

Application for Membership Property Agents



**The Property Redress Scheme is a government authorised
Consumer Redress Scheme for Lettings, Property Management
and Estate Agents and other Property Professionals**

Authorised By



Department for
Communities and
Local Government

Please note that all questions must be answered in BLOCK CAPITALS using black ink - if filled out by hand

SECTION A

General Information

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.

SECTION B

Membership Options

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 – Entry Model

Low annual subscription fee plus reasonable complaints fees.

- £95.00 (plus VAT) per application (head office) +
- £95.00 (plus VAT) per extra branch

We will assist Agents to resolve complaints directly in the first instance. If this is unsuccessful we will then charge the following complaint fees to the Agent in order to formally resolve the complaint:

- £60.00 (plus VAT) for an Agent who is a member of a body with client money protection insurance.
- £90.00 (plus VAT) for all others

Option 2 – Enhanced Model

One annual fee for head office and each of the branches, with no individual complaints fees

- £199.00 (plus VAT) per application (head office) +
- £199.00 (plus VAT) per extra branch
- No complaint fees*

*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 office we should use as the main point of contact.

Agent Company Name:

Contact Name:

Correspondence Address:

Postcode:

Telephone no:

Email:

Registered Company No: (if applicable)

Work undertaken at Head Office:

Estate Lettings Managing

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.

Branch 1.

Contact Name:

Branch Name:

Correspondence Address:

Postcode:

Telephone No:

E-mail:

Work undertaken at branch:

Estate Lettings Managing

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 2.

Contact Name:

Branch Name:

Correspondence Address:

Postcode:

Telephone No:

E-mail:

Work undertaken at branch:

Estate Lettings Managing

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.

Contact Name:

Branch Name:

Correspondence Address:

Postcode:

Telephone No:

E-mail:

Work undertaken at branch:

Estate Lettings Managing

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.

Contact Name:

Branch Name:

Correspondence Address:

Postcode:

Telephone No:

E-mail:

Work undertaken at branch:

Estate Lettings Managing

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.

If you have more branches, please reprint this page.

SECTION F

Owner Details

We require the contact details of two directors, principals or owners of the Agent:

Contact Name:

Correspondence Address:

Postcode:

Telephone no:

E-mail:

Date of Birth:

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

Contact Name:

Correspondence Address:

Postcode:

Telephone no:

E-mail:

Date of Birth:

SECTION G

Further Information

Do you already have an internal complaints procedure?

Yes No

If you hold Professional Indemnity (PI) Insurance who do you hold it with?

'Those undertaking Estate Agency work are required to hold appropriate professional indemnity insurance. Although we will not request evidence of the insurance on joining, the PRS may request evidence at any point in the future and failure to hold the insurance may deem your membership as invalid.'

If you would like a professional indemnity insurance quote from Hamilton Fraser please telephone 0345 310 6300.'

If you are an Agent do you hold Client Money Protection Insurance?

Yes No

*Although holding valid Client Money Protection (CMP) Insurance is not a requirement of joining the Property Redress Scheme we do strongly recommend the Agent holds it. If you are interested in obtaining CMP insurance please visit www.cmprotect.co.uk

Are you a member of a trade organisation?

Yes No

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

None The Property Ombudsman Ombudsman Services

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

You must answer YES/NO to these questions. They relate to our acceptance criteria and must be answered to the best of your knowledge. We reserve the right to check the validity of your answers with credit and fraud checking organisations. If you cannot answer NO to any of these questions or unsure as to your position then please contact us and explain your situation. We can then consider your application. If we later find out that you misrepresented your position when answering a question we reserve the right to terminate your Membership immediately.

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

0-50 51-150 151-250 250+

Where did you hear about the Property Redress Scheme?

| | | | | | |
|--------------------|--------------------------|---------------|--------------------------|---------------|--------------------------|
| PR (press article) | <input type="checkbox"/> | Advertising | <input type="checkbox"/> | Direct Mail | <input type="checkbox"/> |
| Social Media | <input type="checkbox"/> | Search Engine | <input type="checkbox"/> | Word of Mouth | <input type="checkbox"/> |
| Direct Contact | <input type="checkbox"/> | Other | <input type="text"/> | | |

The following details may be required when discussing certain aspects of your policy to us on the telephone:

Account Password:

Security Password:

Security Password Hint:

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 my Agent's membership immediately and without appeal.

I have read, understand and agree that my Agent will abide by the Property Redress Scheme Terms of Reference.

I confirm the Agent will comply with any decisions of the Property Redress Scheme Ombudsman. I understand that if the Agent does not comply with the decisions then penalty fees are payable and the Agent may be removed from the Property Redress Scheme.

I have the authority to commit the Agent 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

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

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.

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

T. 0333 321 9418
E. info@theprs.co.uk

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HF Resolution Ltd trading as
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