

**Primary Authority Partnership**

**Warwickshire County Council Trading Standards  
&  
National Federation of Property Professionals  
&  
The Property Ombudsman**

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Primary Authority Advice

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**Advice requested:**

Is it an unfair or undesirable practice to withhold from a vendor an offer that has been received from a prospective purchaser, if the purchaser does not use the services of an internal financial advisor?

**Legislation considered:**

Estate Agents Act 1979 (as amended) (“EAA”)  
Estate Agents (Undesirable Practices) (No 2) Order 1991 (“the order”)  
Consumer Protection from Unfair Trading Regulations 2008 (“CPRs”)

**Other Material considered:**

OFT Guidance – The Estate Agency Guide. [October 2008] (“OFT Guidance”)

National Trading Standards Guidance on Property Sales – Compliance with the Consumer Protection from Unfair Trading Regulations 2008 and the Business Protection from Misleading Marketing Regulations 2008 [September 2015] (“NTS Guidance”)

**Assured Advice Issued:**

The Order sets out in its Schedules certain practices that are designated undesirable, and can therefore constitute grounds for any estate agent engaging in them to be made the subject of a prohibition order – section 3(1)(d) of the Act. The following are included (among others) as undesirable practices:

- It is an undesirable practice for an agent to discriminate against a prospective purchaser on the grounds that the purchaser will not be, or is unlikely to be, accepting services (Para 1, Sch 2 of the Order), for example arranging a mortgage through the in-house financial adviser.
- It is an undesirable practice for an agent, knowingly or recklessly, orally or in writing, to misrepresent the existence or details of any offer, or the existence or status of any prospective purchaser (Para 1(a), Sch 3 of the Order). An example of this would be pretending that an offer from a prospective buyer has not been received, when it has.

- It is an undesirable practice for an estate agent not to forward to his client promptly and in writing accurate details (other than those of a description which the client has indicated in writing he does not wish to receive) of any offer the estate agent has received from a prospective purchaser in respect of an interest in the land (Para 2, Sch 3 of the Order).

The Order defines “forward” as dispatching a letter by hand, post or fax, and makes no reference to email (Para 3, Sch 3 of the Order). We understand that email is regularly used in practice, however to ensure compliance the agent should follow up an email by letter or fax.

“Offer” includes a conditional offer, but the agent need not forward to the client any offers which the client has already stated in writing they do not want to receive (para 3, Sch 3 of the Order).

The answer to the initial question is yes. If an agent were to withhold an offer from a prospective purchaser because they were not using the services of an internal financial advisor, this would constitute an undesirable practice.

It is also possible that failure to disclose information to the vendor will also constitute a “misleading omission”, contrary the CPRs (Reg 5).

It would therefore seem that such a practice could be considered both “unfair” and “undesirable”.

**Date Advice is Effective from:**

24 04 2017

**Reference and renewal:**

The reference for this advice is: WTS/NFOPP/TPOS/12

This advice will be reviewed annually; however it will remain valid until it is marked ‘obsolete’ on the Primary Authority Database. If any part of this document requires amendment following a review, a completely new version will be added to the database and the previous version shall be marked ‘obsolete’.