

# Annual Report

Reporting period:

01 October 2023 – 30 September 2024

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Schedule 5:

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015

## Introduction

On 16th September 2015, The Property Redress Scheme (PRRS) received approval from the Chartered Trading Standards Institute (CTSI) and the National Trading Standards Estate and Letting Agency Team (NTSELAT) under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (ADR Regulations).

Both CTSI and NTSELAT are authorised as competent authorities for the purpose of the work the PRRS carries out under the ADR Regulations, with NTSELAT covering our estate agency work and the CTSI covering all other property related work, including lettings and property management.

Statistical breakdown of complaints as required under Appendix D of the CTSI Requirements and Guidance for being approved as a Consumer ADR Body operating in non-regulated sectors:

Disputes received - initial enquiries	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Domestic disputes received	226	1925	442	144	0
Cross border disputes received	0	0	0	0	0

Disputes received - accepted	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Domestic disputes received	145	1184	303	82	0
Cross border disputes received	0	0	0	0	0

Disputes rejected	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Total	65	597	106	39	0
a. No formal complaint raised with trader	13	208	24	7	0
b. Frivolous or vexatious/ unsupported complaint	0	0	0	0	0
c. Dispute being more appropriate for it to be considered elsewhere (e.g. court)	13	52	12	6	0
d. Claim value over £25,000	1	1	0	0	0
e. Not referred within 12 months	4	21	5	1	0
f. Dispute would impair effective operation	34	315	65	25	0

% Outside schemes remit	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Percentage of cases discontinued for operation reasons (out of Scheme's remit)	0.00%	0.76%	0.99%	1.22%	0.00%

Time taken	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Overall average time taken – file to closure (days)	40	34	35	42	-

Time taken	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Average time taken for formal decisions (days)	57	45	51	53	-

Rate of compliance with Head of Redress decisions	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Total	76.40%	78.85%	89.01%	63.16%	-
Early resolution	100%	96%	100%	90%	-
Default decision	26%	39%	47%	50%	-
Proposed decision	85%	85%	93%	56%	-

### Rate of compliance

Compliance continues at a high rate. We have successfully rolled out our early resolution processes which achieve over 50% success rate, with almost 100% of these cases complied with at the earliest compliance stage. This has led to complaints being resolved more quickly and more satisfactorily for both parties.

We have seen an increase in members expelled. This reflects current market conditions and an increase in members ceasing to trade.

Non-compliance following the more formal part of our processes remains our priority and we work hard to help agents comply with our decisions and awards. While initial non-compliance is higher than the statistics show, our discipline processes (including suspension and ultimately expulsion) mean overall non-compliance is reduced. Most decisions not complied with - which invariably led to permanent expulsion - are where the agent did not engage with the process. The other major part of these is where the business has failed and ceased to trade.

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### ADR Network

The Property Redress Scheme is not part of a network of ADR entities facilitating resolution of cross border disputes

### Frequently occurring problems and types of disputes raised

During this reporting period, service issues and duty of care remain primary areas of failure. Complaint handling and communication continue to be frequent complaints. Property sourcing and modern method of auction cases have increased and this is partly due to more firms of this type joining the scheme but also these being parts of the sector with less oversight and regulation. Rent to Rent (Guaranteed rent) also falls into this category.