

Annual Report

Reporting period:

01 October 2022 – 30 September 2023

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	241	1562	342	120	4
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	923	220	58	1
Cross border disputes received	0	0	0	0	0

Disputes rejected	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Total	58	454	85	48	3
a. No formal complaint raised with trader	13	153	21	13	0
b. Frivolous or vexatious/ unsupported complaint	0	2	0	0	1
c. Dispute being more appropriate for it to be considered elsewhere (e.g. court)	15	71	8	7	1
d. Claim value over £25,000	0	0	0	0	0
e. Not referred within 12 months	1	7	3	1	0
f. Dispute would impair effective operation	29	221	53	38	1

% 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%	0.43%	2.27%	1.72%	50.00%

Time taken	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Overall average time taken – file to closure (days)	32	30	29	30	25

Time taken	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Average time taken for formal decisions (days)	40	36	37	37	0

Rate of compliance with Head of Redress decisions	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Total	90.48%	76.42%	88.67%	72.73%	-
Early resolution	100%	94%	100%	86%	-
Default decision	54%	37%	68%	17%	-
Proposed decision	92%	83%	82%	73%	-

Rate of compliance

Compliance continues to improve and the roll out of our early resolution processes - centred around speaking to one of our expert team to facilitate negotiation between the parties – has been successful. We are aiming to consistently resolve more than half of complaints we deal with in this way.

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. A majority of decisions not complied with - which invariably lead 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.

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. We have also seen emerging concerns about property sourcing and modern auctions.