



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***