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

BETWEEN:

REAL ESTATE COUNCIL OF ONTARIO

- AND -

MASON GALVAO

DISCIPLINE DECISION AND REASONS FOR DECISION

Subject to Rule 4.02 of the Discipline 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 Sections 1 and 2(a)(b) of the *TRESA 2002* Code of Ethics; and Section 22.5(a)(b) of the General Regulation.

ORDER: Fine of $ 8,000 payable to RECO on or before June 14, 2027

Successful completion of the “RECO 2026 Update - Professional Practice” course and provide proof of completion to RECO not later than 30 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 course

WRITTEN REASONS: *attached*

Lucy Aita
Chair, Discipline Committee (*TRESA 2002*)

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, Galvao was registered as a salesperson under the *Trust in Real Estate Services Act, 2002*, and employed at RE/MAX Experts. Galvao is currently employed at CitiBloc Realty.
2. On August 23, 2025, between 6:00 p.m. and 6:30 p.m., Galvao had a scheduled viewing appointment at a residential property located at 82 Frank's Way, Barrie (the "Property").
3. At approximately 6:05 p.m., the sellers' security camera captured two individuals accessing the lockbox and entering the Property. Galvao was not present.
4. At approximately 6:14 p.m., the two individuals left the Property.
5. The sellers of the Property subsequently complained to RECO about the unauthorized entry.
6. Galvao, in response to the complaint submitted to RECO, has acknowledged that he did not attend the Property due to a conflict, and confirmed the two individuals were his clients.

SUMMARY OF AGREEMENTS

It is agreed that Galvao failed to comply with the Code of Ethics (O. Reg. 365/22) and the General Regulation (O. Reg. 567/05) as follows:

A. Galvao facilitated unsupervised and/or unauthorized access to the Property by failing to be in attendance with his buyer clients during a viewing appointment and releasing the lockbox

code to his buyer clients to gain access to the Property, contrary to sections 1 and 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 Galvao failed to comply with the following sections of the Code of Ethics (O. Reg. 365/22):

Integrity, honesty, good faith, etc.

1. In carrying on business, a registrant shall act with courtesy, honesty, good faith and integrity in relation to every person the registrant deals with.

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 Galvao failed to comply with the following sections 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 **$8,000.00** no later than eight (8) 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
RECO 2026 Update – Professional Practice	no later than sixty (60) days after the date of the Decision of the Discipline Committee

To provide proof of completion to RECO within thirty (30) days of completion of the course.

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 Sections 1 and 2(a)(b) of the *TRESA 2002* Code of Ethics; and Section 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. GALVAO, MASON MANUEL, registered as GALVAO, MASON, is ordered to pay a fine in the amount of $8,000.00, payable to RECO, no later than eight (8) months after the date of the Decision of the Discipline Committee.

2. GALVAO, MASON MANUEL, registered as GALVAO, MASON, is ordered to successfully complete the "RECO 2026 Update - Professional Practice" courses or programs no later than sixty (60) days after the date of the Decision of the Discipline Committee, and to provide proof of completion to RECO within thirty (30) days of completion of the course.

[Released: October 14, 2026]