

# EuRA Rules of Conduct Form

## ☆ RULES OF CONDUCT

- ☆ Every member shall abide by the objectives and rules of the Association.
- ☆ Members will abide by the legislation of their home country
- ☆ A member shall not seek business or conduct business by improper or illegal means.
- ☆ Members will always work solely in the best interest of the clients by whom they are retained
- ☆ Members will not misrepresent themselves, the services which they offer, any subject property or the Association.
- ☆ Members will not accept instructions from clients whose requirements cannot possibly be met.
- ☆ Members will maintain regular client contact to keep their clients informed as to progress, lack of progress and action been taken.
- ☆ Any interest in a subject property must be declared to a client from the beginning.
- ☆ Members will ensure that each client is aware of the terms and conditions upon which the services are being supplied.
- ☆ All members will indemnify and hold harmless the Association against any claims arising from their activities.
- ☆ When holding client's monies, members will hold such monies in a designated and regulated bank account and will maintain clear records of that account.
- ☆ Members shall not misrepresent their class of membership nor will they claim membership when their membership has ceased.
- ☆ Any alleged breach of the rules of conduct will be evaluated by the Regional Disciplinary Committee to which the alleged member in breached is associated. In the absence of a Regional Disciplinary Committee or in the case of a dispute or appeal, the issue will be judged by the Council of the Association. The decision of the Full Council will be binding.
- ☆ Members will treat with confidence all information supplied by clients.
- ☆ Members will not act as selling or letting agents.
- ☆ Members may not accept any commissions, payments or other inducements offered by any third party as a result of transactions undertaken on behalf of a client without the prior knowledge and agreement of that client.

I/We have read and understand these rules and agree to abide by them at all times.

Signed by \_\_\_\_\_ Date \_\_\_\_\_

On behalf of \* \_\_\_\_\_

\* please insert the name of your company

### Contact Details:

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