



## PROPERTY AGENTS BOARD SERVICE CHARTER

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

The Property Agents Board's **Service Charter** explains what you can expect when you interact with us. It 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 adopted, and we aim to surpass them when we can. We have worked very hard to put processes in place so that every time you interact 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 engage with us is detailed in our **Expectations Statement**.

Our **Service Charter** has been characterised into different functions that we undertake to regulate the property agents industry in Tasmania and is explained in more detail below:

## Contacting us

The Board's offices are open from Monday to Friday 9:00am to 5:00pm and our telephone line is open from 9:00am to 4:00pm every day.

We maintain an informative and up to date website as your primary source of information to meet your enquiries.

When you contact us for information, we aim to:

- respond to your phone calls and emails within **3 business days**
- ensure that the right person responds to you in relation to each matter set out below and if they are not available give you a timeframe when they will respond
- give an explanation if we cannot respond or provide you with the information that you require if it is not on our website
- provide you with the contact details of the relevant entity to deal with your matter if we cannot assist you.

## Examination matters

When you apply for examination registration we will:

- acknowledge you examination registration and any other examination queries within **2 business days**
- confirm your examination time and venue within **3 business days** once payment is received
- provide you with your examination results within **10 business days** after you have attended your examination

## Continuing Professional Development matters

When you apply for your CPD to be approved:

- acknowledge your CPD queries within **3 business days**
- approve your CPD within **5 business days**

## Licence Application matters

When you apply for a licence, we will:

- review your application within **10 business days** and advise you if any additional information or payment is required to support your application
- assess your application once all correct supporting documentation and fees are received within **10 business days** and provide you with your licence and other relevant registration information
- advise you if your renewal application is complex or needs to be referred to the Board and give you a timeframe as to when this will occur
- if your application is refused, provide reasons which explain the decision that has been made and your appeal rights.

## Changes to your licence and requesting a copy of your licence

### Property Agent requesting change of employer details

If you request a change of details to your employer via the portal or other contact, we will:

- change the Board's Register within **3 business days** once we have received your request and confirmation from your new employer confirming your new employment details and formally confirm that this has been updated

If you advise us that you are no longer working in the property agents industry, we will:

- change the Board's Register within **3 business days** once we have received your request and removed your previous employer

### Property Agent requesting change of name or other contact details

If you request a change of name, we will:

- update your name change within **3 business days** once we have received the required certified documentation

### Board changing licence details (such as imposing a condition)

If the Board has determined that it is appropriate to impose a new condition on your licence it will:

- provide reasons which explain the decision that has been made and if required establish a plan for monitoring that condition.

### Requesting a copy of licence due to change of licence details

If you request a copy of your licence as you have changed your licence details, we will:

- provide you with a copy of your licence within **3 business days** after you make the request and pay the licence replacement fee.

## Renewal of licence

When you apply to renew your licence, we will:

- process your renewal payments and CPD requests made during renewals within **5 business days**
- advise you if your renewal application is complex or needs to be referred to the Board and give you a timeframe as to when this will occur
- if your application is refused, provide reasons which explain the decision that has been made and your appeal rights.

## Making a Complaint

### Making initial contact regarding a complaint:

When you wish to discuss a concern that you have experienced in dealing with the property agents industry we will:

- listen to your experience and recognise that this is important to you and assure you that your matter will be dealt with confidentially
- advise you of the complaints process if you wish to lodge a formal complaint, the possible outcomes and the expected timeframes before your complaint will be determined
- provide you with the contact details of the relevant entity to deal with your matter if we cannot assist you.

### Lodging a formal complaint:

When you lodge a formal complaint regarding a property agent we will:

- acknowledge your lodgement of complaint and advise if you are required to provide additional or different information to support your complaint within **5 business days**
- ask you to confirm the grounds of your complaint after the complaints officer has made an initial assessment of your complaint
- respond to any phone call or email that you have sent during the complaint process within **3 business days**
- provide you with updates as things progress, or changes in the process occurs
- provide reasons which explain the decision that has been made
- provide an explanation of options available to you upon communication of a decision on a complaint matter by the Board such as your appeal rights.

## Responding to a Complaint

When you have a formal complaint lodged against you, we will:

- advise you that a complaint has been received and accepted
- recognise that dealing with a complaint made against you is confronting
- when a formal response to the complaint is required from you, provide you with a timeframe to respond (usually **10 business days**) noting that extensions can be requested
- respond to any phone call or email that you have sent during the complaint process within **3 business days** and tell you what stage the process of the complaint is at
- provide you with updates as things progress or changes in the process occurs and when this matter will be considered by the Board
- provide reasons which explain the decision that has been made
- provide an explanation of options available to you upon communication of a decision on a complaint matter by the Board such as your appeal rights.

## Compliance Matters

### Advising the Board of a compliance matter:

When you notify the Board of a compliance matter (being a breach of the Act, Code of Conduct or the Regulations) we will:

- acknowledge your compliance notification within **3 business days**.

**NOTE:** You will not be provided with updates or advice of any action taken or outcome of the compliance matter reported.

### Responding to Compliance matters:

When you have been identified that you are the subject of an alleged compliance matter (being a breach of the Act, Code of Conduct or the Regulations) we will:

- advise you that a compliance matter against you has been received and if a formal response is required
- recognise that dealing with an alleged compliance breach against you is confronting and can impact you
- If you have been asked to formally respond, provide you with a timeframe to respond (usually **10 business days**) noting that extensions can be requested
- respond to any phone call or email that you have sent about your compliance matter within **3 business days**
- provide an update on the compliance matter concerning you as required
- advise you when matter will be considered by the Board
- provide reasons which explain the decision that has been made if further action against you is to be undertaken
- provide an explanation of options available to you such as your appeal rights.

## Raising a concern about a Property Agents Board Staff member

When you wish to raise a concern regarding your experience with a Board staff member we will:

- listen to your experiences and escalate the matter as required such as to senior staff or the Board.

In seeking a resolution of the concern that you have raised, we aim to:

- acknowledge your concern and respond to you within **5 business days**
- if your concern is more complex, advise you if the matter needs to be brought to the Board's attention
- provide information about how to raise your concern with other entities if other issues are identified and/or if we are unable to resolve your complaint or if you are dissatisfied with our response
- seek to resolve your concerns in a timely manner.

## Advising you if we cannot meet these standards

Please note that there may be occasions when we cannot meet these requirements due to high volumes of workload such as during licence renewals, however we will endeavour to advise you of any revised timeframes.

## 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](mailto:board@propertyagentsboard.com.au)