

OUR MEMBERSHIP

National Association of Estate Agents (**NAEA**)
Association of Residential Letting Agents (**ARLA**)
Propertymark Client Money Protection (**CMP**)
The Property Ombudsman (**TPO**)
The Tenancy Dispute Service (**TDS**)



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NAEA – National Association Estate Agents

NAEA Propertymark is the UK's leading professional body for estate agency personnel in all aspects of property services. Dedicated to the goal of professionalism within all aspects of property, estate agency and land. By appointing a NAEA Propertymark Protected agent to represent you, you will be safeguarded and receive the highest level of integrity and service for all property matters.



ARLA - Association Residential Estate Agents

ARLA Propertymark is the UK's foremost professional and regulatory body for letting agents. Members must adhere to a code of practice and commit to always operate at the correct standard. By using an ARLA Propertymark Protected agent, consumers have the peace of mind their agent will provide a professional service and their money is safeguarded by Propertymark's Client Money Protection



CMP - Propertymark Client Money Protection

The Propertymark Client Money Protection (CMP) Scheme provides compensation to landlords, tenants and other clients should an agent misappropriate their rent, deposit or other client funds.



TPO - The Property Ombudsman / Independent Redress Scheme

Is a legal requirement for estate agents and letting agents to belong to a government approved independent redress scheme. The role of an independent redress scheme is to provide fair and reasonable resolutions to disputes with members of the public. The Ombudsman's resolutions are designed to achieve a full and final settlement of the dispute and all claims made by either party. For further information please visit the website www.tpos.co.uk



TDS - The Tenancy Dispute Scheme

The Tenancy Deposit Scheme (TDS) is a government approved tenancy deposit protection scheme in England and Wales operated by The Dispute Service Ltd. The Housing Act 2004 requires letting agents to protect deposits on assured shorthold tenancies in a scheme such as this one www.tenancydepositscheme.com

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