

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

**The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Effective from 1 June 2019



This Code of Practice is mandatory for all Property Ombudsman (TPO) Members who are entitled to display the above TPO and 'Approved Code' logos and who offer residential letting and/or management services in England. Copies of this Code of Practice and the TPO Consumer Guide should be made available to consumers. You should prominently display the logos in the window of all your offices, your website(s), your letterheads (including emails and other digital communications) and your marketing material.

This Code comprises of two elements:

- Best Practice - standards set above the minimum level required by law.
- Legal Obligations - standards set by law.

TPO Members are expected to conduct their business practices in-line with both elements of the Code. In line with the Ombudsman's Terms of Reference, TPO can consider complaints raised by consumers against TPO Members against these obligations.

Note: TPO is not authorised to take enforcement action or make decisions on potential breaches of legislation. Where potential breaches or criminal activity is found by TPO, we will report the matter to the appropriate authority. Local Trading Standards (and/or appointed lead enforcement authority) are responsible for enforcement of legislation and regulations. The Courts are empowered to determine whether legal obligations have been met. References made to legislation and regulations within this Code are made for information and education purposes.

Contents:

- | | | |
|---|---|---|
| 1. General Provisions | 8. Viewing and Access to Premises | 16. Termination of a Tenancy |
| 2. Duty of Care and Conflict of Interest | 9. Offers | 17. End of Tenancy – Deposits, Disputes and Damages |
| 3. Advertising for New Business (Canvassing) | 10. Holding Deposits | 18. Clients' Money |
| 4. Market Appraisal | 11. Referencing and Pre-Tenancy Checks | 19. In-house Complaints Handling |
| 5. Instructions, Terms of Business, Fees, Charges and Termination | 12. Tenancy Payments | 20. Referrals to the Ombudsman |
| 6. Marketing and Advertising | 13. Tenancy Agreement, Inventories and Deposits | 21. Compliance Monitoring |
| 7. Published Material and Information about a Property | 14. Rent Collection | 22. Non-Compliance with the Code |
| | 15. Management | 23. Glossary of Terms |

All references to the singular include the plural. Terms marked (*) - the first time they appear, are defined in a Glossary of Terms at Section 23. All references to 'landlords' include potential landlords. All references to 'tenants' include potential tenants and viewers.

Copyright © The Property Ombudsman Limited, Registered in England No: 3339975 2003. All rights reserved and asserted under the Copyright Designs and Patents Act 1988. No unauthorised copying permitted.

The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Complaints Enquiries: 01722 333 306 **Email:** admin@tpos.co.uk **www.tpos.co.uk**  @TPOmb  facebook.com/PropertyOmbudsman

Membership Enquiries: 01722 335 458 **Email:** membership@tpos.co.uk | accounts@tpos.co.uk | membershipcompliance@tpos.co.uk

Registered Office: The Property Ombudsman Limited, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Registered in England: 3339975.

1. General Provisions

Applicability

1a This Code applies to letting agency services (*) in England, undertaken by a person or organisation who has agreed or is required to comply with it, for the letting or property management (*) of residential property (*). There are separate Codes of Practice for letting agents operating in Wales, Northern Ireland and Scotland.

General Obligations

1b You (*) must comply with this Code of Practice. You must comply with all laws (as amended, re-enacted or substituted with or without modification from time to time) relating to the letting and management of residential property and in particular to the General Data Protection Regulation (or any successor legislation), the Consumer Protection from Unfair Trading Regulations 2008 (CPRs), Business Protection from Misleading Marketing Regulations 2008, Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, Energy Act 2011 (Green Deal), Landlord and Tenant Act 1985, Housing Act 1988, 2004, Competition Act 1998, Immigration Act 2014, Consumer Rights Act 2015, Deregulation Act 2015, Homes (Fitness for Human Habitation) Act 2018, Tenant Fees Act 2019¹ and all other current and relevant primary and secondary legislation and any local licensing obligations.

1c You must ensure that all staff are fully conversant with all aspects of the Code of Practice and their legal responsibilities. Such staff must observe the Code and their legal responsibilities in all their dealings with consumers. Staff must have a good working knowledge of relevant lettings and property management related legislation and the law of contract.

1d You should provide a service to both landlords and tenants consistent with fairness, integrity and best practice; and you should not seek business by methods that are dishonest, deceitful, manipulative or involve misrepresentation. You must avoid any course of action that can be construed as aggressive behaviour (*) or harassment (*).

1e You must treat consumers equally regardless of their race, religion or belief, sex, sexual orientation, gender recognition, disability, pregnancy or maternity, or nationality. Unlawful discrimination includes giving less favourable treatment because someone is perceived to have one of these personal characteristics or because they are associated with a person with such a characteristic.

1f You should take special care when dealing with consumers who might be disadvantaged because of factors such as their age, infirmity, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

1g You must not release or use confidential information for any purpose other than that for which it was given by consumers (*) during the process of the letting or property management of a residential property without the consumer's permission,

unless legally required to do so. Personal data should be processed in line with data protection legislation and your business's privacy notice² (*).

1h Save where you are required to delete such records sooner under applicable law, you must keep clear and full written (*) records (*) of your relationship with landlords and tenants for at least six years and produce them when required by the Ombudsman and/or any enforcement authority, such as Trading Standards.

1i As a TPO Member (*) you must not take or be involved in any action which would bring the scheme into disrepute.

Publicity

1j In accordance with the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, you must include TPO's name and website address on your website, within your terms of business and within any other sales or service contract you agree with a consumer.

1k It is a requirement of the Consumer Rights Act 2015 that letting and managing agents in England make customers aware of their membership of an approved redress scheme. The Consumer Rights Act 2015 also requires letting and managing agents in England to display a complete list of fees, charges or penalties (however expressed) for any letting agency or property management service, along with details of any client money protection scheme membership, at the earliest stage in the transaction. This also includes any fees that you intend to charge tenants (see Section 12).

1l You must use and display such material promoting the Code of Practice as provided by TPO. You must prominently display the TPO logo in the window of all your offices, your website(s), your letterheads (including emails and other digital communications) and your marketing material (including advertisements).

1m You must have available, free of charge, copies of the Code of Practice and Consumer Guide to give to consumers in all your offices.

2. Duty of Care and Conflicts of Interest

2a You must treat all those involved in the proposed letting including tenants and landlords fairly and with courtesy.

2b When instructed, your duty of care is to the client (*). You must offer suitable advice to meet the client's aims and needs. Where the law and the interests of the client conflicts, adherence to the law must prevail.

2c You must avoid any conflict of interest. You must disclose at the earliest opportunity in writing (*) to consumers or any relevant third party, any existing conflict of interest, or any circumstances which might give rise to a conflict of interest.

2d If you intend to offer or recommend to consumers referencing, insurance, utility, property maintenance, gas or electrical or other services, or those of an associate (*) or connected person (*), where the service provider rewards

¹ <https://www.gov.uk/government/publications/tenant-fees-act-2019-guidance>

² <https://ico.org.uk/for-organisations/resources-and-support/>

you for the referral by way of money, gifts or any other form of benefit, you must disclose this arrangement in accordance with the Consumer Protection from Unfair Trading Regulations 2008 (the CPRs). Any practice by an agent which hides the real price of a service is capable of being found to be an unfair commercial practice or a misleading omission under the CPRs – whether it is the price of the service the agent is themselves providing, or the price of a service they have recommended, as the existence and scope of such payments are “material information” [*] which could affect a consumer’s decision about whether, or not, to choose that service³.

- 2e** Consumer requirements are key and this applies to the tenant as well as the landlord. You should complete a customer fact find to ensure that any specific requirements are taken into consideration.
- 2f** If an employee or an associate (or an associate of the employee of your firm) is intending to rent a property which your firm is instructed to let, you must give all the relevant facts in writing to the landlord (or the landlord’s representative) before negotiations begin.
- 2g** If you or an employee or an associate is intending to rent a property which your firm is instructed to let that person must take no further direct part in the letting of that property on behalf of your business.
- 2h** If you are letting a property that is owned by you, an employee or an associate (or an associate of an employee) or in which you an employee (or an associate of an employee) has an interest, you must, before negotiations begin, immediately make this known in writing to the tenant.

3. Advertising for New Business (Canvassing)

- 3a** You must not use unfair methods when seeking new business. Advertising material should be in accordance with the Advertising Standards Authority’s (ASA) Codes and must be truthful, not misleading and fully explain who the message is from, its purposes and how the consumer’s interest can be followed up.
- 3b** In your canvassing material, if you seek to use a property you have recently let or managed, you must seek the owner’s prior permission in writing.
- 3c** Fees must be shown inclusive of VAT alongside a statement confirming that VAT is included.
- 3d** If a consumer is interested in using your services, you must draw to their attention, and explain before they are committed to another contract, any potential situation where they could owe fees to more than one agent.

- 3e** You must take decisions on the content of your advertisements independent of your competitors, such as how you advertise your fees, charges or any additional costs, or any special offers, discounts or other value offering.
- 3f** You must act promptly if a consumer asks you to stop canvassing them.

4. Market Appraisal

- 4a** When you give advice to someone intending to let their property, that advice must be in the consumer’s best interests and within the law. The potential benefits and disadvantages of any recommended method of letting and managing the property must be explained in clear terms and take into account customer requirements as outlined in paragraph 2e.
- 4b** Any figure you advise as a recommended rent must be given in good faith, reflecting current market conditions. You must never deliberately misrepresent the potential rental level of a property in order to gain or retain an instruction.
- 4c** Any figures given should, within reason, be supportable by indicators in the market place, preferably by comparables of similar properties in a similar location.
- 4d** You must keep your marketing strategy under regular review with your client.
- 4e** You must advise the landlord of the need to obtain any necessary consent (for example from joint owners, mortgage lender or someone holding a legal charge against the property, superior landlord [*] and/or freeholder etc) and/or licence⁴ (where mandatory or discretionary licencing requirements are in place) prior to formal creation of a tenancy [*]; inspect the necessary consents or ongoing applications; advise of the need for the landlord to assess relevant buildings and contents insurance.
- 4f** You must advise the landlord of their responsibilities⁵ and the need to comply with the obligations and requirements of relevant Health and Safety legislation, such as the Homes (Fitness for Human Habitation) Act 2018⁶ and other regulations that apply to rented property such as the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015⁷; and you should verify the validity of the necessary certificates. You must pay particular attention to any relevant electrical, smoke and carbon monoxide alarm regulations and advise the landlord and tenant accordingly. Especially where a property’s water systems have not been used for some time, you should advise the landlord with regard to Legionella risks and recommend a risk assessment where appropriate.
- 4g** You should, within reason, draw to the attention of the landlord any obvious repairs or maintenance issues which appear necessary in preparation for the intended letting.

³ https://www.tpos.co.uk/images/Advice_Issued_-_35_-_Referral_Fees.pdf

Guidance for estate agents which will assist letting agents <https://en.powys.gov.uk/article/3989/Business-Information-NTSEAT>

⁴ <https://www.gov.uk/renting-out-a-property/houses-in-multiple-occupation-hmo>

⁵ <https://www.gov.uk/renting-out-a-property>

⁶ <https://www.gov.uk/government/publications/homes-fitness-for-human-habitation-act-2018>

⁷ <https://www.legislation.gov.uk/ukdsi/2015/978011128350/contents>

- 4h** You must, where appropriate, make the landlord aware of requirements relating to the deduction of tax from rental income, applying to landlords considered as non-resident or overseas⁸. You must not assist landlords in practices designed to avoid paying the appropriate tax.
- 4i** You must draw the landlord's attention to the necessity and benefit of a properly prepared full Inventory and a Schedule of Condition. It is best practice to engage an independent inventory provider.

5. Instructions, Terms of Business, Fees, Charges and Termination

Instruction

- 5a** You must, at the point of instruction, inform the landlord in writing that you are a Member of TPO and subscribe to this Code of Practice.
- 5b** You must not directly or indirectly harass (*) any person in order to gain instructions, nor must you repeatedly try to gain instructions in a way likely to cause offence.
- 5c** You must not instruct other agencies to assist you in letting a property without the landlord's permission. If the landlord gives permission, as the instructing agent, you are liable at law for the actions of the sub-instructed agent and will be held responsible for any failures to comply with this Code of Practice by that other agent even if that sub-agent is not a TPO Member.
- 5d** Notwithstanding paragraph 5c, if you are instructed as a sub-agent or share listings via a website, you must continue to act in accordance with all relevant provisions of this Code of Practice.
- 5e** You should take reasonable steps to satisfy yourself that the landlord is entitled to instruct you (such as obtaining title information from the Land Registry; declaration of trust; deed of variation; power of attorney) and to sign on behalf of all co-owners.

Signing

- 5f** You must sign and date your Terms of Business before they are given to the landlord. The landlord must be given sufficient time to read your Terms of Business before agreeing to instruct you (refer also to paragraph 5g). The landlord should be required to sign a copy which you should hold on file and the landlord must be given a copy to retain. It is accepted that for portfolio landlords (*) it may be impractical to hold individual instructions on a property-by-property basis; in such circumstances you should ensure that you hold a satisfactory letter of authority from the client.
- 5g** Your Terms of Business must clearly state the minimum duration of your instruction, and how it can be terminated by either party. When a contract is signed by a landlord during a visit by you to their home, at their place of work, away from your premises or online, then they must be given a right to cancel that contract within 14 calendar days after the day of signing. The client should be given a 'Notice of Right to Cancel'. Where the landlord wishes the contract to begin before the end of the 14 day cancellation period you must

obtain confirmation of that request in writing. Where you intend to recover costs incurred during this cancellation period you must obtain the landlord's agreement in writing to those specific costs before work commences.

- 5h** You must give the landlord written confirmation of their agreement with you to act in the letting and/or management of properties on their behalf before they have committed any liability to you. This will necessarily include written details of your Terms of Business which should explain what different types or levels of service are available (for example letting only, rent collection, full management) including any relevant fees and expenses and, where applicable, repair, emergency and rent arrears procedures; and confirm whether you or the landlord will be conducting the 'Right to Rent' checks.
- 5i** You must confirm in writing the landlord's instructions to you and which type or level of service is being provided.

Fair Contracts

- 5j** Your Terms of Business must be transparent in relation to the landlord's commitments and liabilities. They must be written in plain and intelligible language and comply with all requirements of Part 2 of the Consumer Rights Act 2015. You should not use terms that may be deemed unfair, and consequently unenforceable, by virtue of the above Act. Your Terms of Business must not contain terms which are inconsistent with the provisions of this Code of Practice for Letting Agents.
- 5k** Your Terms of Business must:
- Include all fees and additional costs, fully explain these in a clear and unambiguous way and explain the specific circumstances in which those fees and costs will become due.
 - Actively flag any entitlement to renewal commission and the scale of charges that will apply;
 - Make clear that a liability to renewal commission will only arise where the landlord has specifically agreed to your entitlement. Where you intend to charge a fee for renewal of a tenancy you should remind the landlord of that liability shortly before renewal even if that liability is stated in the management agreement;
 - Not include any liability to pay renewal commission where the property is sold to another landlord who retains the existing tenant;
 - Not require payment of a commission in circumstances where the tenant agrees to purchase the property unless this is subject to a separate sales agreement.

Fees and Charges

- 5l** Where the fee is a percentage it must be quoted inclusive of VAT. The example amount should be based on the rental asking price. However, you must make it clear that, should the agreed rent be higher or lower than the example price, your fee will be correspondingly higher or lower.
- 5m** Where you charge a fixed fee you must state the actual amount payable including VAT in the contract and ensure that the landlord understands that the fee will not vary whatever the rental income.

⁸ <https://www.gov.uk/tax-uk-income-live-abroad/rent>

5n Your Terms of Business must include clear and accurate information regarding the circumstances under which either party to the contract may cancel or terminate the arrangement and they must actively flag what liability for fees or charges may be incurred in those circumstances.

5o You must not make a tenant or landlord pay a charge for or be liable for an element of your service that the other party has also been charged for in the course of the same transaction (see also Section 12).

5p Where your Terms of Business include options for landlords to use associated and/or recommended services (such as inventory services), landlords should be presented with the opportunity to actively opt-in to use the service. Requiring landlords to actively opt-out of any additional or recommended service should be avoided. Charges made for not using a service must be disclosed in accordance with the CPRs ⁹.

Termination

5q Whether you or the landlord terminates the instruction, you must give the landlord appropriate written confirmation that you will no longer be acting, including the date of termination, and giving details of any liability for fees or charges owed by the landlord to you (or any credit or funds owed to the client) and confirming any arrangements for the handover of the property, appropriate documentation, keys etc to the landlord or his appointed representative. This action must be taken promptly to enable a timely handover. Where you have been instructed on a 'tenant find only' basis and a tenant has not been found, you must provide a list of parties that you have introduced to the property.

5r Where your contractual arrangement with the landlord is terminated, and the relevant managed property is still tenanted, you must promptly tell the tenants, in writing, of the change in arrangements, including where it is proposed the deposit will be held. In such circumstances, the written authority of the tenant(s) to release their deposit to a third party must be obtained and, where you hold the deposit, notification provided to the appropriate tenancy deposit scheme.

Subsequent Changes

5s Any change to the Terms of Business must be:

- Mutually agreed by you and your client;
- Promptly confirmed in writing;
- Where appropriate, contained in a new Terms of Business signed and dated by your client.

6. Marketing and Advertising

6a You must not commence the marketing of a property until you have:

- The client's authority;
- Signed Terms of Business (see paragraph 5f);
- A valid EPC compiled in accordance and compliant with the relevant legislation¹⁰ or evidence that a valid EPC has been commissioned. Where you enter into an agreement

to supply an EPC, the contract must be clear and transparent to the extent it meets the relevant obligations set out in Section 5 of this Code. If a tenant requests a copy of an EPC, this must be provided free of charge.

Letting Boards

6b You must not erect any form of letting board at a property unless you have been instructed to market that property for rent.

6c You can only erect a letting board with the specific permission of the landlord. Where the property is leasehold or commonhold, you should advise the landlord to check for any restrictions within their lease or commonhold community statement and obtain their response before erecting the board.

6d Any board you do erect must be appropriate.

6e When you put up a board you must by law comply with the appropriate regulations. You must accept liability for any claim arising under these regulations in connection with the board.

6f If your board relates to part of a building in multiple occupation, it should indicate the part of the building to which it relates.

6g You must not replace another agent's board with your own, hide it or remove it from a property, without the landlord's permission or without notifying the other agent.

6h You must comply with local legislation in relation to erecting your boards.

7. Published Material and Information about a Property

7a You must by law comply with the Consumer Protection from Unfair Trading Regulations 2008 (or the Business Protection from Misleading Marketing Regulations 2008 where applicable). The Consumer Protection from Unfair Trading Regulations 2008 require you to disclose any information of which you are aware or should be aware of in relation to the property in a clear, intelligible and timely fashion and to take all reasonable steps that all statements that you make about a property, whether oral, pictorial or written, are accurate and are not misleading.

7b All material information (*) must be disclosed and there must be no material omissions which may impact on the average consumer's (*) transactional decision (*) and where information is given to tenants or their representatives, it is accurate and not misleading. In particular you must accurately describe whether the property is being let as furnished, part furnished or unfurnished and whether facilities are shared so that tenants are not misled as to what fixtures, fittings etc will be included. You must be diligent in compiling the particulars.

7c Prior to commencement of marketing, the written details of a property (letting particulars) must be agreed with the landlord to confirm that the details are accurate.

⁹ <https://en.powys.gov.uk/article/3989/Business-Information-NTSEAT>

¹⁰ <https://www.gov.uk/government/publications/the-private-rented-property-minimum-standard-landlord-guidance-documents>

- 7d** All advertisements must be legal, decent, honest and truthful in accordance with the ASA Codes. Manipulating internet portals (and other channels of marketing) to give the impression a property is new to the market, when it is not; inflating your market share by listing properties multiple times; listing properties that are not currently available to rent; or claiming to have let a property which was let by another agent, is misleading.
- 7e** If you intend to include material produced by a third party, you must obtain that party's permission to do so prior to the commencement of marketing.
- 7f** Non-optional fees in relation to tenancies that are excluded from the Tenant Fees Act (e.g. contractual tenancies) must be disclosed in advertisements.

8. Viewing and Access to Premises

Viewings

- 8a** You must take the landlord's instructions regarding viewings, specifically, whether or not they should be conducted by you.
- 8b** You must record any feedback from viewings and pass this to the landlord within a reasonable time. If this feedback is an offer to rent, you should refer to Section 9 of this Code.
- 8c** Before arranging any viewing, you must tell the tenant if an offer has already been accepted by the landlord.
- 8d** When you know the property has been or is being marketed by another agent you should establish if the potential tenant has previously viewed the property through that or any other agent. Where there is a potential for another agent to also claim a fee, the client should be advised accordingly before they become liable for fees (see paragraphs 3d and 5q).

Access to Premises

- 8e** Where you are arranging for a tenant to view a tenanted property, the existing tenant must be provided with appropriate and reasonable notice, as prescribed by law, of the appointment unless other arrangements have been agreed with the occupying tenant. You should accompany all viewings unless an unaccompanied viewing has been agreed by the existing tenant.
- 8f** You must make sure that all the keys to a landlord's property that are in your possession are coded and kept secure. You must maintain records of when you issue keys and to whom; when they are returned and by whom. These records must be kept secure and separate from the actual keys. You must only give keys to people providing you with satisfactory identification and who can demonstrate a legitimate purpose.
- 8g** Access to a property may be required by you, or an authorised third party on behalf of the landlord (e.g. a surveyor, builder, tradesman etc) for the purpose of viewing the condition, state of repair and/or to fulfil related statutory obligations and/or to carry out repairs. The tenant must be given the appropriate minimum written notice of 24 hours or that prescribed by law, of the appointment, (unless agreed otherwise with the tenant beforehand or in cases of genuine emergency) and provided with the option to be present during the visit. Notwithstanding providing the tenant with reasonable notice to access a property, express consent

from the tenant to do so must be requested in good time, allowing a minimum of 24 hours for the tenant to respond and a record of the response, if any, made.

- 8h** When you are unable to accompany any third party, this must be made clear to the tenant or other occupier beforehand.
- 8i** You must exercise reasonable diligence in ensuring that, after any visit by you or an authorised third party, a property is left secure.

9. Offers

- 9a** It is not advisable for you to accept, or recommend a landlord to accept, an offer on a property that has not been viewed either by the prospective tenants themselves or by a suitably authorised representative of the prospective tenants, for example, an appointed relocation agent or direct associate. Exceptions might be made when a prospective tenant resident overseas is willing to be contacted by letter, fax or electronic means.
- 9b** You must inform the landlord, in writing as soon as is reasonably practicable about formal offers received on a property up to the point where tenancy agreements are signed unless the landlord has instructed otherwise, or, unless the offer is of an amount or type that the landlord has indicated previously (in writing) is unacceptable. Details of all formal offers made on a property including the name of the tenant, the amount, the date and the response given must be recorded. Where you are instructed as a sub-agent you must inform the principal agent of any offers received.
- 9c** Where an offer has been made to a landlord and the landlord declines the tenancy, they should be advised that the tenant's holding deposit will be refunded in full to the tenant and that, where previously agreed, the landlord may be liable for costs incurred by you.
- 9d** You must provide the parties with a draft or specimen tenancy agreement prior to the tenant becoming liable for a holding deposit associated with the rental of the property except where such opportunity is declined or where you hold an instruction to the contrary. Where there is to be a guarantor for the tenant for the tenancy, this facility must be extended to that person.
- 9e** Any standard documentation that seeks to create a contractual relationship, via its standard terms or clauses, between a tenant and you or the landlord must be clear about the commitments of each party. Such documentation must be fair, clearly presented and written in plain and intelligible language so as to comply with Part 2 of the Consumer Rights Act 2015. Such documentation includes application form, preliminary agreement, reservation form or a holding deposit receipt, terms and conditions of an application. You should advise the landlord that standard terms or clauses or fees and charges deemed unfair by the Courts under these regulations are unenforceable.
- 9f** Prior to a tenant's offer being formally accepted, you must set out in written form and must actively flag any significant tenancy pre-conditions and terms for the letting.
- 9g** Details of an offer accepted in principle (albeit still subject to references etc) should be confirmed to the landlord as soon as practicable and ideally in writing.

- 9h** You must take reasonable steps to keep tenants who have made an offer and which has not already been rejected, informed of the existence (but not the amount) of other offers submitted. You must not misrepresent to either the landlord or a tenant the existence of, or any details of, any other offer allegedly made or of the status or circumstances of any other person who has made an offer.
- 9i** In accordance with the Assured Shorthold Tenancy Notices and Prescribed Requirements (England) Regulations 2015, agents must provide the tenant with a copy of the 'How to Rent'¹¹ guide produced by the Ministry for Homes, Communities and Local Government and, where appropriate, a valid Energy Performance Certificate¹² and Gas Safety Certificate. The documents should be issued prior to the tenancy agreement being signed and can be issued by email if the tenant has provided a valid email address at which the tenant has indicated they are happy to receive documents. Where these documents have been updated, the process must be repeated when the tenancy is renewed or changes to a statutory periodic tenancy.
- 10. Holding Deposits**
- 10a** For tenancies falling within the scope of the Tenant Fees Act 2019¹³ entered into after 1 June 2019, where instructed by a landlord and following the landlord's acceptance of the prospective tenant's offer, subject to the obligations set out in this section, you may take a holding deposit from the tenant to reserve a property whilst reference checks and other pre-tenancy administration is undertaken.
- 10b** Before taking a holding deposit, you must clearly explain the criteria by which the landlord will judge suitability to rent the property (such as income and credit worthiness requirements). You should request relevant information that would enable you to determine that a tenant would not be suitable to rent before taking their holding deposit. When explaining the credit worthiness requirements, you should clearly define what you consider to be credit worthiness and the tenant should have a clear understanding of information they are required to disclose (e.g. whether this includes previous missed or late payments). If you consider that the prospective tenant will not be a suitable, you must not take a holding deposit from them.
- 10c** You must explain in writing the purpose of the holding deposit before a tenant is committed to paying. This must clearly state the amount of the holding deposit, the agreed rent for the property and the terms on which it could be refunded, retained or offset against a tenancy deposit payment or the first month's rent (where a tenancy agreement is subsequently entered into). The tenant's agreement must be obtained if the holding deposit is to be used for rent or deposit purposes. The explanation must also clearly state the deadline for agreement (*), being 15 days beginning on the day on which the landlord or letting agent receives the holding deposit, unless a different deadline has been agreed in writing with the tenant and the landlord.
- 10d** Where you take a holding deposit from a tenant the payment must be treated as clients' money (*).
- 10e** Payment of the holding deposit is limited to a maximum of one week's rent of the annual rent payable in respect of the tenancy immediately after its grant, renewal or continuance. For example, a 12 month tenancy with a total rent of £26,000 divided by 52 weeks, equals a total holding deposit of £500.
- 10f** Where there are multiple prospective tenants, payment of the holding deposit must be split between the tenants. For example, where four tenants pay a total weekly rent of £500, you may charge each tenant no more than £125. Where applicable, the split should be based on the percentage of rent each tenant has agreed to pay.
- 10g** Where an offer has been accepted and a holding deposit taken, the property should be removed from the market. A holding deposit is paid to 'reserve' a property and demonstrates a tenant's intention to rent that property. Acceptance of a holding deposit confirms your (and the landlord's) intention to accept that individual as a tenant (subject to the satisfactory completion of reference checks etc.)
- 10h** You (or the landlord) must not accept more than one holding deposit for the same housing unless you have previously had grounds to retain an earlier holding deposit.
- 10i** You must refund a tenant's holding deposit in full within seven days of:
- entering into a tenancy agreement with the tenant (before the deadline for agreement);
 - the landlord choosing to withdraw from the proposed agreement;
 - the deadline for agreement passing without a tenancy agreement being entered into;
 - if you or the landlord impose a requirement that breaches the Tenant Fees Act 2019 or behave in an unreasonable manner such that it would be unreasonable to expect the tenant or relevant person to enter in to the tenancy.
- 10j** A holding deposit can only be retained where a tenant (or, where applicable, a guarantor):
- provides false or misleading information (*) which you can reasonably consider when advising the landlord on the decision to let a property;
 - fails a right to rent check (provided that you or the landlord did not know, and could not have been expected to know that outcome, prior to accepting the deposit);
 - withdraws from the proposed tenancy;
 - fails to take all reasonable steps to enter into a tenancy agreement (for example, not providing reasonable information requested to support their tenancy application).
- 10k** Where you intend to retain a holding deposit you should consider whether it is reasonable to retain all or part of the deposit and provide the prospective tenant with a written explanation as to why you have taken that decision within seven days of event set out in paragraph 10j. You must only

¹¹ <https://www.gov.uk/government/collections/housing-how-to-guides>

¹² <https://www.gov.uk/buy-sell-your-home/energy-performance-certificates>

¹³ <https://www.gov.uk/government/publications/tenant-fees-act-2019-guidance>

charge for work that has been carried out or reasonable costs that you have incurred as a result of the tenant not entering into the tenancy, taking into account individual circumstances. Your explanation must include evidence of your costs (e.g. referencing checks) and details of any amount paid to a landlord as compensation for the period the property was removed from the market.

10l If a tenant withdraws from a proposed tenancy because of an unfair term (as set out in Part 2 of the Consumer Rights Act 2015 and the Tenant Fees Act 2019) you should refund their full holding deposit.

10m For tenancies falling outside of the scope of the Tenant Fees Act 2019, where you take a holding deposit from a tenant this must be treated as clients' money except insofar as it will be used to meet the costs of referencing and other reasonable administration charges. You must explain the purpose of the holding deposit and its use in writing, including the circumstances where it could be forfeited or refunded, before any tenant is committed to paying.

11. Referencing and Pre-Tenancy Checks

11a In all referencing processes or procedures, you must be diligent in identifying fraudulent applications.

11b You must take references on a tenant or guarantor appropriate to the circumstances of the application and in line with the criteria agreed with the landlord. This should include proof of identification; proof of residence; credit check and proof of income. Your own referencing procedures should usually be by way of a Referencing Service provider or by direct application to third party referees or any combination of the above.

11c Where references are provided directly by the tenant or guarantor, you must be diligent in validating their authenticity.

11d Where the current existing address of the tenant or guarantor is not evidenced via the Electoral Roll, such an address must, wherever practical, be verified by the tenant or guarantor providing you with a utility bill or bank statement dated within 3 months, or Building Society passbook or Council Tax account for the current council tax year or valid driving licence or similar.

11e You must be diligent in verifying the identity and nationality of a tenant or guarantor including verifying the nature of any visa, status of residency and work permit and you must retain a record of steps you have taken. 'Right to Rent' checks must be carried out on tenants in accordance with the Home Office codes and avoiding unlawful discrimination.

11f Where a tenant or guarantor fails, in the circumstances, to meet the agreed referencing criteria, you must obtain confirmation in writing from the landlord whether they wish to proceed with that application. If the acceptance of the tenant or guarantor is conditional you must ensure those conditions are met and/or advise the landlord accordingly. Where the tenant has provided factually correct information which has been requested, but you or the landlord do not consider the references to be sufficient in order to let the property, then the tenant is entitled to a full refund of the holding deposit.

11g You must provide the landlord with all relevant facts (subject to compliance with data protection laws) relating to the application to enable the landlord to make an informed decision, regardless of whether the tenant has met, or failed to meet, the referencing criteria.

12. Tenancy Payments

12a In accordance with the Tenant Fees Act 2019¹⁴, all payments in connection with a tenancy falling within the scope of that Act entered into after 1 June 2019 are banned with the exception of the following permitted payments:

- the rent (see paragraph 12b);
- a refundable tenancy deposit (see paragraph 12c);
- a refundable holding deposit (see paragraph 12d);
- a default fee being a payment that is required in the event of a default by the tenant for a lost key, a lost security device giving access to housing or a payment of rent that is late by 14 days or more (see paragraph 12h);
- payments on assignment, variation or novation (*) of a tenancy at the tenant's request, capped at £50 or the reasonable costs incurred if greater (see paragraph 12e);
- payments in respect of early termination of a tenancy agreement at the tenant's request capped at the landlord's loss (see paragraph 12f);
- payments to a local authority in respect of council tax (see paragraph 12g);
- payments in respect of energy and other utilities (see paragraph 12g);
- payments to the BBC in respect of a television licence; and
- payments in respect of communication services.

Note that where there is a limit on a permitted fee, that limit is inclusive of VAT.

If the fee a landlord or you wish to charge a tenant is not included in this list, it is a prohibited payment (*) and you must not charge it.

If the tenancy commenced before 1 June 2019 the tenant is still liable for any charges written into the existing tenancy agreement until 31 May 2020. This includes charges associated with new fixed-term agreements where they have been written into an existing agreement.

After 31 May 2020, the ban on tenant fees will apply to all tenancies that fall within the scope of the Act (assured shorthold tenancies, tenancies of student accommodation and licences to occupy (subject to excluded licence types as stated in the Tenant Fees Act 2019). Landlords and agents will not be able to charge any fees after this date other than the permitted payments set out in this paragraph.

12b Rent – You must agree the amount of rent to be paid with the tenant when agreeing to let the property. You or the landlord cannot require a tenant to enter into an agreement that 'front loads' the rent at the start of the tenancy i.e. by charging more for the first month(s) of the tenancy. The amount of rent charged should be equally split across the first year of the

¹⁴ <https://www.gov.uk/government/publications/tenant-fees-act-2019-guidance>

tenancy. After the tenancy has begun the rent can be reduced or increased if agreed with the tenant or under a rent review clause [provided that the rent review clause permits both a rent reduction and increase according to the circumstances].

- 12c** Tenancy Deposit – This is a refundable payment that you and the landlord may ask a tenant to pay in case of any breach of the tenancy agreement (such as damage or unpaid rent or bills) at the end of the tenancy. You and the landlord are not legally required to take a deposit. Where the annual rent is less than £50,000 you must not ask for a deposit which is more than five weeks of the total annual rent. Where the annual rent is between £50,000 and £100,000 you must not ask for a deposit which is more than six weeks of the total rent. Any deposit above these maximum permitted amounts will be a prohibited payment. Any deposit taken must be protected in a Government backed tenancy deposit schemes within 30 days of taking the payment. You or the landlord must provide the tenant with information as to where and how their deposit is protected. The deposit is the tenant's money and you and the landlord will need to provide evidence to substantiate any proposed deductions from the deposit.
- 12d** Holding Deposit – A refundable payment requested from a tenant to demonstrate a commitment to rent the property whilst referencing checks take place (see Section 10).
- 12e** Changes to the Tenancy – Where a tenant requests a change to the tenancy agreement, for example a change of sharer, you are entitled to charge up to £50 for the work and administration involved in amending the tenancy agreement or the amount of your reasonable costs if they are higher. The general expectation is that the charge will not exceed £50. You should provide evidence to substantiate the reasonable costs of carrying out the work if a charge is above £50. Any reasonable requests to vary the tenancy agreement should not be refused. Any costs that are over £50 and are not supported by evidence will be a prohibited payment.
- 12f** Early Termination – If a tenant requests to leave before the end of their tenancy you are entitled to charge an early termination fee, which must not exceed the financial loss that the landlord has suffered in permitting, and reasonable costs that have been incurred by you. Early termination fees should not be charged unless you can demonstrate through evidence that specific costs have been incurred. Any payment that exceeds the landlord's financial loss and your reasonable costs in this circumstance will be a prohibited payment.
- 12g** Council Tax, Utility and Communications Services – In accordance with the tenancy agreement, a tenant is likely to be responsible for paying bills which could include council tax, utility payments (gas, electricity, water), and communication services (broadband, TV, phone). There is associated consumer protection legislation¹⁵ which prohibits landlords and agents from over-charging for these services.
- 12h** Default Fees – You can only recover default fees where they have been written into the tenancy agreement. You may charge a tenant a default fee under a term of the tenancy agreement for:

- the loss of a key to, or other security device giving access to, the housing to which the tenancy relates. You or the landlord must provide evidence in writing to the person liable for the payment to demonstrate that the costs incurred are reasonable. A fee which exceeds the reasonable costs incurred by you or the landlord is a prohibited payment.
- failure to make a payment of rent in full before the end of the period of 14 days beginning with the date ("the due date") on which the payment is required to be made in accordance with the tenancy agreement. Any fee charged must be no more than 3% above the Bank of England's base rate for each day that the payment has been outstanding. A fee which exceeds this amount is a prohibited payment.

The Tenant Fees Act 2019 does not affect any entitlement for landlords or agents to recover damages for breach of contract. Any claims for damages must be based on evidence and are only permitted where you or the landlord have incurred costs/actual loss as a result of the contractual breach (unless this is for a default fee for a late payment of rent or lost key/security device which is required under the tenancy agreement). Penalty fees written into the tenancy agreement based on the tenant failing to perform an obligation are likely to be prohibited.

13. Tenancy Agreement, Inventories and Deposits

The Tenancy Agreement

- 13a** You must take care to prepare an appropriate written tenancy agreement¹⁶ that includes any agreed or specially negotiated clauses or terms particular to the property or the circumstances of the parties to the letting including prescribed information in accordance with the Housing Act 1988 and 2004. You should ensure tenancy agreements are transparent in relation to the commitments of each party. The tenancy agreements must be clearly presented, written in plain and intelligible language; that any permitted payments are actively flagged; and that any standard terms and clauses take account of the implications of Part 2 of the Consumer Rights Act 2015 and the Tenant Fees Act 2019. You should note that standard terms or clauses or fees and charges deemed unfair by the Courts under these Acts are unenforceable.
- 13b** You must give the tenant the opportunity to raise queries in order to clarify and understand their rights and obligations under the tenancy agreement, particularly those relating to maintenance responsibilities, rent, deposit or permitted payments. Whilst you should not seek to vary the tenancy agreement during the period of your agreement with the landlord, there may be occasions where this may occur. In such circumstances the tenant and the landlord must be given the opportunity to see and confirm the changed tenancy agreement.
- 13c** You must ensure that tenants are provided with relevant and appropriate documentation, statutory or otherwise, prior to their occupation of the property or commencement of the tenancy, whichever is the sooner (see paragraph 9i).

¹⁵ Section 44 Electricity Act 1989, Section 37 Gas Act 1986, Water Resale Order 2006

¹⁶ <https://www.gov.uk/tenancy-agreements-a-guide-for-landlords>

13d By law you must, within 21 days of receipt of formal written request from a tenant, provide that tenant with the name and address of their landlord.

13e Prior to the start of a tenancy, you must ensure that both landlord and tenant are aware of your ongoing role and scope, if any, in the continuing collection of rent and/or management of the property. In circumstances where the tenant is to be paying rent direct to a non-resident or overseas landlord, even where that is into a UK bank account, the tenant should be made aware of a tenant's obligations to HM Revenue and Customs in respect of a non-resident or overseas landlord's tax liability.

Inventories and Schedules of Condition

13f Further to instructions from the landlord, you must ensure at the start of a tenancy that any Inventory and/or Schedule of Condition prepared by you, or an appointed sub-contractor, is sufficiently detailed (e.g full descriptions and dated photographic evidence) and up to date to allow it to be used as a fair measure at the end of the tenancy. It is best practice to engage an independent inventory provider.

13g You should arrange for a tenant to be checked-in to the property accompanied either by an Inventory Clerk or other representative of the landlord or the landlord's agent. Wherever this is not practical, the tenants must be provided promptly with the Inventory and/or Schedule of Condition and advised of the need to formally raise in writing any notable discrepancies, deficiencies or differences identified, within a specified period of time.

13h The tenant must be given sufficient time, up to 7 working days from receipt to read and comment upon and sign the Check-in report and Inventory, and given copies. If the tenant fails to sign and return the documents within the time frame the tenant can be deemed as to have accepted the contents as accurate. You must hold copies on file. You must actively flag and specifically draw to the attention of the tenant that their failure to sign and return the documents will result in the original unamended documentation being accepted as accurate. If the tenant refuses to sign within the relevant timescale they should be asked to explain why and the reason recorded.

Deposits

13i Deposits taken for any Assured Shorthold Tenancy or 'replacement' tenancy must be protected by a recognised Tenancy Deposit Protection Scheme¹⁷ duly authorised under the Housing Act 2004 (England and Wales). Tenancy deposits must not exceed the maximum permitted amount and must be protected within the timescales and otherwise in accordance with the relevant scheme rules, including the serving of prescribed information.

13j Deposits belong to the tenant and where they are passed to the landlord for protection any charges due from the landlord for fees etc must be dealt with as a separate issue and not deducted from the funds passed to the landlord.

13k You must ensure that the Assured Shorthold Tenancy agreement includes a clause that specifies how and by whom the tenancy deposit is to be held, and whether interest is to be paid or not. It should include some information on

how the tenancy deposit will be dealt with at the end of tenancy and the circumstances or criteria or procedure by which it will be refunded.

13l Where relevant you must hold deposits on Assured Shorthold Tenancies as stakeholder (the legislation prohibits the holder of the deposit from disbursing the deposit without the agreement of the landlord and tenant. A disputed deposit can only be paid out following a decision by an adjudicator or the Courts). It is not compulsory to do so in respect of non-Assured Shorthold Tenancy deposits where you may continue to hold deposits as agents for the landlord. However, it is recommended that for the protection of the tenancy deposit and to help facilitate its fair disbursement at the end of the tenancy, you should hold the deposit as stakeholder where possible. Any deposits for which you hold the money whether or not this is covered by a recognised Tenancy Deposit Protection Scheme must be treated as clients' money.

13m The relevant clause of the assured shorthold tenancy agreement must include provision for an unresolved deposit dispute to be referred to an independent dispute resolution scheme. This is via one of the statutory Tenancy Deposit Protection Schemes and there is a requirement by law to inform the tenant under which scheme the deposit is protected and how to seek resolution of a dispute over the return of the deposit should one arise.

13n Where the deposit is in the form of a Bond (for example provided by a local authority) you must advise the landlord.

13o Where a deposit replacement product (e.g. such as insurance) is proposed in place of a traditional deposit, the potential advantages and disadvantages of the product must be explained in clear terms to the tenant and the landlord and both party's agreement sought before proceeding.

14. Rent Collection

14a You must use legally acceptable methods to obtain prompt rental payments from tenants in accordance with their tenancy agreement and, when received, transfer those monies to the landlord promptly.

14b You must have procedures in place to notify both landlord and tenant (and guarantor if relevant) in a timely manner, of rent that has become appreciably overdue and take suitable steps to notify rental warranty insurers (if appropriate) as necessary.

14c You must provide a tenant, upon request, with a statement or schedule of rental payments received showing how arrears have arisen.

14d You must draw a landlord's attention to a build-up of serious rental arrears and should seek appropriate instructions from the landlord or the landlord's professional advisers.

14e You must co-operate fully and promptly with legal advisers acting for, or appointed on behalf of, landlords or tenants.

14f You must have in place suitable processes and accounting procedures for fulfilling the obligations placed upon an agent for the deduction, if appropriate, of tax from rent received on behalf of a non-resident or overseas landlord and subsequent payment and reporting to, the HM Revenue and Customs.

¹⁷ <https://www.gov.uk/deposit-protection-schemes-and-landlords>

15. Management

- 15a** You must manage a property in accordance with the law, the relevant tenancy agreement, and the Terms of Business with the landlord. It is accepted that there will be times when you will have to act as “an agent of necessity” (*).
- 15b** You must respond promptly and appropriately in the circumstances to reasonable communications from landlords and tenants or any other authorised or appropriate third party, particularly where these relate to statutory repairing or maintenance obligations or safety regulations.
- 15c** You should make provisions for tenants to report emergency repairs outside of normal working hours and ensure that such reports are dealt with as soon as reasonably practicable.
- 15d** You must be prudent in the selection, appointment and use of contractors engaged to carry out work on behalf of, or to provide advice to landlords. You must take reasonable steps to ensure such contractors hold relevant professional indemnity and public liability insurance and possess suitable qualifications and/or applicable professional or trade membership where required.
- 15e** You must keep suitable records of repairs, maintenance, etc., carried out on behalf of the landlord and should ensure that instructions to contractors or suppliers indicate both any urgency required in carrying out jobs and, within reason, the scope or scale of the works needed.
- 15f** When determining the standard of repair or general maintenance required on behalf of a landlord, you should consider the age, character and prospective life of the property or the relevant part, and the locality in which it is situated.
- 15g** Initial contractors’ quotes or estimates and subsequent receipts and invoices, submitted to you should be required to provide a sufficiently detailed breakdown to clarify what work is needed to be, or has been, carried out in which areas of the property and at what cost.
- 15h** The frequency of any routine visits to be made to the property by you during a tenancy must be agreed with the landlord in advance, normally within the Terms of Business. The landlord should be made aware that such visits are of limited scope, are of a generally superficial nature and are neither an inventory check nor a survey.
- 15i** You must keep records of when, or if any, routine visits are carried out during a tenancy; record any significant findings and be diligent in bringing such findings to the attention of both landlord and tenant, including any corrective actions suggested or required.
- 15j** You must communicate promptly to the landlord and tenant on any important issues or obligations relating to the use and occupation of the property, including significant breaches of the tenancy agreement that you become aware of.
- 15k** You should be prepared to provide a reasonable degree of guidance and sympathetic support to tenants of a managed property who are being harassed or victimised, or are the target of persistent anti-social behaviour.
- 15l** You should have in place a system to ascertain, at an appropriate time, the tenant’s wishes and the landlord’s instructions with regard to any renewal and/or termination of the tenancy.

16. Termination of a Tenancy

- 16a** Upon receipt of appropriate instructions from the landlord, you must take steps to serve a notice in accordance with all relevant legislation¹⁸ in writing upon a tenant to terminate the tenancy; either in line with the landlord’s instructions or at the earliest time the law allows taking account of the landlord’s requirements.
- 16b** You must inform a landlord, promptly and in writing, of the receipt of lawful notice from a tenant.
- 16c** On giving or receiving notice to bring a tenancy to an end, you must provide a tenant with general written guidance as to what steps need to be taken relating to the preparation of the property for the final check-out, handover of keys and other matters. You must actively flag and draw the tenant’s specific attention to any specific clauses or obligations within the tenancy agreement relating in particular to potential deductions from the tenancy deposit but also, for example, to specified standards of cleaning etc. Note that under the Tenant Fees Act 2019 you cannot require a tenant to pay for a professional clean when they check-out, but you may request that a property is cleaned to a professional standard. However, if the tenancy was entered into before 1 June 2019 and a tenant agreed in the tenancy agreement to pay such fees then you can charge these fees up until 31 May 2020.
- 16d** Where a tenant does not vacate a property on the due date, you should take steps to ascertain the tenant’s intentions and advise the landlord as soon as practicable. Where appropriate, you must take steps to notify any legal protection or expenses insurer and co-operate fully and promptly with legal advisers acting for, or appointed on behalf of, landlords.

17. End of Tenancy – Deposits, Disputes and Damages

- 17a** Where appropriate to the services being provided and unless you have instructions to the contrary, you must arrange for, or carry out, the final Check-out as soon as is reasonably practicable after the tenants vacate and at the lawful end of the tenancy, preferably during daylight hours. The outgoing tenants should always be offered the opportunity of being present to observe the final Check-out.
- 17b** The Check-out must be conducted thoroughly and a sufficiently detailed report or summary prepared with specific reference back to the Inventory and Schedule of Condition prepared prior to the tenancy. It is best practice to engage an independent inventory provider.
- 17c** When the final Check-out has been completed and the parties have agreed there are no intended deductions or any dispute, you must refund the full deposit to the ex-tenant(s) or instruct the landlord or tenant’s deposit holder in respect of Assured Shorthold Tenancies within a maximum of 10 working days. Where practical the agent should use fast payment schemes.
- 17d** Irrespective of how the tenancy deposit has been held by you, where you are subsequently contractually involved in negotiations between the parties at the end of the tenancy, you must communicate promptly, regularly, politely and fairly. Major pertinent details and recommendations or suggestions

¹⁸ <https://www.gov.uk/evicting-tenants>

must be confirmed in writing and evidence (such as quotations and invoices) must be provided to substantiate any requested deductions from a tenant's deposit.

- 17e** You must ensure that instructions to contractors or suppliers and, subsequently, contractors or suppliers quotations or receipts provide a sufficiently detailed breakdown to clarify precisely what work is to be/has been carried out in which areas of a property. It should then be simple for all parties to assess and understand what portion of the work and costs can lawfully be allocated to the landlord or tenant in the light of the Inventory, Check-out report or tenancy agreement obligations.
- 17f** Wherever possible, once proposed deductions have initially been raised with the parties, you must pay over to each relevant party any amount of the deposit that is not subject to a dispute, as soon as administratively practicable and ensure that the parties to a disputed tenancy are advised of the timescales and procedures for progressing a dispute.
- 17g** You are expected to co-operate and comply fully and promptly with any investigation and the result of any independent, alternative deposit dispute resolution service, such as a Tenancy Deposit Protection Scheme, invoked by the parties.

18. Clients' Money

- 18a** Where you hold client money you must belong to a government approved client money protection (CMP) scheme¹⁹.
- 18b** You must at all times keep clients' money in a client money account with a bank or building society authorised by the Financial Conduct Authority.
- 18c** You must have appropriate client money protection handling procedures.
- 18d** You must obtain a certificate confirming membership of an approved CMP scheme and display this prominently in each of your offices where you deal with the public and on your website. You must provide a copy of the certificate to any person who may reasonably require it, free of charge.
- 18e** You must transfer monies due to a landlord and provide an appropriate, regular statement of income and expenditure in accordance with agreed terms. Other than for minor amounts, adequately detailed invoices or receipts should support payments made on behalf of a landlord and copies provided to the landlord upon request.

19. In-house Complaints Handling

- 19a** You must maintain and operate an in-house complaints procedure. Such procedures must be in writing; explain how to complain to your business and to the Ombudsman; be readily available in each office and on your website; and be available for inspection by both the Ombudsman and/or TPO Limited.
- 19b** All verbal and written complaints must be recorded by you at the time they are made.
- 19c** You must agree to deal with any properly appointed representative of a Complainant (*).
- 19d** All written complaints must be acknowledged in writing within 3 working days and a proper investigation promptly undertaken. A formal written outcome of your investigation

must be sent to the Complainant within 15 working days of receipt of the original complaint. A senior member of staff or designated complaint handler not directly involved in the transaction should deal with the complaint. In exceptional cases, where the timescale needs to be extended beyond this limit, the Complainant should be kept fully informed and an explanation provided.

- 19e** If the Complainant remains dissatisfied, the Complainant must be told how the complaint can be further pursued within your business. This should provide the opportunity for a speedy, separate and detached review of the complaint by staff not directly involved in the transaction. Such a review must be sent to the Complainant within 15 working days.
- 19f** Following the conclusion of your investigation, a written statement expressing your final view, and including any offer made, must be sent to the Complainant. This letter must also tell the Complainant how the matter can be referred to the Ombudsman, pointing out that any such referral by the Complainant must be made within 12 months of your final view.
- 19g** You must not imply that payment of any outstanding commission fee or additional costs is a condition of a review by the Ombudsman.

20. Referrals to the Ombudsman

- 20a** You must co-operate with any investigations by the Ombudsman being conducted in accordance with the Ombudsman's Terms of Reference.
- 20b** You must:
- comply with any award and/or direction made by the Ombudsman against you and accepted by the Complainant and which is binding upon you under the Terms of Reference; and
 - pay the Complainant the amount of any such award if accepted by the Complainant within the period for payment required by the Ombudsman.

21. Compliance Monitoring

- 21a** You must comply with the requirements of any code compliance monitoring or compliance survey procedure used by TPO Limited.
- 21b** You must inform consumers that their contact details may be used in any monitoring/survey process in order to ensure compliance with data protection legislation (in particular, the General Data Protection Regulation or any successor legislation). You must also inform consumers of the lawful basis of such processing, which might be, for example, that the processing is necessary for the purposes of your legitimate business interests.

22. Non-Compliance with the Code

- 22a** Cases of non-compliance will be dealt with by the Compliance Committee (CC) of the TPO Board.
- 22b** The CC will consider those cases brought to its attention by the Ombudsman, acting within the Ombudsman's Terms of Reference, where the Ombudsman considers there has been

¹⁹ <https://www.gov.uk/government/publications/client-money-protection-for-letting-and-managing-agents>

any single flagrant breach and/or any persistent breaches of the Code by any Member Agent. When considering such cases the CC will also consider whether the conduct is such that it raises issues concerning the Member's continuing registration under the the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.

22c The CC will also consider cases of non-compliance where there may have been a single flagrant breach and/or any persistent breaches of the Code, failure to complete compliance monitoring, where it is considered that the Member has brought the scheme into disrepute or where the Member has seriously failed to comply with their membership obligations in another way.

22d The CC will determine any disciplinary sanction in accordance with its terms of reference as defined from time to time.

23. Glossary of Terms

In this Code, the following interpretations and definitions apply:

23a Agent of Necessity. Created by an emergency arising from a situation making it necessary or proper for the agent to act without receiving the sanction or authorisation of the landlord and/or the tenant.

23b Aggressive Behaviour. Here are some illustrative examples of aggressive behaviour or practices. It is not an exhaustive list. In each case, the test is whether the average consumer's freedom of choice or conduct is (or would be likely to be) impaired and, as a result, they take (or would be likely to take) a different transactional decision. When you gain new landlords and instructions, when you market property for rental, when you negotiate rents and arrange tenancies you should not:

- Impose onerous or disproportionate requirements which prevent a landlord client from exercising rights to terminate an agreement or switch to another agency.
- Refuse to allow a landlord to cancel their contract with you, where a cancellation period applies and has not expired.
- Pressure a landlord or tenant to use associated services, for example to take out an insurance policy through an associate.
- Pressure (for example by persistent and/or aggressive telephone calls/emails) the prospective tenant to act quickly to put in a rental offer or finalise the tenancy agreement.
- In order to make commission quickly, pressure a landlord to accept a rental offer at a lower rate than is reasonable for their property, for example by telling them that they cannot get a better offer.
- Pursue commission or other fees from the prospective or existing tenant/landlord to which you are not entitled.
- Intimidate, pressure or coerce landlords or tenants into dropping complaints against your business, for example by using threatening or abusive language or actions when you deal with complaints.

23c Associate. Includes a brother, sister, husband, wife, civil partner, aunt, uncle, nephew, niece, parents, grandparents,

children and grandchildren. The definition also includes business associates.

23d Average Consumer. The 'average consumer' is someone who is reasonably well-informed, and reasonably observant and circumspect. For example, an average consumer would pay some attention to documentation given to them, but not necessarily to the small print unless key points in it are brought to their attention. An average consumer would check out publicly available facts for themselves where this is straightforward to do, although what checks they actually make will be influenced by the information that you have given them. The CPRs do, however, provide for where a commercial practice is targeted at a particular group of consumers. In these cases, the 'average consumer' will refer to the average member of that group, not the average consumer generally. This will be relevant to you if you are targeting your commercial practice at a particular group of consumers.

23e Client. A person who has instructed you to let a property on their behalf in the United Kingdom (excluding Scotland, the Channel Islands and the Isle of Man). Where appropriate, this definition includes a client's properly appointed representative.

23f Clients' Money. Money held or rent collected for and on behalf of landlords, including ex-landlords is considered as client money and this will include deposits or money held for and on behalf of an applicant, tenant or ex-tenant.

23g Client Money Protection. Provides compensation to landlords, tenants and other clients should an agent misappropriate the rent, deposit or other client funds.

23h Complainant. Someone who is an actual or potential landlord or tenant or former landlord or former tenant of residential property making a complaint against a Member Agent. Where appropriate, this definition includes a Complainant's properly appointed representative, third parties and other definitions as set out in the Ombudsman's Terms of Reference.

23i Connected Person. Includes:

- Your employer or principal.
- Your employee or agent.
- Any associate including the term "business associate" as defined within Sections 31 and 32 of the Estate Agents Act 1979.

23j Consumer. Refers to an actual or potential tenant or landlord.

23k Deadline for Agreement. A 15 day period to agree and sign the tenancy agreement, beginning on the day on which the landlord or letting agent receives the holding deposit, unless a different deadline has been agreed in writing with the tenant and the landlord. The period where the agent and landlord conduct pre-tenancy checks before a decision is made whether to enter into a tenancy agreement with the tenant. The time period can be varied with the written agreement of the tenant and the landlord.

23l False or Misleading Information. The difference between the information a tenant has provided and the correct information, or their conduct in providing false or misleading information, where this materially affects the landlord's decision to grant

the tenancy because it reasonably calls into question the tenant's suitability to rent the property. For example:

- the tenant's income declaration was significantly too high
- the tenant provided information which was clearly inaccurate about their income or employment
- the tenant failed to disclose (when directly asked by you) any relevant information which later comes to your attention, such as valid County Court Judgements.

Misleading information that is not relevant to their suitability as a tenant and cannot be used as a reason to retain a holding deposit, is, for example:

- where a tenant misspelled their name, the name of their employer or a previous address
- a tenant omitted to declare a previous address – and the omission had no bearing on their credit worthiness or other assessment of suitability
- the tenant slightly misstated their income.

23m Harass/Harassment. Unwanted conduct which has the purpose or effect of:

- violating a person's dignity;
- creating an intimidating, hostile, degrading, humiliating or offensive environment for a person.

23n In Connection with a Tenancy. In the legislation "in connection with a tenancy" is defined as requirements:

- in consideration of, or in consideration of arranging for, the grant, renewal, continuance, variation, assignment, novation or termination of a tenancy;
- on entry into a tenancy agreement containing relevant provisions;
- pursuant to a provision of a tenancy agreement, or pursuant to an agreement relating to such a tenancy with a letting agent, which requires or purports to require the person to do any of those things in the event of an act or default of the person or if the tenancy is varied, assigned, novated or terminated;
- as a result of an act or default related to the tenancy unless pursuant to, or for breach of, the tenancy agreement; and
- in consideration of providing a reference for a former tenant.

23o Letting Agency Services. Things done by an agent in the course of a business in response to instructions from:

- a private rented sector landlord who wants to find a tenant: or
- a tenant who wants to find a property in the private rented sector.

23p Material Information. Required by consumers to make informed 'transactional decisions'. In the most straightforward lettings, the material information that you should give to tenants may be quite basic although you should bear in mind the requirements of paragraph 7a.

23q Member. An agent who is a Member of the TPO scheme and who has undertaken to abide by all provisions of the Code of Practice.

23r Novation. In contract law and business law, is the act of: replacing an obligation to perform with another obligation; or adding an obligation to perform; or replacing a party to an agreement with a new party.

23s Portfolio Landlord. A landlord with a number of properties that are being let, often through the same letting agent.

23t Privacy Notice. A published notice to consumers explaining how collected personal data will be used and the lawful basis for processing it.

23u Prohibited Payment. A prohibited payment is a payment outlawed under the ban imposed under the Tenant Fees Act 2019. Trading Standards will enforce the ban on prohibited payments. If you are uncertain as to whether a charge is permitted, you should contact your local trading standards authority for advice.

23v Property Management. In this Code, property management means the management of a property in the private rented sector on behalf of the landlord, generally following the finding of a tenant. It does not relate to 'block' management (residential leasehold management).

23w Records. Means all written correspondence, file notes, contracts and agreements in hard or digital copy or electronic communications including emails, texts and other forms of digital messages or faxes.

23x Residential Property. Means property (land and/or buildings or part thereof) used, last used, or to be used for residential purposes. Excluding holiday lets.

23y Superior Landlord. The owner of a superior interest in the property, such as a freeholder or leaseholder or intermediate landlord.

23z Tenancy. Includes assured shorthold tenancies, tenancies of student accommodation and licences to occupy (subject to excluded licence types as stated in the Tenant Fees Act 2019). Also includes residential tenancies excluded from the Housing Act 1988 which are not subject to the Tenant Fees Act 2019 where applicable.

23aa Transactional Decision. Informed decisions made by consumers, which include, but are not limited to:

- A decision to find out more about your services, or to rule out using the services of one of your competitors.
- A client's decision whether and on what terms to sign or renew an agreement with you, or their decision to end an agreement.
- A prospective tenant's decision whether to view an advertised property, or whether and on what terms to make an offer on a property or renew a tenancy.

23ab Written, in Writing. Includes typed or hand-written letters, records or notes, emails, texts, other forms of digital messages and faxes. Electronic signatures are acceptable.

23ac You. Applies to all those Letting and Managing Agents and their staff providing services bound by this Code.

Effective from 1 June 2019



This Code of Practice is mandatory for all Property Ombudsman (TPO) Members who are entitled to display the above TPO and 'Approved Code' logos and who engage in estate agency work in England, Wales and Northern Ireland. Copies of this Code of Practice and the TPO Consumer Guide should be made available to consumers. You should prominently display the logos in the window of all your offices, your website(s), your letterheads (including emails and other digital communications) and your marketing material.

This Code comprises of two elements:

- Best Practice - standards set above the minimum level required by law.
- Legal Obligations - standards set by law.

TPO Members are expected to conduct their business practices in-line with both elements of the Code, as such, the Code intentionally does not differentiate between the two elements. In line with the Ombudsman's Terms of Reference, TPO can consider complaints raised by consumers against TPO Members against these obligations.

Note: TPO is not authorised to take enforcement action or make decisions on potential breaches of legislation. Where potential breaches or criminal activity is found by TPO, we will report the matter to the appropriate authority. Local Trading Standards (and/or appointed lead enforcement authority) are responsible for enforcement of legislation and regulations. The Courts are empowered to determine whether legal obligations have been met. References made to legislation and regulations within this Code are made for information and education purposes.

Contents:

- | | | |
|--|--|----------------------------------|
| 1. General Provisions | 7. Marketing and Advertising | 14. In-house Complaints Handling |
| 2. Duty of Care and Conflict of Interest | 8. Viewing and Access to Premises | 15. Referrals to the Ombudsman |
| 3. Advertising for New Business (Canvassing) | 9. Offers | 16. Compliance Monitoring |
| 4. Market Appraisal | 10. Financial Evaluation | 17. Non-Compliance with the Code |
| 5. Instructions, Terms of Business, Commission and Termination | 11. Deposits | 18. Glossary of Terms |
| 6. Energy Performance Certificates | 12. Between Acceptance and Exchange of Contracts | |
| | 13. Exchange and Completion | |

All references to the singular include the plural. Terms marked (*) - the first time they appear are defined in a Glossary of Terms at Section 18. All references to 'sellers' include potential sellers. All references to 'buyers' include potential buyers and viewers.

1. General Provisions

Applicability

1a This Code applies to estate agency work (*) in England, Wales and Northern Ireland undertaken by a person or organisation who has agreed or is required to comply with it for the marketing of residential property (*). Note that letting and buying agents in the United Kingdom and letting, management and sales agents operating in Scotland and the Channel Islands are covered by separate Codes of Practice.

General Obligations

1b You (*) must comply with this Code of Practice. You must comply with all laws (as amended, re-enacted or substituted with or without modification from time to time) relating to residential estate agency and in particular the Estate Agents Act 1979, the Consumers, Estate Agents and Redress Act 2007, the General Data Protection Regulation (or any successor legislation), Competition Act 1998, the Consumer Protection from Unfair Trading Regulations 2008 (CPRs), Business Protection from Misleading Marketing Regulations 2008 (BPRs), Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, Consumer Rights Act 2015, Energy Act 2011 (Green Deal) and all other current and relevant primary or secondary legislation.

1c You must register with the appropriate authority in accordance with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017.

1d You must ensure that all staff are fully conversant with all aspects of this Code of Practice and their legal responsibilities. Such staff must observe this Code and their legal responsibilities in all their dealings with consumers. Staff must have a good working knowledge of the law of estate agency work, the law of contract, and all relevant estate agency legislation; and familiarity with the basic conveyancing and mortgage application processes.

1e You should provide a service to both buyers and sellers consistent with fairness, integrity and best practice; and you should not seek business by methods that are dishonest, deceitful, manipulative or involve misrepresentation. You must avoid any course of action that can be construed as aggressive behaviour (*) or harassment (*).

1f You must treat consumers equally regardless of their race, religion or belief, sex, sexual orientation, gender recognition, disability, pregnancy or maternity, or nationality. Unlawful discrimination includes giving less favourable treatment because someone is perceived to have one of these personal characteristics or because they are associated with a person with such a characteristic.

1g You should take special care when dealing with consumers who might be disadvantaged because of factors such as their age, infirmity, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as their first language.

1h You must not release or use confidential information for any purpose other than that for which it was given by consumers (*) during the process of selling or buying residential property without the consumer's permission, unless legally required to do so. Personal data should be processed in line with data protection legislation and your business's privacy notice¹ (*).

1i Save where you are required to delete such records sooner under applicable law, you must keep clear and full written (*) records (*) of all transactions for a period of 6 years and produce them when required by the Ombudsman and/or any enforcement authority, such as Trading Standards.

1j As a TPO Member (*) you must not take, or be involved in any action which would bring the scheme into disrepute.

Publicity

1k In accordance with the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, you must include TPO's name and website address on your website, within your terms of business and within any other sales or service contract you agree with a consumer.

1l You must use and display material promoting the Code of Practice as provided by TPO. You must prominently display the TPO logo in the window of all your offices, your website(s), your letterheads (including emails and other digital communications) and your marketing material (including advertisements).

1m You must have available, free of charge, copies of this Code of Practice and Consumer Guide to give to consumers in all your offices.

2. Duty of Care and Conflict of Interest

2a You must treat all those involved in the proposed sale or purchase including sellers and buyers fairly and with courtesy.

2b When instructed, your duty of care is to the client (*). You must offer suitable advice to meet the client's aims and needs. Where the law and the interests of the client conflicts, adherence to the law must prevail.

2c You must avoid any conflict of interest. You must disclose at the earliest opportunity in writing (*) to consumers or any relevant third party any existing conflict of interest, or any circumstances which might give rise to a conflict of interest.

2d If you intend to offer or recommend to consumers surveying, financial, investment, insurance, conveyancing or other services, or those of an associate (*) or connected person (*), where the service provider rewards you for the referral by way of money, gifts or any other form of benefit, you must disclose this arrangement to consumers in accordance with the National Trading Standards Estate Agency Team's 'Guidance On Transparency of Fees Involving Property Sales'².

2e Consumer requirements are key and this applies to the buyer as well as the seller. You should complete a consumer fact find to ensure that any specific requirements are taken into consideration.

¹ <https://ico.org.uk/for-organisations/resources-and-support/>

² <https://en.powys.gov.uk/article/3989/Business-Information-NTSEAT>

2f You must by law³ tell the seller if you intend to offer buyers surveying, financial, investment, insurance, conveyancing or other services or those of an associate or connected person in connection with that purchase, before the seller has committed any liability to you. Thereafter, you must inform the client in writing or in the memorandum of sale, as soon as reasonably possible after you find out that a buyer, who has made an offer, has applied to use one or more of these services in connection with that purchase.

2g If your firm is instructed to sell a property and you, an employee or an associate (or an associate of the employee of your firm) is intending to buy it you must by law, before negotiations begin, give all the relevant facts, in writing, to the seller; and as soon as possible to the seller's representative.

2h If you, an employee or an associate is intending to buy a property which your firm is instructed to sell, that person must take no further direct part in the sale of that property on behalf of your business.

2i If you are selling a property that is owned by you, an employee or an associate (or an associate of an employee) or in which you, an employee (or an associate of an employee) has an interest, you must by law, before negotiations begin, immediately make this known, in writing. The person who is selling should not participate in the direct sale of the property.

3. Advertising for New Business (Canvassing)

3a You must not use unfair methods when seeking new business. Advertising material should be in accordance with the Advertising Standards Authority's (ASA) Codes and must be truthful, not misleading and fully explain who the message is from, its purposes and how the consumer's interest can be followed up.

3b In your canvassing material, if you seek to use a property you have recently sold and where completion has occurred, you must obtain the new owner's prior permission in writing.

3c Fees must be shown inclusive of VAT alongside a statement confirming that VAT is included.

3d If a consumer is interested in using your services, you must draw to their attention, and explain before they are committed to another contract, the potential of paying fees to more than one agent where another agent has been previously instructed.

3e You must take decisions on the content of your advertisements independent of your competitors, such as how you advertise your fees, charges or any additional costs, or any special offers, discounts or other value offering.

3f You must act promptly if a consumer asks you to stop canvassing them.

4. Market Appraisal

4a When you give advice to someone selling their property, that advice must be in the consumer's best interests and within the law. The potential benefits and disadvantages of any recommended method of sale must be explained in clear terms and take into account consumer (*) requirements as outlined in paragraph 2e.

4b Any figure you advise, either as a recommended asking price or as a possible selling price must be given in good faith and must reflect available information about the property and current market conditions and must be supported by comparable evidence. You must never deliberately misrepresent the market value of a property.

4c Any evidence relating to comparables of similar properties in a similar location must be retained on file for future reference.

4d You must keep your marketing strategy under regular review with your client.

4e For leasehold, commonhold or managed freehold properties you should make the seller aware that they should contact their lease administrator, commonhold association, or freehold manager to obtain material information required by potential buyers, as set out in paragraph 7k.

5. Instructions, Terms of Business, Commission and Termination

Instruction

5a You must, at the point of instruction, inform your client in writing that you are a Member of TPO and subscribe to this Code of Practice.

5b You must not directly or indirectly harass (*) any person in order to gain instructions, nor must you repeatedly try to gain instructions in a way likely to cause offence.

5c You must not instruct other agencies to assist you in selling a property without the seller's permission. If the seller gives permission, as the instructing agent, you are liable at law for the actions of the sub-instructed agent and will be held responsible for any failures to comply with this Code of Practice by that sub-instructed agent even if that sub-agent is not a TPO Member.

5d Notwithstanding paragraph 5c if you are instructed as a sub-agent or share listings via a website, you must continue to act in accordance with all relevant provisions of this Code of Practice.

5e You should take reasonable steps to satisfy yourself that the seller is entitled to instruct you (such as obtaining title information from the Land Registry; declaration of trust; deed of variation; power of attorney) and to sign on behalf of all co-sellers.

5f In accordance with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, you must undertake Customer Due Diligence (*) and, where appropriate Enhanced Due Diligence (*), on the seller before you establish a business relationship. Should you have suspicion, knowledge or reasonable ground to suspect that money laundering is taking place, you must report this in accordance with your money laundering policy and procedures. You must keep records of your Customer Due Diligence checks for five years from the date of the transaction.

Signing

5g You must give your client written confirmation of their instruction for you to act in the buying or selling of property

³ <http://www.legislation.gov.uk/uk/si/1991/859/contents/made>

on their behalf. You must by law give the client written details of your Terms of Business including your fees and charges before they are committed or have any liability towards you. You must sign and date your Terms of Business before they are given to your client. The client must be given sufficient time to read them before signing and agreeing to instruct you (refer also to paragraph 5p). The client should be given a copy, signed by both parties, to retain.

Fair Contracts

- 5h** Your Terms of Business and your contract must be consistent with the provisions of this Code of Practice and comply with Part 2 of the Consumer Rights Act 2015.
- 5i** Your Terms of Business should be written in plain and intelligible language. In particular you must use in your Terms of Business the specific definitions in the Estate Agents (Provision of Information) Regulations 1991. You must take particular care for example in defining and distinguishing between 'sole agency' and 'sole selling rights'; and in describing a 'ready, willing and able' contract. You must use the relevant definitions in full, display them prominently and clearly explain the implications of the terms to your client, especially where multiple definitions are used.

Fees and Charges

- 5j** All fees and additional costs must be included in your Terms of Business. They must be fully explained, clearly and unambiguously stated in writing, along with an explanation of the specific circumstances in which those fees and costs will become due, before the client is committed to the contract.
- 5k** Where the fee is a percentage it must be quoted inclusive of VAT. The example amount should be based on the asking price. However, you must make it clear that, should the selling price be higher or lower than the asking price, your commission fee will be correspondingly higher or lower.
- 5l** Where you charge a fixed fee you must state the actual amount payable inclusive of VAT in the contract and ensure that the client understands that the fee will not vary whatever the sale price.
- 5m** Except for any previously agreed additional costs, commission fees will become due on exchange of contracts.
- 5n** Where your Terms of Business include options for sellers to use associated and/or recommended services (such as conveyancing), sellers should be presented with the opportunity to actively opt-in to use the service. Requiring sellers to actively opt-out of any additional or recommended service should be avoided. Charges made for not using a service must be disclosed in accordance with the National Trading Standards Estate Agency Team's 'Guidance On Transparency of Fees Involving Property Sales'⁴.
- 5o** In the circumstances where a buyer may become liable for your fees, this liability must be communicated at the earliest opportunity such that in all forms of media, the property asking price is accompanied by a statement that 'buyer's fees apply' and that websites allow for a click-through to an information pack and FAQs. Appropriate arrangements should be made to provide the same information where non-electronic access is present. The information pack should

have 'key features' of the approach as the first page and include a full explanation of all fees and additional costs, the circumstances upon which they become due and advise that by paying your fee, that amount may be considered as part of the chargeable consideration for the property and be included in the calculation for stamp duty land tax liability.

Duration and Termination

- 5p** Your Terms of Business must clearly state the minimum duration of your instruction, and how it can be terminated by either party. When a contract is signed by a client during a visit by you to their home, at their place of work, away from your premises or online, then they must be given a right to cancel that contract within 14 calendar days after the day of signing. The client should be given a 'Notice of Right to Cancel'. Where the client wishes the contract to begin before the end of the 14 day cancellation period you must obtain confirmation of that request in writing. Where you intend to recover costs incurred during this cancellation period you must obtain the client's agreement in writing to those specific costs before work commences.
- 5q** If you intend to charge the client a fee or recover costs for terminating the instruction, you must make this clear in your Terms of Business and specify the amount of the fee and additional costs and their purpose. Fees and costs should reasonably reflect the activity undertaken and not include a penalty charge.
- 5r** On receipt of the client's instruction (includes executor, trustee, person holding power of attorney), or on your own decision, to terminate your instruction, you must promptly give the client written confirmation that you are no longer acting for them, confirm the actual date of termination, and give details of any fees or additional costs the client owes you (see 5u below).
- 5s** Your contract must allow for the required notice of termination to be given before the end of the term, such that termination by the client can occur at the expiry of the minimum term.

Fee Entitlement and Client Liability

- 5t** At the time of receiving instructions from a seller you must:
- point out and explain clearly in your written Terms of Business that you may be entitled to a commission fee if that seller terminates your instruction and a memorandum of sale is issued by another agent to a buyer that you have introduced (see definition of effective introduction [*] and supplementary TPO 'Dual Fee' guidance) within 6 months of the date your instruction ended and where a subsequent exchange of contracts takes place.
- If no other estate agent is involved this time limit extends to 2 years.
- advise that the seller may be liable to pay more than one fee if they instruct another agent during or after the period of your agency.
 - ask the seller if they have previously instructed another agent in respect of the property, and if advised yes:

⁴ <https://en.powys.gov.uk/article/3989/Business-Information-NTSEAT>

- ask to see a copy of the previous agency agreement to ensure that by instructing you, the seller will not be in breach of contract (note that if the seller is unable or refuses to supply a copy, you must advise, in writing, that you are unable to advise as to whether the seller is in breach of their agreement with the previous agent);
- specifically advise of the possible liability to pay more than one agent;
- establish if an interested party has previously viewed through another agent;
- if an interested party has previously viewed through another agent and makes an offer through you, you must disclose this information and refer the sale back to that agent as they will be deemed to have introduced the buyer (please refer to supplementary TPO 'Dual Fee' guidance).

5u At the time of the termination of the instruction, you must explain clearly in writing any continuing liability the client may have to pay you a commission fee and any circumstances in which the client may otherwise have to pay more than one commission fee. Your explanation must include a list of parties that you have introduced to the property.

5v Your action in pursuing a commission fee or additional charges must be proportionate and reasonable and not intimidatory.

5w Although nothing precludes you taking court action to pursue payment of your commission account, it is generally expected that you will not take court action when a complainant has referred the matter to the Ombudsman. If however you do pursue payment of your commission fee through the courts you must agree to the Ombudsman considering any outstanding service-related complaints after the court action has been determined.

Subsequent Changes

5x Any subsequent changes to the Terms of Business must be:

- Mutually agreed by you and your client.
- Promptly confirmed in writing.
- Where appropriate, contained in a new Terms of Business signed and dated by your client.

6. Energy Performance Certificates

6a The relevant provisions set out in Section 5 should be followed when entering into an agreement with a seller for the supply of an Energy Performance Certificate (EPC) in relation to the property to be marketed.

6b You must provide adequate information to the seller to enable the seller to understand the basic legal requirement for and content of an EPC, and use in relation to the marketing of the property.

6c You must advise the seller in writing of all charges relating to the supply of an EPC and the terms of payment.

7. Marketing and Advertising

7a You must not put any property on the market for sale without permission from the seller and without a valid EPC compiled

in accordance with the relevant legislation or evidence that a valid EPC has been commissioned. If a buyer requests a copy of an EPC, this must be provided free of charge.

For Sale Boards

7b You must not erect any form of estate agency board at a property unless you have been instructed to market that property.

7c You can only erect an estate agency board with the specific permission of the seller. Where the property is leasehold or commonhold, you should advise the seller to check for any restrictions within their lease or commonhold community statement and obtain their response before erecting the board.

7d Any board you do erect must be appropriate.

7e When you put up a board you must by law comply with the appropriate regulations. You must accept liability for any claim arising under these regulations in connection with the board.

7f If your board relates to part of a building in multiple occupation, it should indicate the part of the building to which it relates.

7g You must not replace another agent's board with your own, hide it or remove it from a property, without the seller's permission or without notifying the other agent.

7h You must comply with local legislation in relation to erecting your boards.

Published Material and Information about a Property

7i You must by law comply with the Consumer Protection from Unfair Trading Regulations 2008 (or the Business Protection from Misleading Marketing Regulations 2008 where applicable). The Consumer Protection from Unfair Trading Regulations 2008 require you to disclose any information of which you are aware or should be aware of in relation to the property in a clear, intelligible and timely fashion and to take all reasonable steps to ensure that all statements that you make about a property, whether oral, pictorial or written, are accurate and are not misleading. All material information (*) must be disclosed and there must be no material omissions which may impact on the average consumer's (*) transactional decision (*). Where information is given to consumers and/or their representatives, it must be accurate and not misleading.

7j Prior to commencement of marketing, the written details of a property (sales particulars) must be agreed with the seller to confirm that the details are accurate. Sales particulars that have not been agreed by the seller must be marked as 'draft', 'subject to approval' or similar to ensure buyers are aware that the property details could be subject to change.

7k In accordance with paragraph 5e, where the title is registered at HM Land Registry, you should seek to obtain title information to verify the tenure of the property.

- In regard to leasehold properties, in accordance with paragraph 4e, you must provide material information to the consumer so they can make an informed transactional decision. Material information in respect of the lease includes, but is not limited to, the following:
 - Number of years remaining on the lease;

- Amount of ground rent (*) and when payable, together with details of how this will increase over time, if applicable;
- Rent payable in the case of a shared ownership arrangement;

For leasehold, commonhold and freehold properties where the owner has a legal obligation to contribute towards the maintenance costs of a shared amenity, material information would include, but is not limited to the following:

- Amount of service charge (*), and when payable;
- Amount of any event fees (*), and when payable;
- Amount of reserve fund (*) contribution and when payable (if not already included in other charges);
- Approximate total amount of reserve fund;
- Details of any event-related fees and charges payable under the lease that are triggered by certain circumstances or events;
- Details of any other fees / charges contained in the lease, commonhold community statement or title deeds.

For all properties, material information would include, but is not limited to the following:

- Details of any unusual restrictions or covenants affecting the use and enjoyment of the property.

You must take all reasonable precautions and exercise all due diligence by asking the seller to declare such information in writing (see paragraph 4e and/or via the completion of a property information questionnaire signed by the seller). Where you have doubt or information is missing you should ask further relevant questions of the seller. If all reasonable enquiries with the seller have been carried out and certain information is still unavailable, the fact that the information is unknown should be clearly disclosed to buyers, to enable them to make an informed transactional decision.

- 7l** In regard to properties being re-sold with existing building warranties, you should ask the seller to declare in writing (for example via the completion of a property information questionnaire signed by the seller) the remaining length of the warranty and whether any claim has been made against the policy. This information should be made available to buyers to enable them to make an informed transactional decision.
- 7m** You will be liable if you include anything in the sales particulars which you have reason to doubt is correct.
- 7n** All advertisements must be legal, decent, honest and truthful in accordance with the ASA Codes. Manipulating internet portals (and other channels of marketing) to give the impression a property is new to the market, when it is not; inflating your market share by listing properties multiple times; listing properties that are not currently available to buy; or claiming to have sold a property which was sold by another agent, is misleading.
- 7o** If you intend to include material produced by a third party, you must obtain that party's permission to do so prior to the commencement of marketing.

8. Viewing and Access to Premises

Viewings

- 8a** You must take a seller's instructions regarding viewings, specifically whether or not they should be conducted by you.
- 8b** You must record any viewings that have been arranged for that property, feedback from those viewings and pass this to the seller within an agreed timescale. If this feedback is an offer, you should refer to section 9.
- 8c** Before arranging any viewing, you must tell the buyer if you are aware of an offer that has already been accepted subject to contract by the seller.
- 8d** In accordance with paragraph 5t, when you know the property has been, or is being marketed by another agent you should establish if your buyer has previously viewed the property through that or any other agent.

Access to Premises

- 8e** Unless otherwise instructed by the seller, if you hold the keys to a property you must accompany any viewings of that property. If you are arranging for someone to view an occupied property, you must agree the arrangements with the occupier (including any tenants) beforehand, wherever possible.
- 8f** You must make sure that all the keys you have are coded and kept secure. You must maintain records of when you issue keys and to whom, and when they are returned. These records must be kept secure and separate from the actual keys. You must only give keys to people providing you with satisfactory identification.
- 8g** If access to a property is required by a person on behalf of the buyer (e.g. a surveyor, builder, tradesman etc) and you hold the key but are not able to accompany that person, this must be made clear to the seller beforehand and the seller's express permission obtained before you hand over the key.
- 8h** You must exercise reasonable diligence to ensure that, after any visit by you, a property is left secure.

9. Offers

- 9a** By law, you must tell sellers as soon as is reasonably possible about all offers that you receive at any time until contracts have been exchanged unless the offer is an amount or type which the seller has specifically instructed you, in writing, not to pass on. You must confirm each offer in writing to the seller, and to the buyer who made it, within 2 working days.
- 9b** In accordance with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, you must undertake Customer Due Diligence and, where appropriate Enhanced Due Diligence, on the buyer before a binding contract has been entered into (for example, exchange of contracts). Should you have suspicion, knowledge or reasonable ground to suspect that money laundering is taking place, you must report this in accordance with your money laundering policy and procedures. You must keep records of your Customer Due Diligence checks for five years from the date of the transaction.

9c You must keep a written or electronic contemporaneous record of all offers you receive including the date and time of such offers and the seller's response.

9d By law you cannot make it a condition of passing on offers to the seller that the buyer must use services offered by you or another party. You must not discriminate, or threaten to discriminate, against a buyer because that person declines to accept that you will (directly or indirectly) provide related services to them. Discrimination includes but is not limited to the following:

- Failing to tell the seller of an offer to buy the property.
- Telling the seller of an offer less quickly than other offers you have received.
- Misrepresenting the nature of the offer or that of rival offers.
- Giving details of properties for sale first to buyers who have indicated they are prepared to let you provide services to them.

Continuation of Marketing

9e When an offer has been accepted subject to contract you must take and confirm the seller's instructions as to whether the property should be withdrawn from the market, or continue to be marketed. In the latter case, you must advise the buyer in writing and ensure your marketing clearly explains that an offer has been accepted subject to contract. The buyer must also be informed in writing should the seller later decide to put the property back on the market. You remain under the legal obligation to pass on offers, as defined in 9a.

9f You must keep all buyers who have recently made offers through you, and which have not already been rejected, informed of the existence of other offers you have submitted to the seller.

9g You must be fair and not misleading when disclosing the amount of any offers made to other buyers. Before disclosing the amount of an offer, you must advise the seller of such intention and get the seller's agreement; and you must warn all buyers who make offers that it is your practice to do so. If you do disclose any offer to one buyer, then all offers must be immediately disclosed to all buyers with a current interest in negotiations for the property.

9h After an offer has been accepted subject to contract, you must promptly tell that buyer if the seller accepts another offer.

9i By law you must not misrepresent or invent the existence, or any details, of any other offer made or the status of any other person who has made an offer. If you know that the seller has instructed a legal representative to send a contract to an alternative buyer, you must then tell your buyer in writing.

10. Financial Evaluation

10a At the time that an offer has been made and is being considered by the seller, you must take reasonable steps to find out from the buyer the source and availability of their funds for buying the property and pass this information to

the seller. Such information will include whether the buyer needs to sell a property, requires a mortgage, claims to be a cash buyer (*) or any combination of these. Such relevant information that is available should be included in the memorandum of sale having regard to data protection laws.

10b You must put all offers to your seller client even if the buyer has not been financially qualified at that stage.

10c These reasonable steps must continue after acceptance of the offer until exchange of contracts and must include regular monitoring of the buyer's progress in achieving the funds required, and reporting such progress to the seller.

11. Deposits

11a Unless the buyer and seller wish to utilise a reservation agreement, you should not generally facilitate pre-contract deposits. However, if you are instructed to do so, you must ensure that before a deposit is taken, the circumstances under which the deposit is to be held, refunded, forfeited or used towards the purchase, are clearly stated in writing, agreed by the relevant parties and a copy of the agreement provided to those parties. In each circumstance the beneficiary of the deposit (and any interest accrued) must be clearly defined.

11b You must not hold a deposit, or any other money belonging to a seller or buyer, unless you are covered by adequate insurance.

11c Any client money held must by law be in a separate client account or accounts, as set out in the Estate Agents (Accounts) Regulations 1981. You must be able to account immediately for all money you are holding on behalf of a seller or buyer.

11d By law you must not deduct any cost or charges from any money you hold, unless your client has given you written authority to do so. You should ensure that your client's authority is obtained at the time of the deduction or that you give your client sufficient notice prior to the deduction to object to it.

12. Between Acceptance and Exchange of Contracts

12a After acceptance of the offer by the seller, and until exchange of contracts you have no direct influence on such matters as the conveyancing process or the mortgage lending process. Your obligations to the client are:

- to monitor progress;
- to assist where possible, as asked;
- to report information deemed helpful to bringing the transaction to fruition;
- where there is a chain, routinely check the immediate transactions and communicate information helpful to bringing your client's transaction to fruition.

You must keep written or electronic records of such activity.

12b If a buyer becomes involved in a contract race, the buyer should be told promptly of the situation and given such information which comes to your attention as is consistent with your duty to the seller and the other buyer(s).

13. Exchange and Completion

- 13a** After exchange of contracts you must not give the buyer the keys to the property without the specific permission of the seller or the seller's legal representative.
- 13b** Where you become aware that the seller must contractually vacate the property by a specific time on the day of completion, this should be conveyed to the seller at the earliest possible opportunity.
- 13c** At completion, you should offer to assist with the handover of keys during your office working hours and maintain a record of what has been agreed. If the seller so requests, you must assist.

14. In-house Complaints Handling

- 14a** You must maintain and operate an in-house complaints procedure. Such procedures must be in writing; explain how to complain to your business and to the Ombudsman; be readily available in each office and on your website; and be available for inspection by the Ombudsman and/or TPO Limited.
- 14b** All verbal and written complaints must be recorded by you at the time they are made.
- 14c** You must agree to deal with any properly appointed representative of a Complainant (*).
- 14d** All written complaints must be acknowledged in writing within 3 working days and a proper investigation promptly undertaken. A formal written outcome of your investigation must be sent to the Complainant within 15 working days of receipt of the original complaint. A senior member of staff, or designated complaint handler, not directly involved in the transaction should deal with the complaint. In exceptional cases, where the timescale needs to be extended beyond this limit, the Complainant should be kept fully informed and an explanation provided.
- 14e** If the Complainant remains dissatisfied, the Complainant must be told how the complaint can be further pursued within your business. This should provide the opportunity for a speedy, separate and detached review of the complaint by staff not directly involved in the transaction. Such a review must be sent to the Complainant within 15 working days.
- 14f** Following the conclusion of your investigation, a written statement of your final view, and including any offer made, must be sent to the Complainant. This letter must also tell the Complainant how the matter can be referred to the Ombudsman, pointing out that any such referral by the Complainant must be made within 12 months of your final view.
- 14g** You must not imply that payment of any outstanding commission fee or additional costs is a condition of a review by the Ombudsman.

15. Referrals to the Ombudsman

- 15a** You must co-operate with any investigations by the Ombudsman being conducted in accordance with the Ombudsman's Terms of Reference.

15b You must:

- comply with any award and/or direction made by the Ombudsman against you and accepted by the Complainant and which is binding upon you under the Terms of Reference; and
- pay the Complainant the amount of any such award if accepted by the Complainant within the period for payment required by the Ombudsman.

16. Compliance Monitoring

- 16a** You must comply with the requirements of any code compliance monitoring or compliance survey procedure used by TPO Limited.
- 16b** You must inform consumers that their contact details may be used in any monitoring/survey process in order to ensure compliance with data protection legislation (in particular, the General Data Protection Regulation or any successor legislation). You must also inform consumers of the lawful basis of such processing, which might be, for example, that the processing is necessary for the purposes of your legitimate business interests.

17. Non-Compliance with the Code

- 17a** Cases of non-compliance will be dealt with by the Compliance Committee (CC) of the TPO Board.
- 17b** The CC will consider those cases brought to its attention by the Ombudsman, acting within the Ombudsman's Terms of Reference, where the Ombudsman considers there has been any single flagrant breach and/or any persistent breaches of the Code by any Member Agent. When considering such cases the CC will also consider whether the conduct is such that it raises issues concerning the Member's continuing registration under the Consumers, Estate Agents and Redress Act 2007.
- 17c** The CC will also consider cases of non-compliance where there may have been a single flagrant breach and/or any persistent breaches of the Code, failure to complete compliance monitoring, where it is considered that the Member has brought the scheme into disrepute or where the Member has seriously failed to comply with their membership obligations in another way.
- 17d** The CC will determine any disciplinary sanction in accordance with its terms of reference as defined from time to time.

18. Glossary of Terms

In this Code, the following interpretations and definitions apply:

- 18a Aggressive Behaviour.** Here are some illustrative examples of aggressive behaviour or practices. It is not an exhaustive list. In each case, the test is whether the average consumer's freedom of choice or conduct is (or would be likely to be) impaired and, as a result, they take (or would be likely to take) a different transactional decision. When you gain new clients and instructions, when you market property, when you negotiate and make sales.
- Imposing onerous or disproportionate requirements which prevent a client from exercising rights to terminate an agreement or switch to another property sales business.

- Refusing to allow a consumer to cancel their contract with you, where a cancellation period applies and has not expired.
 - Pressuring a potential buyer to use associated services, for example to take out a mortgage through the in-house mortgage advisor or to use a particular firm of solicitors or licensed conveyancers.
 - Pressuring (for example by persistent and/or aggressive telephone calls) the buyer to act quickly to put in an offer, raise their price, skip the survey, finalise the sale and/or exchange contracts.
 - In order to make commission quickly, pressure a seller client to accept an offer at a lower price than is reasonable for their property, for example by telling them that they cannot get a better offer.
 - Pursuing commission to which you are not entitled.
 - Intimidating, pressuring or coercing consumers into dropping complaints against your business.
- 18b Associate.** Includes a brother, sister, husband, wife, civil partner, aunt, uncle, nephew, niece, parents, grandparents, children and grandchildren. The definition also includes business associates.
- 18c Average Consumer.** The ‘average consumer’ is someone who is reasonably well-informed, and reasonably observant and circumspect. For example, an average consumer would pay some attention to documentation given to them, but not necessarily to the small print unless key points in it are brought to their attention. An average consumer would check out publicly available facts for themselves where this is straightforward to do, although what checks they actually make will be influenced by the information that you have given them. The CPRs do, however, provide for where a commercial practice is targeted at a particular group of consumers. In these cases, the ‘average consumer’ will refer to the average member of that group, not the average consumer generally. This will be relevant to you if you are targeting your commercial practice at a particular group of consumers.
- 18d Cash Buyer.** A ‘cash buyer’ can only be described as such if they have realisable cash assets, that is:
- the buyer has sufficient cash in the bank, building society or other investments, which can be realised in a reasonable time, that is, it will be available by the estimated or proposed exchange of contracts and completion dates; or
 - the buyer has actually sold a property, that has exchanged contracts and is expected to achieve completion before exchange on the purchase and the buyer does not require a mortgage to make up any difference in the purchase price of the new property.
- 18e Client.** A person who has instructed you to sell or to buy a property on their behalf, in the United Kingdom (excluding Scotland, the Channel Islands and the Isle of Man). Where appropriate, this definition includes a client’s properly appointed representative.
- 18f Complainant.** Someone who is an actual or potential seller or buyer of residential property making a complaint against a Member Agent. Where appropriate, this definition includes
- a Complainant’s properly appointed representative, third parties and other definitions as set out in the Ombudsman’s Terms of Reference.
- 18g Connected Person.** Includes:
- Your employer or principal.
 - Your employee or agent.
 - Any associate including the term “business associate” as defined within Sections 31 and 32 of the Estate Agents Act 1979.
- 18h Consumer.** Refers to an actual or potential seller or buyer.
- 18i Customer Due Diligence.** Taking steps to identify your customers and checking they are who they say they are. It is a cumulative process and means obtaining the customers’:
- Full name
 - Official documentation which confirms their identity (normally a form of photo ID)
 - Residential address and date of birth
 - Details of any resulting beneficial owners
- Estate Agency Business Guidance on money laundering obligations is available on the UK Government’s website.
- 18j Effective Introduction.** An effective introduction must evidence that the agent carried out an act that initiated the buyer’s reaction to the property. As such, there is a need for a defined transaction event to occur. This can be most clearly evidenced by an agent carrying out a viewing.
- 18k Enhanced Due Diligence.** Applies in situations where there is a higher risk of money laundering or terrorist finance. You must do this when:
- The transaction is complex or unusually large.
 - A person is a Politically Exposed Person.
 - Your risk assessment has identified that there is a high risk of money laundering.
 - A seller or buyer is from a high risk country as identified by the UK Government.
 - You have been notified that a situation is high risk.
- Estate Agency Business Guidance on money laundering obligations is available on the UK Government’s website.
- 18l Estate Agency Work.** Things done by any person in the course of a business (including a business in which they are employed) pursuant to instructions received from a Consumer (the “client”) who wishes to sell or buy any residential property in the United Kingdom:
- for the purpose of, or with a view to, effecting the introduction to the client of a third person who wishes to buy or, as the case may be, sell such residential property; and
 - after such an introduction has been effected in the course of that business, for the purpose of securing the sale or, as the case may be, the purchase of that property.
- 18m Event Fees.** Fees include “transfer”, “contingency”, “deferred-management” and “selling-service” fees and are triggered by an event (such as resale or sub-letting). Leases

of retirement flats and bungalows often include a fee triggered by certain events, such as when the owner sells or sub-lets their property.

18n Ground Rent. The rent payable to the landlord by the lessee as required by the lease.

18o Harass/Harassment. Unwanted conduct which has the purpose or effect of:

- violating a person's dignity;
- creating an intimidating, hostile, degrading, humiliating or offensive environment for a person.

18p Material Information. In the most straightforward sales, the material information that you should give to potential buyers may be quite basic. Little more than the asking price, location, number and size of rooms, and whether the property is freehold or leasehold. However, depending on the circumstances of each sale, material facts could include the length of the lease, the level of charges payable under a lease, uncertainties known about title, major structural defects, lack of connection to mains services, etc. At the outset of the marketing process, you are not expected to research issues that are outside your line of business, for example, where your business is marketing property and the issues are ones that a surveyor or conveyancer would investigate. However, should you become aware of such information later on, you cannot ignore or suppress it. If the information is material, you will need to disclose it.

18q Member. An estate agent who is a Member of the TPO voluntary scheme and who has undertaken to abide by all provisions of the Code of Practice.

18r Privacy Notice. A published notice to consumers explaining how collected personal data will be used and the lawful basis for processing it.

18s Property or Residential Property. Means property (land and/or buildings) used, last used, or to be used for residential purposes.

18t Records. Means all written correspondence, file notes, contracts and agreements in hard or digital copy or electronic communications including emails, texts and other forms of digital messages or faxes.

18u Reserve Fund. Used interchangeably with the term 'sinking fund reserve'. A fund collected from the Lessees which allows the build-up of monies to pay for repairs and the replacement of major items (such as lifts) or to equalise cyclical expenditure (such as external decoration), avoiding excessive peaks in the Service Charge. Reference to Reserve Fund includes any sinking fund or replacement fund.

18v Service Charge. The amount payable by a lessee as a contribution to the costs of services, repairs, maintenance, insurance, improvements or costs of management etc. as set out in the lease. The amount payable may vary according to the costs incurred or to be incurred.

18w Transactional Decision. Informed decisions made by consumers, which include, but are not limited to:

- A decision to find out more about your services, or to rule out using the services of one of your competitors.
- A client's decision whether and on what terms to sign or renew an agreement with you, or their decision to end an agreement.
- A seller's decision whether to put their property up for sale or take it off the market, to accept or turn down an offer, or to exchange on the sale or not.
- A buyer's decision whether to view an advertised property, or whether and on what terms to make an offer on a property, instruct a solicitor or licensed conveyancer, commission a survey, apply for a mortgage, or exchange on the purchase.

18x Written, in Writing. Includes typed or hand-written letters, records or notes, emails, texts, other forms of digital messages and faxes. Electronic signatures are acceptable.

18y You. Applies to all those Estate Agents and their staff providing services bound by this Code.