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**IN THE MATTER OF A DISCIPLINE PROCEEDING HELD PURSUANT TO THE  
*TRUST IN REAL ESTATE SERVICES ACT, 2022***

**BETWEEN:**

**REAL ESTATE COUNCIL OF ONTARIO**

**- AND -**

**CHEHREH SHAHEEN**

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**DISCIPLINE DECISION AND REASONS FOR DECISION**

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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:

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

In violation of Sections 22.5(a)(b) of the *General* Regulation.

**ORDER:** Fine of \$7,000.00 payable to RECO on or before 12 months after the date of the Decision of the Discipline Committee in this matter: March 15, 2027.

Successful completion of the “*Introduction to TRESA*” course and provide proof of completion to RECO not later than 180 days after the date of the Decision of the Discipline Committee on this matter, and to provide proof of completion to RECO within 60 days of completion of the course

**WRITTEN REASONS:** *attached*

**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, Chehreh Shaheen, (“Shaheen”) was registered as a salesperson under the *Trust in Real Estate Services Act, 2002* (“Act”).
2. At all relevant times, Shaheen was employed at Brokerage A.
3. Seller A (the “Owner”) has filed a complaint with RECO regarding the conduct of Shaheen with respect to their property located at 1-A Street, City A (the “Property”).
4. At all relevant times, the Owner was represented by Brokerage B.
5. Shaheen scheduled a showing of the Property for April 1, 2025, between 6:30 p.m. – 7:00 p.m.
6. The Owner provided footage from a camera at the Property to RECO.
7. In the footage, two individuals were observed entering the Property at 7:53 p.m. on April 1, 2025.
8. In the footage, Shaheen is not observed at the Property at any time while the two individuals are entering or inside the Property.
9. As part of Shaheen’s response to the complaint, she indicated that she experienced a medical emergency at the time of the showing and was unable to accompany her two clients at the Property. Shaheen advised that the two non-registrants are her friends that she trusts and confirmed that she provided the lockbox code to them, so that they could view the Property on their own.

## SUMMARY OF AGREEMENTS

**It is agreed that Shaheen failed to comply with the Code of Ethics (O. Reg. 580/05) as follows:**

A. Shaheen facilitated unauthorized and/or unsupervised access to the Property by providing the lockbox code to non-registrants and/or failed to be in attendance with their clients at the scheduled showing of the Property, without obtaining the consent of Brokerage B and/or the Owner, contrary to section 2 of the Code of Ethics, O. Reg. 365/22 and section 22.5 of the General Regulation, O. Reg. 567/05.

**It is agreed that Shaheen failed to comply with the following sections of the Code of Ethics (O. Reg. 580/05):**

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 in the regulation of registrants under the Act.

**It is agreed that Shaheen failed to comply with the following section of the General Regulation, O. Reg. 567/05**

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 **\$7,000.00** on or before 12 months after the date of the Decision of the Discipline Committee in this matter.

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

<b>Course Title (Provider)</b>	<b>Completion date</b>
Introduction to TRESA	not later than 180 days after the date of the Decision of the Discipline Committee on this matter.

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 Parties duly signed the Agreed Statement.]***

### **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 Section 2(a)(b) of the *TRESA 2002* Code of Ethics 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. SHAHEEN, Chehreh is ordered to pay a fine in the amount of \$7,000.00, payable to RECO, on or before 12 months after the date of the Decision of the Discipline Committee in this matter.
2. SHAHEEN, Chehreh is ordered to successfully complete the “*Introduction to TRESA*” course not later than 180 days after the date of the Decision of the Discipline Committee on this matter, and to provide proof of completion to RECO within 60 days of completion of the courses.

*Released: March 13, 2026*