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Our Ref: 9409/2006
Enquiries: 9282-0928 or 9282-0635 (Madeleine or Helen)
24 November 2006

Stoneville Progress Association Inc
Po Box 33
Stoneville Post Office
STONEVILLE WA 6081

Dear Sir or Madam

Thank you for advising the Real Estate and Business Agents Supervisory Board of your complaint concerning Rudin Realty. Your complaint was received by the Board on 24 November 2006.

Your complaint has been referred to the Board's Registrar who will determine whether the matter is suitable for conciliation or if it requires an investigation.

If conciliation is suitable, then a Board officer will attempt to assist the parties to resolve the dispute by arranging informal discussions. The role of the officer is to help in the conduct of those discussions, and if possible, assist the parties to reach agreement. Participation in the conciliation process is voluntary.

However, if the matter requires investigation, a Board inspector will identify whether a breach of the *Real Estate and Business Agents Act 1978* or any other relevant legislation has occurred. Alternatively, if the matter does not fall within the scope of the Board, the inspector will advise you accordingly.

As soon as the Registrar has determined the most suitable action for your complaint, an officer will contact you to obtain further information and answer any questions that you may have.

In the interim, I have enclosed an "Information for Complainants" pamphlet. It is important that you take the time to read this, as the information may be useful in answering some common questions regarding the role and function of the Board.

In the meantime if you have any queries, please contact our Compliance Support Officer on 9282 0635 or 9282 0928.

Yours sincerely

for 
Steve Meagher
Manager
REAL ESTATE BRANCH