



## BEST PRACTICE ACCREDITATION MINIMUM STANDARDS OF PERFORMANCE

The agency

1. Has a written vision statement for the business
2. Has a monitored trading statement for each profit centre which details performance against budget for both the last reporting period and year to date.
3. Conducts regular customer service research and relationship marketing activities which demonstrate the agency's aim to
  - (a) Understand the needs and opinions of its clients and
  - (b) Consistently improve its level of service.
4. Conducts ongoing training which assists agency personnel to improve their level of performance based on identifying their individual strengths and weaknesses.
5. Has a written code of ethics which pledges that all agency personnel will abide by standards of professional conduct above the minimum required by legislation.
6. Has a written Service Guarantee.

- NOTES
- (i) Accreditation is provided as an exclusive optional service for Best Practice subscribers and as such the Licensee must maintain its subscription to Best Practice for the duration of the Licence term.
  - (ii) To be eligible for consideration for accreditation as a [www.bestpractice.com.au](http://www.bestpractice.com.au) real estate agency an audit certificate, completed by an authorised Best Practice consultant, must be provided.
  - (iii) Bestpractice.com.au Pty Ltd (ACN 097 592 875 ) retains the sole and exclusive rights to award, vary or cancel accreditation.
  - (iv) Accreditation is only available to Australian and New Zealand real estate agencies which derive the majority of their income from acting as agent in the sale, purchase, management or leasing of residential property.
  - (v) Accreditation will run for a term of twenty four months when a new audit certificate will be required.

**THESE NOTES FORM AN INTEGRAL PART OF THE MINIMUM STANDARDS OF PERFORMANCE**