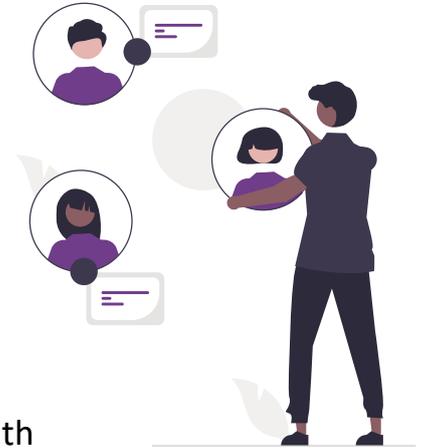


# Landlord and Tenant Redress - helping you!



The PRS offers redress to landlords including members of the National Residential Landlords Association to resolve issues with their tenants.

## Benefits of Landlord Redress



### Effective resolution

Enabling landlords and tenants to reach agreement on tenancy related issues



### Handle, resolve, signpost

Expert dispute resolution professionals will provide specialist support and advice



### Raising standards

Providing confidence to tenants and landlords about the sector and increasing accountability

## Type of complaint we can resolve

### Marketing a property

- Ensure all marketing material is clear, legal and truthful
- Not aim to mislead, give a false impression or misdirect
- Include reference to NRLA membership wherever possible

### Creating a tenancy

- Give the tenant a written statement of the terms of their occupancy
- Provide the terms in advance so the tenant can seek advice
- Assist the tenant to understand the terms

### Maintaining a tenancy

- Show respect for tenants
- Comply with data requirements
- Provide prompt communication
- Provide contact details
- Attend to reported disrepair without delay
- Ensure the property is fit for human habitation

### Ending a tenancy

- Ensure they do not harass or illegally evict, the tenant
- Follow the correct legal procedure to bring the tenancy to an end
- Not refuse to provide a tenant with a new tenancy reference without good cause

# How it works

Landlords have been invited to sign up to offer redress to their tenants prior to launch on 1 April 2022.

If you are receiving this leaflet then your landlord has registered with the PRS scheme.

The PRS can help resolve tenant complaints related to four main areas of marketing a property, creating and maintaining a tenancy and, ending a tenancy.

Before raising a complaint with the PRS the tenant should first seek to resolve it with the landlord, giving them a suitable amount of time to respond.

**Note:** If the complaint is about the behaviour/actions of an agent the tenant should raise the complaint with the agent's redress scheme directly unless the agent states that the issue has been caused by the landlord.



## The complaint process

### Step One

#### Tenant raises a complaint with the PRS

If the tenant has been unable to resolve the issue with the landlord they can raise a dispute with the PRS.



### Step Two

#### Complaint assessed by the PRS

A resolution specialist will make contact with the tenant. If the complaint is deemed suitable to be investigated either more evidence will be sought or the landlord contacted.



### Step Three

#### Make contact with the landlord

The landlord will be informed about the complaint; they can either resolve the issue, dispute the complaint or, the parties may be signposted elsewhere.



### Step Four

#### Resolve the complaint

Once all evidence has been received the assessor can seek to facilitate early resolution or proceed the complaint to a scheme decision.

## Contact Us

☎ 0333 321 9418

✉ [landlordredress@theprs.co.uk](mailto:landlordredress@theprs.co.uk)

🌐 [www.theprs.co.uk](http://www.theprs.co.uk)

  
Department for Levelling Up,  
Housing & Communities

**NATIONAL  
TRADING  
STANDARDS**  
Estate Agency Team  
Protecting Consumers  
Safeguarding Businesses

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