

Your responsibilities

By filling in this application form you confirm that the information you have given is correct when you fill it in. You also agree to the following.

- 1 You have read and agree to our Terms of Reference and Privacy Policy (both as amended from time to time), which you can see on our website.
- 2 You will co-operate with any investigation the Ombudsman carries out under the Terms of Reference (as amended from time to time).
- 3 You will act in line with any award which is made and can be enforced against you under the Terms of Reference and pay the person who has complained about your service the full amount of the award within the period for payment set out in the Terms of Reference.
- 4 You will have and run an appropriate internal complaints procedure which meets the requirements of any professional organisation you are a member of or in the form set out in the guidelines that you can see on our website.
- 5 You will keep to the relevant Codes of Practice (as amended from time to time) if you are a full member of our organisation. (This does not apply to registered agents, who must work to 'best practice'.)
- 6 You will include all branches operating with the same trading name regardless of their legal status (for example, company, partnership, franchise) and help us in any matters that arise in connection with any of your branches (whether owned, separately owned or franchised). Please note that each business must have a separate deed.
- 7 You will pay any subscriptions that are due within 28 days of the date of the invoice.
- 8 You will have professional indemnity insurance and make sure that:
 - it includes cover for awards the Ombudsman makes;
 - the cover is for at least £100,000;
 - the excess for any awards (the amount you must pay towards the award) is no more than £1,000; and
 - the endorsement L1391 (available at www.tpos.co.uk) is included in the policy if the excess is above £1,000.
- 9 If you are a member agent for lettings, you will keep clients' money in a separate client account held in a financial institution appropriately authorised under the Financial Services and Markets Act 2000.
- 10 You will provide a recent auditor's report of your client account, if we ask for one.
- 11 You will give at least one month's notice if you want to end your membership. The Ombudsman can deal with complaints which have formally been raised in writing and have been registered for us to consider within six months of you issuing a final viewpoint letter, as long as the matter the complaint refers to happened on or before the date your membership ends.
- 12 As far as you are aware, no trading standards office or any other regulatory body is taking, or considering taking, disciplinary action against anyone named on this application form (including the firm or business applying for membership and any branch office of that firm or business), or anyone else who works for you.

Protecting us against loss

You must cover us against all liabilities, costs, expenses and damages we suffer arising out of or in connection with you or any of your branches breaking any of the terms and conditions contained in this application form or the Terms of Reference.

Confirmation and signature

This form should **be signed by a director, partner** or other person authorised to act for you, in the presence of a witness.

I confirm, on behalf of the applicant, that:

- I have read all of this application form and your Terms of Reference and Privacy Policy, and I am applying for all of our branches to become a member of TPO under the terms and conditions set out in these documents;
- I (and each of our branches) will keep to the terms and conditions of membership as set out in this application form (including the responsibilities set out above) and your Terms of Reference and Privacy Policy (including any amendments to these); and
- I (and each of our branches) understand that this application form is signed as a deed.

On behalf of applicant	
Full name:	Position in firm: director, partner, franchisor, other (if 'other', please give details below)
Signature:	Date:

Witness	
Full name:	Address:
Signature:	
Date:	

Membership application details



Please fill in the form in full. If any section does not apply to you please write 'N/A'.

Section A

Membership categories and fees

Membership fees are charged per branch. Head offices and administrative offices that do not deal direct with consumers need to register, but will not be charged.

Membership

Full member agents must keep to our Codes of Practice, and we regularly monitor them and expect them to work to the highest standards.

	Description	Fees	Tick the appropriate boxes
Membership	Agents who deal in residential sales and lettings, commercial sales and lettings and chattels. It includes automatic registration (see below).	Membership fee = £170 + VAT Joining fee = £20 + VAT Total = £228 (including VAT) for each branch	
Residential leasehold management (RLM)	Agents who manage blocks or multiple residential leasehold properties on behalf of the freeholder, head leaseholder or residents' management company.	Membership fee = £195 + VAT Joining fee = £20 + VAT Total = £258 (including VAT) for each company	

Registration

Minimum legal requirement required for all agents dealing in residential sales. Registered agents do not subscribe to our Code of Practice and you will not be allowed to use our brand or logo.

The cost of registration is £170 + a joining fee of £20 + VAT = £228.00 (including VAT) for each branch.

Section B

Business details

Company or business name:	Trading name:
Company registration number:	VAT registration number:

Head office details	Services provided																
Name: Address (with postcode):	<table border="0"> <tr> <td>Residential sales</td> <td><input type="checkbox"/></td> <td>Commercial lettings</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Residential lettings</td> <td><input type="checkbox"/></td> <td>Chattels</td> <td><input type="checkbox"/></td> </tr> <tr> <td>International sales</td> <td><input type="checkbox"/></td> <td>RLM</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Commercial sales</td> <td><input type="checkbox"/></td> <td>Other _____</td> <td><input type="checkbox"/></td> </tr> </table>	Residential sales	<input type="checkbox"/>	Commercial lettings	<input type="checkbox"/>	Residential lettings	<input type="checkbox"/>	Chattels	<input type="checkbox"/>	International sales	<input type="checkbox"/>	RLM	<input type="checkbox"/>	Commercial sales	<input type="checkbox"/>	Other _____	<input type="checkbox"/>
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Phone: Email:	Fax: Website:																

Complaints contact details – main contact	Complaints contact details – other contact
Name: Address (with postcode): Phone: Email:	Contact name: Address (with postcode): Phone: Email:

Invoice contact details	
Name: Address (with postcode):	Phone: Fax: Email:

Director, partner or owner details - If necessary, please use the continuation sheet on page 4.

Name	Position in firm	Tick membership						
		ARMA	ARP	GLM	GUILD	ICBA	NAVA	RICS

ARLA or NAEA membership number: _____ NALS membership number: _____

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Section C

Branches and associated businesses

All owned branches and associated businesses (for example, a separate legal business in the same corporate group as you or a franchise) that are trading under your brand name must join and you must tell us if any new branches and associated businesses open. If you have not told us about any new branch or associated business and we receive a complaint about that branch or business, we will consider them a member and deal with the complaint.

If any of your branches is a separate business or franchise, it will need to fill in its own application form.

If necessary, please use the continuation sheet on page 4.

Owned offices	Services provided
Name:	Residential sales <input type="checkbox"/>
Address (with postcode):	Residential lettings <input type="checkbox"/>
	International sales <input type="checkbox"/>
	Commercial sales <input type="checkbox"/>
	Commercial lettings <input type="checkbox"/>
	Chattels <input type="checkbox"/>
	RLM <input type="checkbox"/>
	Other _____ <input type="checkbox"/>
Phone:	Fax:
Email:	Website:

Associated companies

Please fill in this section if you are applying as a separate business or franchise, trading under the brand name of an existing member.

Main office or franchisor details	Contact details
Name:	Phone:
Address (with postcode):	Fax:
	Email:
	Website:

Please enclose the following with your filled-in application form.

- A cheque for your fee, made payable to 'The Property Ombudsman Limited'.
- A copy of your professional indemnity policy schedule.
- If you are unable to give us your registered VAT number or company registration number, please provide us with a photocopy of a utility bill addressed to your business and dated within the last three months, and a photocopy of the passport or driving licence of the senior partner, director or owner.

Address to send your application to:

**Membership Department
The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

Continuation sheet – please photocopy this sheet if you need more sheets

Director, partner or owner details

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ARLA or NAEA membership number: _____ NALS membership number: _____

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Other offices

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