

**15 December 2011**

## **Media Release**

### **Real Estate Industry Code of Conduct Open for Review**

Real Estate Agents Authority Acting Chief Executive, Dean Winter, is today calling for public and industry feedback on proposed changes to the Real Estate Agents (Professional Conduct and Client Care) Rules (the Code of Conduct).

Mr Winter said “the Code of Conduct sets the standard for the real estate industry and is one of the key tools we have to regulate the industry and help protect buyers and sellers of real estate. After being in force for two years it is timely for us to review the Code”.

“The Authority wants the Code of Conduct to remain current, relevant to all parts of the real estate market and to act as a positive set of rules for licensee’s professional conduct”, said Mr Winter.

“We want to hear from members of the public, participants in the real estate industry, consumer advocates and anyone else who would like to assist the Authority to improve the practice rules that the real estate industry is required to follow”, he said.

Mr Winter went on to say “We are pleased to be able to have this discussion with the public and the industry and are looking forward to making positive changes to the Code of Conduct to ensure buyers and sellers are better protected and to increase professionalism in the industry.”

The Authority has released a full consultation document on its website [www.reaa.govt.nz](http://www.reaa.govt.nz) which includes a consultation draft of the proposed Code of Conduct. Submissions close at 5pm on 1 February 2012.

**Ends**

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## About the Code of Conduct

The Code of Professional Conduct and Client Care was established by the [Real Estate Agents Act \(Professional Conduct and Client Care\) Rules 2009](#). The code came into force on 17 November 2009.

The Code sets out the standard of professional conduct and client care required of agents, branch managers and salespersons (licensees). It applies to all aspects of real estate agency work and is used as a reference point for discipline.

The Code covers:

- standards of professional competence and conduct
- reporting misconduct or unsatisfactory conduct
- awareness of duties and obligations under the Act
- client care and dealings with customers
- obligations to provide information about complaints.

More information is available at [www.reaa.govt.nz](http://www.reaa.govt.nz).