



# Estate Agents Act 1979

## 1979 CHAPTER 38

### *Application of Act*

#### **1 Estate agency work. U.K.**

(1) This Act applies, subject to subsections (2) to (4) below to things done by any person in the course of a business (including a business in which he is employed) pursuant to instructions received from another person (in this section referred to as “the client”) who wishes to dispose of or acquire an interest in land—

- (a) for the purpose of, or with a view to, effecting the introduction to the client of a third person who wishes to acquire or, as the case may be, dispose of such an interest; and
- (b) after such an introduction has been effected in the course of that business, for the purpose of securing the disposal or, as the case may be, the acquisition of that interest;

and in this Act the expression “estate agency work” refers to things done as mentioned above to which this Act applies.

(2) This Act does not apply to things done—

- (a) <sup>F1</sup>in the course of his profession by a practising solicitor or a person employed by him [<sup>F2</sup>or by an incorporated practice (within the meaning of the Solicitors (Scotland) Act 1980) or a person employed by it]; or
- (b) in the course of credit brokerage, within the meaning of the <sup>M1</sup>Consumer Credit Act 1974; or
- <sup>F3</sup>(c) .....
- (d) in the course of carrying out any survey or valuation pursuant to a contract which is distinct from that under which other things falling within subsection (1) above are done; or
- (e) in connection with applications and other matters arising under [<sup>F4</sup>the Town and Country Planning Act 1990, the Planning (Listed Buildings and Conservation Areas) Act 1990, the Planning (Hazardous Substances) Act 1990] or [<sup>F5</sup>the Town and Country Planning (Scotland) Act 1997, the Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997, the

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Planning (Hazardous Substances) (Scotland) Act 1997] or the <sup>M2</sup>[<sup>F6</sup>Planning Act (Northern Ireland) 2011] .

- (3) This Act does not apply to things done by any person—
- (a) pursuant to instructions received by him in the course of his employment in relation to an interest in land if his employer is the person who, on his own behalf, wishes to dispose of or acquire that interest; or
  - (b) in relation to any interest in any property if the property is subject to a mortgage and he is the receiver of the income of it; or
  - (c) in relation to a present, prospective or former employee of his or of any person by whom he also is employed if the things are done by reason of the employment (whether past, present or future).

<sup>F8</sup>(4) This Act does not apply to the following things when done by a person who does no other things which fall within subsection (1) above—

- (a) publishing advertisements or disseminating information;
- (b) providing a means by which—
  - (i) a person who wishes to acquire or dispose of an interest in land can, in response to such an advertisement or dissemination of information, make direct contact with a person who wishes to dispose of or, as the case may be, acquire an interest in land;
  - (ii) the persons mentioned in sub-paragraph (i) can continue to communicate directly with each other.]

(5) In this section—

- (a) “practising solicitor” means, except in Scotland, a solicitor who is qualified to act as such under section 1 of the <sup>M3</sup>Solicitors Act 1974 or Article 4 of the <sup>M4</sup>Solicitors (Northern Ireland) Order 1976, and in Scotland includes a firm of practising solicitors;
- (b) “mortgage” includes a debenture and any other charge on property for securing money or money’s worth; and
- (c) any reference to employment is a reference to employment under a contract of employment.

#### Textual Amendments

- F1** S. 1(2)(a) amendment to earlier affecting provision SI 2000/1119 Sch. 4 para. 17 (E.W.)
- F2** Words inserted (S.) by [Law Reform \(Miscellaneous Provisions\) \(Scotland\) Act 1985 \(c. 73, SIF 76:2\), s. 56, Sch. 1 Pt. I para. 40](#)
- F3** S. 1(2)(c) omitted (30.4.2001) by virtue of [S.I. 2001/1283, art. 3\(1\)](#)
- F4** Words substituted by [Planning \(Consequential Provisions\) Act 1990 \(c. 11, SIF 123:1, 2\), s. 4, Sch. 2 para. 42](#)
- F5** Words in s. 1(2)(e) substituted (27.5.1997) by [1997 c. 11, ss. 4, 6\(2\), Sch. 2 para. 28](#) (with s. 5, Sch. 3)
- F6** Words in s. 1(2)(e) substituted (N.I.) (13.2.2015 for specified purposes, 1.4.2015 in so far as not already in force) by [Planning Act \(Northern-Ireland\) 2011 \(c. 25\), s. 254\(1\)\(2\), Sch. 6 para. 21](#) (with s. 211); [S.R. 2015/49, arts. 2, 3, Sch. 1](#) (with Sch. 2)
- F7** Words in s. 1(2)(e) substituted (N.I.)(21.8.1991) by [S.I. 1991/1220, art. 133\(1\), Sch.5.](#)
- F8** S. 1(4) substituted (1.10.2013) by [Enterprise and Regulatory Reform Act 2013 \(c. 24\), ss. 70, 103\(3\)](#) (with s. 69(8)-(10)); [S.I. 2013/2227, art. 2\(g\)](#)

#### Modifications etc. (not altering text)

- C1** S. 1 excluded (E.W.) (*prosp.*) by [Administration of Justice Act 1985 \(c. 61, SIF 98\), s. 34\(3\)](#)

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- C2** S. 1 modified (21.12.2019) by [The Turkey \(Asset-Freezing\) Regulations 2019 \(S.I. 2019/1512\)](#), reg. 1(1), **Sch. para. 1(8)(a)** (with reg. 17)
- C3** S. 1 applied (with modifications) (31.12.2020) by [The Russia \(Sanctions\) \(EU Exit\) Regulations 2019 \(S.I. 2019/855\)](#), regs. 1(2), **71(3)**; 2020 c. 1, Sch. 5 para. 1(1)
- C4** S. 1 applied (with modifications) (31.12.2020) by [The Syria \(Sanctions\) \(EU Exit\) Regulations 2019 \(S.I. 2019/792\)](#), regs. 1(3), **70(3)**; 2020 c. 1, Sch. 5 para. 1(1)
- C5** S. 1(2)(a) amended (E.W.)(1.2.1992) by [S.I. 1991/2684](#), arts. 4, 5, **Sch.2**  
s. 1(2)(a) modified (22.5.2000) by [S.S.I. 2000/121](#), regs. 1, 37(2), **Sch. 2 Pt. II para. 2**  
s. 1(2)(a) modified (22.5.2000) by [S.I. 2000/1119](#), regs. 1, 37(3), **Sch. 4 para. 17** (as amended (1.7.2009) by [S.I. 2009/1587](#), arts. 1(1)(c), **3(13)**)
- C6** S. 1(5)(a) amended (E.W.)(1.2.1992) by [S.I. 1991/2684](#), arts. 4, 5, **Sch. 2%**

#### Marginal Citations

- M1** 1974 c. 39.  
**M2** [S.I. 1972/1634 \(N.I. 17\)](#)  
**M3** 1974 c. 47.  
**M4** [S.I. 1976/582 \(N.I. 12\)](#)

## 2 Interests in land. **U.K.**

- (1) Subject to subsection (3) below, any reference in this Act to disposing of an interest in land is a reference to—
- transferring a legal estate in fee simple absolute in possession; or
  - transferring or creating, elsewhere than in Scotland, a lease which, by reason of the level of the rent, the length of the term or both, has a capital value which may be lawfully realised on the open market; or
  - transferring or creating in Scotland any estate or interest in land which is capable of being owned or held as a separate interest and to which a title may be recorded in the Register of Sasines;
- and any reference to acquiring an interest in land shall be construed accordingly.
- (2) In subsection (1)(b) above the expression “lease” includes the rights and obligations arising under an agreement to grant a lease.
- (3) Notwithstanding anything in subsections (1) and (2) above, references in this Act to disposing of an interest in land do not extend to disposing of—
- the interest of a creditor whose debt is secured by way of a mortgage or charge of any kind over land or an agreement for any such mortgage or charge; or
  - in Scotland, the interest of a creditor in a heritable security as defined in section 9(8) of the <sup>M5</sup>Conveyancing and Feudal Reform (Scotland) Act 1970.

#### Modifications etc. (not altering text)

- C7** S. 2 applied by [Property Misdescriptions Act 1991 \(c. 29, SIF 124:4\)](#), s. **1(6)(a)**

#### Marginal Citations

- M5** 1970 c. 35.

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### Orders by <sup>F9</sup>the lead enforcement authority]

#### Textual Amendments

- F9** Words in cross-heading substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(2)** (with Sch. 1 para. 28, 2 paras. 13-15)

### 3 Orders prohibiting unfit persons from doing estate agency work. **U.K.**

- (1) The power of [<sup>F10</sup>the [<sup>F11</sup>lead enforcement authority]] to make an order under this section with respect to any person shall not be exercisable unless the [<sup>F12</sup>lead enforcement authority] is satisfied that that person—

- (a) [<sup>F13</sup> has committed ] —
- (i) an offence involving fraud or other dishonesty or violence, or
  - (ii) an offence under any provision of this Act, other than section 10(6), section 22(3) or section 23(4), or
  - (iii) any other offence which, at the time it was committed, was specified for the purposes of this section by an order made by the Secretary of State; or
- (b) has committed discrimination in the course of estate agency work; or
- [<sup>F14</sup>(ba) has failed to comply with an undertaking accepted from him under section 217, 218 or 219 of the Enterprise Act 2002 and given in relation to estate agency work; or
- (bb) has failed to comply with an enforcement order under section 217 of the Enterprise Act 2002 which was made against him in relation to estate agency work; or]
- (c) has failed to comply with any obligation imposed on him under any of sections 15 and 18 to 21 below; or
- [<sup>F15</sup>(ca) has engaged in estate agency work in relation to residential property in breach of the duty imposed by an order under section 23A(1) below; or]
- [<sup>F16</sup>(cb) has failed to comply with any requirement imposed on him under [<sup>F17</sup> paragraph 14 or 27 of Schedule 5 to the Consumer Rights Act 2015 ] ; or]
- (d) has engaged in a practice which, in relation to estate agency work, has been declared undesirable by an order made by the Secretary of State;

and the provisions of Schedule 1 to the Act shall have effect for supplementing paragraphs (a) and (b) above.

- (2) Subject to subsection (1) above, if the [<sup>F18</sup>lead enforcement authority] is satisfied that any person is unfit to carry on estate agency work generally or of a particular description [<sup>F19</sup>it] may make an order prohibiting that person—

- (a) from doing any estate agency work at all; or
- (b) from doing estate agency work of a description specified in the order;

and in determining whether a person is so unfit the [<sup>F18</sup>lead enforcement authority] may, in addition to taking account of any matters falling within subsection (1) above, also take account of whether, in the course of estate agency work or any other business activity, that person has engaged in any practice which involves breaches of a duty owed by virtue of any enactment, contract or rule of law and which is material to his fitness to carry on estate agency work.

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- (3) For the purposes of [F20 paragraphs (ba) to (d) ] of subsection (1) above,—
- (a) anything done by a person in the course of his employment shall be treated as done by his employer as well as by him, whether or not it was done with the employer's knowledge or approval, unless the employer shows that he took such steps as were reasonably practicable to prevent the employee from doing that act, or from doing in the course of his employment acts of that description; and
  - (b) anything done by a person as agent for another person with the authority (whether express or implied, and whether precedent or subsequent) of that person shall be treated as done by that other person as well as by him; and
  - (c) anything done by a business associate of a person shall be treated as done by that person as well, unless he can show that the act was done without his connivance or consent.
- (4) In an order under this section the [F21 lead enforcement authority] shall specify as the grounds for the order those matters falling within paragraphs (a) to (d) of subsection (1) above as to which [F22 it] is satisfied and on which, accordingly, [F22 it] relies to give [F22 it] power to make the order.
- (5) If the [F23 lead enforcement authority] considers it appropriate, [F22 it] may in an order under this section limit the scope of the prohibition imposed by the order to a particular part of or area within the United Kingdom.
- (6) An order under paragraph (a)(iii) or paragraph (d) of subsection (1) above—
- (a) shall be made by statutory instrument;
  - (b) shall be laid before Parliament after being made; and
  - (c) shall cease to have effect (without prejudice to anything previously done in reliance on the order) after the expiry of the period of twenty-eight days beginning with the date on which it was made unless within that period it has been approved by a resolution of each House of Parliament.
- (7) In reckoning for the purposes of subsection (6)(c) above any period of twenty-eight days, no account shall be taken of any period during which Parliament is dissolved or prorogued or during which both Houses are adjourned for more than four days.
- (8) A person who fails without reasonable excuse to comply with an order of the [F24 lead enforcement authority] under this section shall be liable on conviction on indictment or on summary conviction to a fine which on summary conviction shall not exceed the statutory maximum.

#### Subordinate Legislation Made

- P1** S. 3(1)(a)(iii) power exercised by [S.I. 1991/860](#).  
S. 3(1)(a)(iii) power exercised by [S.I.1991/1091](#).
- P2** S. 3(1)(d) power exercised by [S.I. 1991/861](#).  
S. 3(1)(d) power exercised by [S.I. 1991/1032](#).

#### Textual Amendments

- F10** Words in s. 3(1) substituted (1.4.2003) by [Enterprise Act 2002 \(c. 40\), s. 279, Sch. 25 para. 9\(2\)\(a\)](#); [S.I. 2003/766, art. 2, Sch.](#) (with [art. 3](#)) (as amended (20.7.2007) by [S.I. 2007/1846, reg. 3\(2\), Sch.](#))

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- F11** Words in s. 3(1) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(3)(a)(i)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F12** Words in s. 3(1) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(3)(a)(ii)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F13** Words in s. 3(1)(a) substituted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), **ss. 55(2), 66(2)** (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2
- F14** S. 3(1)(ba)(bb) inserted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), **ss. 55(3), 66(2)** (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2
- F15** S. 3(1)(ca) inserted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), **ss. 53(2), 66(2)** (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2
- F16** S. 3(1)(cb) inserted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), **ss. 58(2), 66(2)** (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2
- F17** Words in s. 3(1)(cb) substituted (1.10.2015) by Consumer Rights Act 2015 (c. 15), s. 100(5), **Sch. 6 para. 20**; S.I. 2015/1630, art. 3(i)
- F18** Words in s. 3(2) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(3)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F19** Word in s. 3(2) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(2)(c)**; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F20** Words in s. 3(3) substituted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), s. 66(2), **Sch. 7 para. 1**; S.I. 2008/905, art. 3(2), Sch. 2
- F21** Words in s. 3(4) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(3)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F22** Word in s. 3(4)(5) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(2)(d)**; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F23** Words in s. 3(5) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(3)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F24** Words in s. 3(8) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(3)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)

#### 4 Warning orders. **U.K.**

<sup>F25</sup>(1) If the [<sup>F26</sup>lead enforcement authority] is satisfied that any of subsections (1A), (1B) or (1C) apply in relation to a person it may by order notify that person that it is satisfied of the matters mentioned in that subsection.

(1A) This subsection applies in relation to a person if—

- (a) in the course of estate agency work, he has engaged in conduct falling within paragraph (a), (b), (c), (ca) or (cb) of section 3(1); and
- (b) were he to engage again in any conduct falling within that paragraph, the [<sup>F27</sup>lead enforcement authority] would consider him unfit and proceed to make a prohibition order.

(1B) This subsection applies in relation to a person if—

- (a) in the course of estate agency work, he has engaged in conduct constituting a failure to comply with—
  - (i) an undertaking mentioned in section 3(1)(ba); or



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- (ii) an enforcement order mentioned in section 3(1)(bb); and
- (b) were he to fail again to comply with that undertaking or order by engaging in the same or similar conduct, the [F28]lead enforcement authority] would consider him unfit and proceed to make a prohibition order.
- (1C) This subsection applies in relation to a person if—
- (a) in the course of estate agency work, he has engaged in a practice mentioned in section 3(1)(d); and
- (b) were he to engage again in that practice, the [F29]lead enforcement authority] would consider him unfit and proceed to make a prohibition order.]
- (2) An order under this section shall state whether, in the opinion of the [F30]lead enforcement authority], [F31]further conduct as mentioned in subsection (1A)(b) or (1B)(b) or engaging again in the practice specified in the order, as the case may be,] is addressed unfit to carry on estate agency work generally or estate agency work of a description specified in the order.
- (3) If, after an order has been made under this section, the person to whom it is addressed [F32]engages in further conduct as mentioned in subsection (1A)(b) or (1B)(b) or engages again in the practice specified in the order, as the case may be,] in accordance with subsection (2) above; and the [F33]lead enforcement authority] may proceed to make an order under section 3 above accordingly.
- [F34](4) In this section “unfit” means unfit as mentioned in subsection (2) of section 3 and “prohibition order” means an order under that section.]

#### Textual Amendments

- F25** S. 4(1)-(1C) substituted for s. 4(1) (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), **ss. 56(2), 66(2)** (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2
- F26** Words in s. 4(1) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F27** Words in s. 4(1A)(b) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F28** Words in s. 4(1B)(b) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F29** Words in s. 4(1C)(b) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F30** Words in s. 4(2) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F31** Words in s. 4(2) substituted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), **ss. 56(3), 66(2)** (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2
- F32** Words in s. 4(3) substituted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), **ss. 56(4), 66(2)** (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2
- F33** Words in s. 4(3) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)

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**F34** S. 4(4) inserted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), ss. 56(5), 66(2) (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2

## 5 Supplementary provisions as to orders under sections 3 and 4. **U.K.**

- (1) The provisions of Part I of Schedule 2 to this Act shall have effect—
- (a) with respect to the procedure to be followed before an order is made by the [<sup>F35</sup>lead enforcement authority] under section 3 or section 4 above; and
  - (b) in connection with the making and coming into operation of any such order.
- (2) Where an order is made by the [<sup>F36</sup>lead enforcement authority] under section 3 or section 4 above against a partnership, it may, if the [<sup>F36</sup>lead enforcement authority] thinks it appropriate, have effect also as an order against some or all of the partners individually, and in such a case the order shall so provide and shall specify the names of the partners affected by the order.
- (3) Nothing in [<sup>F37</sup>section 113 of the Equality Act 2010 (proceedings)] or Article 62 of the <sup>M6</sup>Sex Discrimination (Northern Ireland) Order 1976 [<sup>F38</sup>or Article 51 of the Race Relations (Northern Ireland) Order 1997] (restriction of sanctions for breaches of <sup>F39</sup>... [<sup>F40</sup>those Orders]) shall be construed as applying to the making of an order by the [<sup>F41</sup>lead enforcement authority] under section 3 above.
- <sup>F42</sup>(4) .....
- (5) In any case where—
- (a) an order of the [<sup>F43</sup>lead enforcement authority] under section 3 above specifies as grounds for the order the fact that the person concerned committed discrimination by reason of the existence of any such finding or notice as is referred to in paragraph 2 of Schedule 1 to this Act, and
  - (b) the period expires at the end of which, by virtue of paragraph 3 of that Schedule, the person concerned would no longer be treated for the purposes of section 3(1)(b) above as having committed discrimination by reason only of that finding or notice,
- then, unless the order also specifies other grounds which remain valid, the order shall cease to have effect at the end of that period.

### Textual Amendments

- F35** Words in s. 5(1)(a) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F36** Words in s. 5(2) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F37** Words in s. 5(3) substituted by Equality Act 2010 (c. 15), Sch. 26 Pt. 1 para. 5(a), Sch. 27 Pt. 1 (as amended) (1.10.2010) by S.I. 2010/2279, art. 1(2), **Sch. 1 para. 2** (see S.I. 2010/2317, art. 2)
- F38** Words in s. 5(3) inserted (4.8.1997) by S.I. 1997/869 (N.I. 6), art. 73, **Sch. 2 para. 2(1)**; S.R. 1997/273, **art. 2(4)**
- F39** Words in s. 5(3) repealed by Equality Act 2010 (c. 15), Sch. 26 Pt. 1 para. 5(b), Sch. 27 Pt. 1 (as amended) (1.10.2010) by S.I. 2010/2279, art. 1(2), Sch. 1 para. 2, **Sch. 2** (see S.I. 2010/2317, art. 2)
- F40** Words in s. 5(3) substituted (4.8.1997) by S.I. 1997/869 (N.I. 6), art. 73, **Sch. 2 para. 2(1)**; S.R. 1997/273, **art. 2(4)**



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- F41** Words in s. 5(3) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F42** S. 5(4) repealed (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), ss. 55(4), 66(2), **Sch. 8** (with s. 48(3)); S.I. 2008/905, art. 3(2), Sch. 2
- F43** Words in s. 5(5) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)

#### Marginal Citations

- M6** S.I. 1976/1042 (N.I. 15)

## 6 Revocation and variation of orders under sections 3 and 4. **U.K.**

- (1) On an application made to [<sup>F44</sup>it] by the person in respect of whom the [<sup>F45</sup>lead enforcement authority] has made an order under section 3 or section 4 above, the [<sup>F45</sup>lead enforcement authority] may revoke or vary the order.
- (2) An application under subsection (1) above—
  - (a) shall state the reasons why the applicant considers that the order should be revoked or varied;
  - (b) in the case of an application for a variation, shall indicate the variation which the applicant seeks; and
  - (c) shall be accompanied by the prescribed fee.
- (3) If the [<sup>F46</sup>lead enforcement authority] decides to accede to an application under subsection (1) above, [<sup>F47</sup>it] shall give notice in writing of [<sup>F48</sup>its] decision to the applicant and, upon the giving of that notice, the revocation or, as the case may be, the variation specified in the application shall take effect.
- (4) The [<sup>F49</sup>lead enforcement authority] may decide to refuse an application under subsection (1) above—
  - (a) where it relates to an order under section 3 above, if [<sup>F47</sup>it] considers that the applicant remains unfit to carry on any estate agency work at all or, as the case may be, estate agency work of the description which is prohibited by the order; and
  - (b) where it relates to an order under section 4 above, if [<sup>F47</sup>it] considers that the applicant may [<sup>F50</sup>engage in further conduct as mentioned in subsection (1A) (b) or (1B)(b) of that section or engage again in the practice specified in the order, as the case may be. ] .
- (5) If, on an application under subsection (1) above, the [<sup>F51</sup>lead enforcement authority] decides that—
  - (a) [<sup>F47</sup>it] cannot accede to the application because [<sup>F47</sup>it] considers that the applicant remains unfit to carry on any estate agency work at all in a particular part of or area within the United Kingdom or remains unfit to carry on estate agency work of a particular description (either throughout the United Kingdom or in a particular part of or area within it) or, as the case may be, remains likely to fail to comply with a relevant statutory obligation or to engage in a particular practice, but
  - (b) the order to which the application relates could, without detriment to the public, be varied in favour of the applicant,

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the [<sup>F51</sup>lead enforcement authority] may make such a variation accordingly.

- (6) The provisions of Part II of Schedule 2 to this Act shall have effect in relation to any application to the [<sup>F52</sup>lead enforcement authority] under subsection (1) above and the provisions of Part I of that Schedule shall have effect—
- (a) with respect to the procedure to be followed before the [<sup>F52</sup>lead enforcement authority] comes to a decision under subsection (4) or subsection (5) above; and
  - (b) in connection with the making and coming into operation of such a decision.

<sup>F53</sup>(7) .....

#### Textual Amendments

- F44** Word in s. 6(1) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(5)(b)**; S.I. 2003/766, art. 2, **Sch.** (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), **Sch.**)
- F45** Words in s. 6(1) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(c)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F46** Words in s. 6(3) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(c)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F47** Word in s. 6(3)-(5) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(5)(c)**; S.I. 2003/766, art. 2, **Sch.** (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), **Sch.**)
- F48** Word in s. 6(3) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(5)(d)**; S.I. 2003/766, art. 2, **Sch.** (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), **Sch.**)
- F49** Words in s. 6(4) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(c)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F50** Words in s. 6(4)(b) substituted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), s. 66(2), **Sch. 7 para. 2(a)**; S.I. 2008/905, art. 3(2), **Sch. 2**
- F51** Words in s. 6(5) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(c)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F52** Words in s. 6(6) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(c)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F53** S. 6(7) repealed (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), s. 66(2), **Sch. 7 para. 2(b)**, **Sch. 8**; S.I. 2008/905, art. 3(2), **Sch. 2**

## 7 Appeals. **U.K.**

- (1) A person who receives notice under paragraph 9 of Schedule 2 to this Act of—
- (a) a decision of the [<sup>F54</sup>lead enforcement authority] to make an order in respect of him under section 3 or section 4 above, or
  - (b) a decision of the [<sup>F54</sup>lead enforcement authority] under subsection (4) or subsection (5) of section 6 above on an application made by him,
- may appeal against the decision to the [<sup>F55</sup>First-tier Tribunal].
- (2) On an appeal under subsection (1) above the [<sup>F56</sup>First-tier Tribunal] may give such directions for disposing of the appeal as [<sup>F57</sup>it] thinks just<sup>F58</sup> ... .

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- F59(3) .....
- F59(4) .....
- F59(5) .....
- F59(6) .....

#### Textual Amendments

- F54** Words in s. 7(1) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(4)(d)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F55** Words in s. 7(1) substituted (1.9.2009) by [The Transfer of Functions \(Estate Agents Appeals and Additional Scheduled Tribunal\) Order 2009 \(S.I. 2009/1836\)](#), art. 1(1), **Sch. 1 para. 3(a)** (with Sch. 3)
- F56** Words in s. 7(2) substituted (1.9.2009) by [The Transfer of Functions \(Estate Agents Appeals and Additional Scheduled Tribunal\) Order 2009 \(S.I. 2009/1836\)](#), art. 1(1), **Sch. 1 para. 3(b)(i)** (with Sch. 3)
- F57** Word in s. 7(2) substituted (1.9.2009) by [The Transfer of Functions \(Estate Agents Appeals and Additional Scheduled Tribunal\) Order 2009 \(S.I. 2009/1836\)](#), art. 1(1), **Sch. 1 para. 3(b)(ii)** (with Sch. 3)
- F58** Words in s. 7(2) omitted (1.9.2009) by virtue of [The Transfer of Functions \(Estate Agents Appeals and Additional Scheduled Tribunal\) Order 2009 \(S.I. 2009/1836\)](#), art. 1(1), **Sch. 1 para. 3(b)(iii)** (with Sch. 3)
- F59** S. 7(3)-(6) omitted (1.9.2009) by virtue of [The Transfer of Functions \(Estate Agents Appeals and Additional Scheduled Tribunal\) Order 2009 \(S.I. 2009/1836\)](#), art. 1(1), **Sch. 1 para. 3(c)** (with Sch. 3)

#### Modifications etc. (not altering text)

- C8** S. 7 power to transfer functions conferred (19.9.2007) by [Tribunals, Courts and Enforcement Act 2007 \(c. 15\)](#), **ss. 30, 35, 148**; [S.I. 2007/2709](#), art. 2(a)
- C9** S. 7(1): transfer of functions (1.9.2009) by [The Transfer of Functions \(Estate Agents Appeals and Additional Scheduled Tribunal\) Order 2009 \(S.I. 2009/1836\)](#), arts. 1(1), **2** (with Sch. 3)

## 8 Register of orders etc. **U.K.**

- (1) The [F60]lead enforcement authority] shall establish and maintain a register on which there shall be entered particulars of every order made by [F61]it] under section 3 or section 4 above and of [F61]its] decision on any application for revocation or variation of such an order.
- (2) The particulars referred to in subsection (1) above shall include—
  - (a) the terms of the order and of any variation of it; and
  - (b) the date on which the order or variation came into operation or is expected to come into operation or if an appeal against the decision is pending and the order or variation has in consequence not come into operation, a statement to that effect.
- (3) The [F62]lead enforcement authority] may, of [F63]its] own motion or on the application of any person aggrieved, rectify the register by the addition, variation or removal of any particulars; and the provisions of Part II of Schedule 2 to this Act shall have effect in relation to an application under this subsection.

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- (4) If it comes to the attention of the [F64]lead enforcement authority] that any order of which particulars appear in the register is no longer in operation, [F65:it] shall remove those particulars from the register.
- (5) Any person shall be entitled on payment of the prescribed fee—
- (a) to inspect the register during such office hours as may be specified by a general notice made by the [F66]lead enforcement authority] and to take copies of any entry, or
  - (b) to obtain from the [F66]lead enforcement authority] a copy, certified by [F67:it] to be correct, of any entry in the register.
- (6) A certificate given by the [F68]lead enforcement authority] under subsection (5)(b) above shall be conclusive evidence of the fact that, on the date on which the certificate was given, the particulars contained in the copy to which the certificate relates were entered on the register; and particulars of any matters required to be entered on the register which are so entered shall be evidence and, in Scotland, sufficient evidence of those matters and shall be presumed, unless the contrary is proved, to be correct.

#### Textual Amendments

- F60** Words in s. 8(1) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(4)(e)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F61** Words in s. 8(1) substituted (1.4.2003) by [Enterprise Act 2002 \(c. 40\)](#), s. 279, **Sch. 25 para. 9(7)(b)**; [S.I. 2003/766](#), art. 2, **Sch.** (with art. 3) (as amended (20.7.2007) by [S.I. 2007/1846](#), reg. 3(2), **Sch.**)
- F62** Words in s. 8(3) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(4)(e)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F63** Word in s. 8(3) substituted (1.4.2003) by [Enterprise Act 2002 \(c. 40\)](#), s. 279, **Sch. 25 para. 9(7)(c)**; [S.I. 2003/766](#), art. 2, **Sch.** (with art. 3) (as amended (20.7.2007) by [S.I. 2007/1846](#), reg. 3(2), **Sch.**)
- F64** Words in s. 8(4) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(4)(e)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F65** Word in s. 8(4) substituted (1.4.2003) by [Enterprise Act 2002 \(c. 40\)](#), s. 279, **Sch. 25 para. 9(7)(d)**; [S.I. 2003/766](#), art. 2, **Sch.** (with art. 3) (as amended (20.7.2007) by [S.I. 2007/1846](#), reg. 3(2), **Sch.**)
- F66** Words in s. 8(5) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(4)(e)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F67** Word in s. 8(5) substituted (1.4.2003) by [Enterprise Act 2002 \(c. 40\)](#), s. 279, **Sch. 25 para. 9(7)(e)**; [S.I. 2003/766](#), art. 2, **Sch.** (with art. 3) (as amended (20.7.2007) by [S.I. 2007/1846](#), reg. 3(2), **Sch.**)
- F68** Words in s. 8(6) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(4)(e)** (with Sch. 1 para. 28, 2 paras. 13-15)

#### *Information, entry and inspection*

### 9 Information for the [F69]lead enforcement authority] **U.K.**

[F70](1) .....

[F70](2) .....

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<sup>F70</sup>(3) .....

<sup>F70</sup>(4) .....

<sup>F71</sup>(5) .....

(6) It shall be the duty of—

- <sup>F72</sup>(a) the Commission for Equality and Human Rights, and]
- (b) the Equal Opportunities Commission for Northern Ireland, [<sup>F73</sup>and
- (c) the Commission for Racial Equality,]

to furnish to the [<sup>F74</sup>lead enforcement authority] such information relating to any finding, notice, injunction or order falling within paragraph 2 of Schedule 1 to this Act as is in their possession and appears to them to be relevant to the functions of the [<sup>F74</sup>lead enforcement authority] under this Act.

#### Textual Amendments

- F69** Words in s.9 heading substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(f)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F70** S. 9(1)-(4) omitted (1.10.2015) by virtue of Consumer Rights Act 2015 (c. 15), s. 100(5), **Sch. 6 para. 21**; S.I. 2015/1630, art. 3(i) (with art. 8)
- F71** S. 9(5) repealed (20.6.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 26**; S.I. 2003/1397, art. 2(1), Sch. (with art. 8)
- F72** S. 9(6)(a) substituted (E.W.S.) (1.10.2007) by Equality Act 2006 (c. 3), s. 93(1), **Sch. 3 para. 37(a)** (with s. 92); S.I. 2007/2603, art. 2(d)
- F73** S. 9(6)(c) and preceding word repealed (E.W.S.) (1.10.2007) by Equality Act 2006 (c. 3), s. 93(1), Sch. 3 para. 37(b), **Sch. 4** (with s. 92); S.I. 2007/2603, art. 2(d)
- F74** Words in s. 9(6) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(4)(g)** (with Sch. 1 para. 28, 2 paras. 13-15)

#### <sup>F75</sup>9A Notice of convictions and judgments **U.K.**

(1) This section applies if—

- (a) a person is convicted of an offence by or before a court in the United Kingdom, or
- (b) a judgment is given against a person by a court in civil proceedings in the United Kingdom.

(2) The court may make arrangements to bring the conviction or judgment to the attention of the lead enforcement authority if it appears to the court that—

- (a) having regard to the functions of the lead enforcement authority under this Act it is expedient for the conviction or judgment to be brought to the attention of the lead enforcement authority, and
- (b) without such arrangements the conviction or judgment may not be brought to the attention of the lead enforcement authority.]

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#### Textual Amendments

- F75** S. 9A inserted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(5)** (with Sch. 1 para. 28, 2 paras. 13-15)

### <sup>F76</sup> **10 Restriction on disclosure of information. U.K.**

.....

#### Textual Amendments

- F76** S. 10 repealed (20.6.2003) by [Enterprise Act 2002 \(c. 40\)](#), ss. 247(e), 279, **Sch. 26**; S.I. 2003/1397, art. 2(1), Sch. (with art. 6)

### <sup>F77</sup> **11 Powers of entry and inspection. U.K.**

.....

#### Textual Amendments

- F77** S. 11 omitted (1.10.2015) by virtue of [Consumer Rights Act 2015 \(c. 15\)](#), s. 100(5), **Sch. 6 para. 22**; S.I. 2015/1630, art. 3(i) (with art. 8)

### <sup>F78</sup> **11A Failure to produce information U.K.**

.....

#### Textual Amendments

- F78** S. 11A omitted (1.10.2015) by virtue of [Consumer Rights Act 2015 \(c. 15\)](#), s. 100(5), **Sch. 6 para. 23**; S.I. 2015/1630, art. 3(i) (with art. 8)

### *Clients' money and accounts*

### **12 Meaning of "clients' money" etc. U.K.**

- (1) In this Act "clients' money", in relation to a person engaged in estate agency work, means any money received by him in the course of that work which is a contract or pre-contract deposit—
- (a) in respect of the acquisition of an interest in land in the United Kingdom, or
  - (b) in respect of a connected contract,
- whether that money is held or received by him as agent, bailee, stakeholder or in any other capacity.
- (2) In this Act "contract deposit" means any sum paid by a purchaser—



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- (a) which in whole or in part is, or is intended to form part of, the consideration for acquiring such an interest as is referred to in subsection (1)(a) above or for a connected contract; and
  - (b) which is paid by him at or after the time at which he acquires the interest or enters into an enforceable contract to acquire it.
- (3) In this Act “pre-contract deposit” means any sum paid by any person—
- (a) in whole or in part as an earnest of his intention to acquire such an interest as is referred to in subsection (1)(a) above, or
  - (b) in whole or in part towards meeting any liability of his in respect of the consideration for the acquisition of such an interest which will arise if he acquires or enters into an enforceable contract to acquire the interest, or
  - (c) in respect of a connected contract,
- and which is paid by him at a time before he either acquires the interest or enters into an enforceable contract to acquire it.
- (4) In this Act “connected contract”, in relation to the acquisition of an interest in land, means a contract which is conditional upon such an acquisition or upon entering into an enforceable contract for such an acquisition (whether or not it is also conditional on other matters).

### **13 Clients’ money held on trust or as agent. U.K.**

- (1) It is hereby declared that clients’ money received by any person in the course of estate agency work in England, Wales or Northern Ireland—
- (a) is held by him on trust for the person who is entitled to call for it to be paid over to him or to be paid on his direction or to have it otherwise credited to him, or
  - (b) if it is received by him as stakeholder, is held by him on trust for the person who may become so entitled on the occurrence of the event against which the money is held.
- (2) It is hereby declared that clients’ money received by any person in the course of estate agency work in Scotland is held by him as agent for the person who is entitled to call for it to be paid over to him or to be paid on his direction or to have it otherwise credited to him.
- (3) The provisions of sections 14 and 15 below as to the investment of clients’ money, the keeping of accounts and records and accounting for interest shall have effect in place of the corresponding duties which would be owed by a person holding clients’ money as trustee, or in Scotland as agent, under the general law.
- (4) Where an order of the [<sup>F79</sup>lead enforcement authority] under section 3 above has the effect of prohibiting a person from holding clients’ money the order may contain provision—
- (a) appointing another person as trustee, or in Scotland as agent, in place of the person to whom the order relates to hold and deal with clients’ money held by that person when the order comes into effect; and
  - (b) requiring the expenses and such reasonable remuneration of the new trustee or agent as may be specified in the order to be paid by the person to whom the order relates or, if the order so provides, out of the clients’ money;

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but nothing in this subsection shall affect the power conferred by section 41 of the <sup>M7</sup>Trustee Act 1925 or section 40 of the <sup>M8</sup>Trustee Act (Northern Ireland) 1958 to appoint a new trustee to hold clients' money.

- (5) For the avoidance of doubt it is hereby declared that the fact that any person has or may have a lien on clients' money held by him does not affect the operation of this section and also that nothing in this section shall prevent such a lien from being given effect.

#### Textual Amendments

**F79** Words in s. 13(4) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(7)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)

#### Marginal Citations

**M7** 1925 c. 19.

**M8** 1958 c. 23 (N.I.)

## 14 Keeping of client accounts. **U.K.**

- (1) Subject to such provision as may be made by accounts regulations, every person who receives clients' money in the course of estate agency work shall, without delay, pay the money into a client account maintained by him or by a person in whose employment he is.
- (2) In this Act a "client account" means a current or deposit account which—
- is with an institution authorised for the purposes of this section, and
  - is in the name of a person who is or has been engaged in estate agency work; and
  - contains in its title the word "client".
- (3) The Secretary of State may make provision by regulations (in this section referred to as "accounts regulations") as to the opening and keeping of client accounts, the keeping of accounts and records relating to clients' money and the auditing of those accounts; and such regulations shall be made by statutory instrument which shall be subject to annulment in pursuance of a resolution of either House of Parliament.
- (4) As to the opening and keeping of client accounts, accounts regulations may in particular specify—
- the institutions which are authorised for the purposes of this section;
  - any persons or classes of persons to whom, or any circumstances in which, the obligation imposed by subsection (1) above does not apply;
  - any circumstances in which money other than clients' money may be paid into a client account; and
  - the occasions on which, and the persons to whom, money held in a client account may be paid out.
- (5) As to the auditing of accounts relating to clients' money, accounts regulations may in particular make provision—
- requiring such accounts to be drawn up in respect of specified accounting periods and to be audited by a qualified auditor within a specified time after the end of each such period;

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- (b) requiring the auditor to report whether in his opinion the requirements of this Act and of the accounts regulations have been complied with or have been substantially complied with;
  - (c) as to the matters to which such a report is to relate and the circumstances in which a report of substantial compliance may be given; and
  - (d) requiring a person who maintains a client account to produce on demand to a duly authorised officer of an enforcement authority the latest auditor's report.
- <sup>F80</sup>[(6) Subject to subsection (7) below, “qualified auditor” in subsection (5)(a) above means a person who is [<sup>F81</sup>eligible for appointment as a statutory auditor under Part 42 of the Companies Act 2006].
- (7) A person is not a qualified auditor for the purposes of subsection (5)(a) above if, in the case of a client account maintained by a company, he is [<sup>F82</sup>prohibited from acting as statutory auditor of the company by virtue of section 1214 of the Companies Act 2006 (independence requirement)].
- (8) A person who—
- (a) contravenes any provision of this Act or of accounts regulations as to the manner in which clients' money is to be dealt with or accounts and records relating to such money are to be kept, or
  - (b) fails to produce an auditor's report when required to do so by accounts regulations,
- shall be liable on summary conviction to a fine not exceeding [<sup>F83</sup>level 4 on the standard scale].

#### Textual Amendments

- F80** S. 14(6)(7) substituted (1.10.1991) by S.I. 1991/1997, regs. 2, 4, **Sch. para.33**
- F81** Words in s. 14(6) substituted (6.4.2008) by **The Companies Act 2006 (Consequential Amendments etc) Order 2008 (S.I. 2008/948)**, art. 2(2), **Sch. 1 para. 8(2)** (with arts. 6, 11, 12)
- F82** Words in s. 14(7) substituted (6.4.2008) by **The Companies Act 2006 (Consequential Amendments etc) Order 2008 (S.I. 2008/948)**, art. 2(2), **Sch. 1 para. 8(3)** (with arts. 6, 11, 12)
- F83** Words substituted by virtue of (E.W.) **Criminal Justice Act 1982 (c. 48, SIF 39:1)**, s. 46 and (S.) **Criminal Procedure (Scotland) Act 1975 (c. 21, SIF 39:1)**, s. 289G and (N.I.) by S.I. 1984/703 (N.I. 3), **arts. 5, 6**

## 15 Interest on clients' money. **U.K.**

- (1) Accounts regulations may make provision for requiring a person who has received any clients' money to account, in such cases as may be prescribed by the regulations, to the person who is or becomes entitled to the money for the interest which was, or could have been, earned by putting the money in a separate deposit account at an institution authorised for the purposes of section 14 above.
- (2) The cases in which a person may be required by accounts regulations to account for interest as mentioned in subsection (1) above may be defined, amongst other things, by reference to the amount of the sum held or received by him or the period for which it is likely to be retained, or both.
- (3) Except as provided by accounts regulations and subject to subsection (4) below, a person who maintains a client account in which he keeps clients' money generally

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shall not be liable to account to any person for interest received by him on money in that account.

- (4) Nothing in this section or in accounts regulations shall affect any arrangement in writing, whenever made, between a person engaged in estate agency work and any other person as to the application of, or of any interest on, money in which that other person has or may have an interest.
- (5) Failure of any person to comply with any provision of accounts regulations made by virtue of this section may be taken into account by the [<sup>F84</sup>lead enforcement authority] in accordance with section 3(1)(c) above and may form the basis of a civil claim for interest which was or should have been earned on clients' money but shall not render that person liable to any criminal penalty.
- (6) In this section "accounts regulations" has the same meaning as in section 14 above.

#### Textual Amendments

**F84** Words in s. 15(5) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(7)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)

PROSPECTIVE

## 16 Insurance cover for clients' money. **U.K.**

- (1) Subject to the provisions of this section, a person may not accept clients' money in the course of estate agency work unless there are in force authorised arrangements under which, in the event of his failing to account for such money to the person entitled to it, his liability will be made good by another.
- (2) The Secretary of State may by regulations made by statutory instrument, which shall be subject to annulment in pursuance of a resolution of either House of Parliament,—
  - (a) specify any persons or classes of persons to whom subsection (1) above does not apply;
  - (b) specify arrangements which are authorised for the purposes of this section including arrangements to which an enforcement authority nominated for the purpose by the Secretary of State or any other person so nominated is a party;
  - (c) specify the terms and conditions upon which any payment is to be made under such arrangements and any circumstances in which the right to any such payment may be excluded or modified;
  - (d) provide that any limit on the amount of any such payment is to be not less than a specified amount;
  - (e) require a person providing authorised arrangements covering any person carrying on estate agency work to issue a certificate in a form specified in the regulations certifying that arrangements complying with the regulations have been made with respect to that person; and
  - (f) prescribe any matter required to be prescribed for the purposes of subsection (4) below.

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- (3) Every guarantee entered into by a person (in this subsection referred to as “the insurer”) who provides authorised arrangements covering another person (in this subsection referred to as “the agent”) carrying on estate agency work shall enure for the benefit of every person from whom the agent has received clients’ money as if—
- (a) the guarantee were contained in a contract made by the insurer with every such person; and
  - (b) except in Scotland, that contract were under seal; and
  - (c) where the guarantee is given by two or more insurers, they had bound themselves jointly and severally.
- (4) No person who carries on estate agency work may describe himself as an “estate agent” or so use any name or in any way hold himself out as to indicate or reasonably be understood to indicate that he is carrying on a business in the course of which he is prepared to act as a broker in the acquisition or disposal of interests in land unless, in such manner as may be prescribed,—
- (a) there is displayed at his place of business, and
  - (b) there is included in any relevant document issued or displayed in connection with his business,
- any prescribed information relating to arrangements authorised for the purposes of this section.
- (5) For the purposes of subsection (4) above,—
- (a) any business premises at which a person carries on estate agency work and to which the public has access is a place of business of his; and
  - (b) “relevant document” means any advertisement, notice or other written material which might reasonably induce any person to use the services of another in connection with the acquisition or disposal of an interest in land.
- (6) A person who fails to comply with any provision of subsection (1) or subsection (4) above or of regulations under subsection (2) above which is binding on him shall be liable on conviction on indictment or on summary conviction to a fine which, on summary conviction, shall not exceed the statutory maximum.

PROSPECTIVE

## 17 Exemptions from section 16. U.K.

- (1) If, on an application made to [F85:it] in that behalf, the [F86:lead enforcement authority] considers that a person engaged in estate agency work may, without loss of adequate protection to consumers, be exempted from all or any of the provisions of subsection (1) of section 16 above or of regulations under subsection (2) of that section, [F85:it] may issue to that person a certificate of exemption under this section.
- (2) An application under subsection (1) above—
- (a) shall state the reasons why the applicant considers that he should be granted a certificate of exemption; and
  - (b) shall be accompanied by the prescribed fee.
- (3) A certificate of exemption under this section—
- (a) may impose conditions of exemption on the person to whom it is issued;

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- (b) may be issued to have effect for a period specified in the certificate or without limit of time.
- (4) If and so long as—
- (a) a certificate of exemption has effect, and
  - (b) the person to whom it is issued complies with any conditions of exemption specified in the certificate,
- that person shall be exempt, to the extent so specified, from the provisions of subsection (1) of section 16 above and of any regulations made under subsection (2) of that section.
- (5) If the [<sup>F87</sup>lead enforcement authority] decides to refuse an application under subsection (1) above [<sup>F88</sup>it] shall give the applicant notice of [<sup>F88</sup>its] decision and of the reasons for it, including any facts which in [<sup>F88</sup>its] opinion justify the decision.
- (6) If a person who made an application under subsection (1) above is aggrieved by a decision of the [<sup>F89</sup>lead enforcement authority]—
- (a) to refuse his application, or
  - (b) to grant him a certificate of exemption subject to conditions,
- he may appeal against the decision to the Secretary of State; and subsections (2) to (6) of section 7 above shall apply to such an appeal as they apply to an appeal under that section.
- (7) A person who fails to comply with any condition of exemption specified in a current certificate of exemption issued to him shall be liable on conviction on indictment or on summary conviction to a fine which, on summary conviction, shall not exceed the statutory maximum.

#### Textual Amendments

- F85** Word in s. 17(1) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, Sch. 25 para. 9(10)(b); S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F86** Words in s. 17(1) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), Sch. 2 para. 1(7)(c) (with Sch. 1 para. 28, 2 paras. 13-15)
- F87** Words in s. 17(5) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), Sch. 2 para. 1(7)(c) (with Sch. 1 para. 28, 2 paras. 13-15)
- F88** Words in s. 17(5) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, Sch. 25 para. 9(10)(c); S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F89** Words in s. 17(6) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), Sch. 2 para. 1(7)(c) (with Sch. 1 para. 28, 2 paras. 13-15)

#### *Regulation of other aspects of estate agency work*

### 18 Information to clients of prospective liabilities. **U.K.**

- (1) Subject to subsection (2) below, before any person (in this section referred to as “the client”) enters into a contract with another (in this section referred to as “the agent”)



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under which the agent will engage in estate agency work on behalf of the client, the agent shall give the client—

- (a) the information specified in subsection (2) below; and
  - (b) any additional information which may be prescribed under subsection (4) below.
- (2) The following is the information to be given under subsection (1)(a) above—
  - (a) particulars of the circumstances in which the client will become liable to pay remuneration to the agent for carrying out estate agency work;
  - (b) particulars of the amount of the agent's remuneration for carrying out estate agency work or, if that amount is not ascertainable at the time the information is given, particulars of the manner in which the remuneration will be calculated;
  - (c) particulars of any payments which do not form part of the agent's remuneration for carrying out estate agency work or a contract or pre-contract deposit but which, under the contract referred to in subsection (1) above, will or may in certain circumstances be payable by the client to the agent or any other person and particulars of the circumstances in which any such payments will become payable; and
  - (d) particulars of the amount of any payment falling within paragraph (c) above or, if that amount is not ascertainable at the time the information is given, an estimate of that amount together with particulars of the manner in which it will be calculated.
- (3) If, at any time after the client and the agent have entered into such a contract as is referred to in subsection (1) above, the parties are agreed that the terms of the contract should be varied so far as they relate to the carrying out of estate agency work or any payment falling within subsection (2)(c) above, the agent shall give the client details of any changes which, at the time the statement is given, fall to be made in the information which was given to the client under subsection (1) above before the contract was entered into.
- (4) The Secretary of State may by regulations—
  - (a) prescribe for the purposes of subsection (1)(b) above additional information relating to any estate agency work to be performed under the contract; and
  - (b) make provision with respect to the time and the manner in which the obligation of the agent under subsection (1) or subsection (3) above is to be performed;and the power to make regulations under this subsection shall be exercisable by statutory instrument which shall be subject to annulment in pursuance of a resolution of either House of Parliament.
- (5) If any person—
  - (a) fails to comply with the obligation under subsection (1) above with respect to a contract or with any provision of regulations under subsection (4) above relating to that obligation, or
  - (b) fails to comply with the obligation under subsection (3) above with respect to any variation of a contract or with any provision of regulations under subsection (4) above relating to that obligation,the contract or, as the case may be, the variation of it shall not be enforceable by him except pursuant to an order of the court under subsection (6) below.

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- (6) If, in a case where subsection (5) above applies in relation to a contract or a variation of a contract, the agent concerned makes an application to the court for the enforcement of the contract or, as the case may be, of a contract as varied by the variation,—
- (a) the court shall dismiss the application if, but only if, it considers it just to do so having regard to prejudice caused to the client by the agent’s failure to comply with his obligation and the degree of culpability for the failure; and
  - (b) where the court does not dismiss the application, it may nevertheless order that any sum payable by the client under the contract or, as the case may be, under the contract as varied shall be reduced or discharged so as to compensate the client for prejudice suffered as a result of the agent’s failure to comply with his obligation.
- (7) In this section—
- (a) references to the enforcement of a contract or variation include the withholding of money in pursuance of a lien for money alleged to be due under the contract or as a result of the variation; and
  - (b) “the court” means any court having jurisdiction to hear and determine matters arising out of the contract.

#### Subordinate Legislation Made

P3 S. 18(4): power exercised by [S.I. 1991/859](#)

PROSPECTIVE

## 19 Regulation of pre-contract deposits outside Scotland. **U.K.**

- (1) No person may, in the course of estate agency work in England, Wales or Northern Ireland, seek from any other person (in this section referred to as a “prospective purchaser”) who wishes to acquire an interest in land in the United Kingdom, a payment which, if made, would constitute a pre-contract deposit in excess of the prescribed limit.
- (2) If, in the course of estate agency work, any person receives from a prospective purchaser a pre-contract deposit which exceeds the prescribed limit, so much of that deposit as exceeds the prescribed limit shall forthwith be either repaid to the prospective purchaser or paid to such other person as the prospective purchaser may direct.
- (3) In relation to a prospective purchaser, references in subsections (1) and (2) above to a pre-contract deposit shall be treated as references to the aggregate of all the payments which constitute pre-contract deposits in relation to his proposed acquisition of a particular interest in land in the United Kingdom.
- (4) In this section “the prescribed limit” means such limit as the Secretary of State may by regulations prescribe; and such a limit may be so prescribed either as a specific amount or as a percentage or fraction of a price or other amount determined in any particular case in accordance with the regulations.

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- (5) The power to make regulations under this section shall be exercisable by statutory instrument which shall be subject to annulment in pursuance of a resolution of either House of Parliament.
- (6) Failure by any person to comply with subsection (1) or subsection (2) above may be taken into account by the [<sup>F90</sup>lead enforcement authority] in accordance with section 3(1)(c) above but shall not render that person liable to any criminal penalty nor constitute a ground for any civil claim, other than a claim for the recovery of such an excess as is referred to in subsection (2) above.
- (7) This section does not form part of the law of Scotland.

#### Textual Amendments

**F90** Words in s. 19(6) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(7)(d)** (with Sch. 1 para. 28, 2 paras. 13-15)

*Supervision, enforcement, publicity, etc.*

## 20 Prohibition of pre-contract deposits in Scotland. **U.K.**

- (1) No person may, in the course of estate agency work in Scotland, seek or accept from any person (in this section referred to as a “prospective purchaser”) who wishes to acquire an interest in land in the United Kingdom a payment which, if made, would constitute a pre-contract deposit or, as the case may be, which constitutes such a deposit.
- (2) If, in the course of estate agency work in Scotland, any person receives from a prospective purchaser a payment which constitutes a pre-contract deposit, it shall forthwith be either repaid to the prospective purchaser or paid to such person as the prospective purchaser shall direct.
- (3) Failure by any person to comply with subsection (1) or subsection (2) above may be taken into account by the [<sup>F91</sup>lead enforcement authority] in accordance with section 3(1)(c) above but shall not render that person liable to any criminal penalty nor constitute a ground for any civil claim, other than a claim under subsection (2) above for the recovery of the pre-contract deposit.
- (4) This section forms part of the law of Scotland only.

#### Textual Amendments

**F91** Words in s. 20(3) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(7)(e)** (with Sch. 1 para. 28, 2 paras. 13-15)

## 21 Transactions in which an estate agent has a personal interest. **U.K.**

- (1) A person who is engaged in estate agency work (in this section referred to as an “estate agent”) and has a personal interest in any land shall not enter into negotiations with

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- any person with respect to the acquisition or disposal by that person of any interest in that land until the estate agent has disclosed to that person the nature and extent of his personal interest in it.
- (2) In any case where the result of a proposed disposal of an interest in land or of such a proposed disposal and other transactions would be that an estate agent would have a personal interest in that land, the estate agent shall not enter into negotiations with any person with respect to the proposed disposal until he has disclosed to that person the nature and extent of that personal interest.
  - (3) Subsections (1) and (2) above apply where an estate agent is negotiating on his own behalf as well as where he is negotiating in the course of estate agency work.
  - (4) An estate agent may not seek or receive a contract or pre-contract deposit in respect of the acquisition or proposed acquisition of—
    - (a) a personal interest of his in land in the United Kingdom; or
    - (b) any other interest in any such land in which he has a personal interest.
  - (5) For the purposes of this section, an estate agent has a personal interest in land if—
    - (a) he has a beneficial interest in the land or in the proceeds of sale of any interest in it; or
    - (b) he knows or might reasonably be expected to know that any of the following persons has such a beneficial interest, namely,—
      - (i) his employer or principal, or
      - (ii) any employee or agent of his, or
      - (iii) any associate of his or of any person mentioned in sub-paragraphs (i) and (ii) above.
  - (6) Failure by an estate agent to comply with any of the preceding provisions of this section may be taken into account by the [<sup>F92</sup>lead enforcement authority] in accordance with section 3(1)(c) above but shall not render the estate agent liable to any criminal penalty nor constitute a ground for any civil claim.

#### Textual Amendments

- F92** Words in s. 21(6) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(7)(f)** (with Sch. 1 para. 28, 2 paras. 13-15)

PROSPECTIVE

## 22 Standards of competence. **U.K.**

- (1) The Secretary of State may by regulations made by statutory instrument make provision for ensuring that persons engaged in estate agency work satisfy minimum standards of competence.
- (2) If the Secretary of State exercises his power to make regulations under subsection (1) above, he shall in the regulations prescribe a degree of practical experience which is to be taken as evidence of competence and, without prejudice to the generality of subsection (1) above, the regulations may, in addition,—

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- (a) prescribe professional or academic qualifications which shall also be taken to be evidence of competence;
- (b) designate any body of persons as a body which may itself specify professional qualifications the holding of which is to be taken as evidence of competence;
- (c) make provision for and in connection with the establishment of a body having power to examine and inquire into the competence of persons engaged or professing to engage in estate agency work; and
- (d) delegate to a body established as mentioned in paragraph (c) above powers of the Secretary of State with respect to the matters referred to in paragraph (a) above;

and any reference in the following provisions of this section to a person who has attained the required standard of competence is a reference to a person who has that degree of practical experience which, in accordance with the regulations, is to be taken as evidence of competence or, where the regulations so provide, holds such qualifications or otherwise fulfils such conditions as, in accordance with the regulations, are to be taken to be evidence of competence.

- (3) After the day appointed for the coming into force of this subsection,—
  - (a) no individual may engage in estate agency work on his own account unless he has attained the required standard of competence;
  - (b) no member of a partnership may engage in estate agency work on the partnership's behalf unless such number of the partners as may be prescribed have attained the required standard of competence; and
  - (c) no body corporate or unincorporated association may engage in estate agency work unless such numbers and descriptions of the officers, members or employees as may be prescribed have attained the required standard of competence;

and any person who contravenes this subsection shall be liable on conviction, on indictment or on summary conviction to a fine which, on summary conviction, shall not exceed the statutory maximum.

- (4) In subsection (3) above “prescribed” means prescribed by the Secretary of State by order made by statutory instrument, which shall be subject to annulment in pursuance of a resolution of either House of Parliament.
- (5) No regulations shall be made under this section unless a draft of them has been laid before Parliament and approved by a resolution of each House.

## 23 Bankrupts not to engage in estate agency work. U.K.

- (1) An individual who is [<sup>F93</sup>made] bankrupt after the day appointed for the coming into force of this section or, in Scotland, whose estate is sequestrated after that day shall not engage in estate agency work of any description except as an employee of another person.

[<sup>F94</sup>(1A) An individual in respect of whom a debt relief order (under Part 7A of the Insolvency Act 1986) is made shall not engage in estate agency work of any description except as an employee of another person]

- (2) The prohibition imposed on an individual by subsection (1) above shall cease to have effect if and when—

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- (a) the [<sup>F95</sup>bankruptcy order made] against him is annulled, or, in Scotland, the sequestration of his estate is recalled [<sup>F96</sup>or reduced]; or
- [<sup>F97</sup>(b) he is discharged from bankruptcy.]
- [<sup>F98</sup>(2A) The prohibition imposed on an individual by subsection (1A) shall cease to have effect if and when—
- (a) the debt relief order is revoked for reasons falling within section 251(L)(2)(a) or (c) of the Insolvency Act 1986;
- (b) the individual is discharged from all the qualifying debts specified under the debt relief order at the end of the moratorium period applicable to the order; or
- (c) the debt relief order is revoked and a period of one year has elapsed beginning with the effective date for the order.]
- (3) [<sup>F99</sup>The references in this section] to employment of an individual by another person does not include employment of him by a body corporate of which he is a director or controller.
- (4) If a person engages in estate agency work in contravention [<sup>F100</sup>of this section] he shall be liable on conviction on indictment or on summary conviction to a fine which on summary conviction shall not exceed the statutory maximum.

#### Textual Amendments

- F93** Word in s. 23(1) substituted (6.4.2016) by The Enterprise and Regulatory Reform Act 2013 (Consequential Amendments) (Bankruptcy) and the Small Business, Enterprise and Employment Act 2015 (Consequential Amendments) Regulations 2016 (S.I. 2016/481), reg. 1, **Sch. 1 para. 5(2)**
- F94** S. 23(1A) inserted (1.10.2012) by The Tribunals, Courts and Enforcement Act 2007 (Consequential Amendments) Order 2012 (S.I. 2012/2404), art. 1, **Sch. 2 para. 10(2)** (with art. 5)
- F95** Words in s. 23(2)(a) substituted (6.4.2016) by The Enterprise and Regulatory Reform Act 2013 (Consequential Amendments) (Bankruptcy) and the Small Business, Enterprise and Employment Act 2015 (Consequential Amendments) Regulations 2016 (S.I. 2016/481), reg. 1, **Sch. 1 para. 5(3)**
- F96** Words inserted (S.) by Bankruptcy (Scotland) Act 1985 (c. 66, SIF 66), s. 75(1), **Sch. 7 para. 17**
- F97** S. 23(b) substituted by Insolvency Act 1985 (c. 65, SIF 66), s. 235(1), **Sch. 8 para. 33**
- F98** S. 23(2A) inserted (1.10.2012) by The Tribunals, Courts and Enforcement Act 2007 (Consequential Amendments) Order 2012 (S.I. 2012/2404), art. 1, **Sch. 2 para. 10(3)** (with art. 5)
- F99** Words in s. 23(3) substituted (1.10.2012) by The Tribunals, Courts and Enforcement Act 2007 (Consequential Amendments) Order 2012 (S.I. 2012/2404), art. 1, **Sch. 2 para. 10(4)** (with art. 5)
- F100** Words in s. 23(4) substituted (1.10.2012) by The Tribunals, Courts and Enforcement Act 2007 (Consequential Amendments) Order 2012 (S.I. 2012/2404), art. 1, **Sch. 2 para. 10(5)** (with art. 5)

#### [<sup>F101</sup>Redress schemes

#### Textual Amendments

- F101** Ss. 23A-23C and cross-heading inserted (12.10.2007) by Consumers, Estate Agents and Redress Act 2007 (c. 17), s. 66(2), **Sch. 6 para. 2**; S.I. 2007/2934, art. 3, Sch.



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## 23A Redress schemes **U.K.**

- (1) The Secretary of State may by order require persons who engage in estate agency work in relation to residential property (“relevant estate agency work”) to be members of an approved redress scheme for dealing with complaints in connection with that work.
- (2) An order may provide for the duty to apply—
  - (a) only to specified descriptions of persons who engage in estate agency work; and
  - (b) in relation to any relevant estate agency work carried out by a person to whom the duty applies or only in relation to specified descriptions of work (which may be framed by reference to descriptions of residential property).
- (3) An order may also provide for the duty not to apply in relation to complaints of any specified description (which may be framed by reference to a description of person making a complaint).
- (4) In subsections (1) and (2)(a), the reference to persons who engage in estate agency work does not include a reference to persons who engage in that work in the course of their employment.
- (5) The power to make an order shall be exercisable by statutory instrument which shall be subject to annulment in pursuance of a resolution of either House of Parliament.
- (6) Before making an order the Secretary of State must be satisfied that all persons who are to be subject to the duty will be eligible to join a suitable approved redress scheme before the duty applies to them.

For this purpose the Secretary of State may disregard persons who cannot lawfully engage in the relevant estate agency work to which the duty applies.

- (7) Nothing in this section prevents an approved redress scheme from providing—
  - (a) for membership to be open to persons who are not subject to the duty;
  - (b) for the investigation and determination of any complaints in relation to which the duty does not apply, where the members concerned have voluntarily accepted the jurisdiction of the scheme over those complaints;
  - (c) for the exclusion from investigation and determination under the scheme of any complaint in such cases or circumstances as may be specified in or determined under the scheme.
- (8) For the purposes of this section—
  - (a) a “redress scheme” is a scheme which provides for complaints against members of the scheme to be investigated and determined by an independent person (“the ombudsman”);
  - (b) a redress scheme is “approved” if—
    - (i) it is for the time being approved by the <sup>F102</sup>lead enforcement authority] under Schedule 3; or
    - (ii) it is administered by or on behalf of the Secretary of State and designated by him as an approved redress scheme for the purposes of this section;
  - (c) a “complaint” is a complaint made by a person by virtue of his being or having been a seller or buyer of residential property;

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- (d) “seller”, in relation to residential property, means a person who claims that he is or may become interested in disposing of an interest in land in respect of that property (and includes a person who disposes of such an interest);
  - (e) “buyer”, in relation to residential property, means a person who claims that he is or may become interested in acquiring an interest in land in respect of that property (and includes a person who acquires such an interest).
- (9) The Secretary of State may not designate a scheme as an approved redress scheme for the purposes of this section unless the Secretary of State is satisfied that the scheme is one which could be approved by the [<sup>F103</sup>lead enforcement authority] in accordance with paragraphs 2 to 5 of Schedule 3.
- (10) Schedule 3 (which makes further provision in connection with the approval of redress schemes etc.) shall have effect.
- (11) In this section—
- “order” means an order under subsection (1);
  - “the duty” means the requirement under an order to be a member of an approved redress scheme.

#### Textual Amendments

- F102** Words in s. 23A(8)(b)(i) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(7)(g)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F103** Words in s. 23A(9) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(7)(g)** (with Sch. 1 para. 28, 2 paras. 13-15)

## 23B Enforcement **U.K.**

- (1) If a duly authorised officer of an enforcement authority <sup>F104</sup>... believes that a person has engaged (or is engaging) in estate agency work in relation to residential property in breach of the duty imposed by an order under section 23A(1) he may give a penalty charge notice to that person.
- (2) A penalty charge notice may not be given after the end of the period of six months beginning with the day (or in the case of a continuing breach the last day) on which the breach of duty was committed.
- (3) Schedule 4 (which makes further provision in connection with penalty charge notices) shall have effect.
- (4) An enforcement authority other than the [<sup>F105</sup>lead enforcement authority] must notify the [<sup>F105</sup>lead enforcement authority] if it believes that a person has engaged (or is engaging) in estate agency work in relation to residential property in breach of the duty imposed by an order under section 23A(1).

#### Textual Amendments

- F104** Words in s. 23B(1) omitted (31.3.2014) by virtue of [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(8)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)

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**F105** Words in s. 23B(4) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), [Sch. 2 para. 1\(8\)\(b\)](#) (with Sch. 1 para. 28, 2 paras. 13-15)

## 23C Meaning of residential property **U.K.**

- (1) For the purposes of sections 23A and 23B “residential property”—
  - (a) has the meaning given by subsection (2); but
  - (b) does not include land of a description specified in an order made by the Secretary of State for the purposes of this section.
- (2) “Residential property” means any land that consists of or includes a building or part of a building—
  - (a) the whole or part of which is used as a dwelling or as more than one dwelling; or
  - (b) that is (or is to be) offered for sale on the basis that the whole or part of it is suitable for such use or is intended to be so suitable by the time the seller disposes of his interest in it.
- (3) In subsection (2), the reference to a building or part of a building (so far as relating to paragraph (b) of that subsection) includes a reference to a building or part that is being or is to be constructed.
- (4) A description of land specified by order under subsection (1)(b) may be framed by reference to the purpose or purposes for which the land (or part of it) is or is intended to be used.
- (5) The power to make an order under subsection (1)(b) shall be exercisable by statutory instrument which shall be subject to annulment in pursuance of a resolution of either House of Parliament.]

*Supervision, enforcement, publicity etc.*

## 24 Supervision by Council on Tribunals. **U.K.**

<sup>F106</sup>(1) .....

<sup>F107</sup>(2) .....

### Textual Amendments

**F106** S. 24(1) repealed (1.10.1992) by [Tribunals and Enquiries Act 1992 \(c. 53\)](#), ss. 18(2), 19(2), [Sch. 4 Pt. I](#).

**F107** S. 24(2) repealed (1.11.2007) by [Tribunals, Courts and Enforcement Act 2007 \(c. 15\)](#), s. 148, [Sch. 8 para. 8](#), [Sch. 23 Pt. 1](#); S.I. 2007/2709, art. 3(b)(d)(i)

## [<sup>F108</sup>24A Lead enforcement authority **U.K.**

- (1) In this Act “the lead enforcement authority” means—
  - (a) the Secretary of State, or

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- (b) a person whom the Secretary of State has arranged to be the lead enforcement authority in accordance with subsection (2).
- (2) The Secretary of State may make arrangements for one of the following to be the lead enforcement authority for the purposes of this Act (for the whole of the United Kingdom) instead of the Secretary of State—
  - (a) a local weights and measures authority in Great Britain, or
  - (b) the Department of Enterprise, Trade and Investment in Northern Ireland.
- (3) The arrangements—
  - (a) may include provision for payments by the Secretary of State;
  - (b) may include provision about bringing the arrangements to an end.
- (4) The Secretary of State may by regulations made by statutory instrument make transitional provision for when there is a change in the lead enforcement authority.
- (5) The regulations may relate to a specific change in the lead enforcement authority or to changes that might arise from time to time.]

#### Textual Amendments

**F108** S. 24A inserted (1.10.2016) by [Housing and Planning Act 2016 \(c. 22\)](#), **ss. 132(1)**, 216(3); S.I. 2016/733, reg. 4(1)(a)

## 25 General duties of <sup>F109</sup>the lead enforcement authority **U.K.**

- (1) Subject to section 26(3) below, it is the duty of the <sup>F110</sup>lead enforcement authority—
  - (a) generally to superintend the working and enforcement of this Act, and
  - (b) where necessary or expedient, <sup>F111</sup>itself] to take steps to enforce this Act.
- (2) It is the duty of the <sup>F112</sup>lead enforcement authority], so far as appears to <sup>F113</sup>it] to be practicable and having regard both to the national interest and the interests of persons engaged in estate agency work and of consumers, to keep under review and from time to time advise the Secretary of State about—
  - (a) social and commercial developments in the United Kingdom and elsewhere relating to the carrying on of estate agency work and related activities; and
  - (b) the working and enforcement of this Act.
- (3) The <sup>F114</sup>lead enforcement authority] shall arrange for the dissemination, in such form and manner as <sup>F115</sup>it] considers appropriate, of such information and advice as it may appear to <sup>F113</sup>it] expedient to give the public in the United Kingdom about the operation of this Act.

#### Textual Amendments

**F109** Words in s.25 heading substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(9)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)

**F110** Words in s. 25(1) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(9)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)

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- F111** Word in s. 25(1) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(12)(b)**; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F112** Words in s. 25(2) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(9)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F113** Word in s. 25(2)(3) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(12)(c)**; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.); S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F114** Words in s. 25(3) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(9)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F115** Word in s. 25(3) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(12)(d)**; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)

## 26 Enforcement authorities. **U.K.**

- (1) Without prejudice to section 25(1) above, the following authorities (in this Act referred to as “enforcement authorities”) have a duty to enforce this Act—
- (a) the <sup>F116</sup>lead enforcement authority],
  - (b) in Great Britain, a local weights and measures authority, and
  - (c) in Northern Ireland, the <sup>F117</sup>Department of Enterprise, Trade and Investment in Northern Ireland] .

<sup>F118</sup>(1A) For the investigatory powers available to an authority for the purposes of the duty in subsection (1), see Schedule 5 to the Consumer Rights Act 2015.]

<sup>F119</sup>(2) . . . . .

(3) Nothing in this section or in section 25 above authorises an enforcement authority to institute proceedings in Scotland for an offence.

(4) Every local weights and measures authority shall, whenever the <sup>F120</sup>lead enforcement authority] requires, report to <sup>F121</sup>it] in such form and with such particulars as <sup>F121</sup>it] requires on the exercise of their functions under this Act.

(5) . . . . . <sup>F122</sup>

### Textual Amendments

- F116** Words in s. 26(1)(a) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(10)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F117** Words in s. 26(1)(c) substituted (1.10.2016) by Housing and Planning Act 2016 (c. 22), **ss. 132(2)**, 216(3); S.I. 2016/733, reg. 4(1)(a)
- F118** S. 26(1A) inserted (1.10.2015) by Consumer Rights Act 2015 (c. 15), s. 100(5), **Sch. 6 para. 24**; S.I. 2015/1630, art. 3(i)
- F119** S. 26(2) repealed (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, Sch. 25 para. 9(13)(b), **Sch. 26**; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F120** Words in s. 26(4) substituted (31.3.2014) by The Public Bodies (Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc) Order 2014 (S.I. 2014/631), art. 1(5), **Sch. 2 para. 1(10)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F121** Word in s. 26(4) substituted (1.4.2003) by Enterprise Act 2002 (c. 40), s. 279, **Sch. 25 para. 9(13)(c)**; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)

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**F122** S. 26(5)–(8) repealed by [Local Government, Planning and Land Act 1980 \(c. 65, SIF 81:1, 2\)](#), s. 1(4), [Sch. 34 Pt. IV](#)

**<sup>F123</sup>27 Obstruction and personation of authorised officers. U.K.**

.....

**Textual Amendments**

**F123** S. 27 omitted (1.10.2015) by virtue of [Consumer Rights Act 2015 \(c. 15\)](#), s. 100(5), [Sch. 6 para. 25](#); [S.I. 2015/1630](#), art. 3(i) (with art. 8)

*Supplementary*

**28 General provisions as to offences. U.K.**

- (1) In any proceedings for an offence under this Act it shall be a defence for the person charged to prove that he took all reasonable precautions and exercised all due diligence to avoid the commission of an offence by himself or any person under his control.
- (2) Where an offence under this Act committed by a body corporate is proved to have been committed with the consent or connivance of, or to be attributable to any neglect on the part of, any director, manager, secretary or other similar officer of the body corporate, or any person who was purporting to act in any such capacity, he as well as the body corporate shall be guilty of that offence and shall be liable to be proceeded against and punished accordingly.

**29 Service of notices etc. U.K.**

- (1) Any notice which under this Act is to be given to any person by the [<sup>F124</sup>lead enforcement authority] shall be so given—
  - (a) by delivering it to him, or
  - (b) by leaving it at his proper address, or
  - (c) by sending it by post to him at that address.
- (2) Any such notice may,—
  - (a) in the case of a body corporate or unincorporated association, be given to the secretary or clerk of that body or association; and
  - (b) in the case of a partnership, be given to a partner or a person having the control or management of the partnership business.
- (3) Any application or other document which under this Act may be made or given to the [<sup>F125</sup>lead enforcement authority] may be so made or given by sending it by post to the [<sup>F125</sup>lead enforcement authority] at such address as may be specified for the purposes of this Act by a general notice.
- (4) For the purposes of subsections (1) and (2) above and section 7 of the <sup>M9</sup>Interpretation Act 1978 (service of documents by post) in its application to those subsections, the proper address of any person to whom a notice is to be given shall be his last-known address, except that—



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- (a) in the case of a body corporate or their secretary or clerk, it shall be the address of the registered or principal office of that body;
- (b) in the case of an unincorporated association or their secretary or clerk, it shall be that of the principal office of that association;
- (c) in the case of a partnership or a person having the control or management of the partnership business, it shall be that of the principal office of the partnership;

and for the purposes of this subsection the principal office of a company registered outside the United Kingdom or of an unincorporated association or partnership carrying on business outside the United Kingdom shall be their principal office within the United Kingdom.

- (5) If the person to be given any notice mentioned in subsection (1) above has specified an address within the United Kingdom other than his proper address, within the meaning of subsection (4) above, as the one at which he or someone on his behalf will accept notices under this Act, that address shall also be treated for the purposes mentioned in subsection (4) above as his proper address.

#### Textual Amendments

**F124** Words in s. 29(1) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(10)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)

**F125** Words in s. 29(3) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(10)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)

#### Marginal Citations

**M9** 1978 c. 30.

### 30 Orders and regulations. **U.K.**

- (1) Before making any order or regulations under any provision of this Act to which this subsection applies, the Secretary of State shall consult the [<sup>F126</sup>lead enforcement authority], such bodies representative of persons carrying on estate agency work, such bodies representative of consumers and such other persons as he thinks fit.
- (2) Subsection (1) above applies to paragraphs (a)(iii) and (d) of section 3(1) above and to sections 14, 15, 16, 18, 19 and 22 above.
- (3) Any power of the Secretary of State to make orders or regulations under this Act—
  - (a) may be so exercised as to make different provision in relation to different cases or classes of cases and to exclude certain cases or classes of case; and
  - (b) includes power to make such supplemental, incidental and transitional provisions as he thinks fit.

#### Textual Amendments

**F126** Words in s. 30(1) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(10)(c)** (with Sch. 1 para. 28, 2 paras. 13-15)

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### 31 Meaning of “business associate” and “controller”. **U.K.**

- (1) The provisions of this section shall have effect for determining the meaning of “business associate” and “controller” for the purposes of this Act.
- (2) As respects acts done in the course of a business carried on by a body corporate, every director and controller of that body is a business associate of it.
- (3) As respects acts done in the course of a business carried on by a partnership, each partner is a business associate of every other member of the partnership and also of the partnership itself and, in the case of a partner which is a body corporate, every person who, by virtue of subsection (2) above, is a business associate of that body is also a business associate of every other member of the partnership.
- (4) As respects acts done in the course of a business carried on by an unincorporated association, every officer of the association and any other person who has the management or control of its activities is a business associate of that association.
- (5) In relation to a body corporate “controller” means a person—
  - (a) in accordance with whose directions or instructions the directors of the body corporate or of any other body corporate which is its controller (or any of them) are accustomed to act; or
  - (b) who, either alone or with any associate or associates, is entitled to exercise, or control the exercise of, one third or more of the voting power at any general meeting of the body corporate or of another body corporate which is its controller.

### 32 Meaning of “associate”. **U.K.**

- (1) In this Act “associate” includes a business associate and otherwise has the meaning given by the following provisions of this section.
- (2) A person is an associate of another if he is the spouse [<sup>F127</sup> or civil partner ] or a relative of that other or of a business associate of that other.
- (3) In subsection (2) above “relative” means brother, sister, uncle, aunt, nephew, niece, lineal ancestor or lineal descendant, <sup>F128</sup>... references to a spouse include a former spouse and a [<sup>F129</sup> reputed spouse, and references to a civil partner include a former civil partner [<sup>F130</sup> and a reputed civil partner];] and for the purposes of this subsection a relationship shall be established as if an illegitimate child or step-child of a person [<sup>F131</sup> were the legitimate child of the relationship in question] .
- (4) A body corporate is an associate of another body corporate—
  - (a) if the same person is a controller of both, or a person is a controller of one and persons who are his associates, or he and persons who are his associates, are controllers of the other; or
  - (b) if a group of two or more persons is a controller of each company, and the groups either consist of the same persons or could be regarded as consisting of the same persons by treating (in one or more cases) a member of either group as replaced by a person of whom he is an associate.
- (5) An unincorporated association is an associate of another unincorporated association if any person—
  - (a) is an officer of both associations;
  - (b) has the management or control of the activities of both associations; or

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- (c) is an officer of one association and has the management or control of the activities of the other association.
- (6) A partnership is an associate of another partnership if—
  - (a) any person is a member of both partnerships; or
  - (b) a person who is a member of one partnership is an associate of a member of the other partnership; or
  - (c) a member of one partnership has an associate who is also an associate of a member of the other partnership.

**Textual Amendments**

- F127** Words in s. 32(2) inserted (5.12.2005) by Civil Partnership Act 2004 (c. 33), s. 263(10)(b), **Sch. 27 para. 63(2)**; S.I. 2005/3175, art. 2(2)
- F128** Word in s. 32(3) repealed (5.12.2005) by Civil Partnership Act 2004 (c. 33), s. 263(10)(b), Sch. 27 para. 63(3)(a), **Sch. 30**; S.I. 2005/3175, art. 2(2)(6)
- F129** Words in s. 32(3) substituted (5.12.2005) by Civil Partnership Act 2004 (c. 33), s. 263(10)(b), **Sch. 27 para. 63(3)(b)**; S.I. 2005/3175, art. 2(2)
- F130** Words in s. 32(3) inserted (5.12.2005) by The Civil Partnership Act 2004 (Overseas Relationships and Consequential, etc. Amendments) Order 2005 (S.I. 2005/3129), art. 1, **Sch. 4 para. 5**
- F131** Words in s. 32(3) substituted (5.12.2005) by Civil Partnership Act 2004 (c. 33), s. 263(10)(b), **Sch. 27 para. 63(3)(c)**; S.I. 2005/3175, art. 2(2)

**33 General interpretation provisions. U.K.**

- (1) In this Act, unless the context otherwise requires,—
  - “associate” has the meaning assigned to it by section 32 above and
  - “business associate” has the meaning assigned to it by section 31 above;
  - “client account” has the meaning assigned to it by section 14(2) above;
  - “client’s money” has the meaning assigned to it by section 12(1) above;
  - “connected contract”, in relation to the acquisition of an interest in land, has the meaning assigned to it by section 12(4) above;
  - “contract deposit” has the meaning assigned to it by section 12(2) above;
  - “controller”, in relation to a body corporate, has the meaning assigned to it by section 31(5) above;
  - F132 .....
  - “enforcement authority” has the meaning assigned to it by section 26(1) above;
  - “estate agency work” has the meaning assigned to it by section 1(1) above;
  - “general notice” means a notice published by the [F133lead enforcement authority] at a time and in a manner appearing to [F134it] suitable for securing that the notice is seen within a reasonable time by persons likely to be affected by it;
  - [F135“the lead enforcement authority” has the meaning given by section 24A;]
  - F136 .....
  - “pre-contract deposit” has the meaning assigned to it by section 12(3) above;

*Status: This version of this Act contains provisions that are prospective.*

*Changes to legislation: Estate Agents Act 1979 is up to date with all changes known to be in force on or before 08 June 2023. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

“prescribed fee” means such fee as may be prescribed by regulations made by the Secretary of State;

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“unincorporated association” does not include a partnership.

- (2) The power to make regulations under subsection (1) above prescribing fees shall be exercisable by statutory instrument which shall be subject to annulment in pursuance of a resolution of either House of Parliament.

#### Textual Amendments

- F132** Words in s. 33 repealed (1.4.2003) by [Enterprise Act 2002 \(c. 40\)](#), s. 279, **Sch. 25 para. 9(15)(a)**, Sch. 26; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F133** Words in s. 33(1) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(11)(a)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F134** Words in s. 33 substituted (1.4.2003) by [Enterprise Act 2002 \(c. 40\)](#), s. 279, **Sch. 25 para. 9(15)(b)**; S.I. 2003/766, art. 2, Sch. (with art. 3) (as amended (20.7.2007) by S.I. 2007/1846, reg. 3(2), Sch.)
- F135** Words in s. 33(1) substituted (1.10.2016) by [Housing and Planning Act 2016 \(c. 22\)](#), **ss. 132(3)**, 216(3); S.I. 2016/733, reg. 4(1)(a)
- F136** Words in s. 33(1) omitted (31.3.2014) by virtue of [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(11)(b)** (with Sch. 1 para. 28, 2 paras. 13-15)
- F137** Definition in s. 33(1) repealed (5.11.1993) by [1993 c. 50](#), s. 1(1), **Sch. 1 Pt. XIV** Group2.

#### 34 Financial provisions. **U.K.**

- (1) There shall be defrayed out of moneys provided by Parliament—
- (a) any expenses incurred by the Secretary of State in consequence of the provisions of this Act; and
  - (b) any increase attributable to this Act in the sums payable out of moneys so provided under any other Act.
- (2) Any fees [<sup>F138</sup>paid to the lead enforcement authority under this Act] shall be paid into the Consolidated Fund.

#### Textual Amendments

- F138** Words in s. 34(2) substituted (31.3.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading’s Functions in relation to Estate Agents etc\) Order 2014 \(S.I. 2014/631\)](#), art. 1(5), **Sch. 2 para. 1(12)** (with Sch. 1 para. 28, 2 paras. 13-15)

#### 35 Scotland. **U.K.**

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#### Textual Amendments

- F139** S. 35 repealed by [Statute Law \(Repeals\) Act 1981 \(c. 19\)](#), **Sch. 1 Pt. IV**

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**36 Short title, commencement and extent. U.K.**

- (1) This Act may be cited as the Estate Agents Act 1979.
- (2) This Act shall come into force on such day as the Secretary of State may by order made by statutory instrument appoint and different days may be so appointed for different provisions and for different purposes.
- (3) This Act extends to Northern Ireland.

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**Modifications etc. (not altering text)**

**C10** Power of appointment conferred by s. 36(2) partly exercised: [S.I. 1981/1517](#)

**Status:**

This version of this Act contains provisions that are prospective.

**Changes to legislation:**

Estate Agents Act 1979 is up to date with all changes known to be in force on or before 08 June 2023. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

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**Changes and effects yet to be applied to :**

- s. 3(1)(c) word substituted by [2007 c. 17 s. 54\(2\)](#)
- s. 7(6) words substituted by [2005 c. 4 Sch. 9 para. 31](#) (Amending provision was revoked on 1.9.2009)
- s. 10 words substituted by [2003 c. 20 Sch. 2 para. 19\(e\)](#) (S. 10 was repealed on 20.6.2003)
- s. 30(2) word inserted by [2007 c. 17 Sch. 7 para. 3](#)

**Changes and effects yet to be applied to the whole Act associated Parts and Chapters:**

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 21A inserted by [2007 c. 17 s. 54\(1\)](#)