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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 -**

**YUN CHAI ZHENG (registered as WENDY ZHENG)**

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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 9(1) of the *TRESA 2002* Code of Ethics.

**ORDER:** Fine of \$5,000.00 payable to RECO not later than 60 days after the date of the Decision of the Discipline Committee: August 10, 2026.

Successful completion of the “*RECO 2026 Update – Professional Practice*” course and provide proof of completion to RECO not later than 90 days after the date of the Decision of the Discipline Committee on this matter, and to provide proof of completion to RECO within 30 days of completion of the course.

**WRITTEN REASONS:** *attached*

  
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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, Yun Chai Zheng, registered as Wendy Zheng (“Zheng”), was registered as a broker under the *Trust in Real Estate Services Act, 2002* (the “Act”), and employed at RE/MAX Realtron Wendy Zheng Realty (“RMWZ”).
2. On or about April 30, 2025, Our Neighbourhood Realty Inc., with Ashley St John as the seller’s representative (the “Seller Representative”), listed for sale a residential property at 3161 Osbourne Road, Mississauga, Ontario, L5L 4A3 (the “Property”) on the local multiple listing service.
3. RMWZ, with Zheng as buyer representative, represented buyers (the “Buyers”) who were interested in purchasing the Property.
4. On May 8, 2025, at 10:30 a.m., Zheng booked an appointment, through the BrokerBay system, on behalf of the Buyers to view the Property on May 12, 2025, from 11:15 a.m. to 11:45 a.m.
5. Immediately after, upon receiving a confirmation of the showing on BrokerBay, along with instructions for accessing the lockbox at the Property, Zheng saved a screenshot of the confirmation (the “BrokerBay Screenshot”).
6. On May 8, 2025, at 8:19 p.m., an email from the Seller Representative stating that the May 12 appointment had been cancelled was sent to Zheng’s email spam folder.
7. Further, on May 9, 2025, at 8:47 a.m., the listing for the Property was terminated.
8. On May 12, 2025, at around 11:35 a.m., Zheng, using the lockbox code in the Brokerbay Screenshot, entered the Property with the Buyers and another salesperson.
9. The entry into the Property triggered the home alarm system.

- 10. Zheng only became aware that the showing had been cancelled after she had entered the Property on May 12, 2025.
- 11. The sellers of the Property subsequently complained to RECO about the unauthorized entry.
- 12. After the entry into the Property on May 12, 2025, Zheng took steps to modify the notification and verification process at RMWZ for showings to prevent similar incidents from occurring in the future.

**SUMMARY OF AGREEMENTS**

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

A. Zheng entered and viewed the Property without a confirmed appointment, and without the consent of the owners of the Property or their representative, contrary to section 9(1) of the Code of Ethics.

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

Conscientious and competent service, etc.

9. (1) A registrant shall provide conscientious, courteous and responsive service to clients and demonstrate reasonable knowledge, skill, judgment and competence in providing such service.

**AGREED PENALTY**

**The Respondent understands and agrees to the following penalty:**

To pay a fine of **\$5,000.00** not later than **60 days** after the date of the Decision of the Discipline Committee.

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

<b>Course Title (Provider)</b>	<b>Completion date</b>
RECO 2026 Update – Professional Practice	No later than <b>90 days</b> after the date of the Decision of the Discipline Committee

To provide proof of completion to RECO within **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 Section 9(1) of the *TRESA 2002* Code of Ethics. 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. ZHENG, Yun Chai (registered as ZHENG, Wendy) is ordered to pay a fine in the amount of \$5,000.00, payable to RECO, not later than 60 days after the date of the Decision of the Discipline Committee.
2. ZHENG, Yun Chai (registered as ZHENG, Wendy) is ordered to successfully complete the “RECO 2026 Update – Professional Practice” course no later than ninety 90 days after the date of the Decision of the Discipline Committee, and to provide proof of completion to RECO within 30 days of completion of the course.

*Released: June 10, 2026*