

# Property Ombudsman issues new Codes of Practice



The Property Ombudsman (TPO) scheme has launched two new versions of its Codes of Practice for [Sales](#) and [Lettings](#) agents operating in Scotland.

The Codes are unique to TPO and have been raising standards in the property industry for 25 years as part of the scheme's free, fair and impartial dispute resolution service, which helps more than 16,000 buyers, sellers, landlord and tenants with their disputes.

The new TPO Scottish Sales and Lettings Codes of Practice will come into force on 1<sup>st</sup> March 2015 and were written with input from the industry with representatives of The Scottish Government, Shelter, The National Association of Estate Agents, Association of Residential Letting Agents and several property agents meeting with TPO in Scotland to discuss the different legislative requirements that apply to transactions in Scotland.

More than 500 TPO Scottish sales and letting agents stand to benefit from the introduction of the new Codes, which have already received the highest form of industry accreditation from the Trading Standards Institute (TSI), which took over the running of the Consumer Codes Approval Scheme (CCAS) from the Office of Fair Trading in 2013.

**Christopher Hamer, the Property Ombudsman, said:**

"TPO is launching two new versions of its Codes of Practice for Sales and Lettings agents in Scotland on 1<sup>st</sup> March. These Codes have already received CCAS approval, which enable TPO

members to display their TSI-approved trader status to assure consumers that they are operating to the highest industry standards.

“We worked closely with the industry to develop the Codes, which was crucial to make sure the Codes accurately reflected some of the distinct differences in the Scottish sales and rental markets.

“Having independently reviewed hundreds of complaints from Scottish buyers, sellers, tenants and landlords, we recognised the importance of properly taking into account the different processes that consumers follow when buying and renting property in Scotland.”

The new Codes cover all aspects of the latest property and consumer laws, with additional safeguards outlined for member agents to adhere to, based on industry best practice with specific reference to topics including the agent's duty of care, Home Reports, market appraisals, tenancy agreements, referencing, marketing and advertising, viewings, conclusion of missives, offers and financial evaluation.

As the largest CCAS member with both a Sales and Lettings Code approved, TP0 adheres to the strict business practices outlined by TSI that exceed government mandates.

TP0's new [Sales](#) and [Lettings](#) Codes for Scotland are now available to view on [TP0's website](#)