












# 2024: Q2 REPORT

RECO'S SERVICE STANDARDS REPORT outlines the levels of service the public, including registrants, can expect for most services under normal circumstances. RECO endeavours to meet or exceed these standards.

New and reinstatement applications are our priority. Please check your MyWeb dashboard for application status updates.

SERVICE	TARGET	YEAR TO DATE	CURRENT QUARTER	STATUS QUARTER
			Apr.-Jun.	
 <b>Contacting RECO by phone</b> The wait time when calling RECO's main switchboard is less than two minutes.	2 min.	48 sec.	49 sec.	
 <b>Registration application processing*</b>				
<b>New Salesperson Applications:</b> • processed within eight business days	> 80%	100%	100%	
<b>Salesperson/Broker Renewal Applications:</b> • processed within eight business days	> 80%	90%	82%	
<b>Reinstatement Applications for Brokers and Salespersons:</b> • processed within eight business days	> 80%	99%	98%	
<b>New Business Applications:</b> • processed within 15 business days	> 80%	100%	100%	
<i>* Please note these standards are for non-complex applications and assume all required supporting documentation was provided with the application.</i>				
 <b>Complaints—average time to close</b> Complaints that are not escalated are closed on average within the target time	110 days	96 days	85 days	



meeting/exceeding target



missing target by ≤ 15%



missing target by >15%