



We understand how important it is to know that the purchase or sale of your property is being handled with the upmost professionalism, transparency and honesty. Unfortunately there is no global regulation to protect buyers and sellers of properties and there have been well publicised cases of agents behaving in an unprofessional and dishonest fashion.

At Lighthouse we want to remove the uncertainty and stress from buying and selling properties, so we have implemented a strict code of ethics. All our agents must commit to our code of ethics, so you can be confident that you are being dealt with fairly and ethically and your consumer rights are being protected.

The Lighthouse network of overseas estate agents commit to a set of 25 rules. Our rules fall within four main areas:

1. Transparency and Honesty - ensuring you will not be misled or misrepresented at any stage of the process
2. Exceptional Service
3. Consumer Protection - legal requirements and beyond
4. Professional Conduct - ensuring that you are dealt with in the most professional way possible

Please see below for Lighthouse's full Code of Ethics:

Transparency and Honesty

1. Lighthouse Network agents guarantee that they will transact business with honesty and transparency to all parties.
2. Lighthouse Network agents will not mislead or misrepresent clients through exaggeration or suppression of key facts regarding a property or transaction. Agents will state any faults with a property that they have knowledge of.
3. Lighthouse Network agents shall ensure that clients are made aware of predicted and estimated costs of a transaction in a clear, honest and accurate manner.
4. All agents shall offer properties for sale at the agreed and listed price from the vendor.

5. Lighthouse Network agents will ensure, to the best of their abilities, that properties listed for sale are free of charges and encumbrances and meet the requirements for sale by law.
6. All agents shall confirm full details of expenses to which buyers and vendors may be liable, prior to agreements being signed.
7. Lighthouse Network agents shall provide an honest, accurate, complete and comprehensive description of a property for sale as provided by the vendor. All appropriate paperwork will be completed and confirmed with the vendor. It is the responsibility of the buyer (and their legal representatives) to ensure that these details are correct.
8. Lighthouse Network agents must not make any false, misleading or exaggerated claims regarding the sales price, investment return or future rental potential. Agents shall present a true and accurate picture of a property in their representations to clients and the public.

Exceptional Service

9. Lighthouse Network agents shall deal with all parties in a considerate, polite and professional manner in order to provide an outstanding service to their clients.
10. All agents agree to keep Lighthouse Network clients informed, to the best of their knowledge, of the latest status of the properties the client is interested in and communicate all offers without delay.
11. Lighthouse Network agents shall introduce buyers to a qualified surveyor capable of conducting a full structural survey on a property if requested to do so by the client.
12. If Lighthouse Network or its agents introduce a client to an additional service provider, every effort shall be made to ensure that they act within this Code as well as acting within the laws covering that service.

Consumer Protection

13. Lighthouse Network agents comit to protecting the interests of the buyer or vendor they are representing to the best of their ability.
14. Lighthouse Network Agents shall handle all information with complete confidentiality and in accordance with current data protection laws. This obligation continues after termination of any business relationships.

Lighthouse Network agents shall not – at any point in time –

15. reveal confidential information of clients
16. use confidential information to the disadvantage of clients
17. reveal confidential information to third parties without the client's consent, unless required to do so by a court order.

Professional Conduct

18. The Agent shall keep their knowledge of relevant legislation up to date and shall not bring disrepute to themselves or to the profession.
19. All transactions made on behalf of the client shall be made from a separate client account held in a suitable financial institution.
20. The Agent is required to act at all times in the interest of their clients and applicants.
21. Agents shall ensure that all agreements shall be in writing (copied to each party), written in a clear and comprehensible language and shall clearly state the terms, conditions and responsibilities of all parties.
22. Lighthouse Network and its agents shall support all parties to seek independent legal and financial representation and will recommend independent agents, able to provide a professional and suitable service. Lighthouse Network and its agents do not accept responsibility for any independently obtained lawyer/financial advisor.
23. Lighthouse Network agents shall act promptly to all enquiries and present all offers in a timely manner.
24. Agents shall not deny equal professional services to any person for reasons of race, colour, religion, sex, handicap or national origin.
25. All business of Lighthouse Network agents shall be undertaken in accordance with statutory and regulatory requirements.

We take any breach of these rules very seriously and will expel any agent who do not comply with this Code.

We recommend UK customers looking at buying a property overseas read the NAEA International Code of Practice guidelines, which can be downloaded at http://www.naea.co.uk/the_naea/general_public/code_practice.asp