

Application for Membership Property Professionals



**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 Professionals who wish to join the Property Redress Scheme.

Areas of work covered by the Property Redress Scheme:

- Company Landlords
- Inventory Clerks
- Cleaners
- Painters /Decorators
- Handymen
- Gardeners
- Tenant Referencing

If you are a Property Professional not listed above, please contact us to discuss if you can join.

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 you 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

SECTION C

Head Office Details

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. If you are an individual fill out the fields which are relevant.

Company Name:

Contact Name:

Correspondence Address:

 Postcode:

Telephone no:

Email:

Registered Company No: (if applicable)

Type of Property Professional (if member conducts more than one type of work, please tick both boxes):

Company Landlords	<input type="checkbox"/>	Inventory Clerks	<input type="checkbox"/>	Cleaners	<input type="checkbox"/>
Painters /Decorators	<input type="checkbox"/>	Handymen	<input type="checkbox"/>	Gardeners	<input type="checkbox"/>
Tenant Referencing	<input type="checkbox"/>	Other	<input type="text"/>		

SECTION D

Other Details

Do you have an internal complaints procedure?

Yes No

If you hold Professional Indemnity Insurance who do you hold it with?

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"/>		

Please use this section to enter the details for all other branches. By joining the Property Redress Scheme, to register and pay for all branches connected to the company. If you have more than 3 extra branches then re-print this page.

Branch 1.

Contact Name:

Branch Name:

Correspondence Address:

Postcode:

Telephone No:

E-mail:

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:

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:

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.

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

Contact Name:

Correspondence Address:

Postcode:

Telephone no:

E-mail:

Date of Birth: d d m m y y y y

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

Contact Name:

Correspondence Address:

Postcode:

Telephone no:

E-mail:

Date of Birth: d d m m y y y y

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

Membership Password:

Security Password:

(required to log into your online account - must be 8 characters)

Security Password Hint:

(required to log into your online account - must be 8 characters)

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 Property Professionals membership immediately and without appeal.

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

I confirm the Property Professional will comply with any decisions of the Property Redress Scheme Ombudsman. I understand that if the Property Professional 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 Property Professional 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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Property Redress Scheme
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