



## IMPROVE MEMBER VALUE

- CREB<sup>®</sup> Charitable Foundation's celebrated 30 years of giving with Investing in Hope awarding a total of \$300,000 in grants to Inn from the Cold, Kids Cancer Care and, Made by Momma.
- CIBS granted 19 member claims for critical illness benefit in 2017, bringing the total to 21 member assisted with over \$2.4m in benefits since 2003.
- Improved member experience with enhancements to Understanding Housing Statistics on CREB<sup>®</sup>Link.
- Celebrated Canada's 150 with a commemorative edition of CREB<sup>®</sup>Now fostering strong advertising results.



## ENHANCE PROFESSIONAL CONDUCT

- Enriched the professional development experience with delivery of three (3) additional web based offerings.
- Commitment to continuous development emphasized with 3,615 learners moving through 161 classes.
- Mandatory training focused on "Elevate your Business" completed.



## FOSTER PRODUCTIVE RELATIONSHIPS WITH OUR MEMBERS

- Long serving members honoured at October's Long Service Awards reception
- CREA covered topics from the National Ad campaign to technology updates at our second Member Town Hall.
- CREB<sup>®</sup> hosted a second broker summit where guest speaker Doug Kelly shared his real estate journey through 20 communities he helped to develop.
- 1,727 members casted 5,975 votes in the fall election representing a 35 per cent voter turnout – a 15 per cent increase from last year.



## CHAMPION MEMBERS' INTERESTS

- Mayoral forum hosted which saw Calgary's top three candidate discuss a variety of issues before 150 members.
- CREB<sup>®</sup>'s 2018-2020 strategic plan articulating a new mission and vision, strategic direction and supporting activities was launched.
- CREB<sup>®</sup>'s Charitable Foundation recognized for its philanthropic work with a Tulip Award from the Calgary Women's Emergency Shelter.



## MAXIMIZE EXCELLENCE IN TECHNOLOGY

- Matrix<sup>™</sup> 7 Client Portal enhancing client experience launched.
- Commerical Matrix<sup>™</sup> enhancements launched.
- Launched measurements supplements in Matrix<sup>™</sup> in support of RMS.
- Propects Brand & Share<sup>™</sup> launch enabling app customization, the ability to stay connected with clients throughout the home buying process, and line of sight to client interactions with listings.



## YEAR-TO-DATE FINANCIAL PERFORMANCE

- Budget surplus generated from operations – a result of ongoing cost control efforts;
- No increase in fees or dues.