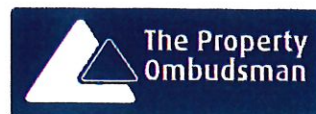


Effective from 1 October 2016

This Code of Practice is mandatory for all TPO Members who are entitled to display the above logo and who offer residential letting and/or management services. Copies of this Code of Practice and the TPO Consumer Guide should be made available in all your offices. You should prominently display the logo in the window of all your offices.



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All references to the singular include the plural. Terms marked [*] – the first time they appear, are defined in a Glossary of Terms at Section 22. All references to 'landlords' include potential landlords. All references to 'tenants' include potential tenants and viewers.

1. General Provisions

Applicability

- 1a** This Code applies to letting agency services in the United Kingdom (except Scotland), provided 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 sales of property in the UK and separate Codes of Practice for letting and sales agents operating in Scotland.

General Obligations

- 1b** You [*] must comply with this Code of Practice. You must comply with all laws relating to the letting and management of residential property and in particular to the Data Protection 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, 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 and all other current and relevant primary and secondary legislation and any local licensing obligations.

- 1c** Agents in Wales are required to comply with the Housing (Wales) Act 2014 and associated regulations, including compliance with the mandatory 'Code of Practice for Licenced Landlords and Agents'.
- 1d** 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. You must comply with all laws relating to the letting of residential property and all other current and relevant legislation.
- 1e** 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 oppressive or involve dishonesty, deceit or 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 reassignment status, disability 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.

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

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