

More information

You can get more information on the property buying and selling process from our website.

We have a number of information sheets on topics such as auctions, commission, advertising and conflicts of interest that provide information on how the process works and what you can expect from your real estate agent.



0800 367 7322 or (04) 471 8930



www.reaa.govt.nz



info@reaa.govt.nz

The Real Estate Agents Authority

We are the independent government agency established to ensure high professional standards in the New Zealand real estate industry and to promote increased protection for people who are buying or selling property.



If there is a problem with your real estate agent

Our role is to investigate any concerns about the behavior of real estate agents. If you do have a problem with your real estate agent please give us a call.



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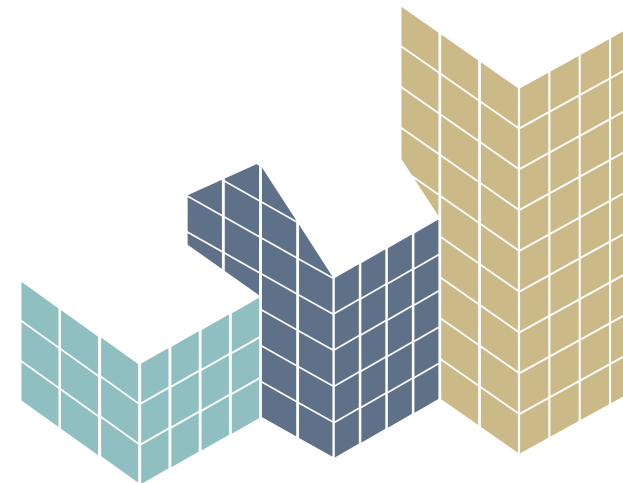
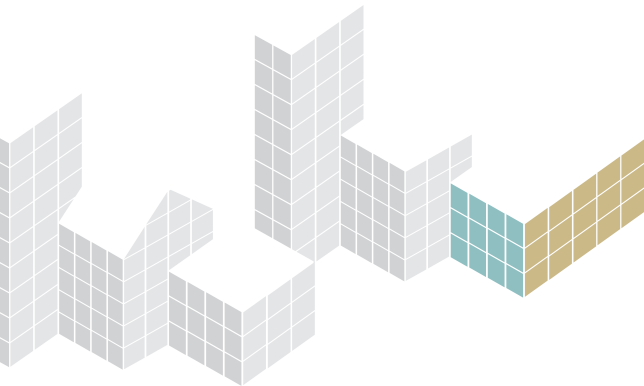


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What you need to know before buying or selling a house



Who we are

The Real Estate Agents Authority is the independent, government regulatory body for the real estate industry in New Zealand. We provide independent oversight of the real estate industry, promote a high standard of service and professionalism within the industry, and promote increased protection for buyers and sellers of real estate.

What we do

- Investigate concerns about the behaviour of real estate agents.
- Provide information to consumers about buying and selling property.
- Licence people and companies working in the real estate industry.
- Maintain a register of real estate agents which is available to the public on our website – this includes information on any disciplinary action.
- Set industry standards – through entry qualifications, continuing education and the Code of Professional Conduct and Client Care.



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Our role is to investigate any concerns about the behavior of real estate agents. If you do have a problem with your real estate agent please give us a call.



What you need to know before selling

Selling your house can be an emotional and stressful time. Here are the things you should know and do to protect yourself and ensure that the selling process runs as smoothly as possible:

- Get a lawyer. Agency agreements and sale and purchase agreements are legally binding contracts so you need to know what you are signing. You can use the Law Society website, www.lawsociety.org.nz, to help you find a lawyer.
- Remember that an agency agreement is negotiable, especially the term and commission.
- Read and understand the agency agreement and the sale and purchase agreement. We have developed a guide to these agreements which is available on our website. If you have any questions talk to your lawyer.
- Make sure you understand how the sales process (auction, tender, negotiation etc.) for the house you are selling works. Ask the agent and/or your lawyer.
- Check if the agent you are dealing with has had a complaint upheld against them. You can do this by checking the public register of agents which is available from our website.



What you need to know before buying

Buying a house is one of the biggest investments you will ever make. Here are the things you should know and do to protect yourself and ensure that the buying process runs as smoothly as possible:

- Get a lawyer. Sale and purchase agreements are legally binding contracts so you need to know what you are signing. You can use the Law Society website, www.lawsociety.org.nz, to help you find a lawyer.
- Remember that the agent is working for the seller. However they must still treat you fairly.
- Read and understand the sale and purchase agreement. We have developed a guide to sale and purchase agreements which is available on our website. If you have any questions talk to your lawyer.
- Remember that you can negotiate the conditions in the sale and purchase agreement.
- Make sure you understand how the sales process (auction, tender, negotiation etc.) for the house you are interested in buying works. Ask the agent and/or your lawyer.
- Check if the agent you are dealing with has had a complaint upheld against them. You can do this by checking the public register of agents which is available from our website.

Need more information or have a problem with an agent? Contact us:



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