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**