

# Regulation of Property Agents: working group

## Terms of reference

- The principal aim of the Regulation of Property Agents Working Group will be to advise the government on a new regulatory approach to letting, managing and estate agents, in line with the government's responses to its calls for evidence on [Protecting consumers in the letting and managing agent market](#) and [Improving the home buying and selling process](#).
- In particular, the Working Group will be responsible for advising on:
  - a. a model for an independent property-agent regulator, including how it will operate and how it will enforce compliance;
  - b. a single, mandatory and legally-enforceable Code of Practice for letting and managing agents, and whether similar could be provided for estate agents;
  - c. a system of minimum entry requirements and continuing professional development for letting, managing and estate agents
  - d. a standardised approach for presenting transparent service charges to leaseholders and freeholders;
  - e. an easier statutory-backed process for consumers to challenge unfair service charges;
  - f. whether other fees and charges which affect both leaseholders and freeholders are justified; should be capped or banned;
  - g. further measures to professionalise estate agency; as well as
  - h. additional matters which in its opinion support the aims above.
- The Group's proceedings will be private to its members and their organisations. Members and their organisations should not divulge the contents of their deliberations outside of the Group.
- The Group will decide upon the times of meeting and procedures for decision making (including quorum). It is desirable that the Group's final report to government will attract the unanimous support of its membership; should this prove infeasible, the report must be supported by at least two-thirds of all members. The Chair will not count as a member of the Group for the purposes of counting quorum or support for a draft report.

- Members may only be appointed to the Group by the Minister for Housing and Homelessness. All members so appointed must declare at their first meeting any personal or family interests - financial or otherwise - that might reasonably be thought to have capacity to influence their deliberation on the regulation of property agents, and again in the Group's final report.
- Should the Group wish to vary its terms of reference, including the deadline for its final report, it must request to do so in writing to the Minister for Housing and Homelessness.
- The Group will report its findings to government no later than 31 July 2019. Only the Chair may propose such a report.
- The government may consult more widely on proposals developed by the Group and may task the Group with assisting in such an exercise.