

Annual Report

Reporting period:

1st October 2020 – 30th September 2021

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	208	1322	316	213	2
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	56	440	114	60	2
Cross border disputes received	0	0	0	0	0

Disputes rejected	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Total	108	701	175	130	0
a. No formal complaint raised with trader	29	293	56	39	0
b. Frivolous or vexatious/ unsupported complaint	1	4	0	0	0
c. Dispute being more appropriate for it to be considered elsewhere (e.g. court)	19	58	19	12	0
d. Claim value over £25,000	7	8	4	7	0
e. Not referred within 12 months	3	10	5	3	0
f. Dispute would impair effective operation	49	328	91	69	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%	1.36%	0.88%	0%	0%

Time taken	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Overall average time taken – file to closure (days)	48	49	52	46	14

Time taken	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Average time taken for formal decisions (days)	60	56	63	56	0

Rate of compliance with Head of Redress decisions	Sales	Lettings	Residential leasehold management	Other (inventory management company)	Cosmetic Redress
Total	84%	85%	93%	83%	100%
Early resolution	100%	100%	100%	100%	100%
Default decision	0%	57%	64%	75%	0%
Proposed decision	75%	86%	97%	76%	0%

Rate of compliance

Rates of compliance have increased on the previous year. Additionally, the above does not include the members we have re-instated further to their non-compliance. Default decisions have always demonstrated a lower compliance rate because the agent has not engaged in the process throughout.

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, 17% of our consumers experienced issues with the 'duty of care' from our members. Likewise, a significant proportion of disputes concerned contract terms, fees and charges. Communication and complaint handling continued to feature as a frequently occurring problem. The impact of the COVID pandemic certainly was noticeable in a significant number of disputes; however this was an influencing factor rather than a core reason for disputes.