



OUR CODE OF ETHICS

April 2017

PROFESSIONALISM

We are professional and:

- Will be available to take a call or will call back on every message.
- Will respond the same day, we have sincere interest in your contact.
- We are knowledgeable and well informed about our area, the market and all aspects of property sales and rentals.
- We are honest and transparent in all our dealings with buyers and sellers.
- We use the latest technology and we keep abreast in this field.
- Our valuations are fair and accurate. We never over-value just to get a mandate. We explain our valuations honestly and can always motivate how we achieved the value. Our valuations can be used for municipal objections.
- We consistently participate in ongoing education and keep up-to-date with changes in the economy, lending criteria, legislation and the industry.
- We are courteous, and use language carefully and correctly.
- We make an effort to always be well presented.
- We respect confidentiality and never sell personal details or make these available to third parties.

SERVICE GUARANTEE

We offer a service guarantee!

- We respond quickly and will give you timeous feedback.
- We are service driven and put you first.
- We work for the buyer and seller and understand we have a duty to both.
- We never over promise and under deliver.
- We are transparent in all our dealings and will always give full disclosure.
- As Vartrust agents, we collaborate and support one another to ensure the best service to you, our clients. We network together.
- We always work on a view by appointment basis, no security risk from show days.
- We pre-qualify our buyers and don't waste the buyer or the seller's time with unsuitable property matches.
- Our Trust accounts are audited and Trust monies are protected by the EAAB Fidelity Fund.

SUPPORT

- We have strong partnerships and can offer reliable recommendations for clearance certificates, renovations, new build, design, rezoning, arranging confidential finance, pre approvals to determine purchasing power.
- We look for solutions to client problems and will always try to find an outcome which works for all parties.
- If a mistake is made, we accept responsibility and don't shift blame. We are open when we have a problem and discuss it to find a solution. We are always willing to apologise and find a solution.
- We help each other to consistently incrementally improve and share our experiences, good and bad, so others may learn. We take time for each other and work as a team and an extended family.
- We subscribe to the EAAB code of conduct and all it embodies.