



HFS response to OFT Guidance for Estate Agents

Homes for Scotland is pleased to submit the following response to the OFT Guidance for Estate Agents:

Homes for Scotland is the authoritative voice for the home building industry. With a membership of 160 organisations together providing 95% of all new homes built for sale in Scotland each year, we are committed to improving the living in Scotland by providing this and future generations with smart and sustainable homes where people want to live.

Given that the guidance will apply to developers that market and sell their own developments, we thought it would be appropriate for us to consider the draft on behalf of the private home building industry in Scotland.

Overall we feel that the guidance is clear and helpful.

It would be helpful to note that the home building industry across the UK has its own Consumer Code:

<http://www.consumercodeforhomebuilders.com/resources/Consumer+Code+-+Code+Requirements+-+Second+Edition.pdf>

The purpose of the Consumer Code for Home Builders is to ensure that home buyers are treated fairly, know what service levels to expect and are given reliable information upon which to make their decisions. The code also includes an independent dispute resolution arrangement for home buyers who are dissatisfied.

It may be appropriate for the Consumer Code for Home Builders to be referenced in the annex to the proposed guidance – 'Selected Other Legislation and Related Guidance'.