

Member panel

Terms of reference



Property agents and  
property professionals

## Introduction

This document sets out the purpose and objectives of the member panel for the Property Redress Scheme. The panel is constituted by the PRS to give a group of members the opportunity to meet and give direct information, guidance and feedback to the PRS in an open and transparent forum for the benefit of both members and the PRS.

## Purpose

1. The panel is a group of individuals who:
  - i. represent both themselves and a similar demographic of member;
  - ii. provide advice and guidance to the Head of Redress and/or the PRS Board based on their professional experience;
  - iii. may refer relevant topics for consideration to the Head of Redress and PRS Board;
  - iv. engage with each other as part of the panel to assist the PRS with:
    - sharing knowledge and information
    - improving standards and
    - where appropriate challenging PRS processes or approaches
2. The panel shall contain representatives from across the PRS membership
3. The panel shall provide feedback to the Head of Redress and PRS Board on the effectiveness of the PRS processes including both membership and case management

## Scope

4. Each panel representative can publicise their role on the panel but cannot claim to represent the PRS
5. Each representative will be expected to assist with the promotion of PRS initiatives and efforts to provide information and guidance to the industry
6. Each representative will be expected to provide a report on their specific area of expertise for the PRS annual report

## Panel membership

7. The panel and any subsequent representatives will be appointed by the PRS appointments committee as constituted by the PRS Board from time to time
8. A representative may be an existing PRS member or someone acting on their behalf
9. Panel representatives will have no interest, share or financial benefit from the PRS other than the remuneration and expenses agreed by the PRS for activities involved in their role on the panel
10. Each representative may be compensated for their time at a level set by the PRS Board
11. There is no limit on the number of representatives

## Authority

12. The PRS Board:
  - i. may change a representative who they feel has contravened the panel's term of reference or prejudiced the position of the PRS or its owners;
  - ii. may amend or change these terms by giving one months' notice

13. The panel may request the removal of a representative who they feel has contravened the panel's term of reference or prejudiced the position of PRS or its owners and:
  - i. which must then be notified to the PRS Board and the reasons provided;
  - ii. the PRS Board will then decide whether to replace the representative

### **Term limits**

14. The committee will review each representative's position bi-annually
15. Representatives can continue to serve on the panel for as long as they can contribute, continue to have relevant expertise and continue to participate in line with these terms of reference

### **Meeting arrangements**

16. The panel will aim to meet twice a year, once in person and once virtually, at the discretion of the Head of Redress
17. The agenda and minutes for each meeting will be prepared by the individual appointed by the PRS Board and distributed by email

### **Review of this document**

18. These terms of reference are subject to review at regular intervals, at the discretion of the PRS Board



## Contact us

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Department for Levelling Up,  
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