



PROPERTY HANDBOOK 2021

GUIDANCE FOR THE
CHARTERED PROFESSIONAL

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STANDARDS AND GUIDANCE

Type of document	Definition	Status
SCSI/RICS practice statement	Document that provides members with mandatory requirements	Mandatory
SCSI/RICS code of practice	Standard approved by SCSI, and endorsed by another professional body that provides users with recommendations for accepted good practice as followed by conscientious practitioners	Mandatory or recommended good practice (will be confirmed in the document itself)
SCSI/RICS guidance note	Document that provides users with recommendations for accepted good practice as followed by competent and conscientious practitioners	Recommended good practice. Members must act within their area of competence and at no time should interpret this Handbook as a step-by-step guide to providing a particular service. It is merely a useful reference document for seeking out more information, or referring to an appropriately qualified and competent professional/surveyor
SCSI/RICS information paper	Practice-based information that provides users with the latest information and/or research	Information and/or explanatory commentary

Welcome from the CEO

The delivery of professional services within the property sector has evolved significantly in recent years, with all professionals having to respond to the changing needs of clients.

This guidance note is intended to support the high standards to which SCSl members work, including those working within the property sales, rental, acquisition, and management sub-sectors, and to assist with adherence to best practice guidance in the delivery of services to clients.

As the professional body representing 12 professional disciplines across property, land and construction, the SCSl has utilised the expertise of all of our surveying members to benefit those working within the property sector. The ultimate purpose of this guidance is to provide relevant, up-to-date information to our members as new guidance, regulation and legislation come into force.

A step change in real estate

Since the introduction of the Property Services (Regulation) Act in 2011, regulation and licensing procedures have had a significant impact on all those who work in the sector. While this change has meant that property professionals have had to alter the co-ordination of their business affairs, it has helped to further professionalise the sector, and assisted in educating clients and consumers on the existence and importance of engaging licensed practitioners. Further changes to how surveyors interact with customers and clients are inevitable, especially with the increased use of technology now becoming a greater feature in service provision.

Surveying and specialist advice

The SCSl is proud of the maintenance of high standards in the delivery of property services by our members. While this guidance seeks to support members, it is important that it is used as a reference document, rather than a how-to manual, and members should refer client queries that are outside of the scope of their competence to other property or construction surveying professionals to ensure that all clients are provided with best practice advice.

We hope that you as a member of the SCSl find this guidance useful. Please feel free to contact us if you have any feedback on this current edition.

Yours sincerely,



Shirley Coulter
CEO

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CHAPTER 1

PROPERTY SALES PROCEDURES