Property Sector Directory

A guide to stakeholders in the property sector covering definitions, descriptions and acronyms
Property redress schemes – private sector
≠ Other Ombudsman, Redress or ADR scheme
Professional Trade organisations
Government/local authority bodies
Consumer organisations
Accreditation scheme
Money protection schemes
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A free, fair and independent service for buyers, sellers, tenants and landlords of property in the UK.
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| NLG – National Leasehold Group |
| NAVA Propertymark |
| OFT – Office of Fair Trading |
| On the market |
| OA – The Ombudsman Association |
| OSL – Ombudsman Services Limited |

| OS:P – Ombudsman Services: Property |
| PCCB – The Property Codes Compliance Board |
| PRS - The Property Redress Scheme |
| RO - Removals Ombudsman |

| Rent Smart Wales |
| RLA – Residential Landlords Association |
| RLAAS – Residential Landlord Association Accreditation Scheme |
| RPSA – The Residential Property Surveyors Association |

| Resolver |
| Rightmove.co.uk |
| RICS – The Royal Institution of Chartered Surveyors |
| SAFE – Safe Agent Fully Endorsed |
| SafeDeposits Scotland |
| SAL – Scottish Association of Landlords |

| The Scottish Parliament |
| - Antisocial Behaviour etc (Scotland) Act 2004 |
| - Rent (Scotland) Act 1984 |
| - Tenancy Deposit Schemes (Scotland) Regulation 2011 |
| - Housing (Scotland) Act 2006 |
| SLCC – Scottish Legal Complaints Commission |

| Shelter |
| TPO – The Property Ombudsman |
| - TPO Unitary Board |
| - TPO Codes of Practice |

| TDS – The Tenancy Deposit Scheme |
| TDS Northern Ireland |
| The Tenants Voice |
| Trading Standards, Powys County Council |
| Trust for London |
| UKALA – The UK Association of Letting Agents |  |
| UK Finance |  |
| Warwickshire TS Primary Authority |  |
| Welsh Assembly/National Assembly for Wales and Housing (Wales) Act 2014 |  |
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≠ ADR – Alternative Dispute Resolution
Provides a cheaper and quicker alternative to the courts. Ombudsman/redress schemes are a type of ADR scheme. There are also commercial ADR schemes in existence which are not ‘not-for profit.’

§ ADR EU directive
EU directive with the aim of enhancing the use of Alternative Dispute Resolution (ADR) for consumer disputes within the EU.
- The Directive does not make the use of ADR mandatory – it does not require the UK to force businesses or consumers to use ADR, but the Government must ensure ADR is available if both parties agree to use it. It does not require the Government to force existing ADR providers to become certified ADR providers which comply with the requirements of the Directive. The Directive does not give a consumer the right to force a business to use ADR, or to use a particular ADR provider: in sectors where the use of ADR is not compulsory it is for the business to decide whether to use ADR for a particular dispute.
- The ADR EU directive was implemented into parliament as the Alternative Dispute Resolution for consumer Disputes Regulations 2015. For further information please refer to the relevant legislation document.
- TPO must conduct annual and biannual reports to CTSI and NTSEAT regarding criteria set out in this legislation.

△ Action Fraud
http://www.actionfraud.police.uk/
Action Fraud is the UK’s national reporting centre for fraud and cyber-crime where you should report fraud if you have been scammed, defrauded or experienced cyber-crime.
Tel: 0300 123 2040 (UK) or +44 207 386 3620 (Overseas)

✉ ACORN
A consumer organisation set up as first and foremost a tenants union.

♫ ASA & CAP – Advertising Standards Authority and Committees of Advertising Practice.
https://www.asa.org.uk/
A professional trade body that is the UK’s independent advertising regulator. The ASA makes sure ads across UK media stick to the advertising rule (the Advertising Codes). The Committee of Advertising Practice (CAP) is the sister organisation of the ASA and is responsible for writing the Advertising Codes. https://www.asa.org.uk/codes-and-rulings/advertising-codes.html
Tel: 020 7492 2222

♫ AIIIC Association of Independent Inventory Clerks
https://theaiic.co.uk/
A trade membership body for independent inventory clerks
Members of the association will:
- Abide by the AIIIC’s Code of Practice https://theaiic.co.uk/about-us/complaints/
- Have professional Indemnity Insurance and Public Liability Insurance.
Email: centraloffice@theaiic.co.uk
Tel: 0845 8388 471
AIPP – The Association of International Property Professionals
http://aipp.org.uk/
A membership organisation for companies selling international property.
- Is a non-governmental, not-for profit organisation seeking to improve standards of professionalism in the largely unregulated international property industry
- Membership requirements are:
  Business members must qualify under one of the 3 criteria:
  Criteria A: if you run a company that has been trading in the international property market for 3 years or more, click here for more details.
  Criteria B: if you run a company that has not yet been trading in the international property market for 3 years but you, or the person operating the business, has extensive experience of this market, click here for more details.
  Criteria C: if you run a company that has not yet been trading in the international property market for 3 years nor do you, or the person operating the business, have extensive experience of this market, click here for more details.
Associate members have 2 criteria:
  Criteria D: if you run a company that has been trading in the international property market for 3 years or more, click here for more details.
  Criteria E: if you run a company that has not yet been trading in the international property market for 3 years but the person operating the business has extensive experience of this market, click here for more details.
AIPP members follow AIPP’s code of conduct https://www.aipp.org.uk/buyer/code-of-conduct/
- Ombudsman services provided by TPO.
Email: memberinfo@aipp.org.uk (industry) & enquiries@aipp.org.uk (consumer)
Tel: +44 (0)20 7222 6172

ARHM - Association of Retirement Housing Managers
http://www.arhm.org/
A professional trade body for Retirement Housing Managers
Membership requirements:
- Compliance with Code of Practice http://www.arhm.org/publication-category/code-of-practice/
- Professional Indemnity Insurance
Members can be subject to audit checks. Should Leaseholders not remedy a breach of the Code they will no longer be eligible for membership
Email: enquiries@ahrm.org
Tel: 020 7463 0660
ARMA – Association for Residential Managing Agents
https://arma.org.uk/
Professional trade association for residential managing agents in England & Wales.
- Membership requirements: adherence to ARMA’s rules of membership, RICS’s Service Charge Residential Management Code and from 2015 ARMA Accreditation (see below), including CMP scheme, Professional Indemnity Insurance, and membership of independent redress scheme.
- Works to promote high standards of leasehold management and professionalism through advice, training and guidance, and through their regulatory framework, ARMA Accreditation.
- ARMA’s independent regulatory panel will review all redress scheme decisions. Where the redress scheme has made a final decision, including financial settlement, the independent Regulatory Panel has no jurisdiction over the amount of the award and cannot get involved in such cases.
- ARMA outline any disciplinary action taken against a member of their scheme on their website.
Email: info@arma.org.uk
Tel: 020 7978 2607

ARMA Accreditation
ARMA’s self-regulatory regime, compulsory for members from January 2015.
Regulated by ARMA’s Independent Regulatory Panel.
Includes adherence to Consumer Charter and Standards There are 180 standards that have been developed specifically for managing agents http://arma.org.uk/leasehold-library/arma-standards-and-consumer-charter

ARLA Propertymark
http://www.arla.co.uk/
A trade membership body, whose membership requirements are: including CMP scheme, Professional Indemnity Insurance, yearly CPD.
- ARLA provides training and guidance (including free legal advice) to member agents and lobbies government on members behalf.
Click here for Propertymark contact details

ARLA Propertymark Inventories
http://www.arla.co.uk/inventories.aspx
Previously called the Association of Professional Inventory Providers.
A membership organisation for in-house and independent inventory providers
- ARLA Inventories membership demonstrates that an inventory provider is an accredited/qualified professional who is obliged to meet the standards set out in the Propertymark Inventories Code of Practice http://www.arla.co.uk/media/1045589/arla-inventories-code-of-practice.pdf
- Redress is provided by ARLA inventories which is detailed in the code of practice.
Click here for Propertymark contact details
**BPF – the British Property Federation**

http://www.bpf.org.uk/

A membership organisation devoted to representing the interests of all those involved in real estate ownership and investment.

- Around 400 member organisations. Any organisation that owns, invests in or manages real estate, or that provides professional services to companies that do, is allowed to join. Members consist of:
  - 31% are real estate companies (who provide just over half of BPF income)
  - 9% are institutional investors and fund managers
  - 3% are investment banks
  - 4% are companies that have property assets (like utilities and supermarket chains)
  - 3% are housing associations
  - 36% are professional firms like lawyers, agents, planners and accountants
  - 10% are other companies with an interest in property (such as construction, insurance and services)
  - 2% are affiliated organisations (mainly small residential landlord bodies).
- Three main visions, to deliver: Economic Growth, Essential Infrastructure and make great places.
- No membership requirement and membership costs vary depending on business type.

Email: info@bpf.org.uk
Tel: 020 7828 0111

**BEIS – the Department for Business, Energy & Industry Strategy**

The Department for Business, Innovation & Skills was replaced by Department for Business, Energy & Industrial Strategy in July 2016. Formerly responsible for legislation relating to buying and selling of housing, i.e. the estate agent industry. This is now the remit of the Department of Communities and Local Government from 20 July 2017.

**Cabinet Office**

Supports the Prime Minister and ensures effective running of government.

**CEDR - Centre for Effective Dispute Resolution**

https://www.cedr.com/solve/dispute-resolution-services/

For profit ADR body, approved by CTSI and ADR regulations provides an ADR service to a number of services including property.

Email: info@cedr.com
Tel: 020 7536 6000

**CA (previously CAB) – Citizens Advice (Bureau)**

https://www.citizensadvice.org.uk/housing/

Organisation providing free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

- Delivers services in 2,700 community locations, run by around 300 independent local charities across England and wales
- During 2016-2017 helped 2.7 million people face to face, over the phone, by email and webchat.
- Operates a consumer complaints helpdesk providing consumers with ADR advice and signposting.
- Complaints to TS must first go to Citizens Advice Consumer Services.
CACS – Citizens Advice Consumer Services
Provides guidance and signposting for ADR issues.
Tel: 03454 04 05 06

CIOB – The Chartered institute of Building
http://www.ciob.org/
A trade membership body for the construction industry. Membership fees and levels depend on the route of application http://www.ciob.org/become-a-member/how-join
Tel: +44 (0)1344 630 700
Email: reception@ciob.org.uk

CTSI - Chartered Trading Standards Institute
CTSI represents trading standards professionals working in the UK and overseas - in local authorities, business and consumer sectors and central government. Is responsible for the Consumer codes Approval Scheme.
- Local Trading standards can investigate reported cases of illegal sales activity.
https://www.tradingstandards.uk/consumers/support-advice
Click here for CTSI contact details

CMP – Client Money Protection
- There is a widespread misconception in the industry that agents can access “client money protection insurance”. This is not the case as insurers will not insure firms directly for losses of money from a client account as a result of theft or misappropriation by the owners of the business. (However, if a loss occurs through theft or fraud by an employee this may be covered by fidelity insurance or professional indemnity insurance).
- Over the years the professional trade bodies have therefore put in place a number of compensation schemes to offer limited compensation to consumers who may have lost monies as a result of theft, fraud or misappropriation of their money by a member of the firm.
- There are a number of CMP schemes that are accessible to agents that are not a member of a trade organisation
- https://www.tpos.co.uk/members/client-money-protection

CIC – Community Interest Company
A Community Interest Company (CIC) is a limited company, with special additional features, created for the use of people who want to conduct a business or other activity for community benefit, and not purely for private advantage
https://www.gov.uk/government/publications/community-interest-companies-business-activities
**A CMA – Competition and Markets Authority**
https://www.gov.uk/government/organisations/competition-and-markets-authority
A non-ministerial department “working to promote competition for the benefit of consumers, both within and outside the UK, to make markets work well for consumers, businesses and the economy.”

- Assumed responsibilities previously held by the Competition Commission and the Office of Fair Trading (See ERR 2013).
- CMA is primarily concerned with conducting market studies and giving agents guidance and advice.

Email: general.enquiries@cma.gsi.gov.uk
Tel: 020 3738 6000

**# CCAB – Consumer Code Approval Board**
Operated by the CTSI and manages the CCAS.

**# CCAS – Consumer Codes Approval Scheme**
Facilitated self-regulation run by CCAB, which is a community interest company (CIC), which is operated by CTSI, aiming to bolster consumer protection and improve customer service standards by approving and promoting codes of practice and setting out the principles of effective customer service.

- Traders are only able to join through membership of an organisation whose code of practice is approved by the CCAS. https://www.tradingstandards.uk/commercial-services/approval-and-accreditation/the-consumer-codes-approval-scheme. Membership requirements are to comply with all aspects outlined in the CCAS.
- The TPO Code of Practice for Residential Letting Agents and the TPO Code of Practice for Residential Estate Agents and TPO codes for Scotland have all been approved by CCAS.

**§ CEARA 2007 – The Consumer Estate Agents and Redress Act 2007**
Amended the Estate Agents Act 1979, which led to the requirement that those engaged in residential property estate agency work had to be members of an approved redress scheme from 1 Oct 2008.

- CEARA required redress schemes to be approved – originally administered by OFT, now by Powys County Council – The National Trading Standards Estate Agency Team (NTSEAT). There are currently three approved redress schemes under this requirement: TPO, OS:P and PRS.

**§ CPRs – The Consumer Protection from Unfair Trading Regulations 2008**
Prohibits traders in all sectors from engaging in unfair commercial practices against consumers.

- Introduces the concept of ‘material information’ that must be disclosed to consumers to ensure they are able to make informed ‘transactional decisions’.
- The TPO Codes of Practice includes obligations which reflect the CPRs.
**CLA – Council of Letting Agents**
http://www.counciloflettingagents.com/
A trading association for letting agents in Scotland, set up by SAL for their letting agent members in 2013.
- CLA worked with TPO to develop their CLA Code of Practice and the TPO Scottish Code of Practice for Letting Agents.
- Membership requirements:
  - Adherence to the code of practice http://www.counciloflettingagents.com/membership/
  - Membership fee depending on membership type.
Email: 0131 564 0100
Tel: info@counciloflettingagents.com

**CML – Council of Mortgage Lenders**
A not-for-profit organisation and the trade association for the mortgage lending industry. As of 1st July 2017 CML has integrated into a new trade association, UK Finance (See UK Finance for further information.

**COPSO – The Council of Property Search Organisations**
http://www.copso.org.uk/
A major trade association for the property search industry.
- Membership includes water companies, environmental search providers, and organisations offering local searches.
- Members produce 80% by volume of all searches produced in the market.
- Independent redress offered by TPO.
Email: info@copso.org.uk
Tel: 0871 423 7191

**Conveyancing Association**
http://www.conveyancingassociation.org.uk/
A professional trade membership body for the conveyancing industry. Membership requirements include a £2,000 fee and to adopt the Conveyancing Association pledges and Conveyancing Protocol, from time to time members may be subject to audit checks.
http://www.conveyancingassociation.org.uk/campaigns/
Email: info@conveyancingassociation.org.uk
Tel: 01633 261 757
DPS – The Deposit Protection Service
https://www.depositprotection.com/
One of three deposit protection schemes approved by DCLG under The Housing Act (England and Wales) 2004 to operate in England and Wales. The three approved schemes are: TDS DPS and MyDeposits. DPS provides both Custodial and Insured schemes.
Custodial scheme: Custodial deposit protection schemes hold on to the deposit during the length of the tenancy.
Insurance-backed scheme: The scheme does not hold on to the deposit for the length of the tenancy and the scheme is paid a fee to protect it
- DPS also runs LPS Scotland and LPS Northern Ireland.
Tel: 0330 303 0030

DSC – Disciplinary and Standards Committee
- The Disciplinary and Standards Committee of the Council considers possible disciplinary actions against member agents where cases are referred to them by the Ombudsman. Referrals can also come from the TPO’s Membership Compliance Unit and sometimes from the media, regulators and professional bodies.
- DSC operates under its own terms of reference https://www.tpos.co.uk/about-us/dsc

Ethical Landlords Association
https://ethicallandlords.org.uk/
A professional membership trade body for the letting industry. An association launched in May 2016 based on the emphasis of respect for tenants.
Membership requirements: To meet either the bronze, silver or gold charter set out by the Ethical Landlords Association and a membership fee of £30.
https://ethicallandlords.org.uk/landlords-charter/

ERR 2013 – The Enterprise and Regulatory Reform Act 2013
Amongst other things:
- Required lettings and residential management agencies to belong to an approved redress scheme by 1st October 2014.
- Established the Competition and Markets Authority and abolished the Competition Commission and the Office of Fair Trading.
- Amended the Competition Act 1998 and the Enterprise Act 2002 to replace OFT with CMA in most instances.

The EAA 1979 as amended, including by the CEARA 2007, regulates the conduct of estate agents in the course of estate agency work concerned with buying and selling property.
- Provides Powys County Council (NTSEAT) power to issue warning or prohibition notices against persons it considers unfit to carry on estate agency work.
EHRC – Equality and Human Rights Commission
A statutory non-departmental public body established by the Equality Act 2006. The Commission is the regulatory body responsible for enforcing the Equality Act 2010.

FMB – Federation of Master Builders
https://www.fmb.org.uk/
A professional trade membership body for the construction industry. The federation of master builders lobbies for members’ interests at both the national and local level.
- Membership requirements: Signed up to the FMB Code of Practice, Confirmed trading address/details, VAT registration, Employer and public liability insurance, verified they have no undischarged bankruptcies or relevant and outstanding CCJs, passed credit checks, public record and director checks upon joining, undergo an independent inspection every three years for building works in progress, Ability to offer all customers the option of a building work guarantee available from FMB Insurance, undergone an independent inspection of building works in progress upon application for membership.
- Redress provided by CEDR.
  Click here for FMB contact details

FPRA – Federation of Private Residents’ Association
https://www.fpra.org.uk/
A professional membership body managed by a volunteer committee of nominated Directors and Honorary Consultants.
Membership Requirements: Open to any residents Association, Membership fees are dependent on Association Size.
Email: info@fpra.org.uk
Tel: 0371 200 3324

FOS - Financial Ombudsman
http://www.financial-ombudsman.org.uk
The Financial Ombudsman Service was set up by law as an independent public body. Their job ‘is to resolve individual disputes between consumers and businesses – fairly, reasonably, quickly and informally.’ The Financial Ombudsman can look at complaints about:
- bank accounts
- credit, debit and store cards
- payment protection insurance (PPI)
- other insurance, like motor, travel and household
- loans, including payday loans
- other credit, like car finance
- mortgages
- repayment problems and debt collection
- money transfers and online payments
- financial advice, savings and investments
- pensions
Tel: 0800 023 4 567
Generation Rent
http://www.generationrent.org/about
Campaigning with private renters for professionally managed, secure, decent and affordable privately rented homes. Generation Rent is the operating name of the National Private Tenants Organisation Ltd, a not-for-profit company limited by guarantee (Registration number 08731888)

GLA – Greater London Authority
https://www.london.gov.uk/what-we-do/housing-and-land
The regional authority in London with powers over transport, policing, fire and rescue, development and strategic planning. Responsible for housing policy including private rented sector.

Guild of residential landlords
http://www.landlordsguild.com/
A professional membership body for landlords and estate agents in England and Wales.
- Membership costs depend on the size of the agency. Costs can be reduced if landlords are part of an accredited scheme.
- Provides Private Rented sector accreditation scheme, which includes a code of conduct which must be followed as a criteria of being accredited.
Email: info@landlordsguild.com
Tel: 01423 873 399

Hamilton Fraser
An insurance company run by Eddie Hooker. Parent company to the Property Redress Scheme and MyDeposits.

Homeowners Alliance
http://hoa.org.uk/
A professional trade membership body for the sales industry. Membership requirements include a £45 annual fee which provides members with expert advice and a home helpline.
Email: hello@hoa.org.uk
Tel: 033 0088 2050 (Members only)

Homes England
https://www.gov.uk/government/organisations/homes-and-communities-agency
Homes England (formerly Homes and Communities Agency) is an executive non-departmental public body, sponsored by the Ministry of Housing, Communities & Local Government. The main goal for Homes England is facilitate delivery of sufficient new homes.
Housebuilders Federation
http://www.hbf.co.uk/
A professional trade membership body got the homebuilding industry.
UK Email: info@hbf.co.uk
UK Tel: Tel: 020 7960 1600
Wales email: mark.harris@hbf.co.uk
Wales Tel: 07770 752884

HOS – The Housing Ombudsman Service
http://www.housing-ombudsman.org.uk/
A free, independent and impartial executive non-departmental public body, sponsored by the DCLG.
- Handles complaints about registered providers of social housing, mainly housing associations and local authorities, but also open to other landlords with a few private landlords as members.
- Members: all bodies registered with the Homes and Communities Agency must be in the Housing Ombudsman's jurisdiction by effect of the 1996 Housing Act and 2011 Localism Act.
- Member of OA.
Email: info@housing-ombudsman.org.uk
Tel: 0300 111 3000

Housing Advice NI
https://www.housingadviceni.org/
Housing Rights publishes housingadviceNI, a resource that aims to provide reliable independent housing advice and information to the public in Northern Ireland. The website is funded by the Northern Ireland Housing Executive (Part of NI Government).
Tel: 028 9024 5640

ICO – Information Commissioners Office
https://ico.org.uk/
An independent authority set up to uphold information rights in the public interest. Covers a range of legislation, including the Data Protection Act (DPA).
Tel: 0303 123 1113

LAS – Landlord Accreditation Scotland
http://www.landlordaccreditationscotland.com/
A voluntary accreditation scheme for landlords & Agents operating in Scotland.
- Requirements: following the LAS’s Scottish Core Standards for Accredited Landlords, including standards relating to tenancy agreement, communication with tenants, equality, complaints handling, management of tenancy, property condition and facilities, repairs, health, safety and security.
- Sister organisation of SAL.
Email: info@landlordaccreditationscotland.com
Tel: 0131 553 2211
LA - Landlord Action
https://www.landlordaction.co.uk/
- Eviction specialist providing a service to landlords and agents.
- Authorised by the Solicitors Regulation Authority, redress provided by the legal ombudsman.
- Founder and director Paul Shamplina is also a brand ambassador for Hamilton Fraser and sits on PRS Advisory Council
Email: info@landlordaction.co.uk
Tel: 0333 321 9415

LEASE – Leasehold Advisory Service
https://www.lease-advice.org/
An advisory service for member of the public on residential long leasehold and park homes law.
Tel: 020 7832 2500

LO - Legal Ombudsman
http://www.legalombudsman.org.uk/
An ombudsman set up under the Legal Services Act 2007 to consider complaints against legal service providers.
Email: enquiries@legalombudsman.org.uk
Tel: 0300 555 0333

LLAS – London Landlord Accreditation Scheme & UKLAP – UK Landlord Accreditation Partnership
http://www.londonlandlords.org.uk/
- Is a not for profit accreditation scheme for landlords and letting and managing agents in London (LLAS) and outside London (UKLAP). Membership requirements are, adherence to the code of conduct and membership lasts 5 years.
   http://www.londonlandlords.org.uk/declarations/code-of-conduct/
Email: LLAS@camden.gov.uk
Tel: 020 7974 2834

LRS – London Rental Standard
LPS Scotland – The Letting Protection Service Scotland
https://www.lettingprotectionscotland.com/
A custodial tenancy deposit protection scheme in Scotland. In Scotland, custodial tenancy deposit protection is required in accordance with the Housing (Scotland) Act 2006 and the Tenancy Deposit Schemes (Scotland) Regulation 2011.
- Run by DPS.
Tel: 0330 303 0031

LPS NI – The Letting Protection Service Northern Ireland
https://www.lettingprotectionni.com/
A custodial tenancy deposit protection scheme in Northern Ireland. In Northern Ireland, custodial or insurance backed tenancy deposit protection is required in accordance with the Tenancy Deposit Schemes Regulations (Northern Ireland) 2012.
- Run by DPS.
Tel: 0330 303 0032

Marks out of Tenancy
https://www.marksoutoftenancy.com/
An information sharing portal for tenants and consumers. It allows tenants to rate different aspects of their tenancy such as Landlords, Agencies, Properties and the Area.

MHCLG – Ministry of Housing, Communities & Local Government
Government department “working to create great places to live and work, and to give more power to local people to shape what happens in their area”.
- Responsible for dealing with lettings and managing agents specific regulations - The redress schemes for lettings agency work and property management work (requirement to belong to a scheme etc) (England) Order 2014.
  http://www.legislation.gov.uk/ukdsi/2014/9780111116821/contents
- Responsible for authorising schemes offering redress to letting and managing agents. There are currently three approved schemes: TPO, OSP, and PRS.
- Approved schemes must meet (and continue to meet) the criteria as set out in: The Redress Scheme for Lettings Agency work and Property Management, Conditions for approval - Final December 2013. http://www.legislation.gov.uk/uksi/2013/3192/made/data.htm?wrap=true

Money saving Expert
A journalistic website aimed at providing consumers money saving guides, tips, tools and techniques
MyDeposits

https://www.mydeposits.co.uk/

One of three deposit protection schemes approved by DCLG under The Housing Act (England and Wales) 2004 to operate in England and wales, also operates MyDeposits Jersey, MyDeposits NI and MyDeposits Scotland. The three approved schemes are: TDS DPS and MyDeposits.

MyDeposits provides both Custodial and Insured schemes.

Custodial scheme: Custodial deposit protection schemes hold on to the deposit during the length of the tenancy.

Insurance-backed scheme: The scheme does not hold on to the deposit for the length of the tenancy and the scheme is paid a fee to protect it

- Jointly owned by NLA and Hamilton Fraser Insurance (who wholly owns PRS).

Tel: 0333 321 9401

MyDeposits Jersey

http://www.mydepositsjersey.je/

A tenancy deposit protection scheme in Jersey which offers a custodial tenancy deposit protection.

In Jersey, custodial or insurance backed tenancy deposit protection is required in accordance with the Residential Tenancy (Deposit Scheme –Fee) (Jersey) Order 2015, this came into effect 2nd November 2015.

- Part of the MyDeposits group; jointly owned by NLA and Hamilton Fraser Insurance.

Email: info@mydepositsjersey.je

Tel: 01534 747 310

MyDeposits Northern Ireland

http://www.mydepositsni.co.uk/

A tenancy deposit protection scheme in Northern Ireland which offers both insurance backed and custodial tenancy deposit protection. In Northern Ireland, custodial or insurance backed tenancy deposit protection is required in accordance with the Tenancy Deposit Schemes Regulations (Northern Ireland) 2012.

- Part of the MyDeposits group; jointly owned by NLA and Hamilton Fraser Insurance.

Email: info@mydepositsni.co.uk or info.custodial@mydepositsni.co.uk

Tel: 0333 321 9403

MyDeposits Scotland

http://www.mydepositsscotland.co.uk/

A custodial tenancy deposit protection scheme in Scotland. In Scotland, custodial tenancy deposit protection is required in accordance with the Housing (Scotland) Act 2006 and the Tenancy Deposit Schemes (Scotland) Regulation 2011.

- Part of the MyDeposits group; jointly owned by NLA and Hamilton Fraser Insurance.

Email: info@mydepositsscotland.co.uk

Tel: 0333 321 9402
**NAEA Commercial Propertymark**

http://www.naea.co.uk/
- NAEA Commercial (formally Institution of Commercial & Business Agents) is a professional trade body for commercial and business transfer agents.
- Membership requirements are dependent on grade type:
  - [http://www.naea.co.uk/commercial/join/associate-grade/#](http://www.naea.co.uk/commercial/join/associate-grade/#)
  - Click here for Propertymark contact details

**NAEA Propertymark**

http://www.naea.co.uk/
The UK’s leading professional body for estate agents.
- NAEA propertymark is a professional trade body for estate agents. Membership includes:
  - Professional Indemnity insurance, adherence to a nationally recognised code of practice and Propertymark Conduct and Membership Rules.
  - Click here for Propertymark contact details

**NALS - National Approved Lettings Scheme**

http://www.nalscheme.co.uk/
A professional trade body for letting and managing agents in the private rented sector.
- Requirements: Meet NALS standards of customer service
  
  Email: [info@nalscheme.co.uk](mailto:info@nalscheme.co.uk)
  
  Tel: 01242 581 712

**NAPB – The National Association of Property Buyers**

https://napb.co.uk/
A professional trade body for professional buying companies
- Membership requirements: membership of TPO and following the TPO Code of Practice for Residential Property Buying Companies.
  - [https://www.tpos.co.uk/consumers/documents-links](https://www.tpos.co.uk/consumers/documents-links)
  
  Email: [info@napb.co.uk](mailto:info@napb.co.uk)
  
  Tel: 01903 331 329
New build codes

Codes developed for new build properties and property developers:

**Advantage Home Builders Construction Insurance Consumer code for Developers of Homes for sale (CCAS approved)**

[http://ahci.co.uk/](http://ahci.co.uk/)

A mandatory code for all home builders who chose to use warranty providers in partnership with advantage. The code details a set of requirements and principals that Home Builders must meet in their marketing and selling of homes, and in their after sales customer service.


- Appointed ADR provider is The Property Ombudsman
  - [Click here](http://ahci.co.uk/for new build codes contact details)

**Build-Zone Code of Conduct for Home Builders (CCAS approved)**

[https://www.build-zone.com/](https://www.build-zone.com/)

A mandatory code of all members of Build-Zone in respect of the marketing, sale and purchase of New Homes, and also sets expected standards for after sales customer care ad service including the rectification of snagging items.

[https://docs.wixstatic.com/ugd/981144_894c95f2efd54499bcc8ade7a49c68ea.pdf](https://docs.wixstatic.com/ugd/981144_894c95f2efd54499bcc8ade7a49c68ea.pdf)

- Provides an independent dispute redress scheme, provided by CEDR.
  - [Click here](http://www.build-zone.com/for new build codes contact details)

**Checkmate Consumer Code for Builders of Homes for Sale (CCAS approved)**

[http://www.checkmate.uk.com/](http://www.checkmate.uk.com/)

This code covers England, Wales, Scotland and Northern Ireland providing a Checkmate Warranty for builders and developers.


- Provides an independent dispute redress scheme, provided by CEDR.
  - [Click here](http://www.checkmate.uk.com/for new build codes contact details)

**Consumer Code for Home Builders**

[http://www.consumercode.co.uk/](http://www.consumercode.co.uk/)

The Consumer Code for Home Builders (“the Code” [http://www.consumercode.co.uk/the-code/what-is-the-code/](http://www.consumercode.co.uk/the-code/what-is-the-code/)), which came into effect in April 2010, applies to all Home Builders registered with the UK’s main new Home Warranty Bodies; NHBC, Premier Guarantee and LABC Warranty and consists of 19 Requirements and principles that Home Builders must meet in their marketing and selling of Homes and their after-sales customer service.

- Provides an independent dispute redress scheme, provided by CEDR.
  - [Click here](http://www.consumercode.co.uk/for new build codes contact details)
Consumer Code for New Homes (CCAS approved)
http://www.consumercodefornewhomes.com/home/4591768502
The Consumer Code for New Homes, approved by the Chartered Trading Standards Institute, has been established to ensure that best practice is followed, and high standards set, in respect of the marketing, selling and purchasing of New Homes and to set expected standards for after sales customer care service.
http://www.consumercodefornewhomes.com/about-the-code/4591768504
- Provides an independent dispute redress scheme, provided by CEDR.
Click here for new build codes contact details

International Construction Warranty Consumer Code for New Homes (CCAS approved)
https://i-c-w.co.uk/
Provides members with a Consumer Code to adhere to. Membership requirements include a £285 annual cost and to follow the ICW Consumer Code for New Homes.
- ICW provides their own Dispute Resolution Scheme, should either party not accept the result of the conciliation they may refer a dispute to an adjudicator. The Adjudication will be an independent process conducted by the offices of the Property Ombudsman.
Click here for new build codes contact details

NFBC - National House Building Council
http://www.nhbc.co.uk/
A professional trade body for warranties and new homes industry. Builders registered with NHBC, provide NHBC’s Buildmark.
Membership requirements: All members must adhere to NHBC standards:
http://www.nhbc.co.uk/Builders/ProductsandServices/TechZone/nhbcstandards/
- NHBC offers an in-house complaints procedure which provides the option of taking the complaint to the Financial Ombudsman if the complainant is unhappy with the final decision or arbitration through CEDR.
Email: consumeraffairsteam@nhbc.co.uk (service complaints) or claims@nhbc.co.uk
Tel: 0344 633 1000 (Solicitors/Builders) or 0800 035 6422 (Homeowners/complaints) or 01908 746 121 (Service complaints)

NLA – National Landlords Association
https://www.landlords.org.uk/
A professional trade body organisation for landlords.
- NLA operate their own complaints handling procedure for complaints against member landlords.
- If a member does not respond to a complaint in adequate time a, membership could be suspended.
- Partnered with UKALA.
Email: info@landlords.org.uk
Tel: 020 7840 8900
NLG – National Leasehold Group
https://nationalleaseholdgroup.co.uk
An independent networking group for leasehold managers and practitioners from across the sector.
- There is no membership fee or criteria
Email: info@nationalleaseholdgroup.co.uk
Tel: 0870 224 2773

NAVA Propertymark
http://www.nava.org.uk/
A professional trade body for with Auctioneers and Valuers.
- NAEA propertymark is a professional trade body for Auctioneers and Valuers. Membership includes: Professional Indemnity insurance, adherence to a nationally recognised code of practice and Propertymark Conduct and Membership Rules.
Click here for Propertymark contact details

OFT – Office of Fair Trading
Closed on 01 April 2014, with its responsibilities passing to a number of different organisations including the Competition and Markets Authority (CMA), the Financial Conduct Authority and the National Trading Standards Estate Agency Team.

On the market
- A web portal set up by Agents’ Mutual and launched in January 2015. As of 4 August 2017 On the Market plc was demutualised and floated on the London AIM
- Member agents are only allowed to sign up to one other portal, e.g. either Rightmove or Zoopla.

OA – the Ombudsman Association
http://www.ombudsmanassociation.org/
A professional trade association for ombudsmen and complaint handlers, their staff and others interested in the work of independent complaint resolution. It aims to promote the general concept of Ombudsmen, as well as to organise networking opportunities for Ombudsmen and staff through conferences, seminars and meetings.
- 5 Criteria for Recognition of Ombudsman Offices and full Ombudsman Membership: independence, fairness, effectiveness, openness and transparency, and accountability
- Requirements for “Complaint Handler Membership”: operating in accordance with the OA Principles of Good Complaint Handling
- TPO and TPO Scotland is a full ombudsman member and has adopted the OA service standards framework.
http://www.ombudsmanassociation.org/association-guides.php
- TPO and TPO Scotland must complete the revalidation process every 3 years.

OSL – Ombudsman Services Limited
Provides ombudsman services in a range of industries including surveyors, Communications, Energy, Consumer (retail), copyright, asset based finance and lending.
OSP – Ombudsman Services: Property
https://www.ombudsman-services.org/sectors/property
Ombudsman services withdrew from the property sector on 6th August 2018

PCCB – The Property Codes Compliance Board
http://www.propertycodes.org.uk/
The Property Codes Compliance Board (PCCB) is an independent compliance body whose work centres on the Search Code and The Invasives Code, used by solicitors and surveyors during house purchase. Search Code: http://www.propertycodes.org.uk/search-code/, The Invasives Code: http://www.propertycodes.org.uk/invasives-code/
- TPO offers redress to PCCB members.
Email: info@propertycodes.org.uk (Business and Industry Enquiries) or admin@tpos.co.uk (TPOS-Consumer Complaints)
Tel: 0871 237 192 (Business and Industry Enquiries) or 01722 333 306 (TPOS-Consumer Complaints)

PRS – The Property Redress Scheme
https://www.theprs.co.uk/Home/Index
Is a redress scheme offering redress to consumers of estate agents, letting agents, managing agents, company landlords, relocation agents, auctioneers and other property professional. The Property Redress Scheme is a trading name of HF Resolution Ltd which is a wholly owned subsidiary of Hamilton Fraser Insurance.
Email: info@prs.co.uk
Tel: 0333 321 9418

RO - Removals Ombudsman
http://removalsombudsman.co.uk/
Provides redress to consumers who use a removals company who is a member of the National Guild of Removers and Storers or the National Independent Removals Industry Inspectorate.
- Members must comply with RIOS terms of reference
- Is a member of the Ombudsman Association
Email: ombudsman@removalsombudsman.co.uk
Tel: 020 8144 3790
Rent Smart Wales
Rent Smart Wales process landlord registrations and grant licences to landlords and agents who need to comply with the Housing (Wales) Act 2014 – more details

Landlord licence requirements are:
- Complete an application providing relevant information, including contact details
- Provide details in the application of all connected persons which must include names and dates of birth.
- Pay a licence fee (Online Fee = £144, Paper Application = £186)
- Be suitable trained to the landlord standard
  (https://www.rentsmart.gov.wales/en/training/)

Agent licencing requirements are:
- Complete an application providing relevant information, including contact details
- Provide details in the application of all connected persons which must include names and dates of birth.
- Pay a licence fee (Fees are dependent on size and type of agent)
- To have Client Money Protection and Professional Indemnity Insurance
- Be Suitable trained to the agent standard
  (https://www.rentsmart.gov.wales/en/training/)
- Membership to a redress scheme
- Comply with rent smart wales Code of Practice.

Tel: 03000 133 344

RLA – Residential Landlords Association
https://www.rla.org.uk/
A professional trade body organisation for landlords.
Landlords are accredited by meeting landlord development training and CPD requirements and by adhering to the RLAAS Code of Conduct. https://www.rla.org.uk/about/code-of-conduct.shtml
- Operates their own complaints handling procedure for complaints against member landlords.
Email: info@rla.org.uk
Tel: 03330 142 998

RLAAS – Residential Landlord Association Accreditation Scheme
The accreditation scheme of the RLA.

RPSA – The Residential Property Surveyors Association
http://www.rpsa.org.uk/
A professional trade body for independent specialist residential surveyors who are accredited by the recognised Surveyor and Valuer Accreditation (SAVA). Which is part of the National Energy Services.
Membership fees of £120 Annually
Email: info@rpsa.org.uk
Tel: 0800 0933 502
Resolver
https://www.resolver.co.uk/
A free tool to help consumers raise and resolve issues.

Rightmove.co.uk
Property portal for homes for rent and sale, in the UK and abroad, and commercial properties.

RICS – The Royal Institution of Chartered Surveyors
http://www.rics.org/uk/
A professional trade body primarily for the surveying and construction industry, but also includes membership of other property professionals in the United Kingdom and other countries around the world.
Requirements: adhering to relevant RICS code, including CMP scheme, Professional Indemnity Insurance, membership of independent redress scheme.
RICS Dispute Resolution Service (DRS) provides a paid for service to help resolve property and construction related disputes.
Email: contactrics@rics.org
Tel: 024 7686 8555

SAFE – Safe Agent Fully Endorsed
http://www.safeagents.co.uk/
A logo showing firms that protect landlords’ and tenants’ money through client money protection schemes which reimburses consumers in the event of misappropriation of clients’ funds, and part of the SAFEagent campaign. The campaign was set up by NALS and launched in 2011.

SafeDeposits Scotland
http://www.safedepositsscotland.com/home
A custodial tenancy deposit protection scheme in Scotland with close links to The Dispute Service (see TDS). In Scotland, custodial tenancy deposit protection is required in accordance with the Housing (Scotland) Act 2006 and the Tenancy Deposit Schemes (Scotland) Regulation 2011.
Email: 03333 213 136

SAL – Scottish Association of Landlords
https://www.scottishlandlords.com/
A professional trade body organisation for landlords and letting agents in Scotland.
- Landlord members are required to follow the SAL Landlord Code of Practice
  https://www.scottishlandlords.com/
- Provides resources and advice to members and lobbies the government on behalf of members
- Recently set up CLA for their letting agent members in 2013.
- Training scheme run through sister organisation LAS – free or discounted for SAL members
Email: advice@scottishlandlords.com or info@scottishlandlords.com
Tel: 0131 564 0100
The Scottish Parliament
http://www.parliament.scot/
The devolved national, unicameral legislature of Scotland. It has the power to legislate over all matters that are not specifically reserved, including agriculture, fisheries and forestry, economic development, education, environment, health, home affairs, police and fire services, local government, transport, training, tourism, research, and social work.

§ Antisocial Behaviour etc. (Scotland) Act 2004 amongst other things requires each local authority to keep a register of those acting as a landlord under a lease or occupancy agreement
- The landlord has to be deemed “a fit and proper person”, requiring not having committed any offence involving fraud/dishonesty, violence or drugs, practiced unlawful discrimination or contravened any provision of housing, landlord or tenant law.

§ Rent (Scotland) Act 1984 aims to consolidate certain enactments relating to rents and tenants’ rights and connected matters.
- Amongst other things makes it illegal to charge any premiums as a condition of the grant, renewal, continuance or assignation of rights to tenants. This was clarified in 2012 to specify that any charges to tenants other than rent and deposits are illegal.
- The TPO Scottish Code of Practice includes requirements in accordance with this act

§ Tenancy Deposit Schemes (Scotland) Regulation 2011 makes provision about tenancy deposit schemes for the purposes of sections 120 to 122 of the Housing (Scotland) Act 2006
- Makes it compulsory to register and protect tenancy deposits in an approved custodial tenancy deposit protection scheme
- Sets out the conditions for approval of deposit protection schemes

§ Housing (Scotland) Act 2006
- Imposes a duty to provide information to potential buyers of a house
- Makes provisions about the fit and proper person test for agents

The introduction of the Legal Profession and Legal Aid (Scotland) Act 2007 created the Scottish Legal Complaints Commission or SLCC who provide a single gateway for complaints against legal practitioners operating in Scotland and aim to resolve complaints quickly and effectively.
- Some Estate Agents in Scotland also operate as a solicitors office and as such do not register with a property redress scheme

Email: enquiries@scottishlegalcomplaints.org.uk
Tel: 0131 201 2130
**Shelter**  
https://england.shelter.org.uk/  
A homelessness charity working in England, Wales and Scotland. They provide free expert housing advice to anyone, legal advice and support, specialist help for families current or previously in or at risk of homelessness and campaign on housing law. Shelter Scotland and Shelter Cymru work independently to Shelter to provide specialist guidance for the local area.  
Email: info@shelter.org.uk  
Tel: 0300 330 1234

**TPO – The Property Ombudsman**  
https://www.tpos.co.uk  
Previously the Ombudsman for Estate Agents (OEA), TPO is the largest Ombudsman scheme in the UK property sector and operates Codes, approved by CCAS, which apply to approximately 95% of estate agents and 85% of letting agents. Membership also requires proof of Professional Indemnity Insurance and running an appropriate internal complaints procedure. TPO also operates audits of its agents, checking for matters like separate client bank accounts.  
Email: admin@tpos.co.uk  
Tel: 01722 333 306 (Complaint Enquiries) or 01722 335 458 (Membership Enquiries)

**TPO Unitary Board**  
The Board appoints the Ombudsman, sets the Terms of Reference for the scheme and has responsibility for raising sufficient funds for the administration and functioning of the scheme. The Board has no role in the discharge of the Ombudsman's duties or decisions.

**TPO Codes of Practice**  
TPO has separate codes for lettings agents and sales agents, both approved by the CCAS (previously by the OFT). TPO also has specific codes for lettings agents and sales agents in Scotland and the Channel Islands. The TPO also has specific Codes of Practice for Residential Property Buying Companies, Residential Buying Agents, and Commercial and Business Agents, and General Membership Obligations for Residential Leasehold Management Agents, Valuers and Auctioneers, International property agents and search providers. The Codes are regularly reviewed by TPO and audited by the CCAS to ensure they are up to date and fit for purpose.
TDS – the Tenancy Deposit Scheme
https://www.tenancydepositscheme.com/
One of three deposit protection schemes approved by DCLG under The Housing Act (England and Wales) 2004 to operate in England and Wales. The three approved schemes are: TDS DPS and MyDeposits.
TDS provides both Custodial and Insured schemes.
Custodial scheme: Custodial deposit protection schemes hold on to the deposit during the length of the tenancy.
Insurance-backed scheme: The scheme does not hold on to the deposit for the length of the tenancy and the scheme is paid a fee to protect it
- Operated by The Dispute Service. The Dispute Service also owns TDS Northern Ireland and is a key partner in and providing key operational services to SafeDeposits Scotland.
- Only available for members of RICS, ARLA, NAEA, NALS, Law Society and UKALA.
Tel: 0300 037 1000

TDS Northern Ireland
https://www.tdsnorthernireland.com/home/
Provides both custodial and insurance backed tenancy deposit protection to agents in Northern Ireland. In Northern Ireland, custodial or insurance backed tenancy deposit protection is required in accordance with the Tenancy Deposit Schemes Regulations (Northern Ireland) 2012. A wholly owned subsidiary of The Dispute Service (see TDS).
Email: info@tdsnorthernireland.com
Tel: 0300 037 3700

The Tenants Voice
A UK wide tenant support community offering advice and support. Negotiates partnerships with companies, letting agents and service providers to help members of the community.
Facebook: https://www.facebook.com/TheTenantsVoice.co.uk/

Trading Standards, Powys County Council
Runs the National Trading Standards Estate Agency Team which has the responsibility for regulating estate agent activity, including approving and monitoring consumer redress schemes for estate agents. The National Trading Standards Estate Agency Team of Powys County Council is the UK’s regulator under the Estate Agents Act 1979.
Email: estate.agency@powys.gov.uk.

Trust for London
An independent charitable Foundation aiming to tackle poverty and inequality in London. Has funding programmes in areas including Good Homes and Neighbourhoods and Decent Living Standards
Email: info@trustforlondon.org.uk
Tel: 0207 606 6145
§ UTCCR 99 – Unfair Terms in Consumer Contract Regulations 1999
Implemented the EU Unfair Consumer Contract Terms Directive 93, rendering terms that benefit seller or suppliers against the interests of consumers ineffective: an unfair term “shall not be binding on the consumer”. The UTCCR are now included in Part 2 of the Consumer Rights Act 2015.

UKALA – The UK Association of Letting Agents
https://www.ukala.org.uk/
Professional Trade body for letting and management agents. Membership requirements include:
- Adhere to the UKALA Scheme Rules and Code of Practice including CMP scheme, Professional Indemnity Insurance (PII). The code of practice covers, England, Scotland, Northern Ireland and Wales.
  https://www.ukala.org.uk/agents/resources
- Partnered with NLA
- All members of UKALA are members of the Property Redress Scheme
Email: info@ukala.org.uk
Tel: 0207 820 7900

UK Finance
https://www.ukfinance.org.uk/
A trade membership body that represents nearly 300 of firms providing finance, banking, markets and payments-related services in or from the UK. UK Finance has been created by combining most of the activities of the Asset Based Finance Association, The British Bankers’ Association, The Council of Mortgage Lenders, Financial Fraud Action UK, Payments UK and the UK Cards Association.
Tel: 020 7706 3333

Warwickshire TS Primary Authority
https://www.tpos.co.uk/members/assured-advice
TPO has a Memorandum of Understanding with Warwickshire County Council Trading Standards (WTS) service to operate as the primary authority for eligible member agents. Members benefit through the provision of tailored advice, on a range of legislation enforced by Trading Standards.
Email: membership@tpos.co.uk

Welsh Assembly/National Assembly for Wales and Housing (Wales) Act 2014.
The National Assembly for Wales is a devolved assembly with power to make legislation in Wales in 20 devolved areas, including Housing, local government, social welfare, town and country planning, and rural development. The National Assembly for Wales is the democratically elected body that represents the interests of Wales and its people, makes laws for Wales, agrees Welsh taxes and holds the Welsh Government to account.
The Housing (Wales) Act 2014 amongst other things:
- introduced a compulsory registration and licensing scheme for private rented sector landlords and letting and management agents
- reformed homelessness law, including placing a stronger duty on local authorities to prevent homelessness and allowing them to use suitable accommodation in the private sector
- introduced standards for local authorities on rents, service charges and quality of accommodation
**Which?**

http://www.which.co.uk/

Consumers association consisting of a number of entities existing to promote informed consumer choice in the purchase of goods and services, by testing products, highlighting inferior products or services, raising awareness of consumer rights and offering independent advice.

- The Consumers' Association is a registered charity (Charity No 296072) and sits at the top of the Which? group. The Consumers' Association is responsible for all campaigns by Which? as well as the development of Which? policy. The majority of the research included in the various Which? publications is also undertaken by the Consumers' Association.
- Which? commercial operations are carried on through Which? Limited and its subsidiary companies. These activities include various magazines and books, digital products, Which? Legal Service and the Money Helpline.
- Tests and reviews consumer goods
- 680,000 members that subscribe to our magazine, and over 335,000 online subscribers

**Zoopla (ZPG Plc)**

A British property website covering the residential property market, set up in 2008 and owned by Daily Mail and General Trust. Zoopla was floated on the London stock exchange in June 2014

- Helps consumers both find their next home and research the market by combining hundreds of thousands of property listings with market data, local information and community tools.
- Attracts more than 40 million visits per month.
- Allows TPO logo on adverts by TPO agents (TPO is trying to get something similar with Rightmove)
### Appendices:

#### Appendix 1: Propertymark contact details:

<table>
<thead>
<tr>
<th>Department:</th>
<th>Contact details:</th>
</tr>
</thead>
</table>
| Membership                | Email: [membership@propertymark.co.uk](mailto:membership@propertymark.co.uk)  
                           | Tel: 01926 417 790                                      |
|                           |                                                       |
| Propertymark Qualifications| Email: [qualifications@propertymark.co.uk](mailto:qualifications@propertymark.co.uk)  
                           | Tel: 01926 417 794                                      |
|                           |                                                       |
| Regulation                | Email: [regulation@propertymark.co.uk](mailto:regulation@propertymark.co.uk)  
                           | Tel: 01926 417 791                                      |
|                           |                                                       |
| Events                    | Email: [events@propertymark.co.uk](mailto:events@propertymark.co.uk)  
                           | Tel: 01926 417 792                                      |
|                           |                                                       |
| Training Courses          | Email: [courses@propertymark.co.uk](mailto:courses@propertymark.co.uk)  
                           | Tel: 01926 417 787                                      |
|                           |                                                       |
| Marketing Communications   | Email: [communications@propertymark.co.uk](mailto:communications@propertymark.co.uk)  
                           | Tel: 01926 417 783                                      |
|                           |                                                       |
| Press Office              | Email: [Propertymark@lansons.com](mailto:Propertymark@lansons.com)  
                           | Tel: 0207 566 9777                                      |

#### Appendix 2: CTSI contact details:

<table>
<thead>
<tr>
<th>Department:</th>
<th>Contact details:</th>
</tr>
</thead>
</table>
| Trading standards advice   | Email: [consumers@tsi.org.uk](mailto:consumers@tsi.org.uk)  
                           | Tel: 03454 04 05 06                                  |
| General Institute enquiries:| Email: [institute@tsi.org.uk](mailto:institute@tsi.org.uk)  
                           | Tel: 01268 582 200                                   |
| Membership                 | Email: [membership@tsi.org.uk](mailto:membership@tsi.org.uk)  
                           | Tel: 01268 582 228                                   |
| Sales and Marketing        | Email: [productinfo@tsi.org.uk](mailto:productinfo@tsi.org.uk)  
                           | Tel: 01268 582 221                                   |
| Press Office               | Email: [pressoffice@tsi.org.uk](mailto:pressoffice@tsi.org.uk)  
                           | Tel: 01268 582 240                                   |
| Events and training        | Email: [tsievents@tsi.org.uk](mailto:tsievents@tsi.org.uk)  
                           | Tel: 01268 886 696                                   |
| Qualifications             | Email: [qualifications@tsi.org.uk](mailto:qualifications@tsi.org.uk)  
                           | Tel: 01268 582 242                                   |
### Appendix 3: FMB contact details

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact details:</th>
</tr>
</thead>
</table>
| Head office                                    | Email: [reception@fmb.org.uk](mailto:reception@fmb.org.uk)  
              Tel: 0330 333 7777                         |
| Membership                                     | Email: [membership@fmb.org.uk](mailto:membership@fmb.org.uk)  
              Tel: 0330 333 7777                         |
| FMB Insurance/ Build assure enquiries          | Email: [fmbinsurance@fmb.org.uk](mailto:fmbinsurance@fmb.org.uk)  
              Tel: 01353 652 760                         |
| Press enquiries                                | Email: [externalaffairs@fmb.org.uk](mailto:externalaffairs@fmb.org.uk)  
              Tel: 020 7025 7947  
              Mob: 07741 240 664                         |
| Advertising in master builder magazine        | Email: [connections@fmb.org.uk](mailto:connections@fmb.org.uk)  
              Tel: 0330 333 7777                         |
| Builders benevolent institution (Charity for builders) | Email: [BBI@fmb.org.uk](mailto:BBI@fmb.org.uk)  
              Tel: 01732 771 553                         |
| Complaint between FMB member and their client | Email: [disputes@fmb.org.uk](mailto:disputes@fmb.org.uk)  
              Tel: 0113 201 4263                         |

### Appendix 4: New build codes contact details

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact details:</th>
</tr>
</thead>
</table>
| Advantage Home Builders Construction Insurance Consumer code for Developers of Homes for sale (CCAS approved) | Email: [sales@ahci.co.uk](mailto:sales@ahci.co.uk)  
              Tel: 0845 900 3969                         |
| Build-Zone Code of Conduct for Home Builders (CCAS approved) | Email: [sales@build-zone.com](mailto:sales@build-zone.com)  
              Tel: 0345 230 9873                         |
| Checkmate Consumer Code for Builders of Homes for Sale (CCAS approved) | Email: [team@checkmate.uk.com](mailto:team@checkmate.uk.com)  
              Tel: 020 7933 2626                         |
| Consumer Code for Home Builders                | Email: [secretariat@consumercode.co.uk](mailto:secretariat@consumercode.co.uk) |
| Consumer Code for New Homes (CCAS approved)    | Email: [admin@ccnh.co.uk](mailto:admin@ccnh.co.uk)  
              Tel: 0333 900 1966                         |
| International Construction Warranty Consumer Code for New Homes (CCAS approved) | Email: [info@i-c-w.co.uk](mailto:info@i-c-w.co.uk)  
              Tel: 0289 0992 303 (Head Office) 0208 0991 393 (London office) |