

# OEA CODE OF PRACTICE

## CODE COMPLIANCE : SELLERS

| Date Received                  | Postcode | OEA membership | Business Terms | Services for buyers | Accuracy of particulars | Viewing arrangements | Offers confirmed | Continuation of marketing |
|--------------------------------|----------|----------------|----------------|---------------------|-------------------------|----------------------|------------------|---------------------------|
| 17 Dec 2007                    | EX22 7TJ | ✓              | ✓              | ✓                   | ✓                       | ✓                    | ✓                |                           |
| 16 Dec 2007                    | EX22 6GA | ✓              | ✓              | ✓                   | ✓                       | ✓                    | ✓                | x                         |
| 10 Dec 2007                    | EX22 7BQ | ✓              | ✓              |                     | ✓                       | ✓                    | ✓                | ✓                         |
| 10 Dec 2007                    | EX21 5NV | ✓              | ✓              |                     | ✓                       | ✓                    | ✓                | ✓                         |
| 6 Dec 2007                     | EX22 6LS | ✓              | ✓              | ✓                   | ✓                       | ✓                    | ✓                | ✓                         |
| <b>Total of all Responses:</b> |          | 100%           | 100%           | 100%                | 100%                    | 100%                 | 100%             | 75%                       |

## CODE COMPLIANCE : BUYERS

| OEA membership | Continuation of marketing | Accurate information | No conditions |
|----------------|---------------------------|----------------------|---------------|
| ?              | ?                         | ?                    | ?             |

The OEA Code of Practice has been approved by the Office of Fair Trading under their Consumer Codes Approval Scheme - see over

The survey responses above relate to the corresponding entries on the Satisfaction and Confidential sheets with the same numbers.

Yes = ✓ No = x





# OEA CODE OF PRACTICE

The Ombudsman for Estate Agents (OEA) Scheme provides an independent service for dealing with disputes between Member Agencies and customers who are buying and selling residential property in the UK.

OEA Scheme Members agree to abide by the OEA Code of Practice. This sets out a framework within which Members must operate and sets the standards of service they should provide.

The Code is mandatory and rigorously enforced. Compliance levels and consumer satisfaction are closely monitored.

If things go wrong, and you have a dispute with a Member Agency, you can refer your complaint to the Ombudsman for resolution. The Ombudsman is completely independent of the Member Agencies, and will provide a free, fair and speedy review of complaints falling within his Terms of Reference.

Member agencies agree to co-operate with the Ombudsman and to abide by any decisions that the Ombudsman comes to. Any financial award that the Ombudsman makes in your favour is binding on the agent.

## CODE COMPLIANCE : SELLERS

|                           | Did the firm ...   |
|---------------------------|--|
| OEA membership            | Make you aware of their membership of the OEA scheme (e.g. is the OEA logo shown on the sales particulars for your property) |
| Business Terms            | Clearly explain their fees, expenses & business terms and confirm this in writing before marketing your property             |
| Services for buyers       | Make clear whether or not they wish to offer other services (such as mortgages) to potential buyers of your property         |
| Accuracy of particulars   | Ask you to confirm the accuracy of the draft particulars before marketing your property                                      |
| Viewing arrangements      | Agree the viewing arrangements with you and comply with these arrangements   |
| Offers confirmed          | Confirm all offers in writing  |
| Continuation of marketing | Ask you whether or not the property should remain on the market after the offer was accepted. (n/a in Scotland)              |

## CODE COMPLIANCE : BUYERS

|                           | Did the firm ...   |
|---------------------------|--|
| OEA membership            | Make you aware of their membership of the OEA scheme (e.g. is the logo shown on the sale particulars you received)                       |
| Continuation of marketing | Tell you if the property was kept on the market after your offer was accepted, or was put back on the market later on. (n/a in Scotland) |
| Accurate information      | Give you accurate (i.e. not misleading) information about properties   |
| No conditions             | Accept your offer without attaching any conditions (such as that you should arrange your mortgage through them)                          |

NOTE: THIS CONSUMER SURVEY OBTAINS FEEDBACK ABOUT CERTAIN ELEMENTS OF THE OEA SCHEME. FOR FULL DETAILS OF THE OEA CODE, PLEASE VISIT THE OEA WEBSITE: [WWW.OEA.CO.UK](http://WWW.OEA.CO.UK)