

## **Primary Authority Partnership**

### **Warwickshire County Council Trading Standards**

Old Budbrooke Road, Warwick, CV35 7DP

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### **Propertymark**

Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

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### **The Property Ombudsman**

Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

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Primary Authority Advice Reference WTS/PM/TPO/14

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This Primary Authority Advice has been produced by Warwickshire County Council Trading Standards Service, in partnership with The Property Ombudsman and Propertymark, for use by member businesses as an aid to complying with the law. If you follow this advice correctly, your local Trading Standards Service should respect this and not ask you to comply with the law in a different way. If you are contacted by a local authority enforcement body, please inform them that you are a member of the scheme.

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#### **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 (issue date):** 26 05 2016

**Last Review Date:** 17 04 2020

**Next Review Date:** 16 04 2021

**Primary Authority:** Warwickshire County Council Trading Standards Service

**Co-ordinators:** The Property Ombudsman and Propertymark

**Supporting Regulator:** Not applicable

**For Publication on the Primary Authority Register:** Yes

**Geographic Applicability:** This advice applies throughout the United Kingdom.

**Scope:** This advice is applicable to all member businesses.

**How to obtain up to date copies of this advice:** Current copies of this advice may be obtained via the member organisations' websites:

[www.tpos.co.uk/members/assured-advice/assured-advice-information](http://www.tpos.co.uk/members/assured-advice/assured-advice-information)

and

[www.propertymark.co.uk/working-in-the-industry/primary-authority-advice/](http://www.propertymark.co.uk/working-in-the-industry/primary-authority-advice/).