







GUIDANCE ON REGISTERING FOR MEMBERSHIP WITH THE PROPERTY OMBUDSMAN LIMITED

When joining The Property Ombudsman, in order to remove confusion for consumers all branches trading under the same company or brand name are required to join. Head offices and administrative offices that do not deal directly with consumers need to register, but will not be charged.

TYPES OF MEMBERSHIP

Full Membership	<p>By becoming a full member you will be abiding by a Code of Practice. This brings greater benefits to your business, giving consumers a greater confidence in how they are treated because you operate to standards which are higher than those required under the relevant legislation.</p> <p>This allows you to be seen as having high professional standards and allows use of all relevant logos including the OFT approved code logo if your business deals with residential sales.</p>
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With full membership you can join for any of the disciplines listed below and in any combination; however, we would recommend that you cover your business for redress in all areas that you do business.

<p>Residential Sales This includes International Sales (if applicable) and automatic registration under the Consumers, Estate Agents and Redress Act 2007 (CEARA).</p>	 
<p>International Sales Applies to that part of the UK transaction that is conducted under English law.</p>	
<p>Lettings Management This includes lettings and Managing Agents.</p>	
<p>Residential Leasehold Management Applies to agents who manage residential leasehold property on behalf of the freeholder, head leaseholder or residents management company.</p>	
<p>Commercial Applies to estate agency services, provided by a person or organisation in the United Kingdom for buying, selling and letting/renting of premises for commercial use, including shops, offices, business space, industrial and warehouses.</p>	

Redress Registration Only	Under the CEARA 2007 it is a legal requirement that all estate agents dealing in residential sales, within the UK, have to register with an approved redress scheme.
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MEMBERSHIP FEES FOR 2011

Please note all fees are per branch excluding Residential Leasehold Management which is charged per company

Membership Type	Annual Fee excluding VAT	Total Payable including VAT
Annual Full Membership for 1 Discipline Joining Fee	£120.00 £20.00	£144.00 £24.00
Total	£140.00	£168.00
Annual Full Membership for 2 Disciplines Joining Fee	£200.00 £20.00	£240.00 £24.00
Total	£220.00	£264.00
Annual Full Membership for 3 Disciplines Joining Fee	£250.00 £20.00	£300.00 £24.00
Total	£270.00	£324.00
CEARA registration only Joining Fee	£120.00 £20.00	£144.00 £24.00
Total	£140.00	£168.00
Residential Leasehold Management A (100 Units or less and no more than 10 Blocks)	£120.00	£144.00
Residential Leasehold Management B (101 Units and more than 10 Blocks)	£250.00	£300.00
<i>Example: If you wish to join for Residential Sales and Commercial it will cost you £264.00 (2 disciplines)</i>		
<i>Example: If you wish to join for Residential Sales and Commercial at 2 branches & Residential Leasehold Management A it will cost you £672.00</i>		
Cheques should be made payable to 'The Property Ombudsman Limited'		

APPLYING FOR MEMBERSHIP

The Application Form

You can obtain the Application Form in one of three ways:-

- request an application form via e-mail membership@tpos.co.uk a member of the membership department will e-mail or post to you
- call TPO membership department 01722 333306 select the option for membership and ask a form to be sent to you
- complete the application form online, in which case you will be required to send supporting documents via post or scanned and e-mailed ***(available soon)**

Completing the Form

Section A

1&2. Please ensure that the Company and Trading names are entered onto the form.

3. The applicant should be a Director, Principle Partner or Owner. The Company Registration and VAT numbers need to be completed or further supporting documentation will be required. To enable us to process the application form you will need to select what your requirements are by ticking the appropriate sections.

4. You are required to list all Principle (for Sole Traders) Partners and Directors in this section, detailing any affiliated memberships.

5. Please give details of the person who we can contact regarding complaints. This information will also be passed to complainants.

6. Please give details of the person who we need to contact regarding your invoicing.

Section B

7. If you are a Franchisee then you will be required to give us details of the Franchisor, if you wish all branches to come under the one membership go to number 8 on the form.

8. This section is to be used for any branches that you wish to come under your membership number.

Section C

You will need to have read and understood the Terms of Reference – copies of this can be downloaded from the website.

Section D

Please ensure that you have read and understood the Acknowledgement before signing the application.

Section E

Please ensure that you give detail of your local trading standards office – these details can be found in your phone book or online.

Section F

Please ensure that you enclose a copy of evidence of your professional Indemnity Insurance with the application.

Section G

The Application Form is signed as a deed by either a Director; Partner or Owner or other person authorised on behalf of the Applicant in the presence of a witness.

It is important that you have read and understood the undertakings prior to signing.

The Supporting Documents

To support your application the TPO will require the following in order to complete the process:

- Evidence of Professional Indemnity insurance which needs to show the applicable excess and limit of indemnity.

In addition if you are unable to supply us with a registered VAT number or Company Registration number with you application, the following supporting documents are required.

- Two references from your accountant, solicitor or bank manager OR 1 utility bill addressed to the applicant and dated within the last three months and a form of photographic ID (passport or driving licence).