

Consumer affairs launches second sanctioning procedure against real estate agency for abusive practices towards tenants

New case opened for allegedly charging illegal commissions and imposing unsolicited services.

Madrid, 20 June 2025 – Spain's Ministry of Social Rights, Consumer Affairs and Agenda 2030 has opened a new sanctioning procedure against a nationwide real estate agency for allegedly engaging in abusive practices towards tenants, such as charging unlawful commissions and forcing the purchase of unsolicited services. This marks the second such action launched by the Directorate-General for Consumer Affairs as part of an ongoing investigation into rental management practices, initiated in October.

The procedure follows formal complaints filed by the Tenants' Union (Sindicato de Inquilinas-CECU) and consumer organisations such as FACUA and OCU. According to the Ministry, the reported conduct could constitute serious or very serious violations under Spain's Consumer Protection Law, which allows for fines of up to eight times the illicit profit obtained.

In parallel, the Ministry is continuing its crackdown on illegal advertising and the unauthorised offer of tourist accommodation. To date, more than 65,000 unlawful listings have been ordered removed from platforms like Airbnb. Several sanctioning procedures remain open regarding deceptive practices in this sector.

In this context, Minister Pablo Bustinduy has signed a cooperation agreement with the Basque Government to combat the proliferation of illegal tourist rentals in the region. The agreement provides for the exchange of information between authorities and strengthens oversight of non-compliant property listings.

With these measures, the Ministry reaffirms its commitment to upholding the right to decent housing and ensuring full compliance with consumer protection regulations.

>> Source: Ministry of Social Rights, Consumer Affairs and Agenda 2030

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