



FIRST HOME BUYER CHEAT SHEET

What the agent can and can't do

The real estate agents' Code of Conduct on one page, with the rule numbers so you can check them yourself.

First, know who the agent works for: the seller.

The listing agent is engaged and paid by the seller, and must act in the seller's best interests (r 6.1, 9.1). To the agent you are a "customer", not a client (r 4.1). They can't look after you on price or terms. The rules below are the ones that still protect you.

✓ The agent MUST

Duties owed to you as a buyer

Deal with you fairly and in good faith. r 6.2

Tell you about any defects they know of in the property. r 10.7

Warn you if the property is likely to have hidden problems (for example, a leaky-building era home) so you can get expert advice. "Buyer beware" is not an excuse. r 10.7(b)

Recommend you get legal advice before you sign the agreement. r 9.7(a)

Give you a reasonable chance to get that advice before you sign. r 9.7(c)

Make sure you know you may also need technical advice, such as a building report. r 9.7(b)

Pass every written offer to the seller. r 10.10

Give you a copy of these rules if you ask. r 8.2

✗ The agent CAN'T

Things that break the rules

Mislead you, give you false information, or hold back information you should get by law or in fairness. r 6.4

Mislead you about the price the seller is expecting. r 9.4

Advertise a price that doesn't match the seller's agreed price expectations. r 10.4

Put you under undue or unfair pressure. r 9.2

Ask you to sign an agreement with key details left out. r 9.9

Take advantage of you when it's clear you don't understand the documents. r 9.8

Keep acting for a seller who tells them to hide a defect. r 10.8

Share the seller's confidential information with you unless the seller consents in writing. r 9.16, 9.17

If something's wrong

Ask the agency for its written complaints process. It must tell you about it before you sign anything (r 12.1, 12.2).

You can go straight to the Real Estate Authority. You don't have to use the agency's process first (r 12.3).

REA: 0800 367 732 · [rea.govt.nz](https://www.rea.govt.nz)

Before you sign anything, send it to us.

The agent has to recommend legal advice before you sign (r 9.7). We check the agreement, title and LIM first.

Want wide protection? Our due diligence wording (not for auctions)

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