



## ***Undertakings Code***

In this Code 'you' refers to individuals and bodies regulated by the **CLC**; all individuals and bodies regulated by the **CLC** must comply with this Code. You must not permit anyone else to act or fail to act in such a way as to amount to a breach of this Code.

### ***Outcomes-Focused***

The **Code of Conduct** requires you to deliver the following **Outcome**:

- ***Client matters are dealt with using care, skill and diligence. (Outcome 2.2)***

Transparency and probity in **undertakings** helps you deliver these **Outcomes** and requires you to act in a principled way:

1. **Maintain high standards of work. (Overriding Principle 2)**
2. You comply fully with any **undertaking** given by you. (**CoC P2e**)
3. You only accept instructions and act in relation to matters which are within your professional competence. (**CoC P3a**)
4. You keep the interests of the **Client** paramount (except as required by the law or the **CLC's regulatory arrangements**). (**CoC P3b**)

You must also comply with the following **specific requirements**:

5. You deliver services in accordance with timetables reasonably agreed with the **Client**. (**CoC P2k**)
6. You consult **Clients** on key decisions in a timely way. (**CoC P3l**)
7. You **promptly** advise **Clients** of any significant changes to projected **costs**, timelines and strategies. (**CoC P3m**)
8. All **Managers** are equally responsible for the performance of **undertakings** given in a body's name and remain responsible for their performance even after they have left the body or it has been dissolved.

9. You do not breach an ***undertaking***. Only the person entitled to the benefit of the ***undertaking*** or the Court may release you/the body from an ***undertaking***.
10. You do not avoid liability on an ***undertaking*** by asserting that to comply with it would be a breach of duty owed to the ***Client***.
11. Where you have given an ***undertaking*** to redeem a mortgage or charge you redeem it immediately following completion of the transaction occasioning the redemption.
12. In an ***undertaking*** to pay money out of the proceeds of sale of a property it is not implied that the ***undertaking*** is intended to take effect only if you receive the proceeds of sale.

Should you require information on how to meet your responsibilities under this Code, please see the ***CLC's Undertakings Guidance***