

The Property Misdescriptions Act 1991

The Property Misdescriptions Act is a major part of legislation affecting estate agency, which gives you added protection. The aim of the act is to ensure that everything said or written by an estate agent about a property is accurate, and not misleading.

The act is enforced by the Trading Standards Authority, and in Northern Ireland by the Department of Economic Development.

Horner Associates Limited fully supports the principles of this legislation and takes great care to produce accurate and realistic property details.

Money Laundering Regulations

Money Laundering is the way in which criminals conceal the origin and true ownership of the proceeds of their criminal activities so that it appears to come from a legitimate source. In order to combat this activity, all estate agents are now subject to Money Laundering Regulations and are required to obtain some additional personal details from customers who instruct us to sell a property on their behalf. Therefore, our staff need to carry out checks to verify the name and address details customers have provided; this may include the inspection of personal documents such as a passport, driving licence or a recent utility bill. We also need to collect customer's date of birth, country of residence and nationality.

Our Service Aims

We endeavour to make our sales details accurate and reliable but they should not be relied upon as statements or representations of fact and they do not constitute any part of an offer or contract. The seller does not make any representations or give any warranty in relation to the property and we have no authority to do so on behalf of the seller. Services, fittings and equipment referred to in the sales details have not been tested (unless otherwise stated) and no warranty can be given as to their condition.

The sales particulars of properties for sale contained within this website are believed to be accurate and are set out as a general outline only for guidance and do not constitute any part of an offer or contract. We strongly recommend that intending property buyers or tenants should not rely on them as statements of representations of fact but must verify for themselves or through your advisers by inspection or otherwise as to their accuracy. No person in Horner Associates Limited employment has the authority to make, or give any representations or warranty in respect of any property for sale or to let on this website. If there is any point of particular importance to you, we will be pleased to provide additional information or to make further enquiries.

All the information which we provide about the property is. If you are the seller, we'll explain our obligations to you under the law when preparing your property details, and ask you to approve and confirm the accuracy of those details, to ensure everything we say about your property is true. For this reason, we may not be able to include certain information unless you can back up the details with proof

(eg planning permission documents), the precise nature of the tenure and evidence of works of improvements or alterations. We also ask you to tell us about any changes which affect your property details, when they happen.

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Trading Statement

Horner Associates Limited's, Registered Office is Unit 8 Morston Office Park, Whaley Road, Barugh Green, Barnsley S75 1HQ

Best Interests

An estate agent's primary responsibility at all times is to act in the best interests of the seller, while being fair to all prospective buyers.

This means that if you ask us to sell your property for you, we work for you in return for a fee and look after your best interests. To successfully sell your property, we need to attract buyers by offering them a good service and a fair deal. We help potential buyers as much as we can, so our sellers get a result and everyone is satisfied.

Personal Interests

An estate agent must disclose any personal interest in selling or buying a property.

This rule protects both buyers and sellers, and ensures no underhand dealings can take place. Each Horner Associates Limited's employee is personally responsible for declaring, in writing, if they are related by family or business association to the buyer or seller of a property. That person must then have no further involvement in the property negotiations. We provide training to all our staff to remind them about their obligations.

Complaints

Our aim is to please - but we know that sometimes things go wrong. If you have a problem, we want to know. A member of staff will be happy to help either over the phone or at a branch. A copy of our complaints procedure is available on request. If you need further help, call us on 01126 285555.

Complaints we cannot settle may be referred to the Financial Ombudsman Service or the Ombudsman for Estate Agents depending on the nature of the complaint.