



REDRESS AND DISPUTE RESOLUTION

Consumer Rights Act

The Consumer Rights Act imposes duties on lettings agents and property managers. On 1 October 2014 it became a legal requirement that agents join an independent and government approved redress scheme.

The Property Redress Scheme

The Property Redress Scheme (PRS) The Property Redress Scheme is authorised by the Department of Communities and Local Government to offer redress to consumers of Letting and Property Management Agents under the Enterprise and Regulatory Reform Act 2013.

By law, Property Agents are required to join a government authorised consumer redress scheme. The purpose of this is to give consumers of the Property Agent an escalated complaints procedure if they are unhappy with how their complaint has been dealt with by the Agent.

Just Lets – Thrapston

Just lets – Thrapston has been a member of the Property Redress Scheme since 2015 and our membership number is: PR000838

Further information on the Property Redress Scheme can be found <https://www.theprs.co.uk/>