



# Authority Update



19 March 2010

## CEO/Registrar

As the end of March is fast approaching, this is a last reminder to deemed licensees that we need to **receive** your licence renewal application by **31 March 2010**. As long as we receive your completed application by this date your licence will remain valid until a decision is made about your application.

Remember, licensing and licence renewal is the responsibility of each individual licensee.

If you did not receive a renewal pack please contact the Authority on 0800 for REAA (0800 367 7322) or 04 471 8930.

### Licensee Briefing Sessions

The licensee briefings are now in full swing and continue through to early May. These are receiving a good response so make sure you don't miss out. [Click here](#) to check the remaining briefing locations, dates and times and to register.

### Prescribed Qualifications

On 1 July 2010 three new prescribed qualifications come into effect, ending the transition period that has been in place since 17 November 2009. These prescribed qualifications (set out in regulation 12 of the Real Estate Agents (Licensing) Regulations 2009) are:

- National Certificate in Real Estate (Salesperson) Level 4.
- National Certificate in Real Estate (Branch Manager) Level 5, version 3 or later.
- National Diploma in Real Estate (Agent) Level 5.

If you are currently studying for a real estate qualification it is important that you check with your course provider to see if the introduction of the new prescribed qualifications affects you.

If you have a qualification that you believe makes you eligible to obtain an agent, branch manager or salesperson licence, and you wish to apply for that class of licence, please call the Authority. If the Authority receives your licence application before 1 July 2010, the prescribed qualifications set out in regulation 11 of the Real Estate Agents (Licensing) Regulations 2009 will apply - not the new prescribed qualifications.

## Plastic Licences

From 1 April 2010 individual licensees have the option of obtaining a wallet sized plastic evidence of licence at no extra cost. This includes a photograph of the licensee, similar to a drivers licence, and is being provided based on feedback requesting a more durable and convenient licence.

While the plastic licence is optional, the Authority encourages you to get one. There are a number of advantages in having a wallet sized plastic licence:

- It is small and convenient meaning that you can keep it with you at all times.
- It is easy to produce on request.
- It is durable.
- It contains your photo and is a good form of identification to show your clients and members of the public.

If your renewal application is approved, you will be sent a letter that confirms this along with information on how to obtain your new plastic licence.

Remember that our [website](#) is also a good source of information.

Janet Mazenier  
Chief Executive/Registrar

# Professional Conduct and Client Care Rules

It is important that all licensees understand the Professional Conduct and Client Care Rules and their scope and objectives.

The scope and objectives of these rules are:

- These practice rules setting out a code of professional conduct and client care have been prepared by the Real Estate Agents Authority. They constitute the Professional Conduct and Client Care Rules required by section 14 of the Real Estate Agents Act 2008.
- These practice rules set out the standard of conduct and client care that agents, branch managers or salespersons (collectively referred to as licensees) are required to meet when carrying out real estate agency work and dealing with clients.
- These practice rules are not an exhaustive statement of the conduct expected of licensees. They set minimum standards that licensees must observe and are a reference point for discipline. A charge of misconduct or unsatisfactory conduct may be brought and dealt with despite the charge not being based on a breach of any specific rule.
- These practice rules must be read in conjunction with the Act and regulations, and do not repeat duties and obligations that are included in the Act or regulations.

A different section of these rules will be highlighted in each Newsletter - starting with rule 8. You can download a copy of these rules from the Authority's [website](#).

### Rule 8: Awareness of duties and obligations on agents to create awareness of Act, regulations and rules:

- 8.1      An agent who is operating as a business must display these rules prominently in the public area of each office or branch, and provide access to it on every website maintained by the agent for the purpose of the business.

- 8.2 A licensee must make these rules available to any person on request.
- 8.3 An agent who is operating as a business must ensure that licensees engaged or employed by the agent are familiar with the Act and other legislation relevant to real estate agency work, associated regulations, and any rules made by the Authority, including these rules.
- 8.4 An agent who is operating as a business must ensure that licensees engaged or employed by the agent are aware of and have the opportunity to undertake any continuing education required by the Authority.

## FAQ's



## Diary Dates

The following are the industry's most frequently asked questions. These and other frequently asked questions are available on the Authority's [website](#).

### Q - How can I check that the Authority has received my renewal application?

You can check the [Public Register](#). If the current state of your licence is "active pending renewal" then we have received your renewal application. Please note that it may take at least five working days from the time we receive your renewal application to update the Public Register.

When your renewal application is approved the current state on the Public Register will change to "active" and the expiry date will be updated to 31 March 2011.

You can also check to see if your cheque has been presented or your credit card payment processed.

### Q - When will I be notified of the outcome of my renewal application?

Please allow us 4-6 weeks to process your application. We will notify you of the outcome as soon as we can.

The approval letters will be sent out in batches. The first batch will be posted on Monday 22 March and people will begin to receive them from 24 March onwards.

### Q - What happens if a licence is not renewed?

If a licence is not renewed before its expiry date each year, it will expire. The expiry date is shown on the evidence of licence that the Registrar issues to a licensee when a licence is granted. For people who were deemed to be licensed under the new Act on 17 November 2009, the expiry date of their licence will be 31 March 2010.

### March - May 2010:

The licensee briefings continue throughout March, April and May. To register go to [www.reaa.govt.nz](http://www.reaa.govt.nz).

### 31 March 2010:

Your completed license renewal application must be received by us before 31 March 2010.

### 1 April 2010:

Individual licensees have the option of obtaining a wallet sized plastic evidence of licence.

### 1 June 2010:

Three new prescribed qualifications come into effect, ending the transition period that has been in place since 17 November 2009.

If a licence expires and the person wishes to continue working as an agent, branch manager or salesperson, they will have to apply for a new licence and meet the criteria in the 2008 Act.

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**Q - Can companies get a plastic licence?**

No they can't. Companies will continue to receive a paper evidence of licence certificate.

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**Q - How much does the plastic licence cost?**

There is no charge for the plastic licence.

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**Q - If I do not get a plastic licence what do I use as my evidence of licence?**

If you choose not to get a plastic evidence of licence, your letter of approval is your evidence of licence.

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**Q - I was granted a licence by the Authority after 17 November 2009 - will I get a plastic licence?**

Licensees who applied to the Authority and were granted a licence after 17 November 2009 will also have the option of being issued with a plastic licence. You will receive a letter in April 2010 explaining how to obtain your plastic licence.

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visit: [reaa.govt.nz](http://reaa.govt.nz)

