



لمباك قنيلاي داز ايجين هرتاتانه نكارا بروني دارالسلام

BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS

GUIDELINE NO. 5

VALUERS AND ESTATE AGENTS ORDER, 2009

GUIDELINES

FOR

DISCIPLINE AND ETHICS

UNDER LICENSING REGULATIONS FOR
VALUERS AND ESTATE AGENTS

DISCIPLINE AND ETHICS COMMITTEE

20th September 2022



لمباك قنيلاي داز ايجين هرتا تانه نكارا بروني دارالسلام

BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS

GUIDELINES DISCIPLINE AND ETHICS

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BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS

1.0 Introduction

The BOARD of VALUERS AND ESTATE AGENTS is established under the Valuers and Estate Agents Order, 2009. The appointment of its Chairman and members were consented by His Majesty Sultan and Yang Di-Pertuan Negara Brunei Darussalam as of 1st January 2017. BoVEA was set up under the Ministry of Development (MOD) and is chaired by its Permanent Secretary.

BoVEA's affairs are managed by its Secretariat whose address is at :

BoVEA Secretariat Office
Ground Floor (East Wing)
Ministry of Development Building
Jalan Pembangunan, BB3510
Brunei Darussalam.

2.0 Mission

To regulate the practices of Valuers, Property Managers and Estate Agents in Brunei Darussalam.

3.0 Objectives

- 3.1 Ensure good practices in the profession by adhering to the Valuers and Estate Agents Order, 2009 and its codes and ethics.
- 3.2 Advise the Board on the necessary actions against parties who do not comply the Valuers and Estate Agents Order, 2009.
- 3.3 Safeguard the interests of the public against unethical practices and misconduct of Valuers, Property Managers and Estate Agents.
- 3.4 Conduct a formal inquiry into any complaint or information under the Valuers and Estate Agents Order, 2009.



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BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS

4.0 Functions

- 4.1 To regulate the professional conduct and ethics of Valuers, Property Managers and Estate Agents.
- 4.2 To do all such acts, matters and things as it considers necessary to carry out the provisions in the Valuers and Estate Agents Order, 2009 and including any amendments thereto.
- 4.3 To advise the Board on complaints received from the public.
- 4.4 To hold disciplinary proceedings and actions.
- 4.5 To bring forward all relevant findings of received complaints to the Board for final decision and action.

5.0 Code of Conduct and Ethics

There is a General Code of Conduct and Ethics for Registered Valuers and Estate Agents practicing in Brunei Darussalam. All registered Valuer or Estate Agent must comply with this code of practice.

- 5.1 Every registered Valuer or Estate Agent are duty bound to render service to his client with absolute honesty and to practice his professionalism with integrity, honour and courtesy, abiding to law and order and to conduct business in fairness and goodwill to his fellow professionals in the real estate industry.
- 5.2 A registered Valuer who acts as a registered Estate Agent to a transaction should not value the same property for the same intended buyer.
- 5.3 It is the duty of a registered Estate Agent to protect the public against fraud, misrepresentation and unethical practices in respect to all real estate transactions.
- 5.4 A registered Valuer and a registered Estate Agent must declare to his client any conflict of interest in connection with any services provided to the client.



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- 5.5 A registered Estate Agent shall not accept fees from more than one client (buyer/seller) in any one transaction.
- 5.6 A registered Estate Agent shall not act for one client (buyer/seller) to a transaction while another registered Estate Agent from the same firm or related or affiliated firm, is acting for the other client (buyer/seller) to the same transaction except with the knowledge and consent of the client concerned.
- 5.7 A registered Valuer and registered Estate Agent's name, BoVEA Registration Number (XXXXXV or XXXXXEA), BoVEA Practising Number (Year BoVEA/VXXX or Year BoVEA/EAXXX) and signature must appear on all proposals, reports and other documentations prepared by him indicating his status as a registered Valuer or a registered Estate Agent.
- 5.8 Advertising in a fraudulent or misleading manner or in any other ways against the public interest is strictly prohibited.
- 5.9 Using a professional designation to which they have no entitlement is not allowed.
- 5.10 A registered Valuer or registered Estate Agent must not offer inducements (discounts or special prices) to secure work or advancement.
- 5.11 A registered Valuer or registered Estate Agent shall not seek to replace (supplant) another Valuers or Estate Agents who has already been appointed.
- 5.12 A registered Valuer or registered Estate Agent shall not be negligent in complying with the provisions of rules and regulations governing the practices of registered Valuers or registered Estate Agents in Brunei Darussalam.

6.0 List of Forms

- 6.1 Complaint Form (refer to Appendix A)
- 6.2 Appeal Form (refer to Appendix B)



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7.0 Complaints Handling Process (CHP) & Board Decision and Appeal Process Flowchart

(Refer to Appendix C)

8.0 References

Lembaga Penilai, Pentaksir, Ejen Harta, Harta Tanah dan Pengurus. (n.d.). Code of Conduct. <http://WP2016/code-of-conduct/>

Royal Institution of Chartered Surveyors. (n.d.). Upholding Professional Standards. <http://en-za/upholding-professional-standards/>

Singapore Institute of Surveyors and Valuers. (n.d.). SISV Valuation Standards and Practice Guidelines. <http://www.sisv.org.sg/vgp>



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BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS

APPENDIX A

6.1 Complaint Form

 لمباك فنيلاي دازليجين هرتا تانه نكارا بروني دارالسلام BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS									
Attention To : Head of Secretariat, Board of Valuers and Estate Agents (BoVEA), Board Management Division (BMD) Office, Ground Floor, Ministry of Development Building, Jalan Pembangunan, BB 3510, Negara Brunei Darussalam.	<table border="1"> <thead> <tr> <th colspan="2">For Office Use</th> </tr> </thead> <tbody> <tr> <td>Complaint Ref. No. :</td> <td></td> </tr> <tr> <td>Received By :</td> <td></td> </tr> <tr> <td>Date Received :</td> <td></td> </tr> </tbody> </table>	For Office Use		Complaint Ref. No. :		Received By :		Date Received :	
For Office Use									
Complaint Ref. No. :									
Received By :									
Date Received :									
COMPLAINT FORM									
SECTION A : PARTY CONCERNED (The person against whom the complaint is being made) :									
Name :									
BoVEA Registration No. or Business Registration No. (if applicable) :									
Company's Name and BoVEA Practising No. :									
Address :									
Contact No. :	Fax No. :								
Email Address :									
Other Information (if any) :									
SECTION B : COMPLAINANT (The person making the complaint) :									
Name :									
Identity Card No. and colour Or Passport No. :	Citizenship :								
Corresponding Address :									
Contact No. :	Fax No. :								
Email Address :									
Other Information (if any) :									

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 لمباك فنيلاي دازليجين هرتا تانه نكارا بروني دارالسلام BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS							
SECTION C : DESCRIBE THE COMPLAINT Exact description of complaint with times, dates, locations and details. Please provide all supporting documents and use a separate sheet if the space provided is insufficient.							
DECLARATION By signing the below, I declare that the information above, including any attached pages, is true and correct to the best of my knowledge and belief.							
_____ Signature of Complainant	_____ Date						
FOR OFFICE USE ONLY							
<table border="1"> <thead> <tr> <th>Received By :</th> <th>Acknowledged By :</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"> _____ Head of Secretariat of BoVEA </td> <td style="text-align: center;"> _____ Registrar of BoVEA </td> </tr> <tr> <td>Date :</td> <td>Date :</td> </tr> </tbody> </table>	Received By :	Acknowledged By :	_____ Head of Secretariat of BoVEA	_____ Registrar of BoVEA	Date :	Date :	
Received By :	Acknowledged By :						
_____ Head of Secretariat of BoVEA	_____ Registrar of BoVEA						
Date :	Date :						

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BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS



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BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS

SECTION D : LIST OF RELEVANT DOCUMENTATIONS
(As stated in SECTION C)

No.	Document Title	Reference No.	Pages
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

3



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APPENDIX B

6.2 Appeal Form

 لمباك قنيلاي داز ايجين هرتا تانه نكارا بروني دارالسلام BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS	
Attention To :	Head of Secretariat, Board of Valuers and Estate Agents (BoVEA), Board Management Division (BMD) Office, Ground Floor, Ministry of Development Building, Jalan Pembangunan, BB 3510, Negara Brunei Darussalam.
For Office Use	
Appeal Ref. No. :	
Received By :	
Date Received :	
APPEAL FORM FOR REGISTERED VALUER OR REGISTERED ESTATE AGENT [SECTION 21, VALUERS AND ESTATE AGENT ORDER, 2009]	
1. APPELLANT	
Name of registered Valuer / Estate Agent :	
BoVEA Registration No. :	BoVEA Practising No. :
Company's Name :	
Corresponding Address :	
Contact No. :	Fax No. :
Email Address :	
Other Information (if any) :	
2. BOARD'S DECISION	
Case No. :	
Board's Decision :	
Date of Letter of Notice received :	

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 لمباك قنيلاي داز ايجين هرتا تانه نكارا بروني دارالسلام BRUNEI DARUSSALAM BOARD OF VALUERS AND ESTATE AGENTS	
Reason For Appeal [For disagreement with the decision]	
IMPORTANT : The request to have the Board of Valuers and Estate Agents decision appealed must be submitted within 30 days upon the receipt of "the Letter of Notice".	
I hereby give notice that I am dissatisfied with Board of Valuers and Estate Agents decision and wish to exercise my rights for an appeal to reconsider the decision. I attached herewith all relevant supporting documents for your perusal.	
_____ Signature of appellant	_____ Date
FOR THE USE OF MINISTER OF DEVELOPMENT'S OFFICE	
Received By :	
_____ Yang Berhormat Minister of Development	
Date :	_____

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APPENDIX C

7.0 Complaints Handling Process (CHP) and Board's Decision and Appeal Process Flowchart

