














# 2020: Q3 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.

SERVICE	TARGET	YEAR TO DATE	CURRENT QUARTER	STATUS QUARTER
 <b>Visiting RECO's office</b> If a meeting has not been arranged, visitors will be greeted at reception and wait less than five minutes to speak to someone who is able to provide assistance unless we advise otherwise.	5 min.	3 min.	<b>Jul.-Sep.</b> N/A	N/A
<i>Office not open to public during pandemic.</i>				
 <b>Contacting RECO by phone</b> The wait time when calling RECO's main switchboard is less than two minutes.	2 min.	1:21 min.	2:15 min.	
 <b>Registration application processing*</b> <b>New Salesperson Applications:</b> <ul style="list-style-type: none"> <li>processed within 10 business days</li> </ul> <b>Salesperson/Broker Renewal Applications:</b> <ul style="list-style-type: none"> <li>processed within eight business days</li> </ul> <b>Reinstatement Applications for Brokers and Salespersons:</b> <ul style="list-style-type: none"> <li>processed within 10 business days</li> </ul> <b>New Business Applications:</b> <ul style="list-style-type: none"> <li>processed within 15 business days</li> </ul>	> 80%	91%	94%	
	> 80%	94%	89%	
	> 80%	98%	98%	
	> 80%	93%	87%	
<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	120 days	80 days	72 days	
 <b>Complaints—average age of open files</b> The average age of complaints that are open will remain below the target time	80 days	42 days	34 days	