

## **Consumer advocacy lands LJ Hooker Settlements plaudits**

LJ Hooker Settlements' consumer protection innovations have been recognised by the WA Department of Commerce.

The St Georges Terrace agency was nominated in the Department of Commerce's 2016 Consumer Protection Awards in recognition for their contributions to making the market better equipped to make real estate decisions.

In response to Perth's increasingly multicultural community, LJ Hooker Settlements created a step-by-step flowchart of the transaction process in WA in six non-English languages.

The office also created an 'e-book' titled '*Ten Potential Disasters*' which alerted buyers and sellers to the pitfalls in common real estate transactions. It also created a real estate agent industry education awareness video around transactions.

LJ Hooker Settlements' motivation to make the practice of buying and selling safer and hassle-free stemmed from unfortunate incidents in 2010 and 2011, when two Perth home owners were effectively robbed of their homes and assets as a result of identity theft.

LJ Hooker Settlements' Director Janet Hryb said the team was thrilled to be acknowledged for its advocacy initiatives.

"Real estate decisions are some of the most important decisions people will make," said Mrs Hryb.

"For both the industry and the consumers' sake, education around buying and selling is critical to achieving smooth and transparent processes which ultimately create peace of mind. We're dedicated to bring the highest level of professionalism to the process that we can."

**To find out more about the processes of buying and selling in WA, contact LJ Hooker Settlements on (08) 9426 6088.**