



Primary Authority Partnership

Warwickshire County Council Trading Standards & National Federation of Property Professionals & The Property Ombudsman

Primary Authority Advice

Advice requested:

When is it appropriate for an agent to use the term 'South Facing'?

Legislation considered:

Consumer Protection from Unfair Trading Regulations 2008 (as amended) ("CPRs")

Other Material considered:

National Trading Standards Guidance on Property Sales – Compliance with the Consumer Protection from Unfair Trading Regulations 2008 and the Business Protection from Misleading Marketing Regulations 2008 [September 2015] ("*NTS Guidance*")

Assured Advice Issued:

Often an agent may wish to describe a view or garden as south facing. The agent should only do this if they can show that the garden/view direction falls between a compass point between South South East (SSE) to South (S) or South (S) to South South West (SSW).

We would advise the agent to use a suitable compass for this purpose at the property and then double check this using the relevant Ordnance Survey Explorer Map.

Agents should avoid using phrases such as 'south facing property', as this description is not sufficient to indicate which part of the property is actually facing south.

Date Advice is Effective from:

26 05 2016

Reference and renewal:

The reference for this advice is: WTS/NFOPP/TPOS/14
This advice shall be reviewed in 12 months from the issue date.