

# Evidence checklist

The person making a complaint needs to persuade the PRS that their version of events is more likely, than not, to have happened. The member will also be asked to provide a response and defend their position.

In all cases we will require evidence, starting with the initial complaint email/letter and the member’s final written response, to show that their internal complaints process has been exhausted and 8 weeks has been allowed for the member to investigate and resolve the complaint. Please keep the evidence you provide **relevant** to the complaint.

If you are raising a complaint on someone’s behalf, we will also require a signed letter of authority.

In line with our Conditions of complaints, we have the discretion to accept complaints where we are satisfied that concerns have been raised and responses, over time or by their tone, show that the issues are unresolved.

To help both parties, the checklist below are the general documents we expect to see for the types of complaints we receive. The list is not exhaustive, but we recommend you check both boxes for the type of complaint and provide what you can to support your position. This will also make it easier it for us to understand and resolve the complaint.

	I am complaining about an agent	I am the agent
Lettings	<ul style="list-style-type: none"> <li>Terms of Business</li> <li>Tenancy agreement</li> <li>Holding deposit receipt/agreement</li> <li>Schedule of costs, together with estimates, invoices, receipts and photographs if available</li> <li>Proof of losses</li> <li>Bank statements</li> <li>Deposit scheme adjudication</li> <li>Any other paperwork held relevant to your specific complaints e.g. emails/letters/case notes</li> <li>Court papers</li> <li>Tenancy deposit protection certificates</li> </ul>	<ul style="list-style-type: none"> <li>Terms of Business</li> <li>Application paperwork</li> <li>Evidence of references</li> <li>Tenancy agreement</li> <li>Check in/check out reports</li> <li>Inventory</li> <li>Court papers</li> <li>All records for entire transaction including ongoing monitoring or management of the property</li> <li>Statements of account</li> </ul>
Leasehold management	<ul style="list-style-type: none"> <li>Management agreement / Terms of Business</li> <li>Tenancy agreement/lease agreement/title deed</li> <li>Any other paperwork held relevant to your specific complaints e.g. emails/letters/case notes</li> <li>Schedule of costs, together with estimates, invoices, receipts and photographs if available.</li> <li>Any notes relating to verbal discussions</li> <li>AGM minutes</li> <li>Court/tribunal documents</li> </ul>	<ul style="list-style-type: none"> <li>Management agreement / Terms of Business</li> <li>All records for entire transaction including ongoing monitoring or management of the property</li> <li>Statements of account</li> <li>AGM minutes</li> <li>Court/tribunal documents</li> </ul>
Sales	<ul style="list-style-type: none"> <li>Signed agency agreement &amp; Terms of Business</li> <li>All other relevant communications relating to your specific complaints e.g. emails/letters/case notes</li> <li>Any notes relating to verbal discussions</li> <li>Commission invoice</li> <li>Sourcing fee agreement</li> <li>Title deeds</li> </ul>	<ul style="list-style-type: none"> <li>Agency agreement – signed with full set of terms and conditions</li> <li>Market appraisal</li> <li>Viewing records</li> <li>Particulars of sale</li> <li>Notification/confirmation of offers</li> <li>Memorandum of Sale</li> <li>All records for entire transaction</li> <li>Invoices</li> </ul>