



October 1, 2026

To all registrants under *The Real Estate Services Act*

Province of Manitoba

Re: Application processing

The registration team of the real estate division are encountering common issues that can lead to delays in processing applications. These delays can result in gaps in registration which prevent a registrant from providing real estate services.

This notice highlights some of the most common issues and ways they can be avoided.

Online renewals

A significant number of brokerages continue to submit renewal applications by paper.

For a quicker process, brokerages are encouraged to submit renewal applications online using our online platform ROLS. Renewals can be done on ROLS electronically at any time during a registrant's renewal window.

Brokerages who process renewals online using ROLS are provided with a printable receipt, receive confirmation that the renewal is processed, and can access the registrant's new certificate of registration. Brokerages and registrants can rely on the information provided via ROLS to confirm a registration is renewed; no further evidence is required.

Access to ROLS is only provided to a brokerage's broker, not to individual registrants. A broker interested in enrolling in ROLS should email realestate@gov.mb.ca to request access to the system.

Submission requirement

The *Real Estate Services Regulation* requires that registrants submit renewal applications a minimum of 30 days before their current registration expires. Applications that are submitted less than 30 days before the expiry date may not be approved and processed before the registration expires. This can result in a registrant being unable to provide real estate services until their renewal is processed.

The 30-day requirement is necessary to allow staff time to review each renewal application and obtain further information if required. It also ensures all registrants are treated fairly and equally as requests for preferential treatment due to late submission of an application result in delays in processing other applications.

As stated earlier, paper applications require a manual process that can take longer to complete. When submitting paper applications registrants are encouraged to do so 30 to 60 days before the expiry date of their registration. This ensures that the information submitted is still current while allowing sufficient time for the renewal to be reviewed and processed.

A registrant's renewal window in ROLS opens 30 days before the registration expiry date. Brokers processing renewals online are encouraged to do so as soon as possible after the window opens.

Reporting changes

Registrants who have changes in their personal circumstances are required to report these changes to our office at the time they occur as per the requirements set out in the Regulation.

This includes changes to any information that was previously disclosed to our office via an application or otherwise. Some common examples include:

- starting a job outside of real estate
- quitting a job that was previously reported to our office
- changes in address
- a court proceeding involving the registrant
- criminal charges
- filing for bankruptcy

Changes are reviewed by our registration team to determine if they raise a public interest concern requiring action by the Registrar, such as the imposition of conditions or a suspension of registration, to protect the public.

Waiting and reporting changes on a renewal application can extend the time required to review the application. This can lead to a situation where a registration expires, and the registrant is no longer allowed to provide real estate services.

Registrants who need to report a change in circumstance can do so by sending an email with the pertinent information to realestate@gov.mb.ca.

Termination notices

It is a fundamental requirement of the registration system that real estate salespeople must always be engaged by a registered brokerage, and circumstances arise where a registrant wishes to change brokerages. In these situations, the following items are required to transfer a salesperson's registration to a different brokerage:

- Application to Transfer Registration form
- The mandated fee, and
- A termination letter from the current brokerage. This letter confirms whether there have been conduct issues involving the registrant.

Delays in processing a transfer application will occur when any of the three items are not provided. Once the previous brokerage has ended its engagement of a registrant the registrant is not permitted to provide real estate services unless and until the transfer application has been approved and processed.

Salespeople planning to transfer their registrations are encouraged to coordinate with their current brokerage to ensure timely delivery of a termination notice.

A handwritten signature in purple ink, appearing to read 'K Schinkel', is positioned above the printed name.

Keith Schinkel
Registrar
The Real Estate Services Act