

client, not by you), and you do not know and have no reason to suspect that publication would amount to an offence.⁴⁵

- 5.24 Another type of service may be providing some kind of hosting service or platform through which prospective house buyers and sellers can contact each other. In these circumstances you should make sure that the information templates you provide to sellers are comprehensive, so that all information reasonably likely to be relevant to meet the expectations of platform users is captured (thus avoiding a misleading omission). You should also act promptly to investigate and, if necessary remove, content you are given to publish, where you become aware that it may be in breach of the regulations. Failing to do so may mean you are liable under the regulations.
- 5.25 Paragraphs 5.26 to 5.27 below are aimed more at mainstream property sales businesses that inspect a property, market it for sale, arrange viewings, communicate offers and negotiate the sale (although elements of these paragraphs may be relevant to business models which offer some of these services).
- 5.26 When you gather the information you need for marketing purposes, take reasonable steps to establish its truth and accuracy. The following framework may help you:
- Assess the property:
 - In general we would expect property sales businesses to carry out an inspection of the property, and to take reasonable steps to gather relevant information to provide to prospective purchasers. If you decide not to undertake an inspection or you only carry out a limited one, you may still be in breach of the CPRs if there was material information that you could have discovered and should have disclosed in the marketing of the property, had you carried out an inspection or done a more detailed one.

⁴⁵ CPRs 18.