

based, your contact details to enable consumers to communicate with you, and details of any professional bodies and trade associations to which you belong.

For further information, see www.businesslink.gov.uk/bdotg/action.

Energy Performance of Buildings (Certificates and Inspections) (England and Wales) 2007, as amended by the 2011 regulations⁵³

From 6 April 2012, require you, if you are acting for a seller and marketing property for sale, to satisfy yourself before marketing that the seller has an Energy Performance Certificate (EPC) or has commissioned one and to include the first page of the EPC (the recommendations) in written property particulars.

For further information, see

www.communities.gov.uk/publications/planningandbuilding.

Estate Agents Act (EAA) 1979 as amended by the Consumers, Estate Agents and Redress Act (CEARA) 2007, and subordinate legislation

Requires you, when carrying out estate agency work (as defined by the EAA), to comply with certain rules of conduct when acting for clients, for example:

- providing them with full and detailed information about fees and charges for your services
- disclosing any personal interest that you may have in the sale
- keeping them promptly informed about offers received
- handling their money properly and
- being a member of or registered with an officially approved consumer redress scheme.

For further information, see www.oft.gov.uk/OFTwork/publications.

Financial Services and Markets Act (FSMA) 2000

Requires you to establish whether your business is a 'regulated activity' (for example advising, arranging or administering home finance activities) and, if it is, to obtain authorisation or exemption from the Financial Services Authority.

For further information, see www.fsa.gov.uk/pages/Doing/.

⁵³ In Scotland and Northern Ireland, similar regulations apply or are under consideration. For more information, search 'energy performance' on www.scotland.gov.uk/Topics/Built-Environment/Building and www.dfpni.gov.uk.