



Applying for membership of Ombudsman Services: Property

Ombudsman Services: Property is an approved redress scheme for property professionals.

Ombudsman Services: Property was originally set up for the Royal Institution of Chartered Surveyors (RICS) for its members.

Ombudsman Services: Property has also been approved, under the Consumers, Estate Agents and Redress Act 2007 as an approved redress scheme for estate agents, and under the Housing Act, as a redress scheme for the purposes of HIP-related complaints against surveyors and estate agents. The Ombudsman Services: Property is open to both RICS regulated and non RICS regulated firms.

If you are a RICS regulated firm, then you need to register with the RICS that you have opted to use the Ombudsman Services: Property as your chosen redress scheme.

If you are a non RICS regulated firm then you need to complete and return:

- the Application form
- the Deed Poll;
- the Contacts form
- the membership fee*

The forms can be found on 'How to Apply' on the Membership page of the Ombudsman Services: Property's website. The Application form and Deed Poll will need to be downloaded from the website and printed out prior to completion. The Contacts form can be completed online and sent to the email address on the form.

The Application form and Deed Poll should be sent to the Ombudsman Services: Property by:

- scanning and emailing to membership@os-property.org; or
- faxing to 01925 430059; or
- mailing to:

The Membership Secretary
Ombudsman Services: Property
Wilderspool Park
Greenall's Avenue
Warrington
WA4 6HL



Membership Fees

Both the membership and case fee is determined by the Ombudsman Services: Property member board on an annual basis. If you are a RICS regulated firm then, at the present time, there is no charge for your membership of the Ombudsman Services: Property. From 1 April 2010, the case fee payable for a case accepted by the Ombudsman for investigation will be £150 plus VAT. Up until this date, there is no charge for the investigation of a case by the Ombudsman.

If you are a non RICS regulated firm, the cost of membership is £150 plus VAT (total £176.25) per firm. You will be charged £150 plus VAT for each case accepted by the Ombudsman for investigation. Please send payment with your application. As soon as payment has been received, confirmation of your membership and information about how to inform your customers about the Ombudsman Services: Property will be sent to you.

Payment can be made by cheque or direct to our bank account
Please make cheques payable to: The Ombudsman Service Ltd

Bank details: HSBC plc
60 Queen Victoria Street
Account: The Ombudsman Service Ltd
Sort Code: 40-05-30
Account No: 12242567

(If the membership fee is to be paid direct to our bank account, please include the name of the member to ensure that we are able to trace who has made the payment)

If you have any questions about membership please contact us by phone on 01925 430870 or by email at membership@os-property.org

* The financial year for the Ombudsman Services: Property runs from April 1 to 31 March. For members joining after the 1 October in any financial year the membership is charged at 50% of the membership fee.