

# Application for Membership

**PRS** Property  
Redress  
Scheme



Property Agents

## Data Protection Information

Hamilton Fraser acts as a Data Controller and as the scheme administrator for PRS in regard to this contract. You can contact us at:

Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

Telephone: 0333 321 9418

Email: info@theprs.co.uk

We process the Personal Data supplied by you in order to administer the Property Redress Scheme in accordance with our legal obligations under the scheme.

In order to do this we will pass this information to the relevant government and professional bodies if we are required to, tenants and other third parties that have provided any part of the deposit.

Personal data will be stored for a period as required by current legislation from the date of the return of the deposit.

We would draw your attention to your right to request from us access to your personal data as well as your rights to have such data corrected or deleted once it is no longer necessary for the fulfilment of your contract with us or our legal obligations as the scheme administrator. We would also draw your attention to your right to lodge a complaint with the Information Commissioner's Office if you feel that we have not carried out our obligations under the relevant Data Protection legislation.

## Section A

### General Details

This Application Form is to be used by Property Agents who wish to join the Property Redress Scheme.

Definitions of Agent work covered by the Property Redress Scheme:

**"Estate Agency Work"** means things done by any person in the course of a business (including a business in which he is employed) pursuant to instructions received from another person (in this section referred to as "the client") who wishes to dispose of or acquire an interest in land—

- (a) for the purpose of, or with a view to, effecting the introduction to the client of a third person who wishes to acquire or, as the case may be, dispose of such an interest; and
- (b) after such an introduction has been effected in the course of that business, for the purpose of securing the disposal or, as the case may be, the acquisition of that interest;

**"Lettings Agency Work"** means things done by any person in the course of a business in response to instructions received from:

- (a) a person seeking to find another person wishing to rent a dwelling-house under a domestic tenancy and, having found such a person, to grant such a tenancy (a prospective landlord);
- (b) a person seeking to find a dwelling-house in England to rent under a domestic tenancy and, having found such a dwelling-house, to obtain such a tenancy of it (a prospective tenant).

**"Property Management Work"** means things done by any person (A) in the course of a business in response to instructions received from another person (C) where:

- (a) C wishes A to arrange services, repairs, maintenance, improvements or insurance or to deal with any other aspect of the management of premises on C's behalf, and
- (b) the premises consist of or include a dwelling-house let under a relevant tenancy.

The joining fee includes subscription for one year from the date the subscription is confirmed by the Property Redress Scheme. The Agent will be required to renew the subscription each year.

Please tick which Membership option you are applying for:

#### Option 1 - Enhanced Model

One annual fee for head office and each of the branches, with no individual complaint fees for sales and lettings complaints subject to fair usage policy. Property management complaints are charged at £200 plus vat.

- £199.00 (plus VAT) per application (head office) + £199.00 (plus VAT) per extra branch
- No complaint fees\*
- Access to 24/7 legal helpline

#### Option 2 - Entry Model

Low annual subscription fee plus reasonable complaint fees.

- £110.00 (plus VAT) per application (head office) + £110.00 (plus VAT) per extra branch

We will assist Members to resolve complaints directly. If this is unsuccessful, a complaint fee will then be incurred by the member to fully resolve the complaint.

- Complaint fee: £100.00 (plus VAT) for sales and lettings and £200.00 (plus VAT) for property management.

#### Option 3 - RLM Model

This membership is for property agents that conduct residential leasehold block management as the main aspect of their business (approximately 80% of all activity). The price is set for property agents who manage 5,000 properties or less. For property agents who manage over 5,000 properties - please contact us for a bespoke membership price. Discounts are offered for ARMA members.

- £200.00 (plus VAT) per application (Head Office) + £1.00 (plus VAT) per extra Branch
- Complaint fees: £200 (plus VAT) for all Agents

\*The Property Redress Scheme 'Enhanced' subscription is subject to a fair usage policy. This means that the Property Redress Scheme may move the Member from the Enhanced model to the entry model if in the reasonable opinion of the Property Redress Scheme the number or types of complaints made against the Member, in relation to the size and work they carry out is excessive.

This will mean the Member is required to pay the standard rate for any future complaints at the entry rate for the rest of that subscription period. Renewal terms may not then be offered to the Member on the Enhanced model.

The Property Redress Scheme will only enforce the fair usage policy after:

1. Attempting to discuss the matter with the Member; and
2. Sending a formal written notification to the Member, outlining the reasons why the Property Redress Scheme believe that the number of complaints made against the Member is excessive and unsatisfactory action has been taken by the Member to rectify the issues

**Please enter the contact details for your Head Office. If you do not have a 'Head Office' please provide details of the address we should use as the main point of contact. If you have a limited company and a different trading name, please display your company name in the field below as 'Company Name Limited T/A Trading Name'.**

Company Name: Title: First Name: Surname: 

Correspondence Address:

Postcode: Telephone: Email: Registered Company  
Number (if applicable): 

Work undertaken at Head Office:

Estate

Lettings

Property Management

Residential Leasehold Management

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**Are you a member of any of the following trade organisations?**

ARLA - Association of Residential Letting Agents

Yes

ARMA - The Association of Residential Managing Agents

Yes

GLM - Guild of Lettings and Management

Yes

IRPM - The Institute of Residential Property Management

Yes

NAEA - The National Association of Estate Agents

Yes

NALS - The National Approved Letting Scheme

Yes

NARPM - National Association of Residential Property Managers

Yes

RICS - Royal Institution of Chartered Surveyors

Yes

RLA - Residential Landlords Association

Yes

UKALA - UK Association of Letting Agents

Yes

Other

Please use this section to enter the details for all Agent branches. By joining the Property Redress Scheme, the Agent agrees to register and pay for all branches connected to the Agent. If you have more than 5 branches please continue on a separate sheet.

*If you operate under a separate legal entity at the same or another premises (in comparison to the head office and the company in this application), you will be required to complete a separate application per legal entity.*

## Branch 1

Title:

First Name:

Surname:

Branch Name:

Correspondence Address:

Postcode:

Telephone:

Email:

Work undertaken at Branch:  Estate  Lettings  Property Management

Residential Leasehold Management

Does this branch deal with their own complaints?  Yes  No

**By advising 'Yes' the branch will be contacted to deal with complaints and we will copy in the Head Office. By advising 'No', the Head Office will be required to deal with all complaints on behalf of this branch.**

Continued overleaf

## Branch 2

Title:

First Name:

Surname:

Branch Name:

Correspondence Address:

Postcode:

Telephone:

Email:

Work undertaken at Branch:  Estate  Lettings  Property Management  
 Residential Leasehold Management

Does this branch deal with their own complaints?  Yes  No

**By advising 'Yes' the branch will be contacted to deal with complaints and we will copy in the Head Office.  
 By advising 'No', the Head Office will be required to deal with all complaints on behalf of this branch.**

## Branch 3

Title:

First Name:

Surname:

Branch Name:

Correspondence Address:

Postcode:

Telephone:

Email:

Work undertaken at Branch:  Estate  Lettings  Property Management  
 Residential Leasehold Management

Does this branch deal with their own complaints?  Yes  No

**By advising 'Yes' the branch will be contacted to deal with complaints and we will copy in the Head Office.  
 By advising 'No', the Head Office will be required to deal with all complaints on behalf of this branch.**

## Branch 4

Title:

First Name:

Surname:

Branch Name:

Correspondence Address:

Postcode:

Telephone:

**Email:**

Work undertaken at Branch:  Estate  Lettings  Property Management  
 Residential Leasehold Management

Does this branch deal with their own complaints?  Yes  No

**By advising 'Yes' the branch will be contacted to deal with complaints and we will copy in the Head Office.  
 By advising 'No', the Head Office will be required to deal with all complaints on behalf of this branch.**

## Branch 5

Title:

First Name:

Surname:

Branch Name:

Correspondence Address:

Postcode:

Telephone:

**Email:**

Work undertaken at Branch:  Estate  Lettings  Property Management  
 Residential Leasehold Management

Does this branch deal with their own complaints?  Yes  No

**By advising 'Yes' the branch will be contacted to deal with complaints and we will copy in the Head Office.  
 By advising 'No', the Head Office will be required to deal with all complaints on behalf of this branch.**

Section E

Owner Details

If applicable, we require the contact details of two directors, principals or owners of the Company:

Title:

First Name:

Surname:

Correspondence Address:

Postcode:

Telephone:

Email:

Date of Birth:

If the Agent only has one director, principal or owner tick here

Title:

First Name:

Surname:

Correspondence Address:

Postcode:

Telephone:

Email:

Date of Birth:

Section F

Further Information

Do you have an internal complaints procedure?  Yes  No

If you hold Professional Indemnity (PI) Insurance who do you hold it with? (Although holding valid PI Insurance is not currently a requirement of joining the Property Redress Scheme we do strongly recommend the Agency has this in place)

Do you have Client Money Protection Insurance?  Yes  No

(Although holding valid Client Money Protection Insurance (CMPI) is not currently a requirement of joining the Property Redress Scheme, it is a legal obligation for letting agents to hold if operating in the UK. If you are unsure whether you satisfy the requirements of this legislation, please contact your local trading standards office for clarification)



Do you use a Tenancy Deposit Scheme? If so, please tick all that apply.

**England and Wales Applicants**

- MyDeposits custodial  
Date joined:
- MyDeposits insurance  
Date joined:
- TDS custodial  
Date joined:
- TDS insurance  
Date joined:
- DPS custodial  
Date joined:
- DPS insurance  
Date joined:

**Scotland Applicants**

- MyDeposits  
Date joined:
- Safedeposits  
Date joined:
- LPS  
Date joined:

**Northern Ireland Applicants**

- MyDeposits  
Date joined:
- TDS Northern Ireland  
Date joined:
- LPS  
Date joined:

*(custodial refers to schemes where deposit monies are lodged with the deposit protection scheme, insurance refers to schemes where deposit monies are insured by the deposit protection scheme but held in your company's segregated client money account).*

If you undertake lettings work how many tenancies on average does your agency look after at any one time?:

- 0-50
- 51-150
- 151-250
- 251+

Has your company, partnership, trading entity, or any of its directors, partners, business owners or managers ever been:

- a) Convicted of (or have a hearing pending) for money laundering, fraud or any other financial crime?:  Yes  No
- b) Refused membership of, or been excluded from, this or any other consumer redress scheme in the name(s) submitted in this application or in any other name as principal, agent, joint applicant or nominee?:  Yes  No
- c) Refused a licence to operate a private rented property as required under the Housing Act 2004?:  Yes  No
- d) Been subject to any penalties imposed by the local authority or trading standards for an offence related to working in the property industry?:  Yes  No

If you are transferring from another consumer redress scheme please state which one?

- None
- The Property Ombudsman

How did you hear about the Property Redress Scheme?

- PR (press article)
- Advertising
- Direct Mail
- Social Media
- Search Engine
- Word of Mouth
- Direct Contact
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- Other

The following details may be requested when discussing certain aspects of your membership to us on the telephone.

Security Password Hint:

Security Password:

To the best of my knowledge and belief, the information provided in connection with this application is true and I have not withheld any material facts.

I understand that non-disclosure or misrepresentation of relevant facts may entitle the Property Redress Scheme to void membership immediately and without appeal.

I have read, understand and agree to abide by the Property Redress Scheme Terms of Reference.

I confirm we will comply with any decisions of the Property Redress Scheme. I understand that not complying with the decisions will result in penalty fees and removal from the Property Redress Scheme.

I have the authority to commit the Head Office and all named branches to the terms and obligations of the Property Redress Scheme.

I agree to receive information, discounts and special offers from Property Redress Scheme affiliated parties

Full Name:

Signature:

Date:

Position in Company:

Please send your application to:

Property Redress Scheme  
 Premiere House  
 1st Floor  
 Elstree Way  
 Borehamwood  
 WD6 1JH

Or by e-mail: [info@theprs.co.uk](mailto:info@theprs.co.uk)

**When we process your application, we will provide you with a unique membership number and an invoice for you to pay your subscription fee. On payment of your subscription fee we will confirm your subscription and send you a welcome pack.**