



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 Ombudsman

The Property Ombudsman (TPO) is a government approved scheme to provide redress in relation to disputes between consumers and property agents.

The Property Ombudsman (TPO) scheme has been providing consumers and property agents with an alternative dispute resolution service for 27 years and provides consumers with a **free, impartial and independent** alternative dispute resolution service.

Just Lets – Peterborough

Just lets – Peterborough has been a member of TPO since 2011 and our membership number is: D6063

Further information on TPO can be found at www.tpos.co.uk