

NBREA 68TH AGM & MANDATORY EDUCATION CONFERENCE 2026

Saint John Trade and
Convention Centre

April 21-22, 2026



PROGRAM AT A GLANCE



02

MONDAY, APRIL 20

Program is tentative and subject to changes

Registration

Saint John Trade and Convention Centre Foyer

2:00 p.m. – 6:00 p.m.

TUESDAY, APRIL 21

Registration

Saint John Trade and Convention Centre Foyer

8:00 a.m. – 4:30 p.m.

Tradeshow

Loyalist Room

8:00 a.m. – 6:30 p.m.

Welcome and Opening Announcements

Marco Polo Room

9:00 a.m. – 9:15 a.m.

Mandatory Education – Part 1

Marco Polo Room

9:15 a.m. – 10:45 a.m.

Coffee Break with Exhibitors

Loyalist Room

10:45 a.m. – 11:15 a.m.

Keynote Speaker

Marco Polo Room

11:15 a.m. – 12:00 p.m.

Lunch + Tradeshow

Marco Polo Room + Loyalist Room

12:00 p.m. – 1:15 p.m.

Real Talk: Raising the Bar in Real Estate (Panel)

Marco Polo Room

1:15 p.m. – 2:30 p.m.

Coffee Break with Exhibitors

Loyalist Room

2:30 p.m. – 3:00 p.m.

Mandatory Education – Part 2

Marco Polo Room

3:00 p.m. – 4:30 p.m.

Wine, Beer & Mocktails: Reception with Exhibitors

Loyalist Room

4:30 p.m. – 6:00 p.m.

NBREA's Uptown Dine Around

Uptown Saint John

6:30 p.m. – 9:30 p.m.

Real Estate Round Up: Cowboy Cocktails

The Country Club

8:00 p.m. – 11:00 p.m.

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Mandatory Education

PROGRAM AT A GLANCE



03

Program is tentative and subject to changes

WEDNESDAY, APRIL 22

Breakfast

Marco Polo Room

8:00 a.m. – 8:30 a.m.

Tradeshow

Loyalist Room

8:00 a.m. – 1:30 p.m.

Mandatory Education – Part 3

Marco Polo Room

8:30 a.m. – 10:00 a.m.

Coffee Break with Exhibitors

Loyalist Room

10:00 a.m. – 10:30 a.m.

NBREA Annual General Meeting

Marco Polo Room

10:30 a.m. – 12:00 p.m.

Awards Lunch

Marco Polo Room

12:00 p.m. – 1:00 p.m.

Dessert with Exhibitors

Loyalist Room

1:00 p.m. – 1:30 p.m.

Market: Risks & Stats

Marco Polo Room

1:30 p.m. – 2:15 p.m.

Mandatory Education – Part 4

Marco Polo Room

2:15 p.m. – 3:30 p.m.

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Mandatory Education

PROGRAM

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NEVILLE MacKAY, CAFA, PFCI
Keynote Speaker

About the Speaker

Neville MacKay is a highly talented retailer and floral designer who is well known throughout the Floral Industry and beyond for his creative flare, quality workmanship and entertaining personality. He's affectionately referred to as "That Bloomin' Neville!" (among other things!)

Neville appears as an expert and entertainer on many national and local TV and radio shows across Canada, and is sought-after Internationally as an expert presenter. Neville also owns and operates a cutting-edge floral and retail gift shop in Halifax, My Mother's Bloomers, with his partner of 25 years.

Besides running the shop, Neville also hosts tours to the UK, and has taken the stage across Canada and beyond as emcee, auctioneer, host and Keynote Speaker, artfully telling his story along with the magic of making those in his presence feel inspired, connected and entertained. His philanthropy work has led to him receiving many awards, including a commendation from the Nova Scotia Lt. Governor. He's designed floral arrangements for celebrities and Heads of State, including Rod Stewart, Glen Close, Sirs Elton John and Paul McCartney and members of the British Royal Family. Neville writes for and his work has been featured in many publications Internationally, (and has also written a book!) and is an accredited Floral Judge World Flower Council.

Speaker Session

KEYNOTE PRESENTATION

Marco Polo Room

Tuesday, April 21
11:15 a.m. – 12:00 p.m.

Keeping Your Head Screwed On Even When You're Spinning Off in All Directions

In today's fast-paced, always-on world, balancing competing priorities and constant demands can be challenging – even at the best of times. Drawing on more than 30 years of frontline experience in the retail industry, Neville shares practical insights on managing pressure, maintaining perspective, and finding balance in the midst of busy professional and personal lives.

Through personal stories, real-world examples, and practical strategies, this keynote explores approaches to staying grounded, communicating effectively, and avoiding burnout when everything seems to be pulling you in different directions.

The session also features light, engaging interactive elements designed to reinforce key messages around communication, active listening, and asking the right questions – all while keeping the energy high and the learning memorable.



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DWAYNE HAYES, CRAE

Director of Education & IT Systems at NBREA

About the Speaker

Involved with real estate education since 2001, Dwayne truly enjoys teaching. In his role as Director of Education, he is responsible for delivering Pre-Licensing courses and exams to students, developing and presenting courses annually for Mandatory Continuing Professional Development to existing members, and building on-line course content. Dwayne also teaches Leadership courses for CREA, guiding volunteer members and board/association staff on how to be effective committee or board members. Previously a REALTOR® for 20 years, with 18 years as a manager and 10 years as an owner, Dwayne brings his experience to the classroom and is always happy to provide support to managers and salespeople across the province.

Speaker Sessions



Mandatory Education – Part 1

Marco Polo Room

Tuesday, April 21

9:15 a.m. – 10:45 a.m.

GENERAL LIABILITY CLAIMS / ISSUES / TRENDS

Sharing information provided by Navacord, our General Liability insurance provider, Dwayne will be examining recent cases, claim trends and best practices that consists of important tips to REALTORS® to prevent/avoid negligent acts occurring in the course of their duties as defined by provincial licensing legislation.



Mandatory Education – Part 2

Marco Polo Room

Tuesday, April 21

3:00 pm – 4:30 pm

STANDARDIZED FORMS UPDATE

This is an annual standing topic that presents any updates or changes to existing forms, any updates on the WEBForms® Platform, introduction and rationale for any new forms and often a detailed explanation on forms needed for certain types of transactions. This year will include proper use of the Residential Property Disclosure Statement, Working with a REALTOR® form, Fulfillment and/or Waiver form, and the introduction of the Mere Posting Listing Agreement. Copyright and rebranding with our new logo will be discussed briefly. The Buyer Agency Agreement will be further discussed under its own topic.





DWAYNE HAYES, CRAE

Director of Education & IT Systems at NBREA

Speaker Sessions (continued)



Mandatory Education – Part 3

Marco Polo Room

Wednesday, April 22

8:30 am – 10:00 am

METHODS TO MEASURE A HOME

This will be a practical hands-on exercise based on taking the measurements of a home and the standards used in NB. Through hands-on exercises, members will learn how to properly measure a property for Living Area and understand the standards for calculating the square footage of a home, dimensions for rooms, and the difference between Living Area and total square footage.

BUYER AGENCY AGREEMENT AND THE BUYER AGENCY RELATIONSHIP

Dwayne will present a detailed breakdown on creating a Buyer Agency Relationship, from the Buyer Agency presentation and interview to getting the Buyer Agency Agreement signed. He will show how commission works and how to incorporate it into your daily conversation.



Mandatory Education – Part 4

Marco Polo Room

Wednesday, April 22

2:15 pm – 3:30 pm

TOP 10 MISCELLANEOUS TRENDS AND TOPICS

Always a great way to wrap up the annual NBREA Update course, this session provides for simple updates and awareness of very recent trends or news from CREA and the industry. Topics this year include:

1. Updates to the PLE Practicum for 2026
2. Protecting privacy of the Seller's Property Information after a sale closes such as removing tours, videos, inside pictures, etc. and documentation such as RPDS, condo docs, other declarations
3. The Sale of Buyer's Property Notification process and wording of the clauses for the counteroffer
4. Confidentiality and Contractual Obligations in multiple offers and SOBP offers
5. Wholesaling in real estate – how it should be done
6. Cyber Insurance Update for Members
7. MCPD changes for 2026
8. T360 2026 Predictions for real estate industry
9. FINTRAC inspections and fines on the rise
10. Certificates for Learning Hub course completions



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RJ Tougas, LL.B.

President at Centra Claims Management Inc.

About the Speaker

RJ Tougas is a lawyer and claims manager providing claim adjustment, litigation management, and risk management services for Centra Claims Management Inc. With experience in general and commercial liability claims, his primary focus is with professional liability errors and omissions matters and has handled claims for real estate agents, architects, engineers, appraisers, financial planners, and others.

Speaker Session



Mandatory Education – Part 1

Marco Polo Room

Tuesday, April 21
9:15 a.m. – 10:45 a.m.

ERRORS & OMISSIONS CLAIMS / ISSUES / TRENDS

RJ will be examining recent cases and claim trends from REIA, providing important tips to REALTORS® on claims from consumers and clients due to errors and/or omissions on documentation during a transaction. Members will learn about this important insurance through helpful information presented in the form of case studies.

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Mitch McLean, CTAJ™
Registrar at NBREA

About the Speaker

Mitch McLean grew up in New Brunswick and has been with the New Brunswick Real Estate Association for six years, serving as Registrar. Prior to joining NBREA, Mitch worked with the Canadian Cadet Program as a Reserve Force Officer for 12 years and is still actively involved. He is a devoted community volunteer, having served with the Lions Club for eight years, and was awarded the King Charles Coronation Medal in April 2025 in recognition of his outstanding service. Mitch holds three certificates in Administrative Justice as a tribunal administrator, investigator, and decision-maker, and sits on the board of directors of the Foundation of Administrative Justice.

Speaker Session



Mandatory Education – Part 1

Marco Polo Room

Tuesday, April 21

9:15 a.m. – 10:45 a.m.

COMPLAINTS & DISCIPLINE TRENDS / ISSUES

Mitch will join Dwayne on stage providing a review of recent cases and trends from the Complaints Committee and the Discipline Committee, highlighting areas where REALTORS® have not been compliant with respect to the REALTOR® Code. This year will also include a summary of the recently completed “Operation Socials” project to assist REALTORS® with trademark and Real Estate Agents Act compliance with respect to advertising in social media and a presentation on incentives / promotions on listings that could constitute deceptive marketing practices if not done correctly.

Recommendations:

- Understand local and extended market conditions.
- Prioritize fiduciary duties to the client.
- Service levels must be consistent, regardless of deal size or commission.

Recommandations :

- Comprendre les conditions du marché local et global.
- Donner la priorité aux obligations fiduciaires envers le client.
- Les niveaux de service doivent être cohérents, indépendamment de la taille de l'opération ou de la commission.

2025 NEW BRUNSWICK REALTOR® SYMPOSIUM DU NOUVEAU-BRUNSWICK
NBREA / CAIAB & NBREB / CIBB

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Mandatory Education

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Sarah Billings

Compliance Officer at Financial and Consumer Services Commission of New Brunswick

About the Speaker

Sarah is a Compliance Officer at the Commission, and she is a subject matter expert in the Real Estate Agents Act, Mortgage Brokers Act, and Commissioners for Taking Affidavits Act. Sarah joined the Commission in 2021. Prior to this, she spent over 20 years with a small accounting firm in Fredericton. At the firm, she specialized in reviews and audits for non-profit and charitable organizations. Sarah currently participates in various working groups with the Mortgage Broker Regulators Council of Canada and the Real Estate Regulators Council of Canada.

Speaker Session



Mandatory Education – Part 1

Marco Polo Room

Tuesday, April 21

9:15 a.m. – 10:45 a.m.

UPDATE FROM THE COMMISSION

Sarah will sit down with the Director of Education to discuss the importance of protecting consumers and any other updates relevant to the real estate industry. With the real estate industry co-regulated by NBREA and the Commission, these conversations offer an important opportunity to reinforce consumer protection and highlight key regulatory expectations.

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GOLD
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Janice Myers

CEO of the Canadian Real Estate Association (CREA)

About the Panelist

Janice Myers is a leader in Canadian real estate with more than two decades of experience in governance, program development, fundraising and membership recruitment. Before becoming the CEO of the Canadian Real Estate Association in January 2024, Janice was the CEO of the Ottawa Real Estate Board and had served as the Executive Director of the Okanagan Mainline Real Estate Board. Janice is committed to furthering CREA's federal advocacy efforts, providing REALTORS® with technology and tools they need to succeed, and continuing the success of REALTOR.ca. Her dedication to broader causes is reflected in her current role as Vice Chair of World Animal Protection Canada.



Don Inouye

CEO of the Real Estate Institute of Canada (REIC)

About the Panelist

Accomplished senior executive with over 25 years experience building, growing, and leading organizations through change and transformation. Experienced Advisor to founders, leaders, and boards of charities, not-for-profits, and social enterprises. Serial entrepreneur, impact investor, board director, and an advocate for good.



Trevor Koot

CEO of the British Columbia Real Estate Association (BCREA)

About the Panelist

As a former managing broker and REALTOR®, Trevor Koot has two decades of hands-on expertise in understanding the profession's needs. Before stepping in as CEO at the BC Real Estate Association, he served as CEO of both Kamloops and District Real Estate Association and Kootenay Association of REALTORS®, then successfully merged the two into the Association of Interior REALTORS®. He holds degrees from the University of Saskatchewan and Royal Roads University and recently completed a Master of Laws degree at York University. Trevor lives in Vancouver with his wife, Jill, and has one daughter, Abby.



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Erica Lynn, REALTOR®
Moderator

About the Moderator

Erica Lynn, the moderator of this panel, is a REALTOR® and real estate coach (KW MAPS) based in Northern New Brunswick, where she has been licensed since 2018. She currently serves as a Director on the Board of Directors of the New Brunswick Real Estate Association and is also an NBREA instructor for French pre-licensing courses.

Licensed with Keller Williams Capital Realty, Erica is actively involved in her community through leadership roles with her local Chamber of Commerce, Downtown Revitalization Board, and Municipal Economic Development Committee.

Panel Details:

Janice Meyers, Don Inoye, Trevor Koot, with moderation by Erica Lynn.

Real Talk: Raising the Bar in Real Estate (Panel)

Marco Polo Room

Tuesday, April 21

1:15 pm – 2:30 pm

As New Brunswick moves toward modernized real estate legislation—expected as early as June—this Member Forum creates a timely opportunity to explore what modernization really means for REALTORS® and the standards that will shape our future. Three national thought leaders will share perspectives on professionalism, regulation, and raising the bar beyond the REALTOR® Code—our gold standard. More importantly, we want to hear from you. What should modernization look like in practice? Where should priorities be set to strengthen trust, competence, and professionalism in our province?

Designed as a “return to the Member Forum” experience, this session blends panel discussion with interactive roundtables, allowing members to contribute lived experience and practical insights. The outcomes will help inform a roadmap for early standards-setting priorities under New Brunswick’s modernized legislative framework, including a first-in-Canada statutory standards committee.

This is both a conversation—and a call to help shape what comes next.



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Jane Girard, CRAE

Director of Finance and Inspections at NBREA

About the Speaker

Jane Girard is a seasoned bilingual financial and administrative leader with over three and a half decades of experience spanning corporate accounting, nonprofit governance, and real estate regulation. As Director of Finance and Inspections for the New Brunswick Real Estate Association, she oversees financial operations, internal controls, audit coordination, the Association's inspection program, and key human resources functions. A former REALTOR®, Jane brings a strong blend of financial expertise and sector insight, supported by a career in both Canada and the United States. She is recognized for her attention to detail, sound judgment, and steady, practical leadership.

Speaker Session



Mandatory Education – Part 2

Marco Polo Room

Tuesday, April 21
3:00 pm – 4:30 pm

AGENT INSPECTION TRENDS

Combining information from the Commission and the Trust Inspector Supervisor, this session will look at the trends and issues that trust account inspectors are finding during their inspections. Jane's conversation with the Director of Education will look to inform all members of the importance of timely deposits, strict measures around withdrawals from the trust account and how to avoid deposit disputes. Jane will also touch on a new Cyber Insurance Program for all members.

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Mandatory Education

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Hayley Burrell, REALTOR®
Salesperson

About the Speaker

Hayley Burrell brings a unique level of composure and expertise to Moncton's real estate market. With close to 15 years in hospital security and a background in Police Foundations, Hayley spent her previous career managing high-stakes emergencies with a calm, steady hand. Now a REALTOR® with RE/MAX Avante, she uses those same skills to protect her clients' interests and empower fellow agents through safety and awareness training. When she isn't navigating the housing market, you'll find her on the competitive dodgeball court or enjoying life with her favourite animals and music.

Speaker Session



Mandatory Education – Part 2
Marco Polo Room

Tuesday, April 21
3:00 pm – 4:30 pm

REALTOR® SAFETY FROM A REALTOR®'S PERSPECTIVE

Street Smarts in a Suit: REALTOR® Safety Through a Security Lens

"This presentation blends my real estate experience with frontline security training/experience and my Police Foundations diploma to give REALTORS® clear, practical techniques for staying safe during showings, open houses, and high-risk situations. I want to share my experience to help my colleagues become proactive about their personal safety and feel more comfortable that they will know how to react when/if necessary."

Some of the material covered includes tools for assessing risk and spotting behavioural red flags, practical strategies for safer showings, open houses, and client meetings, and proven de-escalation techniques rooted in real-world experience.



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Mandatory Education

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Greg Casey
Regional Risk Manager at Sagen

Session generously sponsored by



About the Speaker

Greg spent 16 years working for General Electric Canada as a Credit Manager for businesses as varied as Lighting to Aircraft Engines and working on projects from turbines for the Yangzi River Dams in China to plastic car parts in Windsor. Since 2004 he has been with Sagen Canada in the roles of Leader of the Audit Team, Head of Special Investigations, and now as Regional Risk Manager.

Speaker Session

Market: Risks & Stats

Marco Polo Room

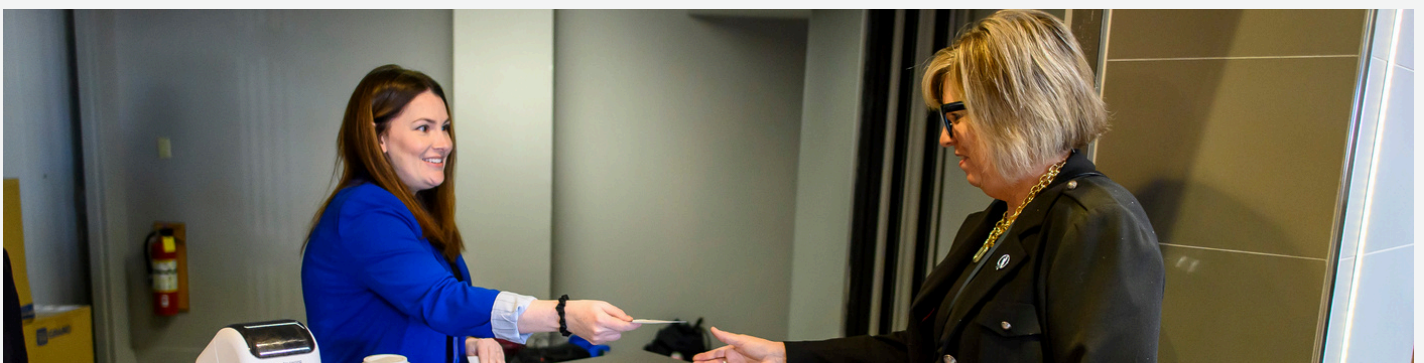
Wednesday, April 22

1:30 pm – 2:15 pm

Enjoy an insightful, data-driven look at today's housing market, with a strong focus on New Brunswick.

This session is designed to strengthen professional practice by providing members with timely, accurate market intelligence and regional insights. Attendees will explore up-to-date statistics and trends tailored to our province, including detailed buyer profile snapshots for each of New Brunswick's five regions. These regional breakdowns offer valuable context on who today's buyers are, how they're entering the market, and what's shaping their purchasing decisions.

By deepening their understanding of regional market dynamics, emerging patterns, and financing trends, members will be better equipped to offer informed, responsible guidance to clients. The session will also highlight lender risk mitigation, supporting REALTORS® in meeting their obligations to act in the public interest and uphold the highest standards of professionalism.



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Mandatory Education

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Session Details

With Trevor Koot and Dwayne Hayes



Mandatory Education – Part 4

Marco Polo Room

Wednesday, April 22

2:15 pm – 3:30 pm

PRESENTATION + DISCUSSION: INDIGENOUS LAND RIGHTS

The recent Cowichan Tribes v. Canada (AG) (2025 BCSC) court decision has prompted significant discussion in BC and across Canada. Some of that discussion has been healthy and respectful, but a large amount of it has been rhetoric and misinformation. Following The BC Real Estate Association (BCREA), NBREA wants to support our members with information surrounding the conversation and discuss the continued trust and confidence in the land titles Torrens system. Trevor will provide an overview of what is happening in BC and then sit down with the Director of Education to discuss what might be different in NB and how or members can inform their clients who may have questions.

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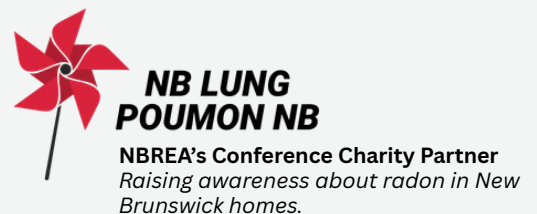
Mandatory Education

TRADESHOW



AN OPPORTUNITY TO CONNECT WITH YOUR INDUSTRY.

Organizations that already confirmed that will be there:





Program is tentative and subject to changes



Wine, Beer & Mocktails: Reception with Exhibitors

Tuesday, April 21: 4:30 – 6:30 p.m.

About the event

Enjoy a relaxed reception in the Trade Show featuring lively music, wine, beer, and light refreshments – an ideal opportunity to connect, unwind, and show your support for our valued exhibitors and sponsors.

A BIG THANK YOU TO OUR RECEPTION SPONSOR

This event would not be possible without their support.



NBREA Uptown Dine Around

Tuesday, April 21: 6:30 – 9:30 p.m.

About the event

Following last year's success and positive response, the NBREA Uptown Dine Around is back for 2026. This popular evening gives delegates the chance to explore Uptown Saint John and enjoy the area's diverse restaurant, bar, and pub scene. Partner establishments will be offering special menus and exclusive offers for delegates. Stay tuned for the 2026 Uptown Dine Around map and full list of participating locations.



Real Estate Round Up: Cowboy Cocktails

Tuesday, April 21: 8:00 – 11:00 p.m.

About the event

After a night exploring Uptown Saint John and its incredible restaurant scene, join us as we come back together to close out the evening and celebrate our industry. Hosted at **The Country Club**, this western themed wrap-up party invites you to dress the part, enjoy great music, and keep the celebration going. Cash bar will be available.

ACCOMMODATIONS



If you require accommodations in Saint John while attending the event, NBREA has secured room blocks at two hotels within walking distance of the venue, offering preferred rates (subject to availability). Both properties are conveniently connected via the pedway system for added ease and accessibility.



Saint John Harbourfront Hotel

1 Market Square, Saint John, NB

Across the street from the venue (or via pedway system)

Booking Link: [Saint John Harbourfront Hotel](#)

Or Call: Hotel Direct: 506-693-8484

Toll Free Number: 1-866-442-6644

(mention you will be attending the NBREA AGM & Conference)

Available from April 19-22

Special rates available: \$174 - \$224 per night + applicable taxes/fees

Last day to book: March 20, 2026 (subject to availability)



Delta Hotels by Marriott Saint John

39 King St, Saint John, NB

About 300m from venue (also connected through pedway system)

Booking Link: [Delta Hotels by Marriott](#)

Or Call: Hotel Direct: (506) 648-1981

(mention you'd like to book under the NBREA room block - or code QS6)

You may also email mandy.currell@deltasaintjohn.com to book if they are having trouble using the link above.

Available dates: April 20-22, 2026

Special rates available: \$174 per night + all applicable taxes/fees

Last day to book: March 20, 2026 (subject to availability)