



CONSUMER CHARTER

For Residential Property Transactions

The Charter is published by the Property Standards Board and is effective from 1 February 2010.

The Charter covers the work of estate, letting and managing agencies in their dealings with clients.

Those adopting the Charter undertake:

- To conduct business in an honest, fair, transparent and professional manner.
- To carry out work with due skill, care and diligence, and ensure that staff employed have the necessary skills to carry out their tasks.
- To ensure that clients are provided with their terms of business which are fair and clear, and incorporate details of their complaints handling procedure, and of the approved Ombudsman Scheme to which they subscribe. They will also meet all other legal requirements and relevant codes of practice.
- To do their utmost to avoid conflicts of interest and, where they do arise, to deal with them openly and fairly.
- Not to discriminate unfairly in any of their dealings.
- To ensure that all their communications are fair, clear and timely, and to be transparent in all financial dealings with clients.

- To ensure that all their advertising and marketing material is honest, decent and truthful.
- To ensure that any client money is held separately from other monies, and is covered by adequate insurance.
- To have appropriate professional indemnity insurance, to ensure their customers do not suffer loss as a result of any negligent act.
- To ensure that they make it clear to all parties for whom they are acting, and the scope of their obligations to each party.
- Where provided as part of their service, to give a realistic assessment of the likely selling, buying or rental price or service charge, to their client based on market evidence and using their best professional judgement.
- To ensure that any property viewings are carried out in accordance with the client's wishes, and have due regard for security and the personal safety of all parties.





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