



PROPERTY AGENTS BOARD EXPECTATIONS STATEMENT

The Property Agents Board (PAB) is an independent statutory authority established under the *Property Agents and Land Transactions Act 2016* (the Act) to regulate the real estate industry. The PAB administers the Act, the *Property Agents and Land Transactions Regulations 2017* (the Regulations) and the Code of Conduct developed in accordance with Section 84 of the Act.

The Board acts as the supervisory authority for property agents in Tasmania. Our remit is the regulatory stewardship of the Tasmanian real estate industry.

Regulatory compliance is important in upholding the integrity of property agents, agent businesses and subsequently the collective real estate industry in Tasmania. Regulatory oversight of the industry through compliance activity, balanced with industry engagement and education contributes to protecting public and other stakeholder interests. It ensures that property agents and their businesses operate fairly and ethically.

In the course of our work, we commit to upholding our values which are defined through the way we work with each other and all our stakeholders. Our Values are stated below.

Value	Value Action Statement
Innovative	We work creatively and collaboratively and have a strong commitment to enhancing the property agents industry in Tasmania.
Respectful	We demonstrate respect to our stakeholders by acting with fairness and understanding.
Consistent	We ensure a principles-based approach and transparency in decision making and communicate the rationale behind our decision making.
Professional	We maintain high standards by committing to clear and effective communication.
Integrity	We are trustworthy, uphold ethical standards and are accountable in our actions.

We put these values into action by creating a positive and collaborative workplace environment that prioritises integrity, respect, and maintaining high standards. As a result, we have formulated the Property Agents Board's **Service Charter** which codifies our commitment in working with you as our stakeholders and explains the standard of service you can expect from us.

These are the minimum standards that we have imposed, and we aim to surpass them when we can. We have worked very hard to put processes in place so that every time you engage with us your experience is efficient and professional. However, you also have a role to help make this happen and how we ask you to interact with us is detailed in this **Expectations Statement**.

Principles

We are committed to providing an excellent service and believe that our stakeholders have a right to be heard, understood, and respected. We also believe that the Board and our Board staff have the right to work in a safe environment and expect our staff to be treated with courtesy, consideration, and respect. This applies to all means of communications, such as verbal, in person or written, and includes any statements or references regarding the Board or its staff in public forums and domains, including social media.

What we ask of you

To help us to provide you with the best possible service, we ask the following of you:

Treat us with courtesy, consideration and respect

We appreciate that people can experience frustration when they feel that they are not getting the answers that they want, or they perceive that their matter is not being resolved at a pace which they would like it to.

The Board and its staff is only authorised for specific legislated Functions and may not be able to provide an answer to your query. If we are not the entity best placed to provide a response, we will let you know and give you appropriate referral information.

If your concern falls within our functions, we have articulated our minimum service standards in our **Service Charter**. If we cannot reach these due to high volumes of work or other reasons, we will let you know.

Inappropriate or unreasonable behaviour

The Board seeks to ensure that its members and staff work in a respectful environment. If a stakeholder demonstrates inappropriate or unreasonable behaviour to a Board staff member, our staff have the right to:

- end the call
- not reply to an abusive email or letter
- refer the call or communication to a member of our Senior Management team for follow up. This may include reporting the matter to the Board, another person or entity if the circumstances warrant it.

If your conduct is considered to be inappropriate or unreasonable, you will be warned and given the opportunity to moderate your behaviour. Where these circumstances arise, we may take any or all of the following steps:

- we will ask you to modify your behaviour and explain why
- if the behaviour continues the member of staff will remove themselves from the situation.
- if the communication is by telephone/video call you will be informed the call will be terminated.
- if the communication is written we will advise you in writing that we will not respond to this communication
- the member of staff will inform a senior management team member, and the incident will be recorded.

Respond to our queries on time and provide us with accurate and relevant information when it is requested

We want to ensure that matters are dealt with as expeditiously and efficiently as possible. We may ask you questions or request more information to ensure what we understand is correct and current.

All requests for information will include a time frame for your response which we rely on you to comply with. If you know you are unable to meet the timeframe you may be able to negotiate a revised timeframe however some time frames are legislated and cannot be extended.

If you are authorising someone else to discuss your matters with the Board, please let us know this as we cannot provide any detail on your matters until this authorisation is recorded on our systems. Regardless of any such authorisation, please note that you are still responsible for ensuring the information given to us is accurate.

Meet your regulatory obligations if you are a property agent

We appreciate that property agents are busy. We aim to reduce the regulatory burden on the property agents industry by only contacting you if it is necessary.

Please meet your regulatory obligations by lodging applications and forms and paying any required fees on time.

Advise us of any change of contact details as soon as possible

We appreciate that some of our stakeholders may have a change of contact details whilst we are dealing with their matter. Please let us know of any updated contact details as soon as possible so we can continue to contact you about your matter.

If you are a property agent, it is imperative that you advise of any change to your contact details. We need your contact details to advise you of your licence renewal and to provide you with other important regulatory information.

It is a condition on your licence to advise the Board if you change your name, employer (business address) or other contact details, and a failure to advise may result in compliance or disciplinary action against you. For example, if you change your employer you are required to advise us of this change before you commence at your new employer otherwise you may be penalised.

Reach out

How to contact us

If you have questions or concerns about any of our commitments to you or what we ask of you, contact us at board@propertyagentsboard.com.au