

ANSWERING YOUR QUESTIONS ABOUT SERVICE AGREEMENTS

What is a service agreement?

A service agreement details the real estate services your REALTOR® has agreed to provide to you on behalf of their brokerage within a specific timeframe.

Why has the service agreement been introduced?

With the enactment of *The Real Estate Services Act* in 2022 every REALTOR® in Manitoba, before providing real estate services, must specify in writing (a) the services they agree to provide, (b) any rights to terminate the service agreement before it expires, and (c) the manner in which their brokerage is to be paid.

If a REALTOR® is assisting you with buying, selling, or renting commercial or residential property, the REALTOR® is required to provide you with a written service agreement to be signed by them and you prior to providing any real estate services to you.

What do I need to know about signing a service agreement?

Here are three things to keep in mind before you sign:

1. The purpose of a service agreement is to set out the service obligations of your REALTOR®, the timeframe in which the services are to be provided, and how their brokerage will be paid for those services.
2. Unless you sign a written service agreement, your REALTOR® is prohibited from providing services to you. Your signature is your proof that your REALTOR® has put their promises in writing.
3. Service agreements are not intended to impose obligations on you unless you agree to them. If a service agreement contains obligations such as to work exclusively with a particular brokerage and REALTOR® during the term of the agreement, or to pay the brokerage regardless of whether you use their services in a transaction or not, be sure to read the service agreement thoroughly and ask questions before you sign it so that you understand what those obligations are.

Do I need a service agreement for a REALTOR® to view my property?

A service agreement is not required if you are requesting information from one or more REALTORS® about the services they may be able to provide to address your real estate needs.

If I want to subscribe through a REALTOR® to receive automatic email listings or updates for properties in my desired neighbourhoods do I need to sign a service agreement?

Yes, because this would be considered a real estate service you have requested. When a REALTOR® assists a person in finding real estate it is a trading service and therefore requires a service agreement to be signed.

Manitoba REALTORS® deliver on their promises.

And now, we're putting those promises on paper. A written service agreement is your assurance that your REALTOR® has put their service promises in writing, on the specific terms discussed with you. It's your REALTOR®'s pledge to deliver on their promise of professionalism, at every step of the home buying or selling process.

Still have questions?

Please contact the Manitoba Real Estate Association. We are here to help you navigate the rules and regulations of RESA.

Call us at 204-772-0405 or 1-800-267-6019 (toll-free)
or email resa@mrea.mb.ca for more information.

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