

LETTING AND PROPERTY MANAGEMENT AGENTS

REQUIREMENT TO JOIN A REDRESS SCHEME

The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014

A redress scheme will give tenants a clear route for making a complaint in the knowledge that if it cannot be resolved with the agent an independent third party will look at the facts and arbitrate.

Letting and property management agents must join a redress scheme by **1st October 2014**. Failure to do so could result in a penalty of up to £5000.

Link to view the legislation www.legislation.gov.uk/ukxi/2014/2359/made

The Redress Schemes for Lettings Agency Work and Property Management Work (Approval and Designation of Schemes) (England) Order 2013

The following organisations have been approved to run redress schemes:

- 1) The Property Ombudsmen www.tpos.co.uk
- 2) Ombudsmen Service (Property) www.ombudsman-services.org/property.html
- 3) The Property Redress Scheme www.theprs.co.uk

Link to view the legislation www.legislation.gov.uk/ukxi/2013/3192/made

How can I get further advice?

If you require further information, clarification or advice on any of the above, please do not hesitate to contact the Trading Standards Service by telephone on 020 8753 1081 or via email at trading.standards@lbhf.gov.uk

In offering the above advice this Authority wishes to make it clear that only the Courts can interpret the Law.