

COMPLIANCE REPORT: OEA CODE OF PRACTICE



Referenceline's survey asks customers whether the firm has followed certain key elements of the OEA Code of Practice. For full details of the Code, please visit the OEA website: www.oea.co.uk

Sellers: Did the firm ...

Make you aware of their membership of the OEA scheme (e.g. is the OEA logo shown on the sales particulars for your property)

Clearly explain their fees, expenses & business terms and confirm this in writing before marketing your property

Make clear whether or not they wish to offer other services (such as mortgages) to potential buyers of your property

Ask you to confirm the accuracy of the draft particulars before marketing your property

Agree the viewing arrangements with you and comply with these arrangements

Confirm all offers in writing

Ask you whether or not the property should remain on the market after the offer was accepted. (n/a in Scotland)

Heading (see overleaf)

OEA membership

Business Terms

Services for buyers

Accuracy of particulars

Viewing arrangements

Offers confirmed

Continuation of marketing

Buyers: Did the firm ...

Make you aware of their membership of the OEA scheme (e.g. is the logo shown on the sale particulars you received)

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)

Give you accurate (i.e. not misleading) information about properties

Accept your offer without attaching any conditions (such as that you should arrange your mortgage through them)

Heading (see overleaf)

OEA membership

Continuation of marketing

Accurate information

No conditions