

**RICS**the mark of
property
professionalism
worldwide

RICS REABS: Real Estate Agency & Brokerage Standards

RICS (Royal Institution of Chartered Surveyors) is an independent, representative professional association that regulates its members, the Chartered Surveyors. RICS provides training and education standards, protects consumers through strict codes of conduct and advises governments and companies. RICS offers expertise regarding fixed assets that include but are not limited to land and real estate.

The RICS international real estate agency and brokerage standards provide 'best practice' guidance for real estate agents and brokers all over the world. Their purpose is to ensure that clients receive objective advice in a professional manner that is consistent with internationally recognised standards. The standards set a framework for best practice in the execution and delivery of real estate agency services, subject to specific local legislative requirements and local market specifics. The standards offer generic guidance applicable to commercial, residential and land transactions including sales, acquisitions, leasing and letting. The guidance underpins the RICS Real Estate Agency Code and its core principles and provides guidance that will help meet relevant laws and ethical codes in all world regions.

By complying with these standards, we undertake:

1. To conduct business in an honest, fair, transparent and professional manner.
2. To carry out work with due skill, care and diligence, and ensure that staff have the necessary skills to carry out their tasks.
3. To ensure that clients are provided with terms of engagement that are fair and clear.
4. To do the utmost to avoid conflicts of interest and, where they do arise, to deal with them openly, fairly and promptly.
5. Not to discriminate unfairly in any dealings.
6. To ensure that all communication is fair, clear, timely and transparent in all dealings with clients.
7. To ensure that all advertising and marketing material is honest, decent and truthful.
8. To ensure that any client money is held separately from other monies, and is covered by adequate insurance.
9. To have appropriate professional liability insurance, to ensure customers do not suffer any losses as a result of any negligent act.
10. To ensure that it is made clear to all parties we deal with what the scope of their obligations are to each party.
11. Where provided as part of the service, to give a realistic assessment of the likely selling, buying or rental price or associated cost of occupancy to the client based on market evidence and using best professional judgment.
12. To ensure that any property viewings are carried out in accordance with the client's wishes, having due regard for the security and personal safety of all parties.