

APPENDIX 1

(Referred to in paragraphs 6 and 74)

The first questionnaire

Confidential

S 2/4/2

1. Are you in regular business as an estate agent or auctioneer?
2. If you are not in regular business as an estate agent or auctioneer, do you occasionally provide the services of an estate agent; that is to say, do you ever introduce or bring together prospective sellers and buyers (or landlords and tenants) of unfurnished dwellings, or arrange terms for sales or lettings between them, or undertake any of these things?

3. Are you, or if in regular business, is any principal, director or manager thereof, a member of any of the following:

(1) Royal Institution of Chartered Surveyors		(6) Valuers Institution	
(2) Chartered Auctioneers' & Estate Agents' Institute		(7) National Association of Estate Agents	
(3) Incorporated Society of Auctioneers & Landed Property Agents		(8) Faculty of Architects & Surveyors	
(4) Incorporated Association of Architects & Surveyors		(9) Chartered Land Agents' Society	
(5) Rating & Valuation Association		(10) Institution of Business Agents	

4. Do you, or if in regular business, does any principal, director or manager thereof, belong to any local association of estate agents? If so which?

5. (a) Do you normally charge for these services:
 - (i) in accordance with the scales authorised by the Royal Institution of Chartered Surveyors, the Chartered Land Agents' Society, the Chartered Auctioneers' and Estate Agents' Institute and the Incorporated Society of Auctioneers and Landed Property Agents?
 - (ii) in accordance with scales commonly adopted locally?
If so, please identify them.
- (b) If you do not charge according to (a)(i) or (ii) above, what is your normal basis of charge?
- (c) If you normally charge in accordance with (a)(i) or (ii), or (b) above, do you in any of the following cases depart from the scales:

- (i) disposal/acquisition of new dwellings?
- (ii) re-lettings to sitting tenants?
- (iii) work for regular clients?
- (iv) repetitive work?
- (v) hardship?
- (vi) other circumstances

6. (a) Approximately how many transactions in respect of the services defined in paragraphs 5 & 6 of the Reference by the Board of Trade did you, or your business, complete in each of the accounting years shown? (If it is not possible to give the information for each year, please give it for as many as possible.)	<i>Accounting year ended in</i> 1964 1965 1966	<i>No.</i>
(b) Approximately how many of these transactions were charged for other than in accordance with the scales to which you normally adhere?	1964 1965 1966	
7. In approximately how many cases (or, if more convenient, in what approximate proportion of cases) having accepted instructions or sub-instructions, did you receive no fee because you were not instrumental in effecting a sale or letting in each of the accounting years shown? (If it is not possible to give the information for each year, please give it for as many as possible.)	<i>Accounting year ended in</i> 1964 1965 1966	<i>No. (or Pro-portion)</i>

Usual Signature

Name in block letters.....

Name of Firm (*if any*)

Address

Date

APPENDIX 2

(Referred to in paragraph 9)

The second questionnaire

Confidential

FORM EA/1
CODE NO.
page 1

Financial information relative to Estate Agents' services in connection with the acquisition and disposal of unfurnished dwellings in England and Wales

1. Full business name
2. Name of person to whom any correspondence should be addressed
.....
3. Address to which form is applicable.....
.....
.....
4. Date of formation of business
5. If the business is a partnership, the date and nature of the most recent major change, if any
.....
.....
6. This form and the accompanying form EA/2 are intended for use *either* by a business with one office *or* by one office of a business having two or more offices.
7. The information should relate to your financial year which ended within the period of 12 months to the 5th April 1966.
8. 'Reference' business is defined as the services provided by persons acting as Estate Agents in connection with the acquisition and disposal of UNFURNISHED dwellings. These services include the acquisition or disposal of a freehold or leasehold interest or any other estate or interest (whether a subsisting interest or an interest to be created by the disposal) but do not include the acquisition or disposal of a dwelling in conjunction with the acquisition or disposal of farm land or commercial or industrial premises.
9. On this form and the accompanying form EA/2, the income arising from 'reference' business has been described as 'commissions'. This term covers all types of 'reference' business income however determined.

Information about expenses in the financial year ended

SECTION A: Apportionment of expenses charged in financial Accounts enclosed with this form

You are requested to complete the table below having regard to the comments in the following notes. The comments are for your guidance. With regard to apportionments of expenses, if you consider that some alternative bases are more appropriate please use them and state in a covering letter the bases used.

Notes:

1. For most estate agents 'reference' business comprises only a part of total business and it is therefore necessary to distinguish as accurately as possible between those expenses which relate (a) to 'reference' business and (b) to other business.

2. An estate agent's expenses consist of those which can be regarded as being specific to one activity (e.g. reference business) or group of activities, and those which are general to the business as a whole. If it is your normal practice to apportion expenses to types of business please use those apportionments in completing the table below. If it is not your normal practice to apportion expenses, it is suggested that the apportionment of 'general' expenses should be made on the basis of the total income analysis, details of which are to be given on page 4 of this form.

3. You are requested to show the details of 'specific' remuneration of employees in Section B opposite.

4. 'Specific' advertising would consist of such costs as advertising properties in newspapers and magazines. It should be noted that as sales of farm and commercial properties, and of land and furniture are outside the reference, the expenses relating thereto should be shown under 'other business'. If it is not possible to analyse specific advertising, it is suggested that such costs should be apportioned on a commissions value basis, the commissions being those received in respect of sales of all properties (dwellings, commercial and agricultural) and land. 'General' advertising would consist of such costs as advertising in directories and handbooks.

5. It is suggested that 'specific' postage, printing and stationery should be apportioned on a commissions value basis, the commissions being those received in respect of sales of all properties (dwelling, commercial and agricultural) and land.

6. **MOTOR VEHICLE EXPENSES AND DEPRECIATION** You are requested to supply details of the 'specific' expenses in Sections B and C opposite.

7. Space has been provided in the table for you to enter particulars of any expenses which you think are of sufficient importance to be shown separately.

8. **RENT** In the absence of a rent charge in the Accounts due to the premises being owned, please enter as a separate item in the appropriate column the gross rateable value of the property. If you regard gross rateable value, or the rent charged, as understating the economic rent, please give your reasons in a covering letter and say what you consider the economic rent to be.

	A	B	C	D
	Specific to Reference Business	Specific to Other Business	General to all Business	Total
	£	£	£	£
Remuneration of Employees (excluding directors)*				
Advertising				
Postage, Printing and Stationery...				
Motor Vehicle Expenses and Depreciation				
Other Costs				
General to all business				
Transfers from column C			Transfer to columns A and B (see Note 2 above)	
Totals (to be transferred to Page 4)				

* Including NHI payments and contributions to pension funds.

SECTION B: Yearly remuneration (including commission, if any) of employees whose duties are confined to one section of the business

Note: The total of the remuneration listed here should equal the aggregate of the 'specific' figures for 'Remuneration of Employees' shown opposite. Partners whose remuneration consisted solely of a salary should be treated as employees.

Position held (e.g. negotiating clerk)	Yearly charge in Accounts*	Duties (e.g. negotiating sales)	Specific Motor Vehicle Expenses and Depreciation
	£		£

* Including NHI payments and contributions to pension funds.

SECTION C: Information about the proprietor, partners or directors of the business

Please give below in respect of yourself (if the sole proprietor) or partners or directors, estimates of the average number of hours worked a week and the time devoted to 'reference' business. If any proprietor's, partners' or directors' remuneration is charged in the Accounts which you enclose with this form, please complete the relevant column below. If your firm has more than one office the information given below should relate to the office to which this form is applicable.

Please ascribe a reference letter to each of the partners (or directors) of the firm (or company) during the period covered by the Accounts.

Reference Letter	Estimated hours a week		Remuneration charged in Accounts*	Specific Motor Vehicle Expenses and Depreciation
	Total	Reference		
A			£	£
B				
C				
D				
E				
F				

* Including NHI payments and contributions to pension funds.

Summary of income, expenses and profit

Year ended.....

	Reference Business	Other Business	Total
Total Income	£	£	£
'Reference' commissions (as on Form EA/2)		£	
Other Estate Agency commissions (e.g. from disposal of commercial properties) ...	£		
Property management, surveying fees and valuation fees	£		
Other income	£		
Total			
<i>Deduct Total Expenditure</i> (as on page 2) ...			
<i>Surplus of Total Income over Total Expenditure</i> (see Note)			

Note: In the case of businesses with only one office, the figure shown here should be capable of being readily reconciled with the figure of profit shown in the Accounts enclosed with this form. If the two profits' figures cannot be readily reconciled please provide a reconciliation below.

Information in connection with the commissions obtained from

Year ended

Note : The information to be given on this form relates only to 'reference' and Wales of services in connection with the

Section A: Re Disposal of Freehold and Leasehold Unfurnished Dwellings

Categories of agency and property sale value	Number of Disposals	Commissions £
At standard rates*		
£2,000 or less		
£2,001-£3,000		
£3,001-£5,000		
£5,001-£7,000		
£7,001-£10,000		
Above £10,000		
At local rates†		
£2,000 or less		
£2,001-£3,000		
£3,001-£5,000		
£5,001-£7,000		
£7,001-£10,000		
Above £10,000		
At other rates‡		
£2,000 or less		
£2,001-£3,000		
£3,001-£5,000		
£5,001-£7,000		
£7,001-£10,000		
Above £10,000		
TOTAL		

* 'Standard rates' means commissions calculated in accordance with the scales authorised by the Royal Institution of Chartered Surveyors, the Chartered Land Agents' Society, the Chartered Auctioneers' and Estate Agents' Institute and the Incorporated Society of Auctioneers and Landed Property Agents.

† 'Local rates' means commissions calculated in accordance with scales commonly adopted locally.

‡ If applicable, please give below brief details of the bases upon which your commissions were determined (e.g. a flat rate regardless of the value of the property, a percentage of the standard rates).

The Monopolies Commission, in analysing the replies to Section A, will take account of the answers given to Question 7 of form S 2/4/2 (concerning the number of cases in which no payment was received).

the acquisition and disposal of unfurnished dwellings

commissions which are defined as the income arising from the supply in England acquisition and disposal of unfurnished dwellings.

Section B: Re Letting of Freehold and Leasehold Unfurnished Dwellings

Section C: Re Commissions arising from the acquisition or disposal of unfurnished dwellings other than those accounted for in Sections A and B

Commissions	£.....
Approximate number of properties concerned

Details	Amount
	£

Summary of 'Reference' Commissions

	£
Section A	
Section B	
Section C	
Total (to be transferred to page 4 of Form EA/1)	

Section D: Please answer the questions below

- (i) To what extent do you co-operate with other estate agents in your locality?
- (ii) Do you specialise in the disposal of any particular type(s) of unfurnished dwellings? If so please describe briefly the nature of the specialisation.

Form for use by a firm or company having two or more offices

1. You are requested to summarise below the figures of ' Surplus of Total Income over Total Expenditure ' shown for each of your offices on page 4 of form EA/1.

Town in which office is situated	Surplus
	£
Total	

Note:

The figure of total surplus shown here should be capable of being reconciled with the figure of profits shown in the Accounts enclosed with this form.

If the two profits cannot be readily reconciled please provide a reconciliation.

2. Please give below for each partner whose remuneration etc. has not been accounted for on page 3 of form EA/1 the information asked for.

Reference Letter	Estimated hours a week		Remuneration charged in Accounts*
	<i>Total</i>	<i>Reference</i>	£

* Including NHI payments and contributions to pension funds.

APPENDIX 3

(Referred to in paragraph 9)

The sample

1. From information obtained before sending out the first questionnaire (appendix 1) it seemed probable that there were about 10,000 separate offices of estate agents in England and Wales. On the basis of this estimate it was considered that the second questionnaire (appendix 2) should cover about 1,000 firms i.e., 10 per cent of all estate agents in England and Wales. This part of the sample we refer to as the general sample.

2. Visits were made to 12 of the largest (in terms of yearly sales negotiated) firms of estate agents in England and Wales, and 12 firms whose methods of charging were not in accordance with national or local scales. From these 24 agents we obtained information which was generally in line with that submitted in response to the second questionnaire.

3. The second questionnaire was sent to 984 offices. As a first step in choosing the general sample, we decided that it was necessary to obtain full coverage in a number of towns rather than proceed for instance by random selection (and having regard to the way in which this inquiry proceeded we are satisfied that our basis was the most appropriate in the circumstances). The next step was to pick a number of towns the offices in which would number approximately 1,000. This selection was made having regard both to geographical location and to size of town (measured by population statistics).

4. A list of the selected towns, 55 in number, is given in appendix 4, where we also show the five regions into which England and Wales were divided for the purpose of examining regional trading experience. The numbers of selected towns and offices in the five regions to which copies of the second questionnaire were sent were as follows:

Region				Number of towns	Number of offices
North	15	175
Midlands	12	219
Wales and West	10	189
South	14	255
London	4	146
				<hr/>	<hr/>
				55	984
				<hr/>	<hr/>

The 51 towns in the regions other than London can be analysed by reference to population statistics as follows:

- (i) 20 towns with populations of 100,000 and above,
- (ii) nine towns with populations of 50,000 to 99,999,
- (iii) 22 towns with populations of 10,000 to 49,999.

5. After the replies to the questionnaire had been analysed and statistics prepared the estate agents' committee criticised the sample on the ground that it did not include any of the 14 towns outside London with populations of 250,000 or more, and that this made regional comparisons misleading.

Appendix 4 shows that the selected town with the largest population was Plymouth; the number of agents in Plymouth to whom we sent the second questionnaire was 48, equivalent to one-quarter of the total of agents in the Wales and West region who received the second questionnaire. In the North the largest town was Preston (population approximately 113,000 in 1965); we sent 28 second questionnaires to agents in Preston and these formed one-sixth of the North sample of 175. These statistics illustrate our difficulty with regard to the very large towns such as Bristol, Manchester and Birmingham. If we had selected a very large town and covered it completely, this would probably have involved more than 100 offices. The inclusion of a town with more than 100 offices would have caused an imbalance in the regional sample. Alternatively we could have taken a proportion of a very large town in order to represent it properly in the regional sample, but that would have introduced difficulties of the kind which we met in the London sample (see next paragraph). We therefore decided not to include very large towns in our sample. Despite the criticism made by the estate agents' committee on this ground, we are satisfied that, for the purpose of such conclusions as we have drawn from the statistics, the method of sampling was appropriate and free from bias.

6. For London, we selected four areas, namely, East Ham, Enfield, Kensington and Streatham. About half of the 146 offices in the London region were situated in Kensington. It is the inclusion of the Kensington-based offices which causes the estimated average price of houses sold in the London region at £10,001 or more to be much higher than the average for houses in this price category in other regions, and it is doubtful whether this provides a representative view of London as a whole.

7. The boundaries of our five regions were based on the 'new standard regions' as shown in appendix 1 of the Annual Abstract of Statistics, No. 104, 1967. In the Midlands, and Wales and West regions some agents use national scales and some use local scales; the extent of multiple agency also appears to vary widely between towns in these two regions. While therefore we think that the offices in these two regions provide a satisfactory sample for profit measurement and certain other purposes, they are less useful for making inter-regional comparisons of costs and income per sale negotiated. With regard to the London region we think that the effect of the Kensington data may have induced some imbalance in the regional data in relation to costs and income per sale. In the North and South regions however the differences between trade practices are more clear-cut. We found that in the South the national scale was invariably used for second-hand houses; in the North local scales were the general rule although some offices in some towns applied the national scale occasionally. Generally in the North a system of sole agency prevailed whereas in the South multiple agency was the rule. There was therefore a clear distinction between the methods of operating in the North and South and we therefore concentrated on these two regions in inter-regional comparisons.

8. Of the 984 second questionnaires sent out 339 were abandoned. In the table below we give details of the numbers of offices to which the second questionnaire was sent, the abandoned and live cases, the respondent offices, and the presumed number of 'reference' offices in April 1968.

Region	Number of offices to which second questionnaire was sent	Abandoned cases							Total	Live offices (see note 2)	Respondent offices (see note 3)	Respondent offices as percentage of live offices Per cent	Presumed number of 'reference' offices April 1968 (see note 4)
		Not an estate agent	Small businesses	New businesses	Ceased businesses	Unusable questionnaires	Excused	Gone away (see note 1)					
North ...	175	14	7	6	20	1	6	10	64	111	78	70	131
Midlands ...	219	16	15	21	9	1	—	9	71	148	103	70	185
Wales and West ...	189	17	11	3	13	2	4	16	66	123	82	67	143
South ...	255	19	18	15	17	2	3	9	83	172	135	78	210
London ...	146	22	11	8	8	—	1	5	55	91	56	62	111
	984	88	62	53	67	6	14	49	339	645	454	70	780

Notes:

1. Envelopes containing questionnaires returned by Post Office and marked 'gone away'.
2. Offices which should have completed the second questionnaire.
3. Offices submitting the second questionnaire which have been agreed by us.
4. Aggregate of live cases and (from the 'abandoned' section) small businesses, new businesses, firms submitting unusable questionnaires and offices which were excused from completing the second questionnaire.

APPENDIX 4

(Referred to in paragraph 10)

Regions used in analysis of data

Region	Town	Approximate population of town (1965)
NORTH		
Cheshire, Cumberland, Durham, Lancashire, Northumberland, Westmorland, Yorkshire.	Barnsley	75,000
	Blackburn	100,000
	Dalton-in-Furness... ..	10,000
	Gateshead	100,000
	Halifax	100,000
	Hexham	10,000
	Knaresborough	10,000
	Knutsford	10,000
	Penrith	10,000
	Preston	100,000
	Ripon	10,000
	St. Helens	100,000
	Selby	10,000
	Wallasey	100,000
York	100,000	
MIDLANDS		
Cambridgeshire, Derbyshire, Herefordshire, Huntingdonshire, Leicestershire, Lincolnshire, Norfolk, Northamptonshire, Nottinghamshire, Rutland, Shropshire, Staffordshire, Suffolk, Warwickshire, Worcestershire.	Cambridge	100,000
	Dawley	10,000
	Derby	125,000
	Dudley	50,000
	Ely	10,000
	Ipswich	125,000
	Lincoln	75,000
	Newmarket	10,000
	Northampton	125,000
	Norwich	125,000
	Peterborough	75,000
Soihull	100,000	
WALES AND WEST		
Wales and Monmouthshire, Cornwall, Devonshire, Dorset, Gloucestershire, Somerset, Wiltshire.	Bargoed	10,000
	Bath	75,000
	Bideford	10,000
	Burnham-on-Sea	10,000
	Newquay (Cornwall)	10,000
	Newport (Mon.)	100,000
	Plymouth	225,000
	Sidmouth	10,000
	Swansea	175,000
	Swindon	100,000
SOUTH		
Bedfordshire, Essex, Berkshire, Buckinghamshire, Hampshire, Hertfordshire, Kent, Oxfordshire, Surrey, Sussex.	Alton	10,000
	Basildon	100,000
	Beaconsfield	10,000
	Biggleswade	10,000
	Chelmsford	50,000
	Dovercourt... ..	10,000
	Eastbourne	75,000
	Hythe	10,000
	Newbury	25,000
	Oxford	100,000
	Reading	100,000
	Watford	75,000
Witham	10,000	
Worthing	75,000	
LONDON		
East Ham	100,000	
Enfield	100,000	
Kensington... ..	175,000	
Streatham	50,000	

(Referred to in paragraph 13)

Questionnaire to local associations

You are no doubt aware that the Monopolies Commission are investigating the supply of certain services by estate agents, with particular reference to the scales of charges used. I enclose a copy of the reference from the Board of Trade for your information. We have already received factual information and views from a very large number of individual estate agents, but we believe it is important for us to know of the part played by local associations of estate agents and of their functions and objectives.

I should be grateful therefore if you would let me have a copy of the constitution, rules, code of conduct, scales of fees for the sale or letting of unfurnished domestic property, etc. of your association. In addition would you please let me have the following information about your association, in so far as it does not appear in the constitution, rules or code of conduct.

1. When was the association founded?
2. What is the geographical area covered by the association?
3. How many members are there?
4. Approximately what percentage of the estate agents actually operating in the area are members?
5. What conditions must be satisfied for estate agents to be eligible for membership?
6. Are any categories of estate agent specifically excluded from membership?
7. Are members prohibited from co-operating with any categories of estate agents?
8. Does the association publish, impose, recommend, sponsor, or in any way suggest any scales of fees for use by its members? If so, what? e.g. the scales issued by the RICS and other national bodies, or local customary scales (please give details of any such local scales)?
9. Does the association concern itself in any way with the professional standards, conduct or ethics of its members? If so, in what ways?

I should be glad to have the above information as soon as possible, preferably within the next ten days. If, in addition, your association wishes to draw the Commission's attention to any other matters or to express any views which might be relevant to the inquiry it is, of course, welcome to do so, if necessary in a separate or subsequent communication.

APPENDIX 6

(Referred to in paragraphs 13 and 32)

List of local associations

Ashford and District Auctioneers' and Estate Agents' Association.

Banbury and District Estate Agents' Association.

The London Borough of Barnet Association of Auctioneers, Surveyors, Valuers and Estate Agents.

Barnstaple Auctioneers' Association.

The Bath Auctioneers' and Estate Agents' Society.

Bognor Regis and District Estate Agents' Association.

The Bournemouth and District Association of Auctioneers and Estate Agents.

Bradford and District Auctioneers' and Estate Agents' Association.*

The Bridlington, Driffield and District Association of Auctioneers, Estate Agents and Valuers.

Brighton, Hove and District Auctioneers and Estate Agents Association.

Bristol Auctioneers' and Estate Agents' Association.

Bromley and District Auctioneers' and Estate Agents' Association.

Canterbury and District Surveyors', Auctioneers' and Estate Agents' Association.*

Central and West Cornwall Estate Agents' Association.

The Cheltenham Auctioneers', Surveyors' and Estate Agents' Association.

Chester Association of Auctioneers, Estate Agents, Valuers and Surveyors.

Chingford and Walthamstow District Association of Auctioneers, Surveyors and Estate Agents.*

Clacton-on-Sea and District Auctioneers and Estate Agents Association.

The Local Auctioneers' Association, Colchester.

Croydon and District Auctioneers' and Surveyors' Association.

Doncaster and District Auctioneers, Valuers and Estate Agents Association.

Dorking and District Association of Surveyors, Auctioneers and Estate Agents.

Eastbourne and District Auctioneers' and Estate Agents' Association.

Esher District Surveyors' and Estate Agents' Association.

Exeter Auctioneers' and Estate Agents' Association.

Exmouth and District Estate Agents' Association.*

The Folkestone, Hythe and District Association of Surveyors, Valuers, Auctioneers and Estate Agents.

The Gravesend Auctioneers and Estate Agents Association.

The Halifax and District Auctioneers' and Estate Agents' Association.

The Hammersmith and Fulham Estate Agents' Association.

The Harrogate and District Auctioneers, Estate Agents and Valuers Association.

Harrow Auctioneers' and Estate Agents' Association.

The Hastings and District Auctioneers' and Estate Agents' Association.

City of Hereford Auctioneers and Estate Agents Association.

High Wycombe, Beaconsfield, Amersham, Chesham and District Estate Agents and Auctioneers Association.

London Borough of Hillingdon Association of Auctioneers, Surveyors, Valuers and Estate Agents.

The Hinckley Auctioneers' and Estate Agents' Association.

The Horsham Association of Surveyors, Auctioneers and Estate Agents. †

The Huddersfield Auctioneers' and Estate Agents' Association.

The Hull Institute of Estate Agents and Auctioneers.

The Ilford and District Association of Auctioneers, Surveyors and Estate Agents.

Isle of Wight Auctioneers, Estate Agents, Valuers and Surveyors Association.

Kingston and Surbiton Auctioneers' and Estate Agents' Association.

Leeds Estate Agents' and Auctioneers' Association.

Leyton to Loughton Association of Auctioneers and Estate Agents.*

The Luton, Dunstable and District Association of Estate Agents.

The Macclesfield Auctioneers, Estate Agents and Valuers Association.

Medway Estate Agents' Association.

The Mid-North Surrey Association of Auctioneers and Estate Agents.*

The Mid-Sussex Auctioneers and Estate Agents Association.

The Northamptonshire Auctioneers' and Estate Agents' Association.

North Devon Auctioneers Association.

North London Estate Agents Association.

North Wales Coast Association of Auctioneers and Estate Agents.*

North-West Kent Auctioneers and Estate Agents Association.

Nottingham and District Estate Agents' Association. †

Oxford and District Association of Auctioneers, Estate Agents and Surveyors.*

The Plymouth and District Surveyors', Auctioneers' and Estate Agents' Association.

The Portsmouth, Gosport and District Auctioneers', Estate Agents' and Valuers' Association.

The Reading Estate Agents' Association.

Romford, Hornchurch and District Association of Auctioneers, Surveyors and Estate Agents.*

Scarborough and District Association of Auctioneers, Valuers and Estate Agents.

Sittingbourne, Sheppey and Faversham Estate Agents' Association.

Slough and District Estate Agents and Auctioneers Association.

Southampton and District Surveyors', Auctioneers', Valuers' and Estate Agents' Association.

Surrey and Hants Borders Estate Agents' Association. †

Thanet Estate Agents Association.

The Torbay and District Estate Agents' Association.

Tunbridge Wells, Tonbridge and District Auctioneers' Association.

Upminster and District Estate Agents' Association.*

Walton, Weybridge, Chertsey and Addlestone Estate Agents Association.

Watford and South-West Herts Association of Estate Agents.*

Wembley Association of Auctioneers and Estate Agents.*

Weston-super-Mare Auctioneers' and Estate Agents' Society.

West Surrey Association of Surveyors, Auctioneers and Estate Agents.

West Wales Auctioneers' and Estate Agents' Association.*

The Willesden and District Association of Auctioneers, Surveyors and Estate Agents.

Worthing and District Auctioneers and Estate Agents Association.

York and District Association of Auctioneers, Valuers and Estate Agents.

* These associations did not reply to our questionnaire.

† We did not send our questionnaire to these associations.

APPENDIX 7

(Referred to in paragraphs 21-22 and 190)

Changes in the numbers of firms advertising

	1951		1957		1965	
	Number of firms	Number of firms per 10,000 non-local authority dwellings	Number of firms	Number of firms	Number of firms	Number of firms per 10,000 non-local authority dwellings
North						
Barnsley	7	4.6	16	12	8.8	
Blackburn	14	4.1	9	12	4.0	
Halifax	5	1.7	16	9	3.4	
Penrith	2	8.6	3	2	7.2	
Preston	24	7.7	24	17	6.5	
St. Helens	6	2.7	8	8	3.7	
Wallasey	17	6.6	10	15	5.9	
York	16	6.9	15	18	7.7	
<i>Together</i>	91 (=100)	5.0 (=100)	101 (111)	(102)	5.5 (110)	
Midlands						
Cambridge	14	7.0	16	21	10.0	
Derby	20	5.2	20	20	8.3	
Dudley	5	4.8	4	5	6.0	
Ipswich	23	9.5	25	33	12.3	
Lincoln	8	5.0	10	13	7.7	
Northampton	15	6.1	18	16	5.0	
Norwich	18	7.2	20	18	7.3	
Peterborough	6	4.4	7	10	7.1	
<i>Together</i>	109 (=100)	6.3 (=100)	120 (110)	136 (125)	8.1 (129)	
Wales and West						
Bath	18	10.1	14	21	10.4	
Newquay (Cornwall)	3	11.9	4	5	16.7	
Newport (Mon.)	12	5.1	11	20	9.1	
Plymouth	20	6.1	25	29	8.9	
Swansea	12	3.5	13	20	5.6	
Swindon	12	6.9	14	9	4.7	
<i>Together</i>	77 (=100)	6.0 (=100)	81 (105)	104 (135)	7.9 (132)	
South						
Chelmsford	19	25.3	12	23	21.2	
Eastbourne	15	10.7	16	16	9.1	
Newbury	7	16.5	8	11	22.3	
Oxford	12	5.5	17	24	11.0	
Reading	22	8.5	22	35	10.1	
Watford	19	11.1	23	29	15.8	
Worthing	42	20.2	37	42	14.2	
<i>Together</i>	136 (=100)	12.2 (=100)	135 (99)	180 (132)	13.1 (107)	
England and Wales	413 (=100)	6.9 (=100)	437 (106)	513 (124)	8.4 (122)	

Note: The estate agents' committee checked our figures for four towns in the South for the years 1951 and 1965. It either used our method to count the numbers of firms but examined longer runs of local newspapers in doing so, or consulted long established local agents. The committee found 20 per cent more firms in these four towns in 1951 than we did and five per cent more in 1965, so the committee's figures for these towns show a smaller increase than ours over the period 1951-1965.

APPENDIX 8

(Referred to in paragraph 27)

Additional information about the national societies

The Royal Institution of Chartered Surveyors

The Institution was founded, under the name of the Institution of Surveyors, in 1868. It was granted a Royal Charter in 1881 ; in 1930 the name was changed to the Chartered Surveyors' Institution, and again in 1946 to its present name. Total membership in 1966 was slightly over 30,000, including slightly over 18,000 fully qualified members. About 4,500 of the latter were believed to be operating as estate agents in England and Wales.

The Chartered Land Agents' Society

The Society was founded in 1902 and incorporated by Royal Charter in 1929. In 1966 there were 1,594 members in England and Wales, of whom 1,191 were qualified members and the remainder associates or students. Rather more than 300 members were stated to be in practice as partner or sole principal in firms in England and Wales, though some of these may have been concerned wholly or mainly with business outside the scope of our inquiry, such as estate management and transactions in connection with farm land.

The Chartered Auctioneers' and Estate Agents' Institute

The Institute came into existence in 1912 with amalgamation of the Estate Agents' Institute, which had been founded in 1872, and the Auctioneers' Institute of the United Kingdom, which had been founded in 1886. A Royal Charter was granted in 1947. In 1966 there were 12,547 members, including licentiates and students, and about 4,000 were believed to be in private practice.

The Incorporated Society of Auctioneers and Landed Property Agents

The Society was incorporated in 1924. In 1966 there were 4,450 members, of whom about 2,000 were stated to be in practice as principals of firms of estate agents. The majority of the remainder were employed in estate agents' offices.

The Incorporated Association of Architects and Surveyors

The Association was incorporated in 1956. In 1966 there was a total membership of 4,000 throughout the world, of whom about 3,000 were in the United Kingdom. The number of members who functioned in estate agency from time to time was estimated at between 600 and 800.

The Rating and Valuation Association

The Association was incorporated in 1927. In 1966 total membership was 3,364, of whom 548 were in private practice and were believed to 'have some interest in estate agency in England and Wales'.

The Valuers Institution

The Institution was incorporated in 1929. In 1966 it had a total membership of 4,766, of whom between 3,000 and 3,500 were estimated to be operating as estate agents in England and Wales.

The Faculty of Architects and Surveyors

The Faculty was incorporated in 1926. In 1966 total membership was 2,150, of whom approximately 450 were estimated to be carrying out estate agency work in England and Wales.

The National Association of Estate Agents

The Association was formed in 1961 to represent those agents, sometimes known as unattached agents, who were members of none of the other societies and who were therefore unlikely to have any of the professional qualifications associated with those societies. The National Association 'takes the view that Estate Agency is by its nature more commercial than professional and that the type of regulation appropriate to a profession is inappropriate to a selling function'. The Association was formed to protect the interests of unattached estate agents, which it considered would be damaged by the Bill then being promoted by the other societies to provide for statutory registration of estate agents and control of the practice of estate agency, and to promote or support statutory control of a different character. In 1966 there were about 2,000 members, nearly all in England and Wales.

Institution of Business Agents

The Institution was founded, under the name of the National Business Agents Association, in 1954. The Institution took its present name in 1963 and was incorporated as a company limited by guarantee in 1967. In 1966 there were 150 members. These were concerned wholly or mainly with business transfers, which are outside the scope of our inquiry.

(Referred to in paragraph 49)

Description by the estate agents' committee of services provided by an estate agent

1. The extent of the services given by agents acting for vendors varies according to the circumstances of particular transactions, and also to some extent from agent to agent, but may include all or any of the following.

2. On being given instructions to sell, the agent usually visits the property in order to acquaint himself with the details of it. He may then, in discussion with the vendor, give advice not only on the appropriate price but also on the possible advantages of an auction, the best time for putting the property on the market, the advisability of having repair or maintenance work done before putting the property on the market, and the advisability and effect of leaving fixtures and fittings.

3. The agent must keep an accurate record of the vendor's wishes on, for example, price, date of completion and fixtures, and since these may change from time to time he must keep this record up to date.

4. The agent draws up particulars, including measurements, and circulates them to applicants seeking property to buy and perhaps to other agents with whom he may wish to co-operate. The agent may advertise the property in the local press and in some cases in the national press as well ; he may also display details of the property in his office window and erect a 'For sale' board on the property. Bills and posters may also be used for advertising, particularly for auctions. Some advertising includes a photograph of the property, for which the agent must make arrangements.

5. Although an agent is acting for a vendor (his client) he may, in his client's interests, give certain services to a prospective purchaser (an applicant) in order to facilitate a sale. These may include interviewing the applicant and discussing with him the property itself, mortgage facilities or the amenities of the neighbourhood ; at the same time he may, on behalf of his client, try to ascertain whether an applicant can be considered seriously as a purchaser and inquire into his personal financial situation and the likelihood of his being able to obtain a mortgage.

6. An agent may make arrangements for an applicant to visit the property and may, particularly if the property is unoccupied, accompany him when he does so. He may also provide transport for the purpose.

7. If an applicant is interested in a property, an agent may play a part in negotiations between him and the vendor. He may advise his client about accepting the price offered, or, if there is more than one prospective purchaser, about which one is likely to be the most satisfactory. If a survey has revealed defects in the property he may advise the vendor whether, for example, he should reduce his price or remedy the defects ; this may involve a further visit to the property to inspect the defects.

8. An agent may at this stage advise the purchaser about obtaining a mortgage and may also assist him to obtain one.

9. After agreement has been reached between the vendor and the purchaser the agent may write to his client's solicitor to give details, and may thereafter have further correspondence with the solicitor on outstanding points and assist the solicitor to provide replies to preliminary inquiries from the purchaser's solicitor.

10. Since purchasers and vendors may not be available during normal working hours, it may be necessary for an agent to make appointments in the evenings, at week-ends or during holiday periods. An agent acting for a builder may have to provide staff to man show-houses or show-flats seven days a week.

11. An agent may hold the keys of a property on behalf of his client, and this may involve him in additional attendance at the property during visits by a Building Society's surveyor, the purchaser's surveyor or the purchaser's builder or while services are being connected or disconnected.

12. In sales by auction an agent prepares the particulars, makes arrangements for the auction itself and advertises in the press and by posters. He must ensure before the auction takes place that a draft contract is drawn up ready for immediate signature, and that it is available for inspection beforehand at his own office. Since properties which are to be auctioned are usually also available for sale by private treaty, the services peculiar to an auction may be additional to the services normally provided for a sale by private treaty.

APPENDIX 10

(Referred to in paragraph 61)

Scales of charges adopted by the national societies

Disposal of all leases, other than those covered by the footnote to paragraph 61, by private treaty or by auction (whether effected by assignment, surrender, or otherwise) and lettings other than those covered by the footnote to paragraph 61 :

- (i) Where the letting is for a term certain of twelve months or more, 10 per cent on one year's rent,
- (ii) Where there is a periodic tenancy which subsists for twelve months or more, a fee to be fixed by arrangement subject to a maximum of 10 per cent on one year's rent,
- (iii) Where there is a periodic tenancy for a term certain which subsists for less than twelve months, 10 per cent on the amount of the rent payable under the letting.

In addition commission on any premium at

5 per cent on the first £1,000

2½ per cent on the residue.

Purchases of freehold or leasehold property :

- (i) For seeking and negotiating the purchase of a property to suit a client's requirements

2½ per cent on the first £5,000

1½ per cent on the next £10,000

1 per cent on the residue.

(For abortive work, a fee to be fixed by arrangement.)

- (ii) For negotiating the purchase of a particular property named by the client

1½ per cent on the first £15,000

1 per cent on the residue.

(When no purchase is effected, the usual scale for valuation to be charged—i.e.

one guinea per cent on the first £1,000

half a guinea per cent on the next £9,000

a quarter of a guinea per cent on the residue,

plus in the case of leasehold property

7 guineas per cent on the first £300

4 guineas per cent on the next £700

3 guineas per cent on the next £1,500

2 guineas per cent on the residue of the annual rent payable under the lease.)

Negotiating a tenancy or lease when acting for the tenant or lessee :

- (i) For seeking and negotiating the tenancy or lease of a property to suit a client's requirements

as for letting.

(For abortive work, a fee to be fixed by arrangement.)

(ii) For negotiating the tenancy or lease of a particular property named by the client three-quarters of the fee payable for a letting of the same property under the appropriate letting scale.

(Where no tenancy or lease is effected, the usual scale for rental valuation to be charged, i.e.

- 7 guineas per cent on the first £300
- 4 guineas per cent on the next £700
- 3 guineas per cent on the next £1,500
- 2 guineas per cent on the residue.)

APPENDIX 11

(Referred to in paragraphs 99, 129 and 211)

Numbers of houses sold in broadly the year 1965

Estimated average house prices and house sale realisations

Region and category	Second hand houses			New houses			All houses		
	Houses sold number	Average price £'000	Realisations £'000	Houses sold number	Average price £'000	Realisations £'000	Houses sold number	Average price £'000	Realisations £'000
NORTH									
£2,000 or less ...	3,381	1.2	4,057	551	1.5	827	3,932	1.2	4,884
£2,001-£3,000 ...	2,006	2.5	5,015	753	2.5	1,882	2,759	2.5	6,897
£3,001-£5,000 ...	1,245	3.5	4,357	283	3.5	991	1,528	3.5	5,348
£5,001-£7,000 ...	151	5.5	831	21	5.5	115	172	5.5	946
£7,001-£10,000 ...	45	7.5	337	11	7.5	83	56	7.5	420
£10,001 or more ...	26	11.0	286	6	11.0	66	32	11.0	352
	<u>6,854</u>	<u>2.2</u>	<u>14,883</u>	<u>1,625</u>	<u>2.4</u>	<u>3,964</u>	<u>8,479</u>	<u>2.2</u>	<u>18,847</u>
MIDLANDS									
£2,000 or less ...	2,849	1.2	3,419	239	1.5	358	3,088	1.2	3,777
£2,001-£3,000 ...	2,319	2.5	5,798	1,119	2.5	2,797	3,438	2.5	8,595
£3,001-£5,000 ...	3,080	3.5	10,780	2,094	3.5	7,329	5,174	3.5	18,109
£5,001-£7,000 ...	640	5.5	3,520	437	5.5	2,404	1,077	5.5	5,924
£7,001-£10,000 ...	248	7.5	1,860	88	7.5	660	336	7.5	2,520
£10,001 or more ...	129	11.0	1,419	31	11.0	341	160	11.0	1,760
	<u>9,265</u>	<u>2.9</u>	<u>26,796</u>	<u>4,008</u>	<u>3.5</u>	<u>13,889</u>	<u>13,273</u>	<u>3.1</u>	<u>40,685</u>

Region and category	Second-hand houses			New houses			All houses		
	Houses sold number	Average price £'000	Realisations £'000	Houses sold number	Average price £'000	Realisations £'000	Houses sold number	Average price £'000	Realisations £'000
WALES AND WEST									
£2,000 or less ...	1,062	1.5	1,593	35	1.5	52	1,097	1.5	1,645
£2,001-£3,000 ...	1,265	2.5	3,163	271	2.5	678	1,536	2.5	3,841
£3,001-£5,000 ...	2,147	3.5	7,514	1,093	4.0	4,372	3,240	3.7	11,886
£5,001-£7,000 ...	503	5.5	2,766	116	5.5	638	619	5.5	3,404
£7,001-£10,000 ...	160	7.5	1,200	29	7.5	218	189	7.5	1,418
£10,001 or more ...	45	11.0	495	11	11.0	121	56	11.0	616
	<u>5,182</u>	<u>3.2</u>	<u>16,731</u>	<u>1,555</u>	<u>3.9</u>	<u>6,079</u>	<u>6,737</u>	<u>3.4</u>	<u>22,810</u>
SOUTH									
£2,000 or less ...	796	1.5	1,194	67	1.5	100	863	1.5	1,294
£2,001-£3,000 ...	1,174	2.5	2,935	354	2.5	885	1,528	2.5	3,820
£3,001-£5,000 ...	5,001	4.5	22,505	3,067	4.5	13,802	8,068	4.5	36,307
£5,001-£7,000 ...	1,936	5.5	10,648	571	5.5	3,140	2,507	5.5	13,788
£7,001-£10,000 ...	636	7.5	4,770	148	7.5	1,110	784	7.5	5,880
£10,001 or more ...	277	11.0	3,047	48	11.0	528	325	11.0	3,575
	<u>9,820</u>	<u>4.6</u>	<u>45,099</u>	<u>4,255</u>	<u>4.6</u>	<u>19,565</u>	<u>14,075</u>	<u>4.6</u>	<u>64,664</u>
LONDON									
£2,000 or less ...	278	1.5	417	14	1.5	21	292	1.5	438
£2,001-£3,000 ...	167	2.5	417	21	2.5	52	188	2.5	469
£3,001-£5,000 ...	1,088	4.5	4,896	156	4.5	702	1,244	4.5	5,598
£5,001-£7,000 ...	613	6.0	3,678	82	6.0	492	695	6.0	4,170
£7,001-£10,000 ...	319	8.5	2,711	37	8.5	315	356	8.5	3,026
£10,001 or more ...	351	22.0	7,722	20	22.0	440	371	22.0	8,162
	<u>2,816</u>	<u>7.0</u>	<u>19,841</u>	<u>330</u>	<u>6.1</u>	<u>2,022</u>	<u>3,146</u>	<u>6.9</u>	<u>21,863</u>
ALL REGIONS									
£2,000 or less ...	8,366	1.3	10,680	906	1.5	1,358	9,272	1.3	12,038
£2,001-£3,000 ...	6,931	2.5	17,328	2,518	2.5	6,294	9,449	2.5	23,622
£3,001-£5,000 ...	12,561	4.0	50,052	6,693	4.1	27,196	19,254	4.0	77,248
£5,001-£7,000 ...	3,843	5.6	21,443	1,227	5.5	6,789	5,070	5.6	28,232
£7,001-£10,000 ...	1,408	7.7	10,878	313	7.6	2,386	1,721	7.7	13,264
£10,001 or more ...	828	15.7	12,969	116	12.9	1,496	944	15.3	14,465
	<u>33,937</u>	<u>3.6</u>	<u>123,350</u>	<u>11,773</u>	<u>3.9</u>	<u>45,519</u>	<u>45,710</u>	<u>3.7</u>	<u>168,869</u>

APPENDIX 12

(Referred to in paragraphs 114, 115 and 136)

Reference income and profits, and other data in broadly the year 1965

Analysis of statistical data by size of reference business (measured by yearly sales)

Region	Number of respondent firms	Yearly sales category	Reference income	Reference profit	Reference principals	Sales negotiated	Percentage of firms in region	Percentage of sales (number) in region	Average sales per annum per firm	Average reference income per annum per firm	Reference profit per annum per reference principal
			£	£	number	number	Per cent	Per cent	number	£	£
106 NORTH	5	300 or more	111,814	44,493	8·86	2,374	6	28	475	22,363	5,022
	9	200-299	91,706	29,896	11·17	2,100	12	25	233	10,190	2,676
	14	200 or more	203,520	74,389	20·03	4,474	18	53	320	14,537	3,714
	16	100-199	111,232	46,225	16·37	2,447	21	29	153	6,952	2,824
	30	100 or more	314,752	120,614	36·40	6,921	39	82	231	10,492	3,314
	18	40-99	45,603	14,730	5·41	1,049	23	12	58	2,534	2,723
	48	40 or more	360,355	135,344	41·81	7,970	62	94	166	7,507	3,237
	30	Less than 40	22,026	6,457	6·19	509	38	6	17	734	1,043
	78	All firms in region...	382,381	141,801	48·00	8,479	100	100	109	4,902	2,954
	MIDLANDS	10	300 or more	343,864	124,870	18·68	5,667	10	43	567	34,386
8		200-299	138,477	52,798	13·63	2,005	8	15	251	17,310	3,874
18		200 or more	482,341	177,668	32·31	7,672	18	58	426	26,797	5,499
23		100-199	215,310	71,383	23·83	3,092	22	23	134	9,361	2,996
41		100 or more	697,651	249,051	56·14	10,764	40	81	263	17,016	4,436
30		40-99	136,269	39,447	22·43	1,919	29	15	64	4,542	1,759
71		40 or more	833,920	288,498	78·57	12,683	69	96	179	11,745	3,672
32		Less than 40	44,594	4,298	11·83	590	31	4	18	1,394	363
103	All firms in region...	878,514	292,796	90·40	13,273	100	100	129	8,529	3,239	

107	WALES AND WEST	3	300 or more	...	99,708	46,717	5.82	1,207	4	18	402	33,236	8,027
		3	200-299	...	50,440	1,871	1.83	711	4	10	237	16,813	1,022
	6	200 or more	...	150,148	48,588	7.65	1,918	8	28	320	25,025	6,351	
	19	100-199	...	208,188	64,714	22.39	2,866	23	43	151	10,957	2,890	
	25	100 or more	...	358,336	113,302	30.04	4,784	31	71	191	14,333	3,772	
	28	40-99	...	123,700	40,343	18.43	1,472	34	22	53	4,418	2,189	
	53	40 or more	...	482,036	153,645	48.47	6,256	65	93	118	9,095	3,170	
	29	Less than 40	...	39,947	7,154	13.65	481	35	7	17	1,377	524	
	82	All firms in region...		521,983	160,799	62.12	6,737	100	100	82	6,366	2,589	
	SOUTH	9	300 or more	...	343,231	89,547	13.64	3,897	7	28	433	38,137	6,565
		10	200-299	...	214,801	31,830	9.25	2,249	7	16	225	21,480	3,441
		19	200 or more	...	558,032	121,377	22.89	6,146	14	44	323	29,370	5,303
31		100-199	...	368,180	91,387	26.33	4,111	23	29	133	11,877	3,471	
50		100 or more	...	926,212	212,764	49.22	10,257	37	73	205	18,524	4,323	
44		40-99	...	301,089	65,686	33.89	2,871	33	20	65	6,843	1,938	
94	40 or more	...	1,227,301	278,450	83.11	13,128	70	93	140	13,056	3,350		
41	Less than 40	...	91,457	4,785	24.02	947	30	7	23	2,231	199		
135	All firms in region...		1,318,758	283,235	107.13	14,075	100	100	104	9,769	2,644		
LONDON	-	300 or more	...	-	-	-	-	-	-	-	-	-	-
	2	200-299	...	65,364	14,831	3.26	428	4	13	214	32,682	4,549	
	2	200 or more	...	65,364	14,831	3.26	428	4	13	214	32,682	4,549	
	8	100-199	...	150,623	50,320	5.42	1,121	15	36	140	18,828	9,284	
	10	100 or more	...	215,987	65,151	8.68	1,549	19	49	155	21,599	7,506	
	20	40-99	...	153,461	38,017	15.85	1,199	37	38	60	7,673	2,399	
	30	40 or more	...	369,448	103,168	24.53	2,748	56	87	92	12,315	4,206	
	24	Less than 40	...	75,413	7,668	9.72	398	44	13	17	3,142	789	
54	All firms in region...		444,861	110,836	34.25	3,146	100	100	58	8,238	3,236		

Reference income and profits, and other data in broadly the year 1965 (contd.)

Region	Number of respondent firms		Yearly sales category	Reference income	Reference profit	Reference principals	Sales negotiated	Percentage of firms in region	Percentage of sales (number) in region	Average sales per annum per firm	Average reference income per annum per firm	Reference profit per annum per reference principal
				£	£	number	number	Per cent	Per cent	number	£	£
ENGLAND AND WALES	27	300 or more	...	898,617	305,627	47.00	13,145	6	29	487	33,282	6,503
	32	200-299	...	560,788	131,226	39.14	7,493	7	16	234	17,525	3,353
	59	200 or more	...	1,459,405	436,853	86.14	20,638	13	45	350	24,736	5,071
	97	100-199	...	1,053,533	324,029	94.34	13,637	21	30	141	10,861	3,435
	156	100 or more	...	2,512,938	760,882	180.48	34,275	34	75	220	16,109	4,216
	140	40-99	...	760,122	198,223	96.01	8,510	31	19	61	5,429	2,065
	296	40 or more	...	3,273,060	959,105	276.49	42,785	65	94	145	11,058	3,469
	156	Less than 40	...	273,437	30,362	65.41	2,925	35	6	19	1,753	464
	452	All firms in sample...		3,546,497	989,467	341.90	45,710	100	100	101	7,846	2,894

Notes:

1. The information about income, profit and principals given in this appendix relates to all reference business but the sales numbers relate only to the negotiated sales of unfurnished dwellings. However, other reference business (i.e. commission obtained from negotiating lettings and purchases of unfurnished dwellings and other miscellaneous income) is very small in relation to total reference income. In our opinion the use of sales numbers to classify firms' total reference profits etc. by size of negotiated sales has no significant effect on the inferences which may be drawn from the information here submitted.

2. The data in this appendix relate to firms which are defined as businesses with more than one office in the same selected town. For instance, a business with three offices, two of which were in selected town A and the other in selected town B would be treated as two firms (one each in A and B).

3. 108 of the total of 156 firms in the 'less than 40' sales category obtained the bulk of their income from non-reference (e.g. surveying and valuation fees) business. The information submitted by these firms showed that the average profits per annum per principal were: (a) on all business £3,236; (b) on reference business £457.

4. 48 of the total of 156 firms in the 'less than 40' sales category obtain the bulk of their income from reference business; the average profits per annum per principal of the 48 firms was £471. 34 of the 48 firms showed profits per annum per principal (the average for these 34 was £1,206). Of the 14 which made losses on reference business 12 were formed in 1962 or later. Seven of these recently formed firms were in South, two in Wales and West, and one each in North, Midlands and London.

5. The average sales per annum per firm for each area and for England and Wales as a whole were calculated from information supplied by the respondent firms. The averages do not take account of the large number of firms from which for various reasons (see appendix 3) no figures were obtained. If these had been taken into account the averages for England and Wales, the five regions and some of the categories (largely the 'less than 40' category) would be significantly reduced.

6. The information given in this appendix relates to data about 452 offices. Two of the 454 respondent offices did not negotiate any sales, their reference business being confined to lettings.

APPENDIX 13

(Referred to in paragraphs 124-136)

**Costs (including principals' notional remuneration (PNR)),
surpluses and income per reported sale**

Part A. Analyses by region

REGION AND CATEGORY OF YEARLY SALES	Costs								Surplus or Deficit	Income
	Remuneration			Advg	Pps	MV	Other	Total		
	Employees £	PNR £	Total £							
NORTH										
300 or more ...	11	7	18	7	1	3	6	35	12	47
200-299 ...	12	8	20	6	1	4	6	37	5	42
100-199 ...	11	11	22	4	2	3	6	37	8	45
40-99 ...	13	8	21	4	1	4	7	37	6	43
Less than 40 ...	9	17	26	7	2	4	9	48	[5]	43
Regional averages ...	11	9	20	5	2	4	6	37	7	44
MIDLANDS										
300 or more ...	14	7	21	7	3	5	9	45	15	60
200-299 ...	17	10	27	8	3	4	9	51	16	67
100-199 ...	19	13	32	8	3	5	11	59	9	68
40-99 ...	21	18	39	7	3	7	11	67	1	68
Less than 40 ...	28	32	60	9	5	9	12	95	[24]	71
Regional averages ...	18	11	29	8	3	5	10	55	10	65
WALES AND WEST										
300 or more ...	15	9	24	15	3	4	6	52	29	81
200-299 ...	26	4	30	9	3	6	13	61	4	65
100-199 ...	21	12	33	8	4	6	10	61	10	71
40-99 ...	23	18	41	12	4	6	12	75	6	81
Less than 40 ...	25	38	63	12	4	11	15	105	[25]	80
Regional averages ...	21	14	35	11	4	6	10	66	9	75
SOUTH										
300 or more ...	30	5	35	10	7	6	11	69	17	86
200-299 ...	33	7	40	15	5	9	19	88	7	95
100-199 ...	27	10	37	12	5	6	15	75	13	88
40-99 ...	32	19	51	16	7	8	16	98	3	101
Less than 40 ...	31	31	62	20	8	9	23	122	[30]	92
Regional averages ...	31	11	42	13	6	7	15	83	8	91
LONDON										
300 or more ...	—	—	—	—	—	—	—	—	—	—
200-299 ...	52	12	64	22	5	8	23	122	20	142
100-199 ...	41	7	48	15	4	5	20	92	36	128
40-99 ...	46	22	68	12	6	6	20	112	7	119
Less than 40 ...	50	39	89	16	7	7	27	146	[23]	123
Regional averages ...	45	18	63	15	5	6	22	111	15	126
ALL REGIONS										
300 or more ...	19	6	25	9	4	4	9	51	17	68
200-299 ...	23	8	31	11	3	6	13	64	9	73
100-199 ...	22	11	33	9	4	5	12	63	12	75
40-99 ...	27	18	45	11	4	7	14	81	4	85
Less than 40 ...	28	31	59	14	5	8	18	104	[22]	82
Averages ...	22	12	34	10	4	6	12	66	9	75

Notes:

1. PNR has been included at the rate of about £1,600 a year. A notional value has been put on principals' time solely so that account can be taken of the amount of time given by principals to reference business.

2. The figures in this appendix are before adjustments for the estimated effect of double counting (as the result of shared commissions) and for advertising and other expenses charged separately by some offices in some regions. Taking the estimated effect of these factors into account, we calculate that the regional differences in costs per reported sale as shown above for the North and the South increase relatively and absolutely. Thus in the 'all categories' figures summarised above, the total costs per reported sale of the South (£83) are two-and-a-quarter times those of the North (£37). The estimated effects of adjustments for double counting and expenses charged separately increase the costs per reported sale in both areas, and produce figures showing the total costs per sale in the South to be two-and-a-half times that of the North.

Part B. Analyses by categories of yearly reported sales

CATEGORY OF YEARLY SALES AND REGION	Costs							Surplus or Deficit	Income	
	Remuneration			Advg	Pps	MV	Other			Total
	Employees	PNR	Total							
£	£	£	£	£	£	£	£	£		
300 OR MORE										
North	11	7	18	7	1	3	6	35	12	47
Midlands	14	7	21	7	3	5	9	45	15	60
Wales and West	15	9	24	15	3	4	6	52	29	81
South	30	5	35	10	7	6	11	69	17	86
London	—	—	—	—	—	—	—	—	—	—
Averages	19	6	25	9	4	4	9	51	17	68
200-299										
North	12	8	20	6	1	4	6	37	5	42
Midlands	17	10	27	8	3	4	9	51	16	67
Wales and West	26	4	30	9	3	6	13	61	4	65
South	33	7	40	15	5	9	19	88	7	95
London	52	12	64	22	5	8	23	122	20	142
Averages	23	8	31	11	3	6	13	64	9	73
100-199										
North	11	11	22	4	2	3	6	37	8	45
Midlands	19	13	32	8	3	5	11	59	9	68
Wales and West	21	12	33	8	4	6	10	61	10	71
South	27	10	37	12	5	6	15	75	13	88
London	41	7	48	15	4	5	20	92	36	128
Averages	22	11	33	9	4	5	12	63	13	76
40-99										
North	13	8	21	4	1	4	7	37	6	43
Midlands	21	18	39	7	3	7	11	67	1	68
Wales and West	23	18	41	12	4	6	12	75	6	81
South	32	19	51	16	7	8	16	98	3	101
London	46	22	68	12	6	6	20	112	7	119
Averages	27	18	45	11	4	7	14	81	4	85
LESS THAN 40										
North	9	17	26	7	2	4	9	48	[5]	43
Midlands	28	32	60	9	5	9	12	95	[24]	71
Wales and West	25	38	63	12	4	11	15	105	[25]	80
South	31	31	62	20	8	9	23	122	[30]	92
London	50	39	89	16	7	7	27	146	[23]	123
Averages	28	32	60	14	5	8	18	105	[23]	82
ALL CATEGORIES										
North	11	9	20	5	2	4	6	37	7	44
Midlands	18	11	29	8	3	5	10	55	10	65
Wales and West	21	14	35	11	4	6	10	66	9	75
South	31	11	42	13	6	7	15	83	8	91
London	45	18	63	15	5	6	22	111	15	126
Averages	22	12	34	10	4	6	12	66	9	75

Advg = Advertising

Pps = Postage printing and stationery

MV = Motor Vehicle expenses (including depreciation)

APPENDIX 14

(Referred to in paragraphs 160, 240 and 243)

Information given by the estate agents' committee on the cost of selling a £5,000 house in other countries

It would cost a vendor in England and Wales £137 10s. to sell a £5,000 house if he were charged upon the national scale. The table below shows the cost to the vendor (or in some cases the purchaser) in 16 other countries. Generally it does not reveal how agents' expenses are treated, but it does show that expenses are treated as additional to the sale fee in at least two places where the sale fee is low (Amsterdam and Dublin).

Australia	£150–£190.
Tasmania	£125 (Urban) to £150 (Rural).
Austria	£180.
Belgium	£190.
Canada	£175–£250 (Multiple listing could add £50).
France	Varies (Paris £350, Nice £400). 15 per cent TVA tax added to sale fee.
Germany	£235.
Holland	Amsterdam £75 (Vendor pays agent's expenses in addition). Elsewhere £150.
Ireland	Dublin £125 (Vendor pays agent's expenses in addition). Elsewhere £250.
Italy	Varies (Rome £200).
Japan	£250.
Spain	Varies (Bilbao £150).
Sweden	£100–£200.
Switzerland	£150.
Turkey	£150–£250.
United States of America	£250–£300 (Multiple listing could add £50–£75).

APPENDIX 15

(Referred to in paragraph 243)

A note on the application of the Sherman Act to the fixing of realtors' fees in the United States of America

1. In the United States of America the principal body controlling the practice of real estate agency is the National Association of Real Estate Boards (NAREB). The membership of NAREB includes both individual real estate operators and some 1,500 Real Estate Boards throughout the country. In the United States there is nothing equivalent to the national scales of charges which operate in England and Wales, but scales are recommended locally throughout the country by Real Estate Boards, and it is understood that within the areas concerned the recommended scales are in practice invariably adhered to.

2. In May 1950 a judgment of the United States Supreme Court, in reversing a decision by the United States District Court for the District of Columbia, prohibited the Washington Real Estate Board from making any suggestion or recommendation or giving any advice regarding rates of commission to be charged by real estate brokers. The Supreme Court's judgment established that the competitive standards which the Sherman Act sought to preserve were as relevant in real estate brokerage as in other branches of commercial activity. However, it was binding only on the parties to the action which was before the court, and can therefore be considered binding only on the Washington Real Estate Board. For technical reasons the judgment did not establish that the fixing of real estate brokerage fees in the United States as a whole (i.e. not involving the District of Columbia) would be contrary to the Sherman Act, and this point remains untested in the courts.

3. Experience in the United States, therefore, affords only a limited example of the results of action to prohibit the fixing of estate agents' fees. Nevertheless, we made inquiries in Washington to discover what the effects of this action had been there. It appears that, although since 1950 the Washington Real Estate Board has not been able to recommend or publish scales of charges, there has in fact been no change in the fees actually charged. A fee of 6 per cent is normally charged for sales by all real estate brokers in Washington DC, and we were informed that there are none who normally charge less than 6 per cent. The court's judgment appears, therefore, to have had no practical effect on the level of fees; but this is not necessarily a valid indication that the effect would be the same if the fixing of fees were banned in the country as a whole since Washington DC is surrounded by neighbouring counties where fees are still fixed, and we can only speculate what effect this may have on real estate brokers in Washington DC itself.

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