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Services of real estate agents - Requirements for the provision of services of real estate agents

EESTI STANDARDIKESKUS EVS
ESTONIAN CENTRE FOR STANDARDISATION

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NATIONAL FOREWORD

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Services of real estate agents - Requirements for the provision of services of real estate agents

Services des agents immobiliers - Exigences relatives à la prestation de services des agents immobiliers

Dienstleistungen von Immobilienmaklern - Anforderungen an die Dienstleistungen von Immobilienmaklern

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EUROPEAN COMMITTEE FOR STANDARDIZATION
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Contents

Foreword

This document (EN 15733:2009) has been prepared by Technical Committee CEN/TC 373 "Project Committee - Services of Real Estate Agents", the secretariat of which is held by ASI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2010, and conflicting national standards shall be withdrawn at the latest by June 2010.

This document represents a first European consensus in specifying requirements for the services of real estate agents. Due to the number of different approaches presently taken at national level to the degree of supervision of real estate services in Europe, this document aims to set general requirements only, and should therefore be taken as the basis upon which higher professional service provision and professional competence requirements may be defined in the field of real estate services.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

1 Scope

This European Standard specifies requirements for the services of real estate agents.

This European Standard applies to business-to-business and business-to-consumer services.

It is to be noted however that legal provisions for real estate agents exist in many countries and they are to be taken into consideration. The real estate agents need to comply with all applicable relevant European and national legislation. European and national legislations supersede this European Standard in case of conflicting requirements.

The requirements of the European Standard are applicable to the provision of all services including those provided by electronic means and the internet.

2 Terms and definitions

For the purposes of this European Standard, the following terms and definitions apply.

2.1
real estate agent
entity (professional individual, partnership or company) that is acting as an agent in real estate transactions and real property assets on behalf of a client or as an intermediary

NOTE   This may include the following activities for instance:

a)   consulting (e.g. information to clients on market values of properties),

b)   marketing and advertising of properties,

c)   services concerning purchase and sale,

d)   services concerning rental, letting, leasing,

e)   establishment, acquisition and registration of rights in real estate,

f)   surveying for housing and other type of buildings and land,

g)   drawing up contracts,

h)   arranging inspections and viewings of properties,

i)   establishing contacts and enabling communication between the seller and the buyer.

2.2
client
party who has entered into an agreement with a real estate agent in order to use its services

2.3
seller
party who offers to sell, or let a property

2.4
buyer
party who seeks to buy, or lease a property