response to RECO, Qendro admitted to providing the lockbox code to their buyer clients for the 1st Property and did not accompany them to the scheduled appointment.

2nd Property

9. Qendro represented the buyers in the purchase of the 2nd Property and scheduled an appointment for September 18, 2024, between 7:00 p.m. to 7:30 p.m.
10. On September 18, 2024, during the scheduled appointment time at the 2nd Property, Complainants B visited the 2nd Property and found Qendro’s buyer clients inside with the buyer clients’ contractor. Qendro was not in attendance at this scheduled appointment.
11. In their response to RECO, Qendro wrote that they attended the 2nd Property with their buyer clients, but needed to leave early due to personal circumstances, leaving their

buyer clients unsupervised to complete the appointment and return the key to the lockbox when they were finished.

SUMMARY OF AGREEMENTS

It is agreed that Qendro failed to comply with the Act and/or Regulations as follows:

- A. Qendro facilitated unsupervised and/or unauthorized access to two separate properties by releasing the lockbox code and failing to be in attendance with their buyer clients at the scheduled appointments, without obtaining the consent of the seller's representative and/or seller, contrary to section 2 (a)(b) of the Code of Ethics and section 22.5 (a)(b) of the General Regulation.

It is agreed that Qendro failed to comply with the following sections of the Code of Ethics:

Unprofessional conduct, etc.

2. A registrant shall not engage in any act or omission that, having regard to all of the circumstances, would reasonably be regarded as,
- (a) being disgraceful, dishonourable, unprofessional or unbecoming a registrant; or
 - (b) likely to bring the sector into disrepute or to undermine public confidence the regulation of registrants under the Act.

It is agreed that Qendro failed to comply with the following sections of the General Regulation:

Protection of property

22.5 In carrying on business, a registrant shall not provide any person with access to real estate unless,

- (a) a registrant is present with the person; or
- (b) the owner of the real estate has consented in writing.

AGREED PENALTY

The Respondent understands and agrees to the following penalty:

To pay a fine of **\$7,500** not later than four (4) months after the date of the Decision of the Discipline Committee.

To successfully complete the following courses or programs by the identified completion date:

Course Title (Provider)	Completion date
MCE Introduction to TRESA	not later than four (4) months after the date of the Decision of the Discipline Committee

To provide proof of completion to RECO within 60 days of completion of the courses.

Respondent acknowledgements:

1. I acknowledge that I have read and understand the penalty outlined herein and agree to the said terms and/or conditions.
2. I acknowledge my right to seek legal counsel in this matter before signing this agreement.
3. I agree, understand, acknowledge and consent to waiving my right to a hearing before the Discipline Committee.

Waiver of hearing before the Discipline Committee:

4. The parties consent to disposing of the matter without a hearing before the Discipline Committee and agree to the terms set out herein.
5. The parties request an Order from the Chair of the Discipline Committee that includes this Agreement of Facts and Penalty as a final settlement of this matter.

By signature below the Parties agree, acknowledge, understand and consent to the final settlement of this matter by way of this Agreed Statement of Facts and Penalty.

[The Agreed Statement was duly signed by the Parties.]

DECISION OF THE CHAIR

Having reviewed and considered the Agreed Statement of Facts, the Chair of the Discipline Committee (*TRESA 2002*) concluded that the Respondent breached Sections 2 (a)(b) of the *TRESA 2002* Code of Ethics and Sections 22.5 (a)(b) of the General Regulation. The Chair of the Discipline Committee (*TRESA 2002*) is also in agreement with the joint submission of the Parties as to penalty and accordingly makes the following order:

1. FLORJAN QENDRO (Registered as FLORIAN QENDRO) is Ordered a Fine of \$7,500.00 payable to RECO not later than four (4) months after the date of the Decision of the Discipline Committee.
2. FLORJAN QENDRO (Registered as FLORIAN QENDRO) is Ordered to successfully complete RECO CE 'Introduction to TRESA' course, not later than four (4) months after the date of the Decision of the Discipline Committee and to provide proof of completion to RECO within 60 days of completion of the course.

[Released: August 11, 2025]