

Evidence Checklist

It is the person making a complaint who will need to persuade the PRS that their version of events is more likely, than not, to have happened and the member will need to provide evidence in defence.

In all cases we will require evidence, starting with the initial email/letter of complaint and the member's final written response, to show that their internal complaints process has been exhausted and 8 weeks has been allowed for the member to investigate and resolve the complaint.

If you are raising a complaint on someone's behalf we will also require a signed letter of authority.

To help both parties, we have put together a document checklist, which is not exhaustive, but which we would generally expect to see for the types of complaints we receive. Please keep the evidence you provide **relevant** to the complaint as this will make it easier for us to understand and resolve the complaint.

Person making the complaint	Member
Lettings complaints	
<ul style="list-style-type: none"> Terms of Business Tenancy agreement Holding deposit receipt/agreement Schedule of costs, together with estimates, invoices, receipts and photographs if available Proof of losses Bank statements Deposit scheme adjudication Any other paperwork held relevant to your specific complaints e.g. emails/letters/case notes Court papers Tenancy deposit protection certificates 	<ul style="list-style-type: none"> Terms of Business Application paperwork Evidence of references Tenancy agreement Check in/check out reports Inventory Court papers All records for entire transaction including ongoing monitoring or management of the property Statements of account
Residential Leasehold Management Complaints	
<ul style="list-style-type: none"> Management agreement / Terms of Business Tenancy agreement/lease Agreement Any other paperwork held relevant to your specific complaints e.g. emails/letters/case notes Schedule of costs, together with estimates, invoices, receipts and photographs if available. Any notes relating to verbal discussions AGM minutes Court/tribunal documents 	<ul style="list-style-type: none"> Management agreement / Terms of Business All records for entire transaction including ongoing monitoring or management of the property Statements of account AGM minutes Court/tribunal documents
Sales Complaints	
<ul style="list-style-type: none"> Signed Agency agreement & Terms of Business All other paperwork you hold relevant to your specific complaints e.g. emails/letters/case notes Any notes relating to verbal discussions Commission invoice 	<ul style="list-style-type: none"> Agency agreement – signed with full set of terms and conditions Market appraisal Viewing records Particulars of sale Notification/confirmation of offers Memorandum of Sale All records for entire transaction Invoices