

# 2013 Annual Survey of Service Industries: Real Estate Agents, Brokers, Appraisers and Other Real Estate Activities

**CONFIDENTIAL once completed.**

Selon nos dossiers votre langue de préférence est l'anglais, si vous préférez recevoir ce document en français, veuillez nous appeler au numéro sans frais suivant : 1-800-972-9692.

Please verify the information for this business's contact person and correct where needed.

B00101  Legal name

B00102  Operating name

B00109  First name

B00111  Last name

B00112  Title

B00103  Address (number and street)

B00104  City

B00105  Province, territory or state

B00106  Postal code or zip code

B00107  Country

## Business and contact information

Email address

B00113

Preferred language of communication

B00117\_n

English

French

Telephone number (including area code)

B00114

Extension number

B00115

Fax number (including area code)

B00116

This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19.  
**COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.**

## Introduction

### Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. Your information may also be used by Statistics Canada for other statistical and research purposes. Please access [www.statcan.gc.ca/survey-enquete/index-eng.htm](http://www.statcan.gc.ca/survey-enquete/index-eng.htm) for more information on this survey.

### Security of emails and faxes

Statistics Canada advises you that there could be a risk of disclosure during facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*. **Note:** Our online questionnaires are secure, there is no risk of data interception when responding to Statistics Canada's online surveys.

### Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada.

### Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and other government organizations, which have agreed to keep the data confidential and use them only for statistical purposes.

Information on confidentiality, data-sharing agreements and record linkages can be found on the last page of this questionnaire.

**Please return the questionnaire within 21 days.**

**Please mail the completed questionnaire in the enclosed envelope or fax it to Statistics Canada at 1-888-883-7999.**

If you are unable to complete within 21 days **OR** if you need help, call us at **1-800-972-9692**.

Statistics Canada  
Operations and Integration Division  
150 Tunney's Pasture Driveway  
Ottawa, Ontario K1A 0T6  
**Visit our website, [www.statcan.gc.ca](http://www.statcan.gc.ca)**

## Reporting instructions

1. Please print in ink.
2. Report all dollar amounts **in thousands of Canadian dollars ('000 CAN\$)**.
3. Do not include sales tax.
4. Percentages should be rounded to whole numbers.
5. Consult the reporting guide at [www.statcan.gc.ca/guides-e](http://www.statcan.gc.ca/guides-e) for further information.
6. When precise figures are not available, please provide your best estimates.

## Business activity

1. Statistics Canada uses the **North American Industrial Classification System** to classify the activities of each business. According to our records, this business's **main activity** is classified as:

Is this the **main activity** of this business?

B05002

- Yes**, this is the **main activity** of this business. ▶ *Go to question 1b*
- No**, this is **not the main activity** of this business. ▶ *Go to question 1a*

- a) Please provide a brief but precise **description** of this business's **main activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05003

  

B05004

- b) Approximately what **percentage of this business's revenue** is generated by this **main activity**?  %

Are there any other activities that **contribute significantly** (at least 10%) to this **business's revenue**?

B05024

- Yes** ▶ *Go to question 1c*
- No** ▶ *Go to next page*

- c) Please provide a brief but precise **description** of this business's **secondary activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05005

  

B05006

- d) Approximately what **percentage of this business's revenue** is generated by this **secondary activity**?  %

## Reporting period information

1. For this survey, please report information for this business's most recent **12 month fiscal period**.

**Note:** For this survey, the **End date** should fall between **April 1, 2013** and **March 31, 2014**.

	YYYY	MM	DD		YYYY	MM	DD
Start date	<input type="text"/>	<input type="text"/>	<input type="text"/>	End date	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. If the reporting period **does not cover a full year**, please check the reason(s) below (mark all that apply):

B00301_r1 <input type="checkbox"/> seasonal operations	B00301_r5 <input type="checkbox"/> ceased operations
B00301_r2 <input type="checkbox"/> new business	B00301_r6 <input type="checkbox"/> temporarily inactive
B00301_r3 <input type="checkbox"/> change of ownership	B00301_r7 <input type="checkbox"/> other reason — please specify:
B00301_r4 <input type="checkbox"/> change of fiscal year	B00301_r8 <input type="text"/>

3. Please indicate below, any changes or events that may have affected the reported values for this business compared to the last reporting period (mark all that apply):

B00302_t1 <input type="checkbox"/> strike or lockout	B00302_t9 <input type="checkbox"/> change in product line
B00302_t2 <input type="checkbox"/> exchange rate impact	B00302_t10 <input type="checkbox"/> sold business units
B00302_t3 <input type="checkbox"/> price changes in goods or services sold	B00302_t11 <input type="checkbox"/> expansion
B00302_t4 <input type="checkbox"/> contracting out	B00302_t12 <input type="checkbox"/> new/lost contract
B00302_t5 <input type="checkbox"/> organizational change	B00302_t13 <input type="checkbox"/> plant closures
B00302_t6 <input type="checkbox"/> price changes in labour or raw materials	B00302_t14 <input type="checkbox"/> acquired business units
B00302_t7 <input type="checkbox"/> natural disaster	B00302_t15 <input type="checkbox"/> other changes or events — please specify:
B00302_t8 <input type="checkbox"/> recession	B00302_t16 <input type="text"/>

## Revenue

- Notes:**
- A detailed breakdown may be requested in other sections.
  - These questions are asked of many different industries. Some questions may not apply to your business.
  - Refer to the reporting guide for detailed instructions.
  - Please report all dollar amounts **in thousands of Canadian dollars**.

What was this business's revenue from each of the following sources?

'000 CAN\$

1. Sales of goods and services <b>Include:</b> sales, commissions, rental and leasing revenue if they are this business's primary revenue source	F43008 \$ <input type="text"/> ,000
2. Rental and leasing (report only if this is a secondary source of revenue; if rental and leasing are your primary revenue source, report in question 1)	F45801 \$ <input type="text"/> ,000
3. Commissions (report only if this is a secondary source of revenue; if commissions are your primary revenue source, report in question 1)	F45701 \$ <input type="text"/> ,000
4. Subsidies <b>Include:</b> grants, donations and fundraising	F47101 \$ <input type="text"/> ,000
5. Royalties, rights, licensing and franchise fees	F47201 \$ <input type="text"/> ,000
6. Dividends	F51101 \$ <input type="text"/> ,000
7. Interest	F51201 \$ <input type="text"/> ,000
8. Other revenue — please specify: <b>Include:</b> intracompany transfers	F51301 \$ <input type="text"/> ,000
	F51302 \$ <input type="text"/> ,000
9. <b>Total revenue</b> (sum of questions 1 to 8)	F40000 \$ <input type="text"/> ,000

## Expenses

- Notes:**
- A detailed breakdown may be requested in other sections.
  - These questions are asked of many different industries. Some questions may not apply to your business.
  - Refer to the reporting guide for detailed instructions.
  - Please report all dollar amounts **in thousands of Canadian dollars ('000 CAN\$)**.

What were this business's expenses for the following items?

	'000 CAN\$	
1. Cost of goods sold		
	F61206	
a) opening inventories	\$ <input type="text"/> ,000	
b) purchases		
<b>Include:</b> raw materials, goods purchased for resale and non-returnable containers	F61306	
<b>Exclude:</b> change in inventories	\$ <input type="text"/> ,000	
c) closing inventories	\$ <input type="text"/> ,000	'000 CAN\$
d) cost of goods sold (opening inventories <b>plus</b> purchases <b>minus</b> closing inventories)	F61101 \$ <input type="text"/> ,000	
2. Employment costs and expenses (for all employees who were issued a T4):		
a) salaries, wages and commissions (report commissions paid to non-employees in question 3)	F61501 \$ <input type="text"/> ,000	
b) employee benefits	F61502 \$ <input type="text"/> ,000	
3. Subcontracts <b>Include:</b> commissions paid to non-employees <b>Exclude:</b> research and development	F62503 \$ <input type="text"/> ,000	
4. Research and development fees <b>Exclude:</b> in-house research and development	F62504 \$ <input type="text"/> ,000	
5. Professional and business fees (e.g., legal, accounting, consulting and scientific fees)	F62601 \$ <input type="text"/> ,000	
6. Utilities (e.g., electricity, water and gas)	F61801 \$ <input type="text"/> ,000	
7. Office and computer related expenses (e.g., office supplies, postage and computer upgrades)	F62505 \$ <input type="text"/> ,000	
8. Telephone, Internet and other telecommunication	F61802 \$ <input type="text"/> ,000	
9. Business taxes, licences and permits (e.g., beverage tax, business tax, licence fees and property taxes)	F61901 \$ <input type="text"/> ,000	
10. Royalties, franchise fees and memberships <b>Exclude:</b> Crown royalties	F62001 \$ <input type="text"/> ,000	
11. Crown charges (for logging, mining and energy industries only)	F62506 \$ <input type="text"/> ,000	

'000 CAN\$

12. Rental and leasing <b>Include:</b> land, building, equipment and vehicles	F62101 \$ [REDACTED],000
13. Repair and maintenance <b>Include:</b> buildings, equipment and vehicles	F62201 \$ [REDACTED],000
14. Amortization and depreciation	F61601 \$ [REDACTED],000
15. Insurance	F62301 \$ [REDACTED],000
16. Advertising, marketing, promotion, meals and entertainment	F62507 \$ [REDACTED],000
17. Travel, meetings and conventions	F62508 \$ [REDACTED],000
18. Financial services (e.g., bank charges and transaction fees)	F62401 \$ [REDACTED],000
19. Interest expense	F69101 \$ [REDACTED],000
20. Other non-production-related costs and expenses <b>Include:</b> bad debt, loan losses, donations, political contributions and inventory writedown	F62509 \$ [REDACTED],000
21. All other cost and expenses — please specify: <b>Include:</b> intra company expenses	F62511 \$ [REDACTED],000
	F62512 \$ [REDACTED],000
22. <b>Total expenses</b> (sum of lines 1 to 21)	F60000 \$ [REDACTED],000

## Industry characteristics

### Sales

What were this business's sales for each of the following goods and services?

#### Brokerage services

'000 CAN\$

1. Commissions earned from real estate and lots  
**Include:** in trust amount F45707  
\$  ,000

Please provide a percentage breakdown of your commissions:

percentage

a) sales of residential real estate and lots F45708  
   %

b) rental of residential real estate and lots F45709  
   %

c) sales of commercial real estate and lots F45711  
   %

d) rental of commercial real estate and lots F45712  
   %

'000 CAN\$

2. Revenue received from independent real estate associates  
 (e.g., desk fees, publicity and advertising) F45167  
\$  ,000

3. Revenue from real estate consulting services  
 (e.g., expert witness services and commercial location finding services) F45168  
\$  ,000

4. Revenue from real estate appraisal services F45169  
\$  ,000

5. Revenue from real estate listing services F45171  
\$  ,000

6. Revenue from rental or leasing of property directly owned by this business F45837  
\$  ,000

Please provide a percentage breakdown of the total reported at question 6:

percentage

a) residential F45838  
   %

b) commercial F45839  
   %

7. Other sales of goods and services – please specify: '000 CAN\$  
F43175  
 F43005  
\$  ,000

8. **Total sales of goods and services**  
 (sum of questions 1 to 7) F43000  
\$  ,000

## Selected expenditure information

What were this business's expenses for each of the following types of commissions?

'000 CAN\$

9. Commissions and fees paid to independent real estate salespersons

F62518  
\$  ,000

10. Commissions and fees paid to other real estate brokers/real estate agencies

F62519  
\$  ,000

11. **Total commissions paid to non-employees**  
(sum of questions 9 and 10)

F62500  
\$  ,000

## Personnel

number

12. During this reporting period, how many independent real estate salespersons were there?

B20022

## Detail on purchased services

Please provide a breakdown of expenses for the following purchased services in thousands of Canadian dollars.

### 1. Office and computer related purchased services

'000 CAN\$

	F61308	
a) data processing, hosting and related services	\$	,000
	F61309	
b) business support services <b>Include:</b> reproductions, call centres and debt collection	\$	,000
	F61311	
c) other office and computer related purchased services	\$	,000
	F61310	
<b>Total office and computer related purchased services</b>	<b>\$</b>	<b>,000</b>

### 2. Professional fees and services

'000 CAN\$

	F62402	
a) legal services	\$	,000
	F62403	
b) accounting, tax preparation, bookkeeping and payroll services	\$	,000
	F62404	
c) management, scientific and technical consulting services <b>Include:</b> training	\$	,000
	F62405	
d) office administrative services	\$	,000
	F62406	
e) freight transportation arrangements and customs brokering services	\$	,000
	F62407	
f) brokerage and other insurance related services	\$	,000
	F62408	
g) security brokerage and securities dealing services	\$	,000
	F62409	
h) other purchased professional services	\$	,000
	F62400	
<b>Total professional fees and services</b>	<b>\$</b>	<b>,000</b>

### 3. Rental and leasing services

'000 CAN\$

	F62411	
a) non-residential real estate rental	\$	,000
	F62412	
b) motor vehicle rental and leasing	\$	,000
	F62413	
c) computer equipment rental and leasing	\$	,000
	F62414	
d) office machinery and equipment rental and leasing services <b>Exclude:</b> computer equipment	\$	,000
	F62415	
e) commercial and industrial machinery and equipment renting and leasing services, without operator <b>Exclude:</b> office equipment	\$	,000
	F62416	
f) other rental services	\$	,000
<b>Total rental services</b>	\$	,000

### 4. Repairs and maintenance services

'000 CAN\$

	F62417	
a) security services and investigation	\$	,000
	F62418	
b) waste management and remediation services	\$	,000
	F62419	
c) motor vehicle repair and maintenance services	\$	,000
	F62421	
d) other repair and maintenance services	\$	,000
<b>Total repair and maintenance</b>	\$	,000

### 5. Royalties, franchise fees and membership

'000 CAN\$

	F62002	
a) rights to non-financial intangible assets	\$	,000
	F62603	
b) membership fees or services	\$	,000
	F62003	
c) other royalties, franchise fees and memberships	\$	,000
<b>Total royalties, franchise fees and memberships</b>	\$	,000

## Contact person

### Name of person to contact about this questionnaire:

Last name

B00003

First name

B00004

Title

B00005

Telephone number

B00006

Extension number

B00007

Fax number

B00008

Email address

B00009

Website

B00011

Date completed (yyyy-mm-dd):

B00012

hours

B00013

minutes

B00014

How long did you spend collecting the data and completing the questionnaire?

:

## Comments

We invite your comments below.

If necessary, please attach a separate sheet.

Please be assured that we review all comments with the intent of improving the survey.

B00002

## General information

### Confidentiality

#### Your answers are confidential.

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*.

Statistics Canada will use information from this survey for statistical purposes.

### Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and other government organizations, which have agreed to keep the data confidential and use them only for statistical purposes. Statistics Canada will only share data from this survey with those organizations that have demonstrated a requirement to use the data.

**Section 11** of the *Statistics Act* provides for the sharing of information with provincial and territorial statistical agencies that meet certain conditions. These agencies must have the legislative authority to collect the same information, on a mandatory basis, and the legislation must provide substantially the same provisions for confidentiality and penalties for disclosure of confidential information as the *Statistics Act*. Because these agencies have the legal authority to compel businesses to provide the same information, consent is not requested and businesses may not object to the sharing of the data.

For this survey, there are **Section 11** agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon. The shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

**Section 12** of the *Statistics Act* provides for the sharing of information with federal, provincial or territorial government organizations. Under **Section 12**, you may refuse to share your information with any of these organizations by writing a letter of objection to the Chief Statistician and returning it with the completed questionnaire. Please specify the organizations with which you do not want to share your data.

For this survey, there are **Section 12** agreements with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut.

For agreements with provincial and territorial government organizations, the shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

### Record linkages

To enhance the data from this survey and to minimize the reporting burden, Statistics Canada may combine it with information from other surveys or from administrative sources.

**Thank you for completing this questionnaire.**

**Please retain a copy for your records.**

**Visit our website, [www.statcan.gc.ca](http://www.statcan.gc.ca)**