



EUROPEAN COMMISSION
JUSTICE AND CONSUMERS
Consumer Policy Unit

Brussels,
JUST/E1/FG/(2017)

Dear Madam, dear Sir,

Subject: Stakeholder consultation for a consumer market study on the functioning of the real estate services for consumers in the European

The Consortium of Ipsos – London Economics – Deloitte is undertaking a consumer market study on the functioning of the real estate services for consumers in the European Union on behalf of the European Commission's Directorate General for Justice and Consumers.

The study should assess the functioning of the real estate service market from a consumer perspective in the 28 EU Member States plus Norway and Iceland. Specifically, the study explores:

- to what extent the existing regulatory framework provides sufficient protection for consumers who are letting, buying or selling a property in their own country or in another EU Member State, Norway and Iceland;
- the relevant practices in the real estate service market and consider the extent to which consumers are aware of their rights and willing to make use of them;
- the nature and prevalence of problems they encounter when executing their rights and how information is communicated to them;
- the way the information is given by real estate agents when renting/buying/selling a property.

In the course of this study, the Consortium will collect evidence and stakeholders' views on the functioning of the market with a number of interested parties. Your feedback, as a key stakeholder, would be crucial in obtaining an accurate and comprehensive assessment of the functioning of the real estate market in the European Union. Therefore, I would be grateful if you could provide assistance to the consultants by responding to their questionnaires, requests for data or participating in interviews they may organise in the framework of this study.

The representative of the consortium Carlo Duprel (cduprel@deloitte.lu) or my colleague Francesco Gaetano (Francesco.Gaetano@ec.europa.eu) will gladly answer any further questions.

Yours sincerely,

Renatas MAZEIKA

Head of Unit