



Message from the President & CEO

We have had many positive changes in 2017.

A milestone for the Association in 2017 was the achievement of an operational surplus (total surplus less investment income and unrealized capital gains) of \$756,957. This amount was secured without an annual dues increase, while at the same time making investments in systems hardware that better protects MLS® data and enables employees to better serve you.

We now expect to remain in positive financial territory for the long-term. Change can be hard for Members and staff alike. Thanks to all for working through this with us.

While most Members have embraced the changes to our service offerings, others have found change tough. We get that. Our overriding objective is to improve services for all Members. To ensure that we get it right, our volunteer committees are a critical sounding board. If you have ideas about improvements, let your committee members know, or call me directly.

Why have these changes been needed? In brief, the Association's building – now 40 years old – is in need of significant repair and investment. We have not had enough money in reserves to pay for the work, nor did we have sufficient cash flow to finance needed repairs. To improve cash flow, have enough to invest in improved service offerings, start growing our reserves and keep fees down, a comprehensive rejig was needed.

In 2018, our efforts to improve services will really begin to take hold. This includes the roll-out of MLS® Home Price Index for Edmonton, a new showing service, an expanded suite of high-quality networking events, and a continued focus on web-based learning tools that promote industry professionalism and help you be a better service provider to your clients.

2017 was a successful year for the Association and I look forward to many more.

Michael Thompson
President & CEO