



Ombudsman for Estate Agents

Annual Report **2006**

The Scheme

The Ombudsman for Estate Agents (OEA) Scheme was established on 1 January 1998. The Scheme is open to all those firms of Estate Agents with a principal, director or partner who is a member of the National Association of Estate Agents (NAEA) or Royal Institution of Chartered Surveyors (RICS); to all corporate estate agents - defined as those who are subsidiaries of a bank, building society or insurance company, or are themselves quoted on the Stock Exchange; and to other Estate Agents who provide the necessary references.

The OEA Scheme offers an independent service for dealing with disputes between Member Agencies and consumers who are buyers, sellers, tenants or landlords of residential property in the UK. The Ombudsman is independent of the Member Agencies and provides a free, fair and impartial review of complaints falling within his Terms of Reference.

The Ombudsman's role is to achieve a resolution of disputes in full and final settlement and, where appropriate, he will make an award of financial compensation. Awards can be up to £25,000.

A Consumer Guide, available in all Offices of Member Agencies, informs Complainants that:

"Your complaint may be considered by the Ombudsman where you believe a Member Agency has

- infringed your legal rights or not complied with the OEA Code of Practice
- treated you unfairly
- been guilty of maladministration (including inefficiency or undue delay)

in a way that results in you losing money or suffering inconvenience.

If the Ombudsman cannot help you because your complaint falls outside his terms of reference, he may provide advice as to any alternative procedure available to you."

The Consumer Guide makes clear what types of complaint fall into this last category.

The OEA has a Code of Practice for Residential Sales, which has been approved by the Office of Fair Trading, and a Code of Practice for Residential Letting Agents and Property Management, the provisions of which are mandatory on Member Agencies.

The Ombudsman will not normally review a case until the internal complaints procedure of the Member Agency involved has been exhausted. The Office of the Ombudsman will advise how to achieve this.

More information can be found about the Scheme on our website www.oea.co.uk

Staff List - as at 1 January 2007)

Title	Name
Ombudsman	Mr Christopher Hamer
Operations Manager	Mrs Christine Rowland-Jones
Case Officer (legal)	Mrs Kate Chandler
Case Officer	Mr Colin Dixon
Case Officer	Mrs Mary Birch
Case Officer	Mrs Maria Evans
Initial Enquires Manager.....	Mrs Sue Hurst
Complaints Processing Officer	Miss Anya Browne
.....	Mrs Susan Russell
.....	Mrs Kim Hilton
.....	Miss Natalie Hallett
Case Administration Manager.....	Mrs Tracey Baldwin
Case Administration Officer	Miss Nicola Gulliver
Membership & Accounts Supervisor	Mrs Khaira Rampal
Membership Administrators	Miss Vicki Brewis
	Mr Dan Rollin-Priest

The Council

Chairman's Foreword



The seven years since I became Chairman of the OEA Council have been characterised by an enormous amount of change. The size and scope of the Scheme have increased and are set to grow even more. During the whole of my period of office I have been consistently impressed by the hard work and dedication of the Ombudsman Stephen Carr-Smith, whose energy and enthusiasm

have been boundless. He has been marvellously supported by the staff in the Salisbury office and of course, by Council members, who have brought their considerable expertise to bear on the work which, has had at times, some difficult problems to tackle. He is succeeded by Chris Hamer, whose experience will stand him in good stead as he tackles the changes in store.

My own successor Lord Borrie, brings matchless experience and wisdom to the position and with Chris and Gordon leading the way, I am confident that the scheme will go from strength to strength..

Chairman

The Rt Hon The Baroness Shephard of Northwold

Gillian Shephard became the Member of Parliament for South West Norfolk in 1987. She was a member of the Cabinet in Employment, Agriculture, and Education between 1992 - 1997. She became a life peer in June 2005.

Members

Jane Vass

Jane Vass is a researcher and writer specialising in financial services. She was head of the Financial and Economic Research Group at the Consumers' Association from 1988 to 1993, and a member of the Financial Services Consumer Panel from 1999 to 2004. She is currently Financial Services Policy Adviser at Age Concern England.

Mary Wilson-Jones

Mary Wilson-Jones is a Consumer Protection Consultant and, prior to her retirement in 2002, worked for 14 years on consumer protection issues at the Office of Fair Trading. There she specialised in all aspects of estate agency and also worked closely with the Trading Standards Service. She is an Associate member of the Trading Standards Institute.

Diana Wright

Diana Wright is a journalist specialising in Personal Finance. She was editor of The Sunday Times Money section for 10 years to 1995 and since then has been a regular contributor to the paper. She currently writes a weekly column dealing with readers' money problems and resolving their disputes with financial institutions.

Bill McClintock

Bill McClintock was appointed Chief Operating Officer for the Ombudsman for Estate Agents Company Limited (OEA) in January 2003. In addition to that role, he was appointed Chairman of OEA Limited from 1 January 2004. He has been connected with estate agency for 40 years and is a Fellow of the Royal Institution of Chartered Surveyors and a Fellow of The National Association of Estate Agents.

Peter Bolton King

Peter Bolton King is Chief Executive of the National Association of Estate Agents (NAEA). He has over 30 years of experience as a Chartered Surveyor and Estate Agent both in the Independent and Corporate sector where he also had particular responsibility for 'best practice'. As the Association's principal spokesperson, he is frequently asked by the media for opinion on property related matters and Estate Agency. He sits as the NAEA representative on many industry and Government working parties and forums and is in close contact with other European, American and Worldwide Property Associations.

Ombudsman's Report

for 2006

Introduction



Having taken up the role of Ombudsman at the start of December 2006 I am in the somewhat unusual position of reporting on the work of the Ombudsman for Estate Agents (OEA) over a year during which my predecessor, Stephen Carr-Smith, was in the post. Much of the looking back and reviewing of the past year's workload, case histories and events in this report is attributable to Stephen although

inevitably I will, in places, have added my own thoughts. Stephen may have retired as Ombudsman but he thankfully, readily agreed to collate his thoughts and comments and the retrospective aspect of the report effectively represents what would have been his eighth and final report as Ombudsman. I am more than grateful to him for his very significant contribution.

This introduction would be deficient if I did not here pay tribute to Stephen's commitment to the OEA over the past seven and a half years. The Scheme faces a number of challenges, pressures and developments over the next few years. Taking the Scheme from its early days he has left a firm foundation on which I can build. I thank him for helping me take on the role and offer my best wishes to him for what will, I know, be an active retirement.

The OEA has grown considerably since its first stage of life as the Office for Corporate Estate Agents. It now has a membership which encompasses nearly two-thirds of estate agents offices and during the course of 2006 has broadened its jurisdiction to include Lettings. The Code of Practice for Sales has been approved by the OFT. The Scheme has a growing caseload and developments in legislation relating to Estate Agents and residential property matters will impact on our approach and workload. All these issues are discussed in more detail in the following paragraphs.

What it means for me is that I have succeeded to the role of Ombudsman at an exciting time and I look forward very much to becoming involved in the future direction of redress in the UK residential property arena. I want to get to know my membership and those bodies who have an interest in the success of the Scheme in providing a free and impartial service to consumers.

Our work in 2006

In 2006, the total number of initial enquiries we received against all agents increased by 41% to 8,472 its highest level ever. With an increasing membership it is no surprise that the most prominent area of increase was in enquiries relating to those agents within the scheme and in matters within my terms of reference. This category displayed a 54% increase over 2005. The Initial Enquiries Team in the office is my front line and they report that, in addition to the increasing workload, the questions they receive from buyers and sellers are becoming more involved. I take this as a sign that agents themselves are better at dealing with consumers and resolving what could be termed minor issues.

The number of enquiries that subsequently progressed to a full case review rose by 18% compared to 2005, 586 in number compared with 497 for the previous year. During the year we completed 489 case reviews, compared to 474 in 2005. Of these completed cases, 61% were found for the complainant and awards were made against members in 297 cases, those awards amounting to £150,600.

An important element of my case review process is that both parties have the opportunity to represent against my findings and to bring any new facts that have not been considered previously by me. Once the representation has been considered I will produce a final decision. The proportion of cases where one or other of the parties represented against the initial decision fell slightly compared to 2005.

A full analysis of the year's workload appears at Annex A.

My terms of reference give me a clear mandate to contribute to the improvement of standards in the profession by highlighting best practice and by publicising poor practice and helping to eliminate it. I intend to continue and strengthen that process of feedback to firms. During 2006 my predecessor was invited to address groups of estate and letting agents and he held regular meetings with them to discuss relevant issues. I have already started on this same circuit and look forward to opportunities to do so throughout 2007.

Starting on 1 June 2006, we received 175 complaint enquiries against letting agents of which around 58% were from tenants and the remainder from landlords. Of these, just 7 progressed to full case review and 2 closed before the year end. With such a small sample it is too early to draw any conclusions from the cases I have seen.

Cases

Annex B gives some examples of the actual cases that we dealt with during 2006. 10 of the examples show the settlements that have been reached as a result of the full review process involving a Case Officer and I, culminating in making a final decision either upholding or rejecting complaints and making awards of financial compensation where appropriate.

We also look for opportunities where we can achieve a mediated settlement without recourse to a full case review and have included two examples (cases L and M). I believe that mediation is for both sides a preferable way of achieving a resolution. Of course there will always be cases which require, or are driven down the full decision route but a mediated settlement is usually quicker, allows a more open expression of concern and gaining of understanding.

All the cases shown are real cases, but they have been made anonymous and abridged.

Membership

Throughout 2006, the Scheme saw a major increase in membership to 2708 member agencies and 7666 offices. That meant that as at 1 January 2007, the Scheme could claim 64% of the 12,000 Branch Offices in the UK and 73% of the 10,600 Branch Offices in England and Wales.

The full list of member agencies is shown at Annex F.

That growth in membership was largely due to the very welcome decision by the NAEA to require that those agencies run by NAEA principals, partners and directors should join the OEA Scheme from April 2006. We believe that there are still some NAEA agencies that have not yet joined but they should know, that they are now very much in the minority and we hope that will be rectified as they renew their NAEA membership in 2007.

Lettings

An integral part of the NAEA decision to make it mandatory for its members to join the OEA Scheme was that it also applied to letting agencies run by NAEA principals, partners and directors. So from April 2006 we started registering letting agents into the OEA Scheme and from 1 June 2006, we started taking on complaints about lettings and property management from landlords and tenants, as well as complaints from buyers and sellers. With the help of the NAEA and the Association of Residential Letting Agents (ARLA) we have produced a Code of Practice for Letting Agents which came into force on 3 April 2006. As yet this has not gained approval under the OFT Consumer Codes Approval Scheme but we are committed to achieving that as soon as we can in the future.

Currently we sub-contract this work to The Dispute Service (TDS), under a Service Level Agreement. Each case is given an initial examination in my office to determine whether the case falls within terms of reference and then referred to the TDS for full consideration of the dispute. The decisions they produce are my decisions and made in accordance with my terms of reference. As explained in my paragraph on the year's workload, we have not had to deal with any significant number of cases so far.

Customer Satisfaction

As I establish myself as Ombudsman I am keen to work closely (not collusively) with my various stakeholders and 'customers'. Ultimately I am striving for customer satisfaction and whilst not everyone can be pleased with the results of my case reviews, they should at least feel that the process has worked fairly and that the OEA has indeed provided a proper service to them. In the previous paragraph I have indicated that I see the increased use of mediation as contributing to that. But what of our existing approach?

In 2004, we embarked on a regular survey of complainants whose cases had been finalised, to find out how they view the Scheme and whether they were satisfied with our service. I see this as a central part of our work, as it helps us to judge whether we are meeting complainants' needs, and highlights any areas where we may need to improve. Annex C provides details of the survey we carried out in 2006, which attracted a high response rate of nearly 51%.

Overall, nearly two-thirds of complainants reported that they were satisfied with our service and just over two-thirds were satisfied with the time it took to resolve their complaint. I believe these results are encouraging and whilst I am certain we can maintain them, I also intend that we improve on them.

The Revised Code of Practice (Sales)

The Scheme's Code of Practice relating to Sales of property, which all Member Agents agree to abide by, plays a pivotal role in setting the standards for estate agents. During 2005, the Code was approved by the Office of Fair Trading (OFT) under its Consumer Codes Approval Scheme. This means that all OEA Member Agents who have signed the OFT licence can display the OFT logo alongside the OEA logo as a sign to consumers that they can deal with such companies with confidence and can regard them as 'good traders'.

Under the OFT's Approval Scheme, the OEA is obliged to review the Code of Practice on a regular basis. During the past year we worked on a revision to introduce some new requirements and to clarify some existing ones. The review process involved consultation with such bodies as the National Association of Estate Agents (NAEA), the Royal Institution of Chartered Surveyors (RICS), the OFT and consumer organisations.

The new Code came into force on 1 October 2006.

At the time of issuing the new Code we also released a new and clearer consumer guide to inform buyers and sellers about the OEA and to emphasise the advantages to the consumer of using an agent who operates in accordance with the Code.

In the few press and media interviews I have carried out since taking up my role, the subject of regulation has always surfaced and whether I think the sector needs regulating. I have responded by pointing out that the Estate Agents Act 1979, the Property Misdescriptions Act 1991 and the various Statutory Instruments that apply do provide a regulatory framework. My view is that our OFT approved Code of Practice also contributes effectively to regulation. Whilst it is not a 'rulebook' it does bring about an environment of a comprehensive set of standards by which firms should conduct their business.

The major issue here is of course, that not every estate agent operating in the UK abides by the Code. Ideally the Code of Practice should be owned by a body representing the whole profession and therefore it would gain universal application. I will make every effort under the current structure to achieve 100% membership of the OEA and thereby 100% acceptance of the Code. Non-member firms should realise that, were statutory regulation ever to come about for estate agents, the approach to that regulation will be materially influenced by the coherence of the existing arrangements.

I have an obligation to refer breaches of the Code to the OEA Council for their consideration and direction. The process begins, after a final decision has been reached and the case is closed, with the chief executive of the firm concerned being asked for an explanation of the events surrounding the breach, for details of the measures that have been taken to rectify the problem and an assurance that all staff in that firm have been made aware of the problem.

Once the company has responded, the details of the case are then reported to an OEA Council Committee (which includes a member of the OEA Board) to consider and to make recommendations to the full Council. If the committee is not satisfied with the agency's response, the Council has the option to issue an informal or formal warning, or ultimately a notice of dismissal from the Scheme.

In 2006, 10 such cases were reported to the Council. The equivalent figure for 2005 was 16. In one case the OEA Council decided that further action was required and that took the form of an informal warning.

Compliance Monitoring

As part of our Code of Practice, we undertake monitoring to track the satisfaction levels of both buyers and sellers and whether or not the consumer considers the estate agent has acted within the Code. Consumers have the ability to add comments if they wish to do so. The consumer sends the monitoring form direct to a third party company who analyses the results. In the main, the standard has been high with 88% of sellers and 80% of buyers reporting that the agents they have dealt with are complying with key aspects of the Code of Practice. Levels of satisfaction are similar with 88% of sellers and 80% of buyers satisfied with the service they have received. It has been encouraging to see an increase in recognition of the Scheme by consumers, which now stands at Buyers 60% and Sellers 74%, although there is more to do in this area.

This compliance monitoring has concentrated on firm's performance in respect of the Sales Code of Practice. A natural development will be to extend this to Lettings when an appropriate sample size is available.

The results are posted on our website and the main trends are shown at Annex E.

Office of Fair Trading

In this report so far I have mentioned the OFT on a number of occasions. My predecessor had regular meetings with the OFT to discuss issues of common concern. He recognised, as do I, that it is important that the OEA and the OFT give a consistent message to agents and consumers alike. My predecessor notes that he is pleased to say that both the OFT and the OEA were in agreement on all of the major issues that were discussed.

One area of concern to my predecessor is whether or not sellers fully understand the expressions “sole agency”, “sole selling rights” and “ready, willing and able buyer” and what such expressions mean in contractual terms. We have been assured by the OFT that the DTI is committed to addressing this issue and discussions will take place in 2007. I look forward to contributing to those discussions which have largely been prompted by the previous Ombudsman’s highlighting of the issues.

The Year Ahead

As I said in my introduction the Scheme looks forward to a number of developments in legislation which will have an impact on the OEA. Quite what impact, is not at this stage, entirely clear but as Ombudsman (and with the Chairman of the Council and the Chairman of the Board) I will be ensuring that we are well placed to contribute towards those developments and striving to make the OEA a significant player in any new redress arrangements.

In that context the most immediate development is that of the approval of a statutory redress scheme for Home Information Packs (HIPs), as defined in the Housing Act 2004. The OEA submitted its application to provide a scheme. Although this report covers our work in 2006 I will note here that at the end of February 2007, the Secretary of State for Trade and Industry appointed the OEA as an approved scheme. With that success we are busy registering firms so that they can meet their statutory obligations under the Housing Act from 1 June 2007. An increase in general enquiries has already begun to hit us but I envisage that we will not experience the need to undertake full case reviews until towards the year end.

The Queens Speech in November 2006 outlined the Consumer Estate Agents and Redress Bill which will apply across the UK (not just England and Wales as with the Housing Act 2004). The prime factor in terms of residential property matters is the proposal to require all estate agents to be members of a redress scheme. The inconsistency in the Bill is the fact that it does not cover residential lettings but otherwise it will bring about that 100% membership of a redress scheme that my predecessor has chased and that I will continue to pursue.

What needs pointing out here is that the Bill refers to the requirement to join a redress scheme. I would suggest that approval of a multiplicity of redress arrangements is far from a good idea. Clearly I have a personal interest in promoting the OEA, but it seems to me that it must be sensible to adopt a scheme that has:

- 17 years of experience in dealing with residential property disputes
- A rating from our customer satisfaction survey that shows we are meeting customer needs
- Two thirds of estate agency firms already in membership
- A Code of Practice in place which is supported by the NAEA and the RICS and is approved by the OFT.
- Already met the approval requirements for providing a redress facility for HIPs

My specific interest apart and in a perhaps more objective way, approval of a number of schemes will lead to the very things that the whole consumer protection movement (of which Ombudsman schemes are an ingredient) has fought against, namely:

- Confusion for consumers in understanding which is the right place to send their complaint
- Inconsistency of standards in resolving complaints
- Inconsistency of standards and adherence to standards by different agents operating under different Codes of Practice
- Firms identifying which redress scheme gives the ‘best deal’ for them and applying ‘Ombudsman arbitration’.

I believe we are well positioned to achieve approval under the legislation.

And Finally

This report has looked back over 2006 and looked ahead to 2007 and what developments may colour the Scheme in coming years. I am the new boy and I look forward to all these events. But where have I come from and what are my general thoughts about the role I have taken on?

I have a background in and experience of the public sector, the private sector and the Ombudsman sector. Joining the OEA means I have been involved in four Ombudsman schemes. Back in 1984 I was the Private Secretary to the Parliamentary Ombudsman, following which I was Director of Services at the Insurance Ombudsman Bureau (now integrated with the Financial Ombudsman Service) at a time when it was very like the OEA with a voluntary membership and dealing with an industry facing legislation; and I was General Manager at the Personal Investment Authority Ombudsman Bureau (now also absorbed into the FOS).

In addition to some years in the Cabinet Office I was most recently with HSBC where I have experienced being on the receiving end of regulation. I think my experience will stand me in good stead in my current role.

My initial thoughts on joining the OEA.

- We need to continue showing our professionalism in dealing with complaints. Our structure and processes follow the principles laid down by the British and Irish Ombudsman Association but we also need to demonstrate to consumers and our member companies that our staff are properly trained to do the job and to meet the challenges of new types of work. I will therefore work with my team to ensure that we have a programme of relevant training and professional development in place.
- We need to achieve resolutions quickly. Those who feel disadvantaged by an estate agent (whether rightly or wrongly), do not want to come to the independent arbiter for quick justice only to find that they are bogged down in our processes. We are reviewing our approach and procedures so that we can drive through resolutions and avoid choke points. We will also want to reflect the needs of stakeholders in how we do things and I will consult with those various stakeholders to understand any concerns and ideas they may have.
- I have already seen a number of complaints where there is a difference of understanding between agent and seller about what each has committed to in the sale of a property. When I look at complaints, if I see that either side has been exercising economy in terms of disclosing relevant facts about issues which may have a bearing on the sale, my decision is likely to go against that side. I believe that disclosure at the point of agreement of **all** relevant information by both sides is vital and I will be developing the idea of some sort of Commitment Document issued by the agent, which details the Key Facts regarding the nature of the agreement, further emphasis of the fee and when that becomes due **and** what the client has agreed and committed to for their side of the deal. I have tested this outline idea out on a number of firms and have received positive comments back.

It is an essential in this report to recognise the contribution of the staff at my office in Salisbury. Case officers, initial enquiry staff, support staff and those in the Membership team all have a considerable workload to handle. They approach the work with commitment and enthusiasm, so ensuring that we meet our service standards. Their support is much valued and I believe as a team we are well equipped to meet the challenges and developments that face us ahead.

Christopher J Hamer - Ombudsman for Estate Agents

As part of his input to this report Stephen Carr-Smith wished to express his thanks to those who supported him during his time in office. I reproduce his message in full below.

" Over the last 7 years, I have been extraordinarily fortunate in the people with whom I have had to work. There are two with whom I have had the greatest dealings, outside of the OEA Office. The first is Peter Constable, who was of immeasurable value to me in my early years; a wise old hand if ever I saw one. In addition to being the Chairman of the Board, he was also the unofficial Chief Operating Officer (COO). The second is Bill McClintock, who became the first official COO and then also took over from Peter as Chairman of the Board. It was in their role as COO that I had my major dealings with them and I greatly appreciated their help and their exceptional cooperation with all members of staff at the OEA Office. Like me, they were both passionate about the OEA Scheme.

However, it has been to the Council that I have reported and I have had invaluable support from Gillian Shephard and all members of the Council. The job of the Ombudsman is not easy and without their support, it would have been extremely difficult.

It would also have been extremely difficult without a lot of understanding and cooperation from the Board and its members, who have always taken a broad view on the matters under discussion and put aside their individual commercial interests. This is, of course, how it should be – but I am grateful for the Board's unswerving support for the Scheme and the industry's best interest.

But my job would have been quite impossible without the dedication and support of all the staff at the Salisbury office. Over many years, they have striven to produce high quality work, and the Scheme would not have achieved what it has without their dedication and hard work. The office does its level best to deliver prompt, user-friendly and efficient outcomes to unresolved disputes between buyers/sellers and tenants/landlords the agents involved. It seeks to produce consistent, fair and reasonable decisions at considerably less cost and difficulty than taking matters to Court. It strives to explain how we reached decisions through reasoned judgment in our case reviews and by regular feedback to Member Agents.

The OEA Scheme has made huge strides in the last 7 years – but it still has far to go, and I am confident that it will be even better in the future. I look forward to the time when all estate and letting agents can genuinely be said to demonstrate high professional standards and provide effective and accessible consumer protection for all their customers."

Stephen Carr-Smith

Overall Annual

OEA Statistics Summary

	1998	1999	2000	2001	2002	2003	2004	2005	2006
General Enquiries	1002	761	781	913	800	896	1040	814	705
Complaint enquiries against estate agents									
Against non-Member/Letting Agents	2034	2034	2161	2878	3439	2650	2564	3053	3698
Against Member Agents outside Terms of Reference	146	143	409	678	717	318	305	338	596
Complaints Against Member Agents with Terms of Reference	1174	1516	1896	2006	2306	2030	2320	2334	3596
Insufficient information as to Member/Non Member Agent (1)	187	196	0	0	0	358	311	296	582
Total	3541	3889	4466	5562	6462	5356	5500	6021	8472
New cases received during year (NR = not recorded)	NR	NR	523	520	615	462	524	497	586
Cases reviewed during year	295	336	501	550	563	586	508	475	485
Representations during year (as a % of cases reviewed)	9	11	22	27	32	27	24	22	20
Cases closed during year									
Findings									
Outside Terms of Reference/Withdrawn	1	3	16	4	4	12	12	4	9
Against Complainants	140	161	169	189	239	211	143	162	183
For Complainants	150	152	297	358	340	360	352	315	297
Total	291	316	482	551	583	583	507	481	489
Awards									
£1 - 99	27	20	23	39	44	41	36	39	36
£100 - 499	89	104	240	264	245	254	225	192	181
£500 - 999	20	19	25	37	29	41	51	46	42
£1,000 - 2,999	13	9	7	15	17	17	33	32	33
Over £3,000	1	0	2	3	5	7	7	6	5
Total	150	152	297	358	340	360	352	315	297
Number of Member Agents in OEA Scheme - by offices (2)	2,627	2,750	4,221	4,197	4,251	4,331	4,761	5,048	7,666

Note (1) - With the changeover of the Respond database in 2000, these statistics were not kept separated until the upgrade in November 2002.

Note (2) - As at 1 January 1998 (the date the OEA replaced the OCEA) there were 2088 Offices in the Scheme.

General Statistics

		2005	2006	% Difference
1 General Enquiries				
	From Estate Agents (does not include membership)	417	256	
	From the Media	51	68	
	From the Public	346	381	
	Total	814	705	-13
2 Complaint enquiries against Estate Agents				
a. Complaints against non Member Agents/Lettings Agents (A)		3053	3696	
	Sub Total 1	3053	3696	+21
b. Complaints against Member Agents outside Terms of Reference (eg time, mortgage, lettings, survey)				
	Sub Total 2	338	596	+76
c. Complaints against Member Agents within Terms of Reference				
	From Complainant who is a seller	1524	1997	
	From Complainant who is a buyer	670	1219	
	From Complainant who is a seller and buyer	73	92	
	Complainant unwilling to state whether buyer or seller	67	113	
	Letting complaints (as from 1 June 2006)	0	175	
	Sub Total 3	2334	3596	+54
d. Insufficient info given as to whether Member/Non-Member (A)	Sub Total 4	296	582	
e. Complaints against all Agents	Total / Sub Totals 1-4	6021	8472	+41
3 Complaints Reviewed - Cases dealt with in year				
a. Workload (ie New cases received in year) (1)	Total	497	586	+18
b. Productivity:				
	Cases reviewed in year (2)	475	485	+2
	Representations conducted in year (3)	103	99	- 4
	Total	578	584	+1
4 Cases Closed in year = Outcome (2)		481	489	+2
a. Description of Complainant				
	Seller	371	373	
	Buyer	83	94	
	Seller & Buyer	27	20	
	Other	0	2	
	Total	481	489	2
b. Findings:				
	Outside Terms of Reference/Not Pursuing	4	9	
	Complainant Withdrawal/Complainant & MA resolution	0	1	
	Against Complainants (no Award made)	162	182	
	Sub Total 5	166	192	
	For Complainants (Award made - Member Agent made No Offer)	238	223	
	For Complainants (Award made - Member Agent made Offer) (4)	77	74	
	Sub Total 6	315	297	
	Total/Sub Total 5-6	481	489	2
c. Size of Awards				
	£1 - 99	39	36	
	£100 - 499	192	181	
	£500 - 999	46	42	
	£1,000 - 2999	32	33	
	Over £3,000	6	5	
	Total	315	297	
d. Total value of Awards made	Total	£150,601.26		

Notes: A For 2003, the RESPOND database was configured to record "lettings" (at 2a) and "insufficient information" (at 2b) separately.

1 This represents the Workload for the year - started by the receipt of the Complaints/Waiver Form from the Complainant.

2 The number of Cases Closed will always differ slightly from the number of Cases Reviewed.

3 Those Cases where either the Complainant or the Member Agent has commented on the Decision.

4 Cases where the Ombudsman endorsed, increased or lowered offers already made by MAs. Also includes "early redress" cases.

Web Site Hits: For 2002 - 89,163. For 2003 - 127,893, For 2004 - 115,906, For 2005 - 146,114, For Jan - Dec 2006 - 179,068

Highest Awards: In 2001 - £5,000. In 2002 - £6,603. In 2003 - £7,461. In 2004 - £5,000. In 2005 - £17,948. In 2006 - £5,437

Nature of Complaints

Within Terms of Reference

Initial Enquiries / Complaints	2005	2006
Maladministration	1888	2631
Commission/Fees	944	1193
Sales Particulars	542	714
Viewings	219	278
Buyers Finances	249	245
Communication of Offers – Buyers	139	238
Conflict of Interests	138	195
Initial Valuation for Sale	184	188
Sale Boards	125	125
Keys	90	94
Deposit (lettings)	0	89
Communication of Offers-Seller	47	79
Offer of Services	19	42
Management Failure (lettings)	0	29
Unfair Bias Towards Other Party	17	28
Sealed Bids	8	13
Request for Identification (new since Aug 2004)	21	11
Discrimination:		
Racial	1	8
Unspecified	8	5
Gender	0	2
Cases Formally Reviewed		
Maladministration	434	445
Commission/Fees	287	303
Sales Particulars	159	158
Buyers Finances	102	99
Viewing	84	77
Initial Valuation	76	65
Conflict of Interests	57	48
Sale Boards	44	43
Keys	37	36
Communication of Offers-Seller	29	22
Communication of Offers-Buyer	19	18
Gazumping ²	7	
Unfair Bias towards Other Party	14	6
Discrimination:		
Racial	2	3
Offer of Financial Services	3	1
Request for Identification (new since Aug 2004)	3	0

Notes:

- Where it has been possible to identify more than one main element within an individual complaint, all have been included in the statistics above.
- Maladministration is a "catchall" complaint which normally includes other categories as well.
- Figures are shown for 2006 in descending order.
- The Annual Report 2005 showed 1 Jan to 30 Sep figures.

Case Summaries

Annual Report 2006

Case A

In this case Ms A, the seller of the property, made a complaint that the Agent did not communicate the real reason that the buyer withdrew from the sale, failed to actively market the property, failed to provide weekly feedback, recommended that the asking price be significantly reduced contrary to the seller's best interests and handled her complaint badly.

The Agent valued the property between £180,000 and £185,000, with an asking price of £195,000. Ms A accepted an offer of £192,000. The buyer subsequently withdrew and the Agent advised Ms A that this was because he had “made a personal decision to do so”. Ms A was concerned as the buyer went on to buy a different property through the same agency and she doubted the reason for withdrawal given by the Agent. I considered that the buyer was entitled to withdraw from the sale without penalty and was under no obligation to explain to either Ms A or the Agent the reason behind this decision. I found that the Agent had acted in good faith by relaying the information they had received and did not consider they had misled Ms A. I did not support this complaint.

Ms A stated that the Agent failed to market the property as she instructed, following the acceptance of the offer. The Code of Practice places an obligation on the Agent to take a seller's instructions on this point. The Agent had not done so believing incorrectly, that the onus was on the seller to advise them. I supported this complaint.

From an examination of the branch file, it was apparent that the Agent had committed to providing weekly e-mail feedback to Ms A to update her on the sale. This had not been done and the Agent had failed to explain why the promised updates were not maintained. I supported this complaint.

The next complaint was that the Agent continually attributed their failure to sell the property to the fact that it was overpriced and recommended to Ms A that she reduced the asking price to £175,000. After the Agent had marketed the property for a year having achieved no successful offer, Ms A instructed a different agent who quickly negotiated a sale for £193,000, £18,000 more than the price the Agent had suggested. I considered that the fact

that the second agent had obtained offers over £190,000 as soon as they took over advertising the property and that the property sold for £193,000, indicated that the Agent's advice with respect to the price reduction was incorrect and I supported the complaint that the Agent had not acted in Ms A's best interests.

Finally, Ms A stated that the complaint was poorly handled by the Agent. On examination of the file, I did consider that the Agent could have dealt with this complaint better, I expect an Agent to be able to support his position and to respond promptly to complaints raised. This was not apparent and as such I supported this complaint.

I made an award of £400 to compensate Ms A for the Agent's shortcomings with regards to the complaints I upheld.

Case B

In this case Miss B, the seller of the property, made a number of complaints concerning the service she had received from the Agent.

The first complaint regarded marketing failures: namely that the Agent had failed to provide Miss B with a copy of the sales particulars for her to verify; incorrectly advertised the property as having a kitchen/diner instead of a lounge/diner; did not advertise the property on all major property websites as their promotional literature stated they would and failed to produce floor plans and a 360° virtual tour, again as their promotional literature promised. From an examination of the branch file I was able to note that the Agent had failed to market the property in respect of all these issues and I supported the complaint.

The next complaint concerned communication failures. Miss B stated that the Agent had failed to provide feedback on viewing, failed to return her telephone calls, delayed issuing the Memorandum of Sale once the sale had been agreed and sent some correspondence to an incorrect address. From an examination of the file, I was able to ascertain that there were substantiating facts to support the first three elements of this complaint but no evidence to suggest any letters had been forwarded to an incorrect address. I therefore supported three elements of this complaint.

The third complaint was that the Agent had submitted an offer from a buyer who was then unable to obtain a mortgage due to a poor credit rating. Under the Code of Practice an Agent has a responsibility to put all offers to a seller, unless they are of an amount or type which the seller has instructed them in writing not to pass on. There were no such instructions in this case and I concluded that the Agent had a responsibility to pass the offer to Miss B. I did not support this Complaint.

The next issue concerned key security, an issue I take very seriously. Miss B stated that the Agent told her they had lost the keys, a point the Agent did not refute. I supported this Complaint.

Finally, Miss B alleged that the Agent mishandled her complaint by not replying to her correspondence promptly. Under the Code of Practice (version April 03) a timescale is set down and I expect an Agent to reply to a complaint raised within 21 days. The Agent did not comply with the timescale and I therefore supported this complaint.

Miss B was seeking a worthy reduction to the Commission fee. I upheld the Agent's entitlement to the commission fee as, under the terms of the agreement Miss B signed, it was not disputed that her property was sold to a buyer introduced by the Agent. The Agent had made a goodwill offer to Miss B, having acknowledged there were shortcomings in the service they provided, of £225. I considered that this amount did not represent appropriate compensation and made an award of £650 in compensation to Miss B.

Case C

Mr and Mrs C claimed that they had entered into an agreement which was for a specific level of service and that payment of the fee was not related to the introduction of a buyer and that they would pay a much reduced fee relating to their view of the service. The Agent had brought Court proceedings for payment of their outstanding full fee which had resulted in a Consent Order under which Mr and Mrs C agreed to pay the outstanding amount but that right of referral of the complaint to my office was retained.

My terms of reference do not allow me to consider issues which have been determined in a Court. I therefore declined to consider the issue of whether the fee was due.

However, I noted that the Court had not considered the service issues behind the complaint. Therefore although the Court Order was stated to be in full and final settlement, I agreed to look at these issues because all the parties had agreed to this in the Consent Order. The Agents were unhappy that their "full and final" settlement turned out not to be so because of the wording of the Order to which they had agreed.

When I considered the complaint I ultimately concluded that it was unreasonable, consistent with an intention by Mr and Mrs C to evade paying any fee if at all possible. The case highlights that Agents should not agree a full and final settlement in Court but should leave access to my scheme for consideration of service related complaints.

Case D

Mrs D had a number of complaints about the way her Agent had conducted the sale of the property that she had previously shared with her ex-husband and that was being sold as part of the divorce settlement. In particular she was concerned that the Agent had passed on details of offers to her ex-husband despite the fact that she had been given sole conduct of the sale by a Court Order.

It is not unusual in matrimonial situations such as this, for Agents to find themselves faced with the conflicting requirements of two owners. Mr D was a Joint Owner of the property and had a vested interest in its disposal. He would be a party to the legal formalities.

I would expect any Agent instructed by one of the joint owners under the terms of a Court Order giving them conduct of the sale, to deal with the owner that instructed them but at the same time to consider what information they should pass over to the other owner in the interests of fairness. In this particular case the Agents were extremely anxious to adhere to their legal responsibilities and to the OEA Code of Practice and those concerns made them take the action they did.

I concluded that an Agent has the right to do whatever they are advised is necessary to comply with their legal obligations, in this case to pass on to the owners details of offers received. However, the Agent should have told Mrs D that they were unable to comply with her request not to inform her ex-husband of offers.

Case E

Mrs E had been given the conduct of the sale of the marital home that she had formerly shared with her ex-husband. She complained that the Agent had released personal data about her to her ex-husband's solicitors and had refused to deal with a prospective buyer who she had found privately and who was offering more money.

In examining the case it became clear to me that the matter had been very stressful for Mrs E even to the extent of her allegedly being subject to death threats. However, I quickly identified that the disclosure of information by the Agent related to the ex-husbands Application for a Court Order requiring his ex-wife to proceed with the sale and was in the form of standard details listed on the Memorandum of Sale.

I advised Mrs E that if she felt there was a breach of the Data Protection Act then under the protocol agreed between the Information Commissioner and the British and Irish Ombudsman Association, she should refer the matter to the Information Commissioners Office for his consideration. As part of the submission to the solicitors the Agents also provided their opinion as to why the sale was not progressing. I concluded that an estate agent has a duty to consider a co-owner's interests and advise if a sale is being conducted in a way detrimental to him.

The Court Order required both husband and wife to sign all the documents relating to the sale. I noted that the Agent had, correctly, taken the ex-husband's instruction regarding the offer from the private buyer and it was his decision to reject it. I also noted that the private buyer was a relative of his ex-wife and his approach was consistent with the tone of the proceedings.

Case F

Mr and Mrs D placed their house on the market having signed a Sole Agency Agreement stating that a fee of 1.5% plus VAT of the sale price would become payable on unconditional Exchange of Contracts taking place with one of three buyers. Having accepted an offer at slightly below the Asking Price, Mr and Mrs D requested a significant fee reduction or that the offer was increased to the Asking Price.

The Agent was not prepared to reduce his fee and the buyer was not prepared to increase his offer. The sale collapsed but the seller blamed the Agent and was seeking my judgement on an appropriate level of financial compensation.

I found the complaint to be completely unjustified.

Case G

Mrs G was selling a property under a Sole Agency Agreement. The property had been valued at £135,000 but Mrs G believed this was too high. At her request, the asking price was reduced to £129,950. Over a period of three months the Property was reduced in price three times and sold for £111,250 after five months on the market.

Mrs G felt the Property had been overvalued. Due to the huge disparity between the valuation and the actual sale price, the time taken to sell and the lack of any comparable supporting valuations for other properties in the area, I found that the Agent had set an excessive asking price and not kept it under review, causing Mrs G three months wasted time upheld the complaint.

The second complaint against the Agent rested on whether they should have told Mrs G about a property developer who became interested in the property. At the time the developer asked to view the property, the buyers were in the process of renegotiating the sale price, due to a fault with the roof of the property. However, it was viewed unlikely that the developer would have paid as much as a private buyer, if he had made an offer at all. In addition, the buyer would also have to be notified if Mrs G had allowed the developer to view the property. It was considered probable that this may have resulted in the buyer either withdrawing his interest or pressing for an even larger reduction in the price. I upheld the complaint as Mrs G should have been told of all interest in her property.

Finally, Mrs G believed the commission fee charged by the Agent was misrepresented. She signed an agency agreement where the fee was shown to be £2,800 (plus VAT) but was told verbally by the Agent that the fee would change and so signed on this basis.

I found that the Agent had admitted having told Mrs G that the fee would change. In determining the actual fee payable the sliding scale of fees presented by the Agent stated that a property sold at £111,250 would incur a fee of £2,550 (plus VAT). This was the fee held to be payable to the Agent.

Based on the case above, an award was made requiring Mrs G to pay the Agent's fee in the reduced sum of £2,550 (plus VAT). In addition an award of £900 was made to compensate her for the significant stress caused by the failures of the Agent.

Case H

Miss H purchased a property through an Agent on the understanding that it had off-street parking. The property was on a busy dual-carriageway and had yellow lines outside but the property provided for a small single car to park on the hard standing in what was the front garden of the property. However, the kerb in front of the house was raised and the parking space was very small.

A year later Miss H put the property up for sale and found that the parking limitations affected the property value. Miss H alleged that she had been misled about the off-street parking by the Agent.

The Agent admitted the parking description was inaccurate, suggesting it should have been clear to their sales representative that no off-street parking was available due to the raised kerb outside the property.

I supported the complaint as the Agent incorrectly advertised off-street parking at the property. The Agent admitted the description was wrong and to access the space from a dual carriageway

required driving over a raised kerb which is illegal. Miss H had suffered a loss in the value of the property as a result of the Agent's false description.

To quantify the loss an independent valuation was obtained which assessed that the property would be worth £5,000 less with no off-street parking. I considered that Miss H, her surveyor and solicitor had partial responsibility for the situation as this should have been investigated prior to her purchase. An award of £1,700 in compensation was made on the basis that the Agent was responsible for the incorrect sales particulars.

Case I

In this case Mr J, the seller of the property, made a complaint that the Agent undervalued the property, did not sufficiently market the property and that a conflict of interest existed.

The Agent valued the property at £245,000. Mr J accepted an offer for the full asking price from a property developer.

Two weeks after completion the Buyer sold the property privately to a builder for £283,000.

The first complaint was that the Agent undervalued the property when they set an asking price of £245,000. I was satisfied that the Agent's valuation had been reasonably set based on comparable properties in the area and current market conditions. Mr J had received five offers on the property and one of those potential buyers had a valuation carried out which stated the property was worth only £235,000. I did not support this complaint.

The next Complaint against the Agent was that they did not market the property sufficiently, as they only advertised it twice in the local press. Mr J suspected that the Agent may not have advertised the property adequately so as to 'save' the property for the buyer, whom Mr J alleged knew the Agent.

In reviewing this case I considered the number of interested buyers in the property did not support the Mr J's view that the property was not sufficiently marketed. The property was marketed on five websites, two publications and over seventeen separate potential buyers viewed the property. I did not support this complaint.

Finally, Mr J believed that there had been a conflict of interest. The Agent who sold the property for the seller then went onto resell the property on behalf of the buyer, so receiving commission for the same property twice. Mr J felt that the Agent should not have re-marketed the Property on behalf of the buyer before the original sale had been completed.

In reviewing this Complaint I did not consider it wrong for an Agent to accept instructions to remarket a property before Completion had occurred. However, the Agent must ensure in doing so he can still retain the confidence of his original seller client in terms of the integrity of service offered and price achieved. I supported Mr J on this issue as the Agent did not provide continuity of service to the seller. I made an award of £250 to compensate the Mr J for the Agent's shortcomings with regards to service.

Case J

Mr K, a seller, signed a sole agency agreement with the Agent and marketed the property at an asking price of £325,000. The fee payable to the Agent was fixed at £5,687.50 (plus VAT). Three offers were made by the buyers; the final offer of £320,000 was accepted by Mr K. Following a survey by the buyers the selling price was reduced to £319,000 and exchange and completion took place within a month.

The first complaint was that the Agent lied to Mr K about the number of potential buyers interested in the property. However, the market appraisal form listed four names of potential viewers, which included two of the people who went on to view the property and the eventual buyer. I therefore did not support this Complaint as the Agent had not lied about buyers who would be interested in the Property.

The second complaint was that the Agent failed to inform Mr K of the buyer's wish to build a conservatory at the property. The buyer commissioned a builder to visit the property prior to exchange of contracts to assess the option of a conservatory. Mr K alleged that he was unaware of the request but written evidence to the contrary existed. I did not support this Complaint.

The next complaint centred on the Agents charging Mr K commission based on the initial market price and not the sale price of the property. The Agent had provided Mr K with a clear agency agreement where the commission fee was obvious. Mr K signed the agreement and so was bound to pay the commission fee stated. I did not support this Complaint.

The fourth complaint was that the selling price was dropped by £1000 on the basis of a false estimate. The buyer's survey revealed cracks in the building so he sent a builder to evaluate the cost of repairs. The cost was estimated at £1,000 and Mr K believed this estimate was arranged by the Agent. Mr K believed the sale price reduction to be unnecessary. However, I found a genuine repair quote on the file and also considered it Mr K's choice to have reduced the sale price. I did not support the Mr K on this Complaint.

The final complaint regarded the Commission Fee which totalled £5,687.50 (plus VAT). Mr K paid all but £123.37 of the fee. However, it was clear the Agent was entitled to the full fee, as Mr K had signed the Agency Agreement and the Agent did introduce the buyer of the property. I did not support this complaint.

I did not support Mr K on any of the complaints he made against the Agent in this case and so made no award.

Early Resolution Cases

Case L

Mr and Mrs L an elderly couple (83) living in France, but owning property in England, returned to England in July 2006 to attend a funeral. Once back in England they decided to sell their English residence and invited estate agents round to give valuations. One such agent was the Member Agent, who arrived just as Mr and Mrs L were due to leave the Property to attend the funeral.

The Member Agent rather hurriedly looked round the Property and before he left he asked Mr L to sign an Agency Agreement. Mr L duly signed the Agency Agreement but was never left with a copy.

A sale progressed to Exchange and Completion and Mr and Mrs L were sent a Commission Invoice equivalent to 2.75%.

Mr and Mrs L stated they were never informed of the percentage amount of the Fee and would not have agreed to that as the other estate agents who valued their Property were offering 1.5%. Mr and Mrs L paid the equivalent of 1.75% Without Prejudice to the Member Agent in an attempt to resolve the matter.

The Member Agent offered to reduce their Commission Fee to 2.35% as a goodwill gesture. This was refused by Mr and Mrs L and their Complaint proceeded to this Office.

The relevant paperwork was received from Mr and Mrs L and this Office proceeded to take this as a formal dispute. The Member Agent agreed.

On receipt of the Complaints Form, the Member Agent called and advised that given the circumstances and the Complainants' ages and Mr L's health concerns, the Member Agent wished to try and negotiate a settlement. The Member Agent agreed to accept the amount already paid by Mr and Mrs L which equated to 1.75% in Full and Final settlement of the dispute.

Contact was made with Mr and Mrs L and they were overjoyed and much relieved to accept the proposal. The relevant paperwork was drawn up and signed by all parties. The case was then closed. From the date this Office processed the Complaint to closing the disputed case took 19 days.

Case M

Information papers were received in this Office from Mr M on behalf of his clients Mr N and Mrs O.

This Office contacted the Member Agent to discuss the Complaint received. It appeared that Mr N and Mrs O were selling their Property through the Member Agent and a sale had progressed soundly. Mr N and Mrs O had property overseas, a few days prior to exchange taking place on their English Property, they discovered that their overseas property had sold, therefore, they decided they did not need to sell their English Property and promptly withdrew from the sale. The Member Agent found this rather embarrassing and had also spent considerable time and expense on marketing the English Property. The Member Agent was therefore invoking the clause in his Agency Agreement which allowed him to claim half the Commission Fee.

The Member Agent was sorry to have to do this but needed to cover his costs. He intimated that he was open to negotiation.

This Office called Mr M and asked if he had tried to negotiate with the Member Agent and if not why? This Office was informed that his clients wanted to know from this Office and the NAEA if the Member Agent could charge a Fee. This Office informed him that if it is in the Agency Agreement and his clients have signed it, then yes he is entitled to charge the Fee. Mr M was advised of the Complaints process and that his clients would first need to exhaust the In-House Complaints Process of the Member Agent before this Office could take the Complaint on. However, Mr M was advised to contact the Member Agent, who was only invoking the clause due to his own costs and would possibly be open to negotiation.

The Member Agent called to say that as yet he had not yet spoken to Mr M or his clients, as they had both kept missing each other. This Office advised him that he may wish to look at the wording of his standard Contract to avoid future complaints with reference to the OFT ruling on unfair contracts.

The following day the Member Agent called to thank this Office for the advice given regarding his standard Contract and that he had sent a copy of it to his own Solicitor for guidance. The Member Agent further confirmed that he had spoken to Mr M on behalf of his clients Mr N and Mrs O and it had been agreed that Mr N and Mrs O would pay the Member Agent £750 (plus VAT) in Full and Final settlement.

This Office wrote to both Mr M on behalf of his clients Mr N and Mrs O and the Member Agent, to confirm the agreement and confirm that the matter had been resolved to the satisfaction of all concerned. From receipt of the initial paperwork to obtaining a suitable resolution for both parties took 2 days.

Customer Satisfaction

Surveys 2006

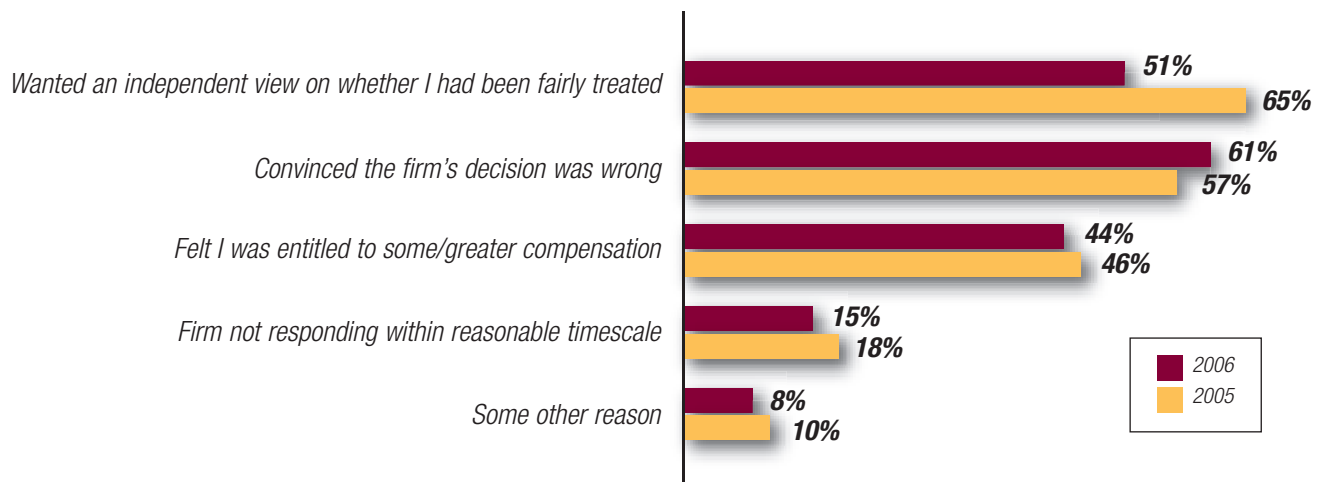
During 2006 we repeated the customer satisfaction survey first carried out in 2004-05. We sent out 361 questionnaires to complainants whose cases had been closed during 2006, we received a very high response rate of 51%. The analysis was carried out on our behalf by Logit Research.

Approaching the Ombudsman

The main motivations for complaining to the Ombudsman remained seeking an independent view and trying to prove the firm's decision wrong (57% of complainants).

As for 2005, estate agents were the most common initial source of information overall, but this was much less common for first time buyers, only 19% of whom first heard about the scheme from the agent (compared with 38% for all complainants).

Why did you decide to refer your complaint to the Ombudsman?



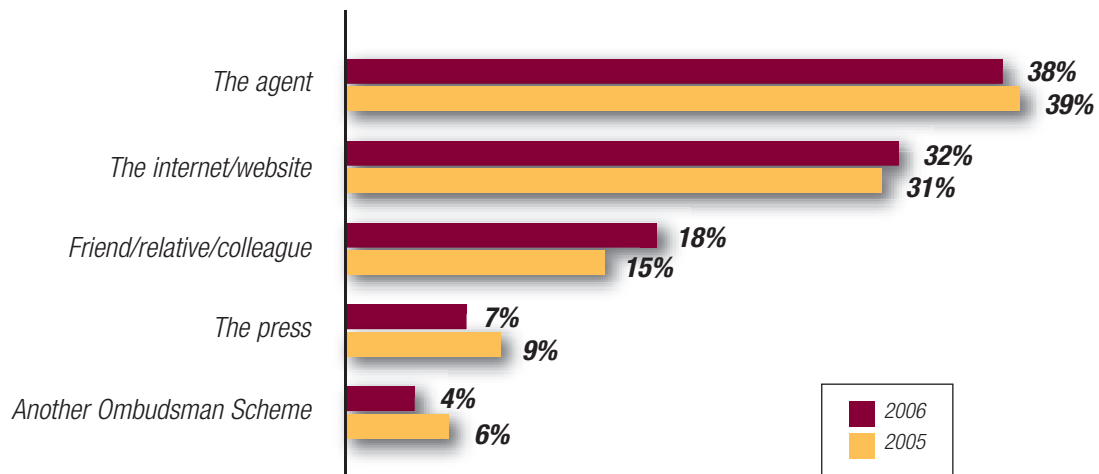
*Percentages total more than 100% because more than one option could be chosen.

How do complainants find dealing with the OEA?

These figures are very little changed from 2005.

- 85% of complainants told us that complaining to the OEA was very or quite easy (83% in 2005).
- 97% of complainants rated staff as very or quite polite (95% in 2005).
- 83% said that on first contact staff explained clearly how their case would be handled.
- 80% were satisfied with the clarity of letters sent to them (84% in 2005).
- 86% said that they found our guidance for complainants helpful (82% in 2005).

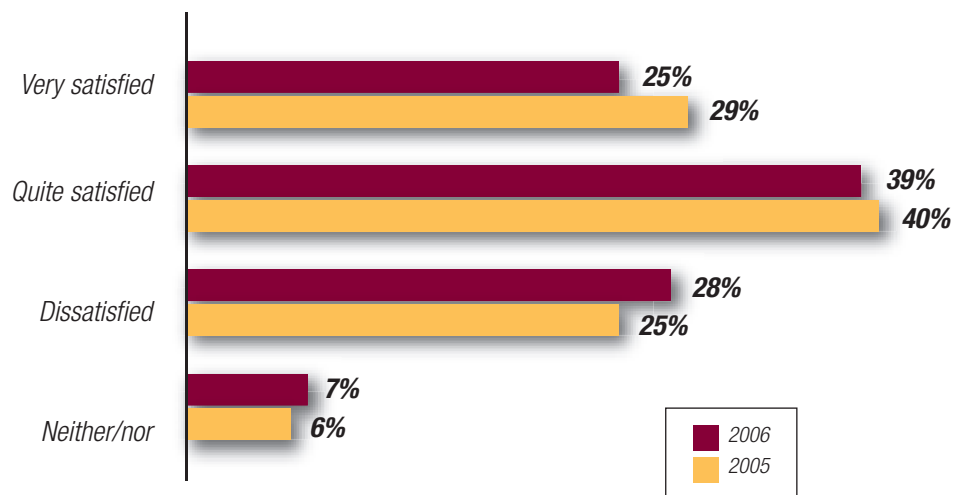
How did you first hear about the Scheme?



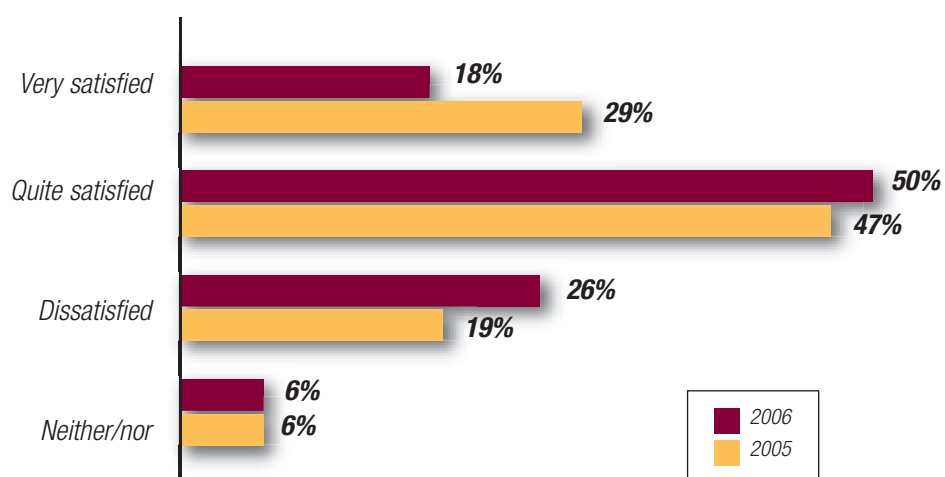
Satisfaction with service

Satisfaction levels fell slightly between 2005 and 2006 (see Chart below). We attribute this largely to the increase in the time taken to resolve complaints over what has been a very busy year and people whose cases were resolved within three months were more likely to be very satisfied. Even so, around two-thirds of complainants were very or quite satisfied with the service we offer, 62% agreed that the OEA kept them well informed, with 21% not expressing a view either way (virtually unchanged from 2005). 54% of respondents (58% in 2005) were likely to recommend the OEA, as compared to 39% (37% in 2005) who were unlikely to do so.

Overall satisfaction with service



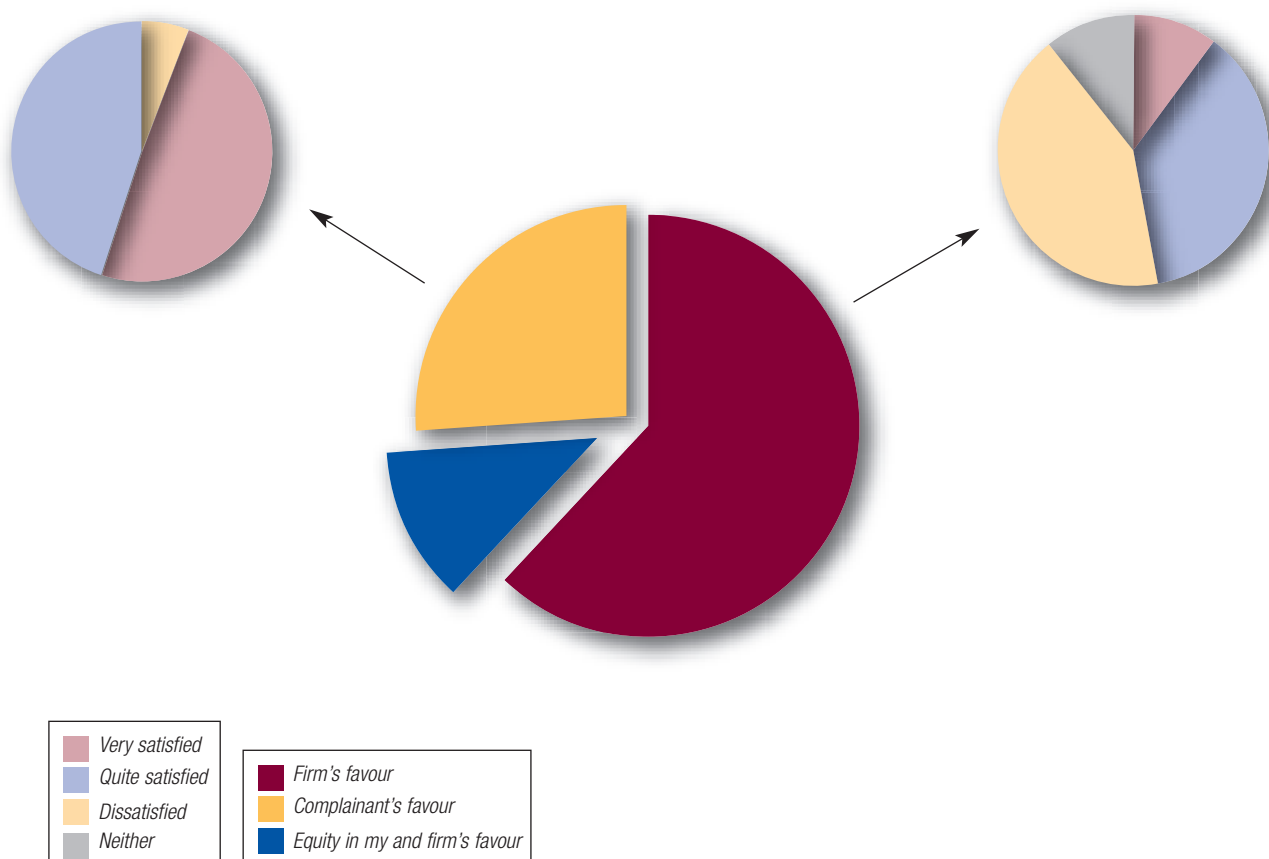
Satisfaction with time taken to resolve case



*Figures do not sum to 100% because of rounding

Satisfaction by outcome

As in 2005, we analysed complainants' satisfaction by the outcome of their case. The charts below show how strongly satisfaction is related to outcome, although 47% of those who thought that the case was resolved in the firm's favour were still satisfied with the service.



Report from the Board

of the OEA Limited

The Board's Role is to:

- Manage the business of the company (not the Office of the Ombudsman)
- Raise sufficient funds from members to meet the budget submitted by the Council. The scheme is funded by an annual fee levied on all members.
- Represent the views of members
- Appoint two Board members to serve as Council members.

The Board Includes:

- Representatives from large and small estate agents across the country
- A representative from the National Association of Estate Agents
- A representative from the Royal Institution of Chartered Surveyors.

The Chairman is currently elected from the Board. There is no stipulation that the Chairman is from within the property industry.

The company accounts can be found at Annex D.

The Board also has a particular concern and interest in continuing to develop the Scheme. The Ombudsman has commented in his introduction on the number of developments facing the Scheme and the Board adds its own views below.

Scheme Development

During the year the Scheme saw an increase of 52% in the number of residential offices within the scheme from 42% in the UK at the start of the year to 63% and for England and Wales from 46.6% to 72%. The full impact of the NAEA requiring all its Members other than those with Chartered Surveyors to belong to the Scheme meant that the majority of Residential agents now belong to the Scheme. The total number of offices within the Scheme at the end of the year was 7,666 and we look forward to an increasing number of non aligned agents continuing to join.

A full Members list is at Annex F.

Last year we reported that the Royal Institution of Chartered Surveyors were to make it mandatory to join the Scheme however this has not come about and they are launching their own Surveyors Ombudsman Scheme.

Home Information Packs

During the course of the year OEA made an application to be an approved Redress provider under the Housing Act 2004 Part 5. In order for a decision to be certain of being confirmed by the DTI applications were required to be submitted before 1 December 2006 which was achieved. We have subsequently heard that our scheme was approved.

At the time of writing it remains the case that no other body has an approved application and we therefore expect that all residential estate agents in England and Wales will have to register with OEA. This is less than signing up to the full scheme and because there is a statutory requirement agents cannot be forced to sign up the OEA Code of Conduct but rather will have to comply with the Scheme's Guidance on Approach to Resolution.

Wider Redress

The DTI has been aware that the redress which can be applied under the HIP legislation is only in respect of the pack itself. The Government therefore brought forward the Consumers, Estate Agents and Redress Bill which seeks to remedy the matter and require all agents to belong to an approved Redress Scheme. The Bill was introduced in The House of Lords and has now been passed to the Commons. If passed it is likely to become law in late 2007 and come into effect during the first half of 2008.

OEA made representations on several aspects of the Bill including the fact that it only applies to those estate agency activities defined in the Estate Agents Act 1979 and thus does not cover any aspect of residential lettings. Residential Lettings is unlikely to be included but this matter remains to be resolved and we hope that legislation to make compulsory redress to be available in respect of Residential Lettings.

Working with the Office of Fair Trading (OFT)

During the year we have continued to work with the OFT and there has been increasing take up of the use of the joint OEA/OFT logo which is displayed in Members offices. The OFT undertook a further awareness advertising campaign and the scheme has become better known and recognised by members of the public who are buying or selling residential property.

Compliance Monitoring

Compliance monitoring continued during 2006 with broadly similar results as in the previous year. By the end of 2006 the scheme had received over 14,000 responses from consumers providing a comprehensive data base of information. The monitoring is in two parts relating to whether in the opinion of consumers who had bought or sold residential property using OEA agents are complying with Code of Practice. Consumers satisfaction or otherwise with the level of service they received is also measured.

Since the third quarter of 2005 we have asked consumers whether they would recommend the firm they used to friends. The results show that 90% would do so.

The details of the results are shown in Annex E (Compliance Tables)

In past years it has been suggested that we should undertake some further work on validating the results and a separate organisation had been commissioned to check on a sample of the results on an occasional basis. The outcome of this has to corroborate Referenceline survey results. This additional work has been done on a mystery shopping basis and it is heartening to know that it confirms the overall result. We propose to continue this on a quarterly basis.

In the past comment has been made that we have only surveyed those who have successfully bought or sold through Member agents. We therefore propose a trial in 2007 by asking those members of the public who failed to buy or sell for their opinion of the level of Code compliance and service they have received to assess whether further use information can be gained to improve levels of service.

Lettings

For the first time redress for Residential lettings agents was introduced. By December 2006 there were 1,700 offices who had signed up to the OEA lettings Scheme. As we reported last year this has been in conjunction with The Dispute Service (TDS).

Financial Report

OEA Limited, 31 December 2006

Following pages:

- Officers and professional advisers
- The directors' report
- Independent auditor's report to the members
- Income and expenditure account
- Balance sheet
- Notes to the financial statements

The following pages do not form part of the financial statements:

- Detailed income and expenditure account
- Notes to the detailed income and expenditure account

The board of directors:

J Pridgeon

National Association of Estate Agents

Royal Institution of Chartered Surveyors

G R Fitzjohn

M Robson

D I McKillop

D J Newnes

M I Stoop

W A McClintock

P A Smith

Lady J Oakes

M N Williams

Company secretary: Richard M Lance

Registered office: Beckett House, 4 Bridge Street, Salisbury, Wiltshire, SP1 2LX

Auditor: Moore Stephens (South) LLP, Chartered Accountants & Registered Auditors, 33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury, Wiltshire, SP1 2TJ

Bankers: Lloyds TSB Bank Plc, Blue Boar Row, Salisbury, Wiltshire

The directors have pleasure in presenting their report and the financial statements of the company for the year ended 31 December 2006.

Principal Activities

The principal activity of the company during the year was that of an ombudsman for estate and letting agents.

Directors Responsibilities

The directors are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficiency of the company for that year.

In preparing those financial statements, the directors are required to select suitable accounting policies, as described on page 1, and then apply them on a consistent basis, making judgements and estimates that are prudent and reasonable. The directors must also prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 1985. The directors are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the directors are aware:

- there is no relevant audit information of which the company's auditors are unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditor

A resolution to re-appoint Moore Stephens (South) LLP as auditor for the ensuing year will be proposed at the annual general meeting in accordance with section 385 of the Companies Act 1985.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies under Part VII of the Companies Act 1985.

Registered office: Signed on behalf of the directors, Beckett House, 4 Bridge Street, Salisbury, Wiltshire, SP1 2LX



W A McClintock (Director)

Approved by the directors on: 25th April 2007

We have audited the financial statements of The Ombudsman For Estate Agents Company Limited for the year ended 31 December 2006 on page 1 which have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2005) and on the basis of the accounting policies set out on page x.

This report is made solely to the company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective Responsibilities of Directors and Auditor

As described in the Statement of Directors' Responsibilities the company's directors are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985 and whether the information given in the Directors' Report is consistent with the financial statements. We also report to you if, in our opinion, the company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and other transactions is not disclosed.

We read the Directors' Report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of Audit Opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- The financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the company's affairs as at 31 December 2006 and of its profit for the year then ended and have been properly prepared in accordance with the Companies Act 1985; and
- The information given in the Directors' Report is consistent with the financial statements.

Moore Stephens (South) LLP, 33 The Clarendon Centre, Chartered Accountants, Salisbury Business Park & Registered Auditors, Dairy Meadow Lane, Salisbury, Wiltshire, SP1 2TJ.

Income and Expenditure Account - Year end 31 December 2006

	Note	2006 £	2005 £
CONTRIBUTIONS		806,611	591,837
Distribution costs		(4,847)	(4,690)
Administrative expenses		(744,834)	(554,175)
OPERATING SURPLUS	2	56,930	32,972
Interest receivable		11,277	6,096
SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION		68,207	39,068
Tax on surplus on ordinary activities		(1,689)	-
SURPLUS FOR THE FINANCIAL YEAR		66,518	39,068
Balance brought forward		117,131	78,063
Balance carried forward		183,649	117,131

Balance Sheet - 31 December 2006

	Note	2006 £	2005 £
FIXED ASSETS			
Tangible assets	3	21,131	12,815
CURRENT ASSETS			
Debtors	4	61,686	12,983
Cash at bank and in hand		292,944	145,589
		354,630	158,572
CREDITORS: Amounts falling due within one year	5	190,423	54,256
NET CURRENT ASSETS		164,207	104,316
TOTAL ASSETS LESS CURRENT LIABILITIES		185,338	117,131
CREDITORS: Amounts falling due after more than one year	6	1,689	-
		183,649	117,131
RESERVES	8		
Income and expenditure account		183,649	117,131
MEMBERS' FUNDS		183,649	117,131

These financial statements have been prepared in accordance with the special provisions for small companies under Part VII of the Companies Act 1985 and with the Financial Reporting Standard for Smaller Entities (effective January 2005).

These financial statements were approved by the directors on the 25th April 2007 and are signed on their behalf by:

 W A McCLINTOCK

1. Accounting Policies

Basis of accounting:

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2005).

Turnover

The turnover shown in the income and expenditure account represents amounts invoiced during the year, exclusive of Value Added Tax.

In respect of long-term contracts and contracts for on-going services, turnover represents the value of work done in the year, including estimates of amounts not invoiced. Turnover in respect of long-term contracts and contracts for on-going services is recognised by reference to the stage of completion.

Fixed assets

All fixed assets are initially recorded at cost.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Computers & Furniture - 33.33% reducing balance basis

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against income on a straight line basis over the period of the lease.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Notes to the Financial Statements - Year ended 31 December 2006

2. OPERATING SURPLUS

Operating surplus is stated after charging:

	2006	2005
	£	£
Directors' emoluments	46,876	36,411
Depreciation of owned fixed assets	4,007	6,490
Loss on disposal of fixed assets	6,713	-
Auditor's fees	2,700	1,826

3. TANGIBLE FIXED ASSETS

Computers & Furniture £

COST

At 1 January 2006	46,355
Additions	19,036
Disposals	(22,749)
At 31 December 2006	42,642

DEPRECIATION

At 1 January 2006	33,540
Charge for the year	4,007
On disposals	(16,036)
At 31 December 2006	21,511

NET BOOK VALUE

At 31 December 2006	21,131
At 31 December 2005	12,815

4. DEBTORS

	2006	2005
	£	£
Trade debtors	38,056	3,911
Other debtors	23,630	9,072
	<u>61,686</u>	<u>12,983</u>

5. CREDITORS Amounts falling due within one year

Other taxation and social security	13,306	1
Other creditors	177,117	54,255
	<u>190,423</u>	<u>54,256</u>

6. CREDITORS Amounts falling due after more than one year

Other creditors	<u>1,689</u>	<u></u>
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7. COMMITMENTS UNDER OPERATING LEASES

At 31 December 2006 the company had aggregate annual commitments under non-cancellable operating leases as set out below.

	2006	2005
	£	£
Operating leases which expire:		
Within 2 to 5 years	<u>35,404</u>	<u>17,404</u>

8. COMPANY LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. The liability of the members is limited to £1.

Compliance Tables

Satisfaction Buyers & Sellers

Acted professionally at all times
 Was friendly and understood my requirements
 Showed good local knowledge of local market conditions
 Helped in the negotiations between buyers and seller

Satisfaction	2004	2005	2006	Total
Sellers	8.8	8.8	8.9	8.8
Buyers	8.2	8.4	8.4	8.3
Grand Total	8.5	8.6	8.7	8.6

Code Compliance Buyers & Sellers

Sellers

OEA Membership
 Business Terms
 Services for buyers
 Accuracy of particulars
 Viewing arrangements
 Offers confirmed
 Continuation of marketing

Buyers

OEA Membership
 Continuation of Marketing
 Accurate information
 No conditions

Compliance	2004	2005	2006	Total
Sellers	87%	88%	89%	88%
Buyers	79%	82%	82%	81%
Grand Total	84%	86%	86%	85%

Awareness of OEA

'Did the firm make you aware of their membership of the Ombudsman Scheme?'

Awareness	2004	2005	2006	Total
Sellers	74%	77%	77%	76%
Buyers	57%	67%	67%	64%

Would you recommend this firm to friends?

Recommended (2)	2005	2006	Total
Yes	90.7%	90.0%	90.2%
No	7.0%	7.5%	7.3%
No Response	2.3%	2.6%	2.3%
Grand Total	100.0%	100.0%	100.0%

Member List

122 Property (Carlton)	Allman Field	ASM Residential Ltd	Behr & Butchoff
1st 4 Rent	Allsops Village & Country Homes	Aspen Residential Services Ltd	Belgarum Residential Sales/Belgarum Lettings
1st Field Properties & Management	Alphabet City	Aspire	Belle Vue Property Services
256 Charminster Road	Alwyne Estate Agents	Asshetons	Belmonte Bowmanor
4 Sale Estate Agents	Amanda Roberts	Astley Samuel Leeder	Belton Duffey
88 Dyke Road	Amax Lettings & Property Services Ltd	Astley Sharpe Estate Agents	Belvoir Knutsford & Northwich
A & A Property Services Ltd	Amber Court	Aston Chase Ltd	Belvoir Lettings
A D Ingles	AMFS Properties	Aston Mead	Belvoir Lettings (Moray) Ltd
A H Lansley Residential Ltd	Amos & Dawton	Athertons (Bournemouth) Ltd	Belvoir Milton Keynes
A J Abbott & Son	Amos Estates	Atkins Estates	Belvoir Property Management (Peterborough)
A J Properties	AMT(SE) Ltd	Atkinson Keene & Partners	Belvoir Property Management Liverpool (Prescot)
A M Property Services	Anderson & Co	Atkinson McLeod Ltd	Belvoir! The Lettings Specialist
A. H. Properties	Andre Lanauvre Property Limited	Atkinsons Residential	Bennett & Hall Estate Agency Ltd
AA Property Services UK Ltd	Andrew Ashton & Co	Atlas Estate Agents	Bennett Jones Partnership
Abbey Direct Home Sales Ltd	Andrew Cowen Estate Agent	Attrill Estates	Bennett Residential Ltd
Abbey Estate Agent Ltd	Andrew Granger & Co Ltd	Atwell Martin	Bennett Sanders Estate Agents
Abbey Estates	Andrew Greenwood	Aualon Letting Agency	Bennett Walden
Abbey Properties (Eynsham) Ltd	Andrew J Dawson Estate Agents	Aubrey Lee & Company	Bentons
Abbey Rentals Eynsham Ltd	Andrew J Hares Ltd	Auckland Estates	Beresford Ward Estate Agents Ltd
Abbeyfords Estate Agents	Andrew Lawson Estate Agents	Austin Cavendish & Co Ltd	Beresfords Residential Ltd
Abbott & Abbott	Andrew Lea Estate Agents & Lettings	Austin Chambers & Co	Bernards Estate Agents Ltd
ABC Estates Ltd	Andrew Lodge Ltd	Austin Gray	Berriman Eaton
Aberdeen Property Leasing Ltd	Andrew Louis Ltd	Austin Harvey	Berwick & Berwick Estate Agents
Aberfactor Limited	Andrew Milsom & Partners	Avenue Estate Agents Ltd	Best Homes
Abingdon Estates	Andrew Milton & Co	Avenues Estate Agents	Best Residential
Able Estates Ltd	Andrew Moir Residential Letting Agency Ltd	Avery Cole	Bestmove Property Services
Abraham Estates.com	Andrew Morris & Co	Avery Estate Agents	Bests Estate Agents
Absolute Estate Agents Ltd	Andrew Purnell & Co Ltd	Averys Property Consultants	Bettison & Co (SW) Ltd
Accent Properties	Andrew Stevens	Avrasons Ltd	Bettles Miles & Holland
Accord Sales & Lettings	Andrew Walker Residential Letting	Axel Estates LLP	Bidwells Estate Agents
Achofields Estate Agents	Andrews & Robertson	Aylesford & Co Estate Agents Ltd	Big Black Hen.com
Acorn Estate Agents	Andrews Estate Agents	Ayrton Wylie Ltd	Bill Jackson
Acorn Estates	Andrews Estate Agents Ltd	B & E Property Management Services	Bill McCann Estate Agency
Acorn Estates (Southern) Ltd	Andrews Residential	B G Balderson (Estates)	Bill Tandy & Co
Adair Paxton	Andrews Snape & Co	B S Bennett	Bill Wych and Co
Adams & Jones Estate Agents	Angela Stanley & Co	B Simmons & Son	Bioleau Estate Agents
Adams of Winchcombe/Adams Partnership	Anglia Surveyors	Babingtons Estate Agents Ltd	Bishop Pyke Estate Agents
Adams Property Services Ltd	Ann Cordery Estate Agents Ltd	Baker Street Lettings Ltd	Blacklers
Adams Residential Lettings	Annamgram Property Services	Baker Wynne & Wilson	Blackstone Estate Agent
Addisons Chartered Surveyors	Anne Cable Independent Estate Agents	Bakers Estate Agents	Bladon Sears
Adrian Dowding Town & Country	Anne James Estate Agents	Baldwins	Blake & Blake Ltd
Adrian Noad Property Services	Anthony Brown Estate Agents Ltd	Balgores Hayes Property Services Ltd	Blakes Estate Agents
Adrians	Anthony Flint & Associates	Balmforth Estate Agents	Blakes Estate Agents Ltd
Advancefirst (Mortgage & Property Brokers) Ltd	Anthony Hancock Estate Agent	Banbury Ball	Bloor & Co Estate Agents
Agents Supply Ltd	Anthony James Manser	Bank House Property Services	Blount & Maslin
Aidan J Reed	Anthony Morgan UK Ltd	Barbers Property Agents LLP	Bloxham & Barlow
Aitchison Raffety	Antony Newman & Son	Bargets Estate Agents Ltd	Blue Door Independent Estate Agents Ltd
Alan Ainsworth Estates Ltd	AP Sales	Barkers Estate Agents	Blue Residential Ltd
Alan Ayers & Co	Apple Estates	Barkers Estate Agents Ltd	Blue Tree Homes Ltd
Alan Cooke Estate Agents	Apple Properties Estate Agents Ltd	Barlow Costley Estate Agents	Blundells
Alan Cooper Estates	Appointmoor Estates	Barnett's Estate Agents	Boltons Estate Agents
Alan Francis Estate Agents	Apricot Estates Ltd	Barnfields	Bomford and Coffey
Alan Fraser & Co	APT (Nottingham) Ltd	Barons Estate Agents	Bond Oxborough Phillips
Alan Harvey Property Services	AR Werth Ltd	Barons Estate Agents & Valuers	Bonds of Thornbury
Alan Ives Estates	Arbon & Miller Ltd	Barons Property Services Ltd	Bonett's Estate Agents Ltd
Alan Kirkham	Archers & Partners	Barratt Last & Company Ltd	Booth & Co
Alan Randle & Co	Archers Estate Agents	Barrett Property Management	Boothroyd & Co
Alan Selby & Partners LLP	Archers Residential	Barrie Alderton	Borland & Bound
Alan Watts & Co	Archway Lettings Ltd	Barrington & Blake Estates Ltd	Boroughs Estate Agents Ltd
Alba Management Services	Arden Nicholson Estate Agents	Barrington & Company	Borron Shaw Estate Agents Ltd
Albery Tyson	Arena Lettings	Barton Wyatt	Bourne Estates
Albion Estates	Argyle Estate Agents & Financial Services Ltd	Bartram & Co (Towcester)	Bowes Mitchell Estate Agents
Aldine Honey & Company Ltd	Arran Estate Agents	Bartram's Estate Agents	Boxall Brown & Jones
Alex Neil & Co	Arrowsmith and Sweet Estate Agents	Base Property Specialists Ltd	Boyce Allen
Alexander & Co Lettings	Arthur Benabo Estate Agents	Bassets Property Services Ltd	Boyce Thornton Estate Agents
& Property Management	Arthur Wheeler Estate Agents Ltd	Batcheller Thacker	Brace Oakley & Partners
Alexander Charlesworth Ltd	Ashbys Estate Agents Ltd	Baxter Lambert Ltd	Bradley & Vranich
Alexander Gordon & Co	Ashfield Property	Bay Estate Agents Limited	Bradleys Estate Agents Ltd
Alexander Keen	Ashington Page	Beacon Property Services Ltd	Bradshaws Estate Agents
Alexander Reid & Frazer	Ashley & Peck Ltd	Beal & Co	Bramley Dinnes
Alexander Watson	Ashley Adams Estate Agents	Beaney Pearce	Bramleys
Alexanders Estate Agents	Ashley Charles Ltd	Beanland-illingworth	Brandons Residential Estate Agents
Alexandre Boyes	Ashley Jones & Partners	Beasley & Partners Estate Agents	Brendons Property Consultants Ltd
Alexandrou Leonidas	Ashley Martin & Co	Beauchamp Estates	Brian Cox & Co
Allan Fuller Estate Agents	Ashleys	Beaumont Estates Bristol Ltd	Brian Holt Estate Agents
Allan Howard & Co	Ashmore & Co	Bedfords	Brian Hook & Co Ltd
Allan Morris Worcestershire	Ashton & Perkins (Hornchurch)	Beech & Company Estate Agents	Brian Lack & Co
Allen Briegel	Ashton Estate Agents Ltd	Beechwood Property Management	Brian Thomas Estate Agents Ltd
Allen Estates Ltd	Ashtons	Beehive Homes Ltd	Brices Sales & Lettings
Allen Heritage Ltd	Ashtons Estate Agents	Beercock, Wiles & Wick	Bright & Bright Ltd

Bright Move
Brimble Lea & Partners
Brinkley's Estate Agents
Briscombe, Nutter & Staff
Britannia Estate Agents
Britonville Ltd
Broden Lloyd
Bronte Estates Ltd
Brookbanks Estate Agents
Brooke Estate Agents
Brooklands Estate Agents
Brooks Peacock
Brooks Property Management
Brookside Property Services
Brookwood Estate Agents
Broomfield Estates
Broughton Property Management
Brown & Co Property & Business Consultants LLP
Brownhill Vickers & Platts
Browns Estate Agency Ltd
Browns Property Services
BRRD Ltd
Bruce Keay Ltd
Bruce Stewart-Hess Estate Agents
Bruten & Co Ltd
Bryan Bishop & Partners
Bryan Davies + Associates
Bryan Gaskill & Co
Bryan Maher & Co
Bryants (London) Ltd
Bryce Baker
Buckrise Estate Agents
Bullock & Lees (Christchurch Ltd)
Bullock & Lees (Wareham)
Bulmers Letting Agency
Burchell Edwards
Burford Lacey Property Consultancy Ltd
Burfords Projects
Burkmar
Burns & Co (Magherafelt)
Burns & Webber Ltd
Burrige Estate Agents
Burrows Estate Agents
Burston & Whay
Burwood Marsh Limited
Bury & Hilton
Bushells
Butlers Independent Estate Agents
Buxton Lane Estates
By Choice Ltd
C G Spratt & Son
C Residential Ltd
Cabban & Gaselee Ltd
Cable & Webster
Caesar Properties Ltd
Cairds The Estate Agents
Calcutt Maclean Standen East Kent
Calcutt Maclean Standen West Kent
Calders Chartered Surveyors
Caldwells (Lymington) Ltd
Cales & Co Ltd
Calladine Estate Agents
Callahans Estate Agents
Callaway & Company
Callum Roberts Ltd
Cambridge James Ltd
Cameron Mackenzie Ltd
Camerons Estate Agents Ltd
Campbell Brown Financial Services Ltd
Campbell Estate Agency
Cani Property Services (Stratford) Ltd
Cannon Kallar Ltd
Capital Property Services
Cardens Estate Agents Ltd
Cardiff Property Lettings Ltd
Cardwells Estate Agents
Carlisle & Border Estate Agents
Carlton Estate Agents Ltd
Carltons Estate Agents
Carnegie House Letting Ltd
Carol A Cowburn Ltd
Carol Harvey Estates
Carr & Neave
Carrington & Partners Ltd
Carruthers & Luck Estate Agents
Carter Sadler Estate Agents & Valuers
Carters Estate Agents Ltd
Case & Dewing
Case Moran
Caslings
Caslings Estate Agents (Paignton)
Castle
Castle Estates - South East Wales
Castle Estates (Pocklington) Ltd
Castle Estates (West London)
Castle Estates Property Management
Castle Homes (Midlands) Ltd
Castle Wildish (Weybridge)

Castles
Castles Estate Agents Ltd
Castles Independent Estate Agents
Castles Turnpike Lane Ltd
Cathy Bihan Estate Agents
Catling & Co Ltd
Cauldwell Property Services Ltd
Caufield Estates Ltd
Cavendish Ikin
Cawood Jefferies
CBS Properties Small Heath Ltd
Cedar Estates
Cedar Lettings
Celtic Property Management
Central Park Estates
Centurion Estates
Century 21 Primeview Estates
Cesare & Co
Chaffers
Challoners Estate Agents Ltd
Chamberlaine-Brothers & Edwards
Chamberlains
Chamberlains Estate Agents
Chamberlains Estates
Chambers
Champion & Co
Chancellor & Sons
Chandler & Martin
Chandlers Estate Agents
Changing-home.co.uk
Chapman Residential Ltd
Chappells Estate Agents
Chaplins Estate Agency (Cosham) Ltd
Chaplins Estate Agents (Fareham)
Chaplins Estate Agents (Havant) Ltd
Chard Sales Ltd
Charing Cross Property Management
Charles Bailey Ltd
Charles Birt and Company
Charles Conran Group Plc
Charles Eden Estates Ltd
Charles Harding Lettings/Commercial RD
Charles Lamb Residential Lettings Ltd
Charles Orlebar Estate Agents
Charles Walker (Residential) Limited
Charestate
Charlesworth Property Management
Charlton Grace
Charltons
Charrison Davis
Charrison Properties
Chas Medforth & Co
Chase Buchanan
Chase Devonshire Ltd
Chase MacMillan Estates
Chattertons
Chelton Brown Ltd
Chequers Estate Agents
Chequers Estate Agents (Barnstaple)
Cherrington Estate Agents
Cheshire Property Services
Chess Moves Ltd
Chesterfield
Chilterns Ltd
Chimneys Residential Lettings
& Property Management
Choice Housing Estate Agents
Choice Properties
Choice Property Services Ltd
Choices Group of Companies
Chris Campbell Estate Agents Ltd
Chris Davies Estate Agents
Chris Kerr Property Services Ltd
Chris Packer Estate Agents Ltd
Chris Steward
Christie Matthews Ltd
Christies
Christo & Co
Christopher Bice Estate Agents
Christopher Hall Chartered Surveyors
Christopher Hall Estate Agents
Christopher John Independent Estate Agents
Christopher Nevill Estate Agents
Christopher Rawlinson & Co
Christopher Roden Ltd
Christopher Rowland
Christophers Estate Agents Ltd
Chrstopher Bond
Church & Hawes
Church House Estate Agents Ltd
Churchill Estate Agents
Churchill Estates Ltd
Churchill Properties
Churchills
Churchills (Hertford)
Churchills Independent Estate Agents
Churchills Letting Agents
Churchills Property Services

City And County Residential Lettings
City Property Consultants Ltd
City Residential Limited
Citydeal Estates (London) Ltd
CKD Galbraith
Claire LLOYD Properties Ltd
Claremark Property Management Ltd
Clarets Estate Agents
Clark Estates
Clark Franks Independent Estate Agents
Clarke Gammon Wellers
Clarke Mews Ltd
Clarks Estates
Claude H Elmer
Clear Property Services Ltd
Clearwater Real Estate Ltd
Cleeve Estate Agents Ltd
Clifford & Drew
Clifftons
Clifton & Co
Clive Emson Auctioneers
Clive Lawrence & Co
Clive Watkin Partnership
Clive Watkin Partnership Liverpool LLP
CMK Lettings
Coast & Country Estates Office
Cobb Property
Cocburn
Colbert-Smith Estate Agents
Colebrook Sturrock & Co
Colebrooks Estate Agents Ltd
Colette Gunter Ltd
Colin Ellis Property Services
Colin Girling & Co Ltd
Colin Mason Estate Agents
Colin Rickard & Partners
Collins and Butler
Colman and Green Ltd
Compass Estate Agents
Compass Land & Property Group Ltd
Compass One Stop Property Shop Ltd
Complete Estate agents (Rugby)Ltd
Complete Property Services
Compton Reeback
Connells
Connollys Estate Agents
Cooke & Co
Cooke & Co Estate Agents
Cooke & Company Estates Ltd
Cookestates Ltd
Cookson Cherriman Estate
Cooper Adams
Cooper Giles
Coopers Bungalow Centre
Coppinger Boston
Corben & Son
Corbie & Company
Cordingleys Ltd
Corniche Estates
Cornwall Homeseekers Ltd
Cory & Co
Cotson Reddish & Partners Estate Agents
Cotswold Estate Agents Ltd
Cotters Residential Lettings Ltd
Cottons
Country Estates Ltd
Country Properties
Countryside Estates
Countrywide Franchising Ltd
Countrywide plc
County Estate Agents
County Estates
County Estates
Countyparks Estate Agents Ltd
Courtenay Estate Agencies Ltd
Courtney Green Property Consultants
Courtney Rose Williams
Cowell & Norford
Cowling & Payne
CPH Property Services
Craig Sheehan Chartered Surveyors
& Estate Agent
Crane & Co Estate Agents and Valuers
Crank Peak & Company
Cranswicks
Create Real Estate Ltd
Crofters Property Services
Croftley Developments Ltd
Cross Estates Ltd
Cross Keys Estate Agents
Crowhurst Gale Estate Agents Ltd
Cryers Estate Agents
CSM Estate Agents
CTC (Estate Agency) Ltd
Culwick Lerner & Co
Cumberland Estate Agents
Cundalls
Curchods

Currell Residential (Islington) Limited
Curtis Haines
Curtis Haines (Bromley)
Curtis O'Boyle
D A V Properties Ltd
D B Roberts & Partners
D M Nesbit & Company
D W Smith & Co
Dafydd Hardy
Dale Eddison
Danetre Estate Agents
Daniel & Hirst
Daniel Cobb
Daniel James Estate Agents Ltd
Daniel Sims Ltd
Daniels
Daniels Estate Agents
Dart & Partners
Darwoods Residential Lettings
Daryl Clayton & Co
Davenport Property Management Ltd
David Bailes
David Ball Agencies
David Barton
David Birkett Estate Agents
David Bramall Estate Agents
David Clark & Company
David Clarke
David Clarke Estate Agents Ltd
David Daniels & Company Ltd
David Davies Estate Agents
David Doyle Estate Agents
David Evans Estate Agents
David Gardiner
David Hammond Estate Agents Limited
David J Hawker
David Jacques & Associates
David Jaffe Partnership
David James Estate Agents
David Lichfield Ltd
David Moor Estate Agents
David Muir & Co
David Parkinson Lettings & Estate Agents
David Parry & Company Estate Agent
David Phillips Estate Agents
David Rhys & Co
David Richings Estate Agents
David Seymour
David Tompkins Independent Estate Agents
David Webb Residential
Davidson Partners
Davies & Partners
Davies and Davies
Davies Craddock
Davis & Gibbs Ltd
Davis & Latcham
Davis Brown
Davis Estate Agents
Davis Estates
Davis Tate
Dawson Harden & Tanton
Day Morris Associates
Days Estate Agents
DCH Properties Ltd
DDM Residential
Dean Estate Agents
Dean Millington
Dean Properties
Deanfield Properties Ltd
Dears Brack Ltd
Dedman Property Services
Delmor Estate Agents
Denford & Son
Denholm Estate Agents
Denisons Estate Agents
Denny & Salmund Ltd
Denton Clark Rentals Ltd
Derbyshire Properties Estate Agents Ltd
Derbysheires Estate Agents Ltd
Derek B Phillips
Derek J Rolis
Derek Light & Company
Derek Spires Estate Agents Ltd
Derek Wood Residential
Des Res
Desmond G Boyden
Dewhurst Estate Agents Ltd
Dickens Watts & Dade
Dickinson Bowden
Dillons
Dimon Estate Agents Ltd
Direct Residential Lettings Ltd
Dixon Fenwick & Co
Dixon Kelley
Dixon Porter
DK Residential Estate Agents
DMA Estate Agents
Dobsons Estate Agents Ltd

Dockside Property Services	Farnon Facer Ltd t/as VGI Residential Letting Agents	Gibson Gammon (Clanfield) Ltd	Hamilton Smith (Needham Market) Ltd
Dominics Ltd	Feather Smailes & Scales	Gibson Gammon (Liss) Ltd	Hamilton Smith (Wickham Market)
Domlow Ltd	Felbridge Properties Ltd	Gibsons Property Services Ltd	Hamish Robbie Lettings Ltd
Domus Nova Ltd	Ferrier Williams & Partners	Gilbert & CLEVELAND	Hammondlee
Donald Cope & Company	Field & Sons	Gilbert & Thomas Independent Estate Agents	Hamnett Hayward
Donna Kissinger Estate Agents Ltd	Fields of Shifnal Ltd	Giles Vye & Sons Ltd	Hamnett Hayward (Thame) Ltd
Donnybrook Estate Agents	Finlay Brewer Ltd	Gillams Properties	Hampshires Estate Agents
Door 2 Door Estate Agents Ltd	Finns Estate Agents	Gilson Bailey	Hampton Ivans
Doric Estates Ltd	Firmstone Estate Agents Ltd	Glen Bailey & Partners (Norwich)	Hamptons Estates Limited
Douglas & Gordon	First Choice Residential	Glawood Limited	Hannells Ltd
Douglas Martin Estate Agents	First Union Property Company Ltd	Glenisters Estate Agents	Harbour Residential Ltd
Douglas Moloney & Partners	Fisher Wrathall	Glenmead Ltd	Harcourt Estates Ltd
Douglas, Lyons & Lyons	Fishwick & Co	Glenmore	Harcourts
Dove Davies & Partners	Fisks Estate Agents	Glenmore	Hardimans
Down Surveyors & Estate Agents	Fitzgeralds Estate Agents	Glenmore	Harding Laity & Co Ltd
Drake & Co	Fitz-Gibbon	Glenmore	Hardings Estate Agents Ltd
Drakesfield Management Ltd	Fiveseventen	Glenn Flegg & Company	Hardmans Estate Agents Ltd
Drawflight Estates Ltd	FJFS Ltd	Global Property Services	Harlon Management Services Ltd
Drewery & Drewery Properties Ltd	Flamenco Homes	Globe Property Ltd	Harnes Turner Brown
Drewes Distinctive Homes & Character Cottages	Flick & Son Ltd	Gloucester Property Ltd	Harpers Estate Agents
Driver & Norris	Flitta & Taylor Estate Agents	Glovers Estate Agents	Harris and Company
Drury Estates Ltd	Foden & Harris Property	Glyn-Jones & Company Ltd	Harris Bell Associates
Duckworths Estate Agents Ltd	Force and Sons	Gobbitt & Kirby Property Services Ltd	Harris Latner
Dudley Singleton & Daughter	Foringtons Estate Agents & Lettings	Goddard & Co	Harrison Brant
Duffy & Company	Forest Estates Property Services Ltd	Goddards - Sussex Property Specialists	Harrison Estate Agents
Duke Letting & Property Management	Fortnam Smith & Banwell	Goddards Estate Agents	Harrison Estate Agents Ltd
Duncan Yeardley Estate Agents	Forum Business Sales	Godfrey & Barr	Harrison Homes
Duncans Lettings	Forward Estates & Global Property Management (UK)	Golden Eagle International Ltd	Harrison Murray Ltd
Duncans-James Lettings	Fosters Property Services	Goldin Lemcke Limited	Harrison-Lavers & Potburys Ltd
Dunhill Property Management	Foundations Independent Estate Agents Ltd	Goldsborough Estates	Harrisons
Dunsford Properties Ltd & Anthony Sharp	Foundations the Estate Agents Ltd	Good Mortgages	Harrods Estate Agents Ltd
Dunstons	Fowey River Ltd	Gooderhams Letting & Property Management	Harry Ray & Company
Durbin & Company	Fowlers	Goodfellow's	Harry Sutcliffe Ltd
Durrants	Fowlers Chagford Ltd	Goodmans Estate Agents	Hartwood Property Management
Dutch & Dutch	Fox Grant Ltd	Goodwin Ellis Property Services	Hartwell Partnership
Dwellings	Frank B Mason & Company	Goodwin Marsh Estate Agents	Harvey & Wheeler
E Move Ltd	Frank Harris & Company	Gordon Lamb (Washington) Ltd	Harvey Estates
East Anglia Equestrian Properties	Frank Hill & Son	Gordon Oliver	Harvey Robinson Ltd
Eastender Estate Agents Ltd	Frank Hill & Son (Auctioneers & Valuers) Ltd	Goswells Estates (City) Ltd	Harvey Scott Estate Agents & Letting Agents
Eastons	Frank Schippers	Gott the Right Agent	Harveys Estate Agents Ltd
Eastwood & Rayleigh Estate Agents Ltd	Franklin Property Services Limited	Gower Coast Properties Ltd	Harwood Estate Agents
Eckersley White	Fraser & Co	Gower Dawes	HAS Property Management
Eckfords	Fraser Gibson	GPS Lettings Ltd	Hattersley Estates Ltd
Eddison White Ltd	Fraser Reeves Estate Agents	Graham & Co	Hawkins Estate Agents
Edmund Estate Agents	Fraser Wood Mayo & Pinson	Graham Butt Estate Agents	Haxtons Ltd
Edward Gallimore	Fraser's Estate Agents	Graham Lee Property Management Ltd	Hayden Estates
Edwards & Elliott	Freckeltons	Grants of Ringwood	Haydens Estate Agents
Edwards Grounds Limited	Freckleton Brown Independent Estate Agents	Granville Residential	Hayes Sales and Lettings Limited
Edwards Moore	Fred Rees & Son	Granvilles	Haylock Investment and Management services
Egerton Estates	Frederick George Management Company Ltd	Grattes Residential	Headstart Financial Planning Ltd
Eley Long & Co	Friends Estate Agents	Graves Son & Pilcher	Healy & Newsom
Elite Letting Solutions Ltd	Frost & Co (Parkstone) Ltd	Graveson Estate Agency	Healy Simpson
Elizabeth Hall Country Houses Bureau	Frost & Co Estate Agents Ltd	Greys & Co (Yorkshire) Ltd	Heather & Lay Estate Agents
Elizabeth Smart Ltd	Frost & Partners	Green & May Estate Agents	Heathville Scott Associates
Ella Homes Ltd	Frost Brothers Ltd	Green and Co	Helas Wolf Estate Agents
Ellen Kay Letting & Management Services	Frost's Estate Agents	Greenbank Property Services	Helen Breeze Property Management
Elliot Lee LLP	Fry & Kent Ltd	Greene & Co	Hellas-Helvetia
Elliot's Estate Agents Ltd	Fuller Gilbert & Co	Greener Rentals & Property Management	Help2Move
Elliot's Residential Lettings	Fulljames & Slade	Greenfield & Company	Henderson Hynes Estate Agents
Elliott Residential Ltd	Fussells	Greenhaven Property Management	Hendys Of Chapel Allerton
Elliott's Estate Agents Ltd	G Crossley & Son	Greenwood & Company	Hennings Property Centres Ltd
Ellisons	G K White and Company Ltd	Gregory and Company	T/as Hennings Moir
Eliman Henderson	G M Thomson & Co	Gregory Knight	Henry Graham Estate Agents
Elmhurst Property Management	Gadsby Orridge Ltd	Gregory Residential	Henry Smith
Elphick Estate Agents	Galloways Commercial	Grey & Co	Henshaws Estate Agents
Elwell Taylor Living Ltd	Galloways Property Ltd	Greyfox Estate Agents	Herbert R Thomas
Elysium Properties Ltd	Game Estate Agents and Valuers	Greys Estate Agents	Heritage Property Partnerships
Emerson Real Estate Ltd	Gantt Estate Agents	Grier & Partners	Hern & Crabtree Ltd
Emery and Orchard	GAP Estates & Finance Ltd	Griffiths & Charles	Hestia Estates
Enfields Ltd	Gardian Property Management	Grosvenor Estate Agents Ltd	Hewish & Co Ltd
English Rose Properties	Gareth L Edwards	Grosvenor International Property Consultants Ltd	Heywoods Estate Agents & Surveyors Ltd
Ensum Brown	Garner Lamb	Grounds & Co	Heywoods Estate Agents Ltd
ERA Kelrick Properties	Garrett, Anderson & Partners	Guardian Property Services	Hicklin & Hicklin
Eric Clarke Estate Agents	Gary Berryman Estate Agents	Gusterson Palmer Ltd	Hicks Hadley Estate Agents
Eric Lloyd & Co (Churston) Ltd	Gascoignes Property Services Plc	Guy Leonard & Co	Highfields Estate Agents
Eric V Stansfield	Gate Property London Ltd	Guy Sherratt & Associates	Hilbery Chaplin
Escritt Barrell Golding	Gateway Lightowler Estate Agents	Gwilym Richards & Co Ltd	Hill & Clark
Essex Property Services Ltd	Gatwick Properties	H W White	Hill Clements
Essex Village Homes	Geoff Foster & Daughter	Hadleigh Residential	Hill-Duckworth Estate Agents & Valuers
Estate Agency Direct	Geoffrey Irvine & Co	Hadley Taylor	Hillier Residential Limited
Estates-Online	Geoffrey Lee & Associates	Hadley's Property Management	Hillier Wilson Ltd
Estuary Estates & Harbour Holidays Rock Ltd	Geoffrey M Saxty	Hadrian Estates/Dibben & Dibben Property Management/Keys Property Rental	Hills Estate Agents
Euan D Aitchison Ltd	George Ellis & Sons	Haigh & Sons	Hillyard Williams Estate Agents
Evans Jones & Co	George Ghoneim & Associates Ltd	Haines Residential Ltd	Hilton King & Locke
Evington Properties Ltd	George Proctor & Partners	Hair & Son	Hinckley Real Estate
EWB Estate Agents Ltd	George Proctor & Partners (Anerley)	Halfapercen	Hipps Estate Agents Ltd
Ewing Self	George Proctor & Partners (Bromley Common)	Halford Wetmore	Hirsch Way & Ambler
Ewings	George Proctor & Partners (Petts Wood)	Halifax Estate Agencies Limited	Hirst Commercial
Explora Solutions Limited	George Proctor & Partners (Sydenham)	Hall & Partners	HJC Estates Ltd
F A Humberstone & Partners (Agency) Ltd	George Proctor & Partners Orpington	Halls Ltd	Hobbs & Webb
F F S Estate Agents	Gerald Cope & Co	Hallway Limited	Hobdens Property Management Ltd
Face 2 Face Estate Agents Ltd	Gerald R Vaughan Estate Agents	Halton Kelly Independent Property Services	Hodders
Fairfield Estate Agents Ltd	Gerry O'Connor Estate Agents	Hamels	Hodsons
Falcon Estate Agents	GF Property Sales Ltd	Hamilton Brooks	Hogarth Estate Agents
Falcon Property Services	Gibbins Richards Limited	Hamilton Chess (Windsor) Ltd	Holland Alexander & Co Ltd
Farley & Co	Gibbins Richards Partnership	Hamilton Gradham	Holloway Estate Agents
Farnon Estates		Hamilton Smith - Woodbridge	Holmes
			Holmes & Co

Holmes & Jardin	Individual Properties	John Phoenix Estate Agents	Knight Goodwin
Holmes & Sellers Ltd	Inman Residential	John Prest	Knightsbridge Estate Agents and Valuers Ltd
Holmes Pearman Ltd	Integra Property Services Ltd	John Robinson Estate Agents	KS Marketing Ltd
Holmes-Naden (estates) Ltd	Inter County	John Sankey	KT Estate Agents
Holybourne Lettings	Inter-Homes Residential Estate	John Sear Estate Agents	Kubie Gold Associates
Home & Away Estate	& Letting Agents	John Shepherd	Kushy Move Ltd
Agents/Home & Away (Halesowen) Ltd	Ireland Weller	John Skinner Property Services	Kwiklets Ltd
Home Choice	Irlam Estates	John Smale & Co	L A Property Management (Wokingham) Ltd
Home Minders	Irving & Sons Ltd	John Stiff Estate Agent	L J Boyce
Home2sell Ltd	Irving Palmer	John Williams Land & Estate Agents	L T Locking & Co
Home-Bridge Property Ltd	Irwin Fisher (Barking)	John Wood & Co	Laffins Property Services
Home-Bridge Property Ltd	Iseard & Partner	John Woollett & Co	Lakeside Management
Homebuyers Property Services	Isis Residential Homes Ltd	Jolly Property Services Ltd	Lamberts
Homecare Estates	Island Properties	Jon Coombes Estate Agents	Lamden Bus Ltd
Homefinders	Isle Of Wight Homes Ltd	Jon Drew-Smythe	Lampons Residential Ltd
Homefinders Property Shop Ltd	J & D Flynn & Co	Jon Stanier Estate Agents	Lancaster Estate Agents Ltd
Homeland Estate Agents	J D Estates	Jonathan David Estate Agents	Lanes & Browns
Homelet (UK) Ltd	J F Cooper Estate Agents	Jonathan Hills Ltd	Lanes Property Agents (MK) Ltd
Homelet North Wales	J G Sawyers & Sons	Jonathan Preece & Co	Lanes Property Agents Ltd
Homelink Estates Ltd	J H K Homes Ltd	Jonathan Rees Property Services	Langford Rae O'Neill Ltd
Homelink Lettings & Estates	J Merlyn Pugh	Jonathan Wright Estate Agents	Lanyons
Homelondon	J R Hopper & Co (Property Services) Ltd	Jones & Redfearn	Larwence Ward & Co
Homes @ Supermarkets	J R Property Services	Jones Associates	Lauder Estates Ltd
Homes Direct (Midlands) Ltd	J Wagstaff (Broadway) Ltd	Jones Peckover	Launceston Estates
Homes Matter	J.C. Roxburgh Properties Ltd	Joomba Ltd	Laurance & Co
Homes Partnership Southern Ltd	Jack Harvey Estate Agents	Jorgensen Turner Ltd	Laurent Residential
Homesbury Ltd	Jackie Oliver & Co	Joy Walker Estate Agents Ltd	Lauristons Ltd
Hometrax Ltd	Jackson Howes and Partners	JP & Brimelow Ltd	Lawlors Property Services
Homezone Property Services	Jacksons	JSC Lettings	Lawrence & Co
Honeywell Chartered Surveyors	Jacksons Estate Agents Ltd	Jubb & Co	Lawrence Kirtan (Lutterworth) Ltd
Hooper & Jackson Ltd	Jacksons Property Service	Jubilee Property (UK) Ltd	Lawson-West
Hoopers Estate Agents	Jacksons Residential	Juice Property Ltd	LDG
Hoopers Residential Estate Agents	Jacksons Stops & Staff	Julie Gordon	Leaper Stanbrook
Hopkins & Partners Ltd	Jackson-Stops & Staff	Julie Gordon	Lear & Lear Estate Agents
Hopson Property Services	Jackson-Stops and Staff (Rustington)	Julie Roff	Lednor & Company
Horler & Associates	Jacobs & Hunt Estate Agents	Julien Standing	Lee-Chapman Estate Agents
Horne & Harvey	Jacobs Steel	Julie Twist Properties Ltd	Leek & Weston
Horne & Harvey Ltd	James & Company Lettings	Just Lets	Leese & Nagle Estate Agents Ltd
Hornsby Properties Ltd	James Anderson (Estate Agents) Ltd	Just Lets	Legal & General Franchising Limited
Hose Rhodes Dickson Estate Agents	James Benning Estate Agents	Just Renting Limited	Legrand Estate Agents
Hosegood Ford	James Eley & Son	Karens Estate Agents	Lennard & Hill Residential
Hotblack Desiato & Co	James Fancy	Karpeta Lepsky Ltd	Lenwell Property Services
House & Home	James Gibb Property Management	Kavanaghs	Leonard Brittan & Co Ltd
House 2 House	James Hogg (Estate Agents)	Kaye & Carey Ltd	Leslie Leigh & Company
House Network Ltd	James Johnston	Kaye Mackenzie Estate Agents	Lesters Estate Agents
House Trader (UK) Ltd	James Kenrick & Co	Keatons	Let Solutions / Home Solutions
Househunter Estates Ltd	James Millard (Hildenborough) Ltd	Keats Estate Agents	Lets Get Moving
House-hut.com	James Neave The Estate Agents	Keats Fearn	Letsmoveto
Housemartins Estate Agents Ltd	James Pye & Son	Keats Harding	Letters Of Distinction
Houses 2 Order	James Rigby Estate Agents Ltd	Keats Hilder	Letzone Property Ltd
Houses2Order	James Sear Estate Agents	Keats John Dowler	Lewis Phipps Lettings & Management Ltd
Howard Best - Property Management	James Strong Estate Agents Ltd	Keats Marshall Bendall	Lewis Pounton Ltd
Howard Cundey & Company	James Wilson & Son	Keats Martin	Lex Allan & grove Ltd
Howard Douglas Estate Agents	Jamie Dean & Co	Keats Meehan	Leyton-Smith & Moseley
Howick & Brooker Partnership	Jan Forster Estates Ltd	Keable & Co	Lifestyle Property Services Ltd
Hudson Moody	Jane Earl Estate Agents	Keith Ashton Estates	Lightfoots Solicitors
Hudson Moody	Jane Musgrave Estate Agents	Keith Clough Properties	Linda Leary Estate Agents
Hudsons Ltd	Japanese Property Rental	Keith Gibbs Estate Agents	Lindesays Independent Estate Agents Ltd
Hugh F Shaw & Company Ltd	Jason Maurice & Co	Keith Ian	Link Agency
Hugh Grover Associates	JB&B Leach Ltd	Keith Pattinson Ltd	Link Up Properties
Hughes Management Ltd	JDM Estate Agents	Kelly Homes (UK) Ltd	Linsey Dare
Hulbert & Richardson Ltd	Jeffrey Jones Partnership	Kelway Law Estate Agents	Lisnaskea Property Sales
Hull Gregson & Hull (Portland) Ltd	Jeffrey Normie & Co	Kemp & Co	Litchfields Ltd
Humberstone & Partners	Jennie Jones Estate Agents	Kemp Estate Agents	Littlewoods Estate Agents
Humberts	Jenny Dunderdale & Company	Kennedy Estate Agents	Livemore the Estate Agents
Humphreys & Orr	Jeremy Arthur Ltd	Kennedy Hawke Limited	Living Property Ltd
Humphreys of Chester	Jeremy Swan	Kennedys' Independent Property Agents	Living Residential Limited
Humphreys Skitt & Co Ltd	Jerrard Keats & Wolley	Kent Estate Agencies Ltd	Lloyd Herbert & Jones
Hunter French Ltd	Jessop Estates	Kent Properties Online Ltd	Loc8 Estate Agents
Hunters Estate Agents	JMB Properties Ltd	Kenwoods Estate Agency Ltd	Local Estates (Hemsworth) Ltd
Hunters Estate Agents (Barnet)	JMG Property Services Ltd	Kerrigans Property Services	Local Properties
Hunters Estate Agents (Nailsea) Ltd	Joan Hopkin Estate Agent	Keswick Estates	Location Estate Agency
Hunters Property Group Ltd	John Ardern and Company	Kevin Henry Estate Agents	Location Estate Agents LLP
Hunters Property Ltd	John Barclay Estate & Management	Key Estate Agents	London Central Portfolio Ltd
Hunters The Estate Agents	John Bray & Partners	Key Moves	London Move Ltd
Hurford Salvi Carr	John Bray and Sons	Keyhold Property Management	Look Property Services Ltd
Hutchinson Town and County Estate Agents	John Chivers Limited	Keys	Lords Estate Agents
Hyde & Partners	John Cottis & Co	Keyturns Property Consultants	Louis Taylor Residential (Milton)
Hydes of Bristol	John Couch The Estate Agent***	Kimberleys Independent Estate Agents	Lovejoy Stevens Berkshire Ltd
Hythe & Waterside Lettings	John Curtis Estate Agents	King and Woolley	Lovett Residential
Ian Gibbs	John Davey at Just Character	Kingfisher Property Management	Loyd Fox
Ian Green Residential Ltd	John Durrant Associates	Kings Group	Lucas Estate Agents
Ian J Tickle Estate Agents	John Fisk & Company	Kingsbridge	Lucas Estate Agents Ltd
Ian Peat Property Management	John Fitton & Company	Kingsley Pike Estate Agents Ltd	Lucas Estates
Ian Perks Estate Agent	John Francis (Wales) Ltd	Kingsleys Estates Ltd	Ludlow Thompson Ltd
Ian Revell Independent Estate Agents	John G Dean & Co	Kingston & Grist	Luff Associates
Ian Smith Estate Agent	John German LLP	Kingstons Estate Agents Ltd	Lumleys Estate Agent
Ian Tonge Property Services	John H Bayliss & Co	Kingswood Estate Agents	Lurot Branch Ltd
Identity Property (London) Ltd	John Hall Estate Agents	Kingswood Property	Lynch & Company
Illingworth - Wood	John Leslie Mellor Estate Agents	Kingswood Property & Financial Services	Lynn Brooks Sales Ltd
Imagine	John Lewis Associates	Kinloch Property Services	M - Estates
Impact Residential Limited	John Nash & Company	Kinmberleys Estate Agents	M & M Properties (Sales) Ltd
Imperial Estate Agents Ltd	John Neill & Sons	Kirby Colletti	M & P Estate Agents Ltd
In House (Swindon) Ltd	John Payne (Blackheath) Ltd	Kirkham Pryor	M & P Homes Ltd
Ince Williamson	John Payne (Greenwich) Ltd	Kiss Properties	M Coleman Estate Agents
Independent Estate Agency	John Payne (Lee) Ltd	Kit Johnson Residential	M J Rafferty Estate Agents
Independent Property Professionals Ltd	John Payne (Lettings) Ltd	Kittows Callington	M&M Property Management
Independent Property Services	John Payne (Westcombe Park) Ltd	Knibbs & Co Estate Agents	M2 Property

MAC Estates
 MacIntyres Estate Agents
 Mackendrick Norcott
 Mackenzie Smith Properties Ltd
 MACkenzie Ward Estate Agents Ltd
 Macmillans
 Magenta Estate Agents Ltd
 Maggs & Allen
 Main and Main (Developments) Ltd
 Mains Amis Estates
 Maison Let
 Maitlands Estate Agents Ltd
 Major Son & Phipps
 Malcolm & Evans Ltd
 Malcolm Danford & Co
 Malcolm J White
 Malcolm Stagg Estate Agents
 Mallards Estate Agents & Surveyors,
 Land & New Homes
 Mallinders Residential
 Management Bliss
 Maneely & Co Ltd
 Manners Residential
 Manning Estate Agents
 Manning Stainton
 Manor Bourne Estates Ltd
 Mansbridge & Balment
 Mansell & Co
 Mansell's Land & Estate Agents
 Manson Property Consultants Ltd
 MAP Lettings & Property Management
 Mapp & Co
 Marc Allen Estate Agents
 Marc Lawrence Estate Agents
 Marchand Petit
 Marchants
 Marcus Grimes
 Margo & Co
 Marina Quay Properties
 Mario Bartella Estate Agents
 Mark Ball Estate Agents
 Mark Beaumont Ltd
 Mark Boulton & Co
 Mark Evans & Co
 Mark Price & Co Ltd
 Mark Rice Estate Agents
 Mark Rutherford Lettings Ltd
 Mark Templar & Company Limited
 Marlborough Estate & Letting
 Agents/Marlborough Accommodation Agency
 Marler & Marler
 Marriott Estates
 Marsh & Parsons
 Marshall Buck & Casson
 Marshall Murrell
 Marshalls
 Marshall's Estate Agents
 Marshalls of Redruth
 Martin & Co (Tunbridge Wells)
 Martin Hawksby The Right Estate Agent Ltd
 Martin Kemp Property Services
 Martin Maslin Estate Agents
 Martin Pendered & Co
 Martin S Lonsdale Estate Agents
 Martin Smith Residential Letting &
 Management
 Martin Stewart Property Rentals
 Martin Treasure Estate Agents
 Martins Estate Agents
 Martyn Gerrard Estate Agents
 Martyn R Cox & Co
 Marynbrook Ltd
 Maslen Estate Agents Ltd
 Masons of Billingshurst
 Mather Marshall Ltd
 Matthew Kallenberg-Pierce Ltd
 Matthew Limb Estate Agents Limited
 Matthew Swing & Partners
 Matthews of Chester
 Maunder Taylor
 Maurice Kilbride Estate Agents
 Maxey & Son
 MAxwells Residential Ltd
 May & Co
 Mayers & Johnson Estates
 Mayfair Estates
 Mayhew Estates
 MB Hodgson & Son Ltd
 MBM Management Ltd
 McAllisters
 McAuley Miller Ltd
 McDonald Property Rentals
 McGranaghan Estate Agents.com
 McHugh & Co
 McKenzie Cairns & Hawkins Ltd
 McKenzie Estates Ltd
 McKillop & Gregory
 McKinlays
 MCM Financial Insurance & Property Services
 McMahon & Company (Estate Agents) Ltd
 McManus & Poole
 McMillan Estate Agency
 Meacock & Jones
 Mead Property Management
 Mead Thompson Property Rentals
 Medway Mortgage Shop Ltd
 Meeching Estate Agents
 Meldrum Salter Edgley
 Melissa Berry Estates Ltd
 Melvin Jacobs
 Melvyn Danes
 Mercer Taylor
 Meridian Estates Ltd
 Merry's
 Merryweathers
 Mervyn Smith & Co
 Messenger Estate Agents Ltd
 Michael Anthony Estate Agents
 Michael Antony Ltd
 Michael C Adams
 Michael Crouch & Co
 Michael Davis Estates
 Michael Everett & Co
 Michael G Lewis & Son
 Michael Gould Property
 Michael Gregory Estate Agents
 Michael Hardy & Co (Wokingham) Ltd
 Michael Jones & Co
 Michael Jones & Company
 Michael Joseph Estates
 Michael Moody Residential Lettings & Man
 Michael Moon Estate Agents
 Michael Naik & Company Management Ltd
 Michael Poole
 Michael Rhodes
 Michael Searchers Property Management Ltd
 Michael Skidmore Estate Agents
 Michael Stevens Estates
 Michael Tims & Co
 Michael Vernon
 Michael Yeo Estate Agents
 Mid Cornwall Lettings Ltd
 Middleton Greenwood
 Midland Property Management
 Midwinter Koval Estate Agents
 Mike Anton & Associates
 Mike Dobson (Estate Agents) Ltd
 Mike Jolly Estates
 Miles & Son
 Miles Estate Agents (Woking) Ltd
 Milestone Commercial
 Millbank Estate Agents
 Millennium Properties (Letting Agents) Ltd
 Miller McKenzie Ltd
 Miller Metcalfe Ltd
 Millers
 Millers Chartered Surveyors & Estate Agents
 Mills and Company
 Mills Knight
 Milton Ashbury (Property Agents) Ltd
 Miltons Estate Agents
 Mishon Mackay
 Mitchell and Partners (Ash Vale)
 Mitchell and Partners (Farnborough)
 Mitchell Property Management
 Mitchells Estate Agency
 Mitchells Property Sales
 MK Property Sales
 ML Property Consultants Ltd
 Molica Franklin
 Mon Properties
 Moneyproperties
 Montgomery Letting & Management
 Moon & Co Caldicot Ltd
 Moore Allen & Innocent LLP
 Moorfoot Estates
 Moorland
 Morgan & Co
 Morgan and Davies
 Morgan Beddoe Ltd
 Morgan Berry
 Morgan Hampton Estate Agents
 Morgan York
 Morris Estate Agents
 Morriss & Beba Estate Agents
 Mortimers Estate Agents Limited
 Moss Property Management Ltd
 Move 2 (Ayrshire) Ltd
 Move and Save Ltd
 Move Estate Agents UK Ltd
 Move In MK
 Move Residential
 Moving Pad Ltd
 Moving Works
 Movingspace.com
 Mr Mark Savill
 M-S Estates
 Mulberry Capital Estates (Lettings Only)
 Mulberry Estate Agents (Norfolk) Ltd
 Mullenger & Co
 Mullucks Wells
 Mundy & Co
 Munton & Russell
 Murray & Co
 Murrays Estate Agents
 My New Roof Limited
 Myles Danker Associates Ltd
 N P Estates Rental Management Ltd
 Naish Estate Agents & Solicitors
 Nancekivell & Co
 Nash Property Management Ltd
 Naylius McKenzie
 Naylor Powell
 NCT Estate Agents
 Neal Sons & Fletcher
 Neil Douglas
 Neil Harris Consultant Property Services
 Neil Harvey & Richard Smith
 Neville Turner
 Nevin & Wright Residential
 New Era Agency Ltd
 Newey Property Ltd
 Newman Estate Agents
 Newplan Estates Ltd
 Newquay Property Centre Ltd
 Newstead Estates
 Newton & Derry (Newark) Ltd
 Newton Fallowell Ltd
 Next Move
 Next Step Independent Estate Agents
 next2buy Ltd
 Next-Move Estate Agents
 Nicholas Belt (Estate Agency) Ltd
 Nicholas Clegg & Co
 Nicholas Craddock Estate Agents
 Nicholas Estate Agents Ltd
 Nicholas George
 Nicholas Gething & Co
 Nicholas Irwin Estate Agents
 Nicholas Michael Estate Agents
 Nicholas Zorab Estate Agents
 Nicholls & Barnes Estate Agents
 Nicholsons Estate Agents (Epping)
 Nicholsons Property Services Ltd
 Nicholsons Yorkshire Coast Estate Agents Ltd
 Nick Carver Estate Agents
 Nick Champion
 Nick Tart Estate Agents
 Nick Tart Residential Ltd
 Nigel Danford Property Services
 Nigel Davis Property Services
 Nigel Green Property Sales & Rentals Ltd
 Nightingale Davies Hand
 No Time to Look
 Nock Deighton
 Noel Alexander Property Consultancy
 Norfolk Property Management & Lettings
 Norgans Surveyors and Estate Agents
 Norman Devlin Property Consultants
 & Surveyors
 Norman Hope & Mann
 Norman J. Shepherd & Co
 Norman Morrow & Co
 Normans Estate Agents
 Norrow Estates Ltd
 Northern Property Managers Ltd
 Northfields Estates
 Northumbria & Cumbria Estates
 Nottingham Property Services
 Nova Homes Blandford Forum
 Novahomes
 novahomes.co.uk
 Novahomes.co.uk
 Novahomes.co.uk (Exeter)
 Novehomes.co.uk
 Nsure Estate Agents Ltd
 Nugent & Wallis
 NWA Property Management
 Oak Estates & Financial Services
 Oak Residential Ltd
 Oakland Residential Lettings
 Oakley Residential
 Oastcrown Property Limited
 Ocean Estate Agents Ltd
 Oceanmoves
 O'Hearne & Partners
 Oliver & Saunders
 Oliver Burn Residential Ltd
 Oliver Finn Ltd
 Oliver Ling
 Oliver Miles
 Oliver Minton Estate Agents
 Online Property Services
 Openbrook t/a Hathaways
 Optimum Real Estate
 Orchard & Shipman PLC
 Orchard Cottages Ltd
 Orchard Sales & Lettings Ltd
 O'Riordan Bond Estate Agents Ltd
 Osborn Humphreys
 Osbornes Estate Agents
 Otisdale Estate Agents
 Ourhouse Estate Agents
 Outlook Property Ltd
 Owen Knox Estates
 Owen Lyons
 Owen Lyons Estate Agents (Grays)
 Oystons Estate Agency
 P A Wilkins & Co
 P M & A
 Pa Jones & S Jones
 Pad London.com
 Paige & Petrook
 Palladian Estates
 Palmer Collins Independent Estate Agents
 Palmers
 Palmerstons Estate Agents
 Pam Hall
 Papas Property Centre Ltd
 Park and Bailey Estate Agents Ltd
 Park Estates
 Parker Mercer & Durnian
 Parkers Estate Agents
 Parkers Property Services
 Parkheath Estates
 Parkhouse & Partners
 Parkland Estates
 Parks Estate Agents
 Parkstone Estate Agents
 Parkyns
 Parmars
 Parnell Jordy & Harvey
 Parris Residential
 Parry Lowarch
 Paryys
 Parson Limited
 Parsons Ltd
 Parsons Son and Basley
 Partridge & Co (Devon) Ltd
 Pasterfield Estates Ltd
 Patchings
 Patrick Russell
 Patrick Williams & Partners
 Patterson Hawthorn
 Paul Andrew Estates
 Paul Burton
 Paul Carr Estate Agents
 Paul Dubberley & Co
 Paul Graham Estate Agents
 Paul Jackson Auctioneers & Estate Agents
 Paul Jeffreys Independent Estate Agents
 Paul Johnson Property Consultants
 Paul Knight Ltd
 Paul Meakin Estate Agents Ltd
 Paul Murphy Estate Agents
 Paul Murray (Town & Country Property) Ltd
 Paul Twyneham & Co
 Paul Vitti Residential
 Paul Wallace
 Paul Watts Estate Agents
 Paul Wright & Co Ltd
 Payne & Co
 Payne and Co Limited Liability Partnership
 Payne Estates
 Payton Jewell Caines & Hurry
 PDQ Estates Ltd
 Peachey Loak
 Pearson Ferrier
 Pearson Gore
 Pearsons Estate Agents
 Pedersen & Co
 Pell & Co
 Pendle Estate Agents Ltd
 Peninsula Estates
 Penney & Co
 Pennine Estate Agents
 Pennine Lettings & Management Ltd
 Penny Ashton Property Management Ltd
 Pennys Estate Agents Ltd
 Pereds
 Perhay Country Property Search
 Perr & Partners
 Peter Alan Limited
 Peter Buswell Estate Agents Ltd
 Peter Consibee
 Peter Freitag Associates t/a Tag & Co
 Peter Graff
 Peter Heron Estate Agents
 Peter Hughes
 Peter James Estates
 Peter Joy Estate Agents
 Peter Lane & Partners Ltd

Peter Large & Company Ltd	Pymm & Co	RML GB Ltd	Savannah Estates (UK) Ltd
Peter Mountain	Pyramid Properties	RNR Properties (Reading) Ltd	Sawyers (Overseas) Ltd
Peter Mulcahy	Quantrills Estate Agents	Robbie Howarth Estate Agents	Sawyers Estate Agents
Peter Reglar & Company	Quartz Property and Estates Ltd	Robert Aston & Company Ltd	Saxons Estate Agents
Peter Rogers Estate Agents	Quealy & Company	Robert Bradley & Co	Saxton & Co
Petermans	Queens Park Partnership	Robert Ferris Estate Agents	Saxtons (Rossendale) Ltd
Pettengells Estate Agents	Queens Park Real Estate	Robert Hale Estates	SB Property Ltd
Pettifer Property Management	Questiva	Robert Holder Estate Agents	Scott Baines Ltd
Peveler Estates Ltd	Quik Lets	Robert Irving Burns	Scott City Residential
Philip A Chapman	Quilliam Property Services	Robert Leech & Partners	Scott Fraser Ltd
Philip Andrews	Quinton Scott Ltd	Robert Newton Estates	Scott Maddison
Philip Bannister & Co	Quirk Deakin Estate Agents	Robert Oulsnam & Company	Scottish Highland Property Services
Philip Green Lettings	Quirks Estate Agents	Robert Watts Estate Agents	Scotts
Philip Laney & Jolly	R & B Estates	Roberts Homes	Scott-Symonds Estate Agents
Philip Ling Estates	R Benson & Son	Roberts Hunt & Co	Scrivener & Reinger
Philip Lockwood Estate Agents	R House Estate Agency	Roberts Newby Partnership	Scrivins & Co
Philip Phillips & Co Ltd	R J Brown & Co	Robertson Phillips Ltd	Sealeys Letting Agents Ltd
Philip Pugh and Partners	R W Johnson & Company	Robertson Smith & Kempson	Sean Heaney Estate Agents Ltd
Philip Southwell Estates Ltd	R. Breen & Co Ltd	Robin King LLP	Seasons Estate Agents
Phillips & Stubbs Ltd	R. J. Long and Company	Robinson & Jackson Estate Agency Partnerships	Sebastian Roche
Phillips Residential Ltd	Rainbow Reid Estate Agent	Robinson (Bellgrove) & Jackson	Select Estates
Phillips Smith & Dunn	Rash & Rash	Robinson Bellegrove & Jackson (Belvedere)	Sellers
Phoenix Estate Agents	Rathods Property Centre	Robinson Browning & Jackson	Selling Houses Ltd
Pigott & Hall	Ravens & Company	Robinson Griffiths and Jackson	Selwyn Hedgley Estate Agents
Pikes Estate Agents	Rawlinson & Webber Ltd	Robinson Hedges & Jackson	Sergent Limited
Pilgrims	Rayners	Robinson Hornsby	Seth's Estate Agents
Pink & Black Property Consultants Ltd	Rayners Estate Agents Ltd	Robinson Jackson Estate Agency Partnerships	Setter & Lee
Pinkerton Murray	Re/Max Partners	Robinson Michael & Jackson	Setter & Lee (Wrrington)
Pinks Residential Lettings	Re/Max Preferred	Robinson Moore Ltd	Seymours Estate Agents
Pinnacle Properties	Re/Max Property Specialists	Robinson Perkins & Jackson	SH Properties
Piran Property Services	Reades Residential Ltd	Robinson Powell & Jackson	Shadowgrade Developments Ltd
PJ McIlroy & Son	Reads Davies	Robinson Sherston	Shakespeares Estate Agents
PK Properties (London) Ltd	Real Directions LLP	Robinsons Estate Agents	Sharman Burgess
Platinum Estates + Mortgages Ltd	Real Estate	Roffeys Residential Sales	Sharpes Estate Agents
Plaza Estates Agency Ltd	Real estate Homes Ltd	Roger Hemming Estate Agents	Shaw Rabson & Co
Plutswell Property Search	Real Estates	Roger Marsh & Co	Shaws Estate Agents Ltd
PM Lettings	Real Homes (Highland) Ltd	Roger McGhee	Shaw's Residential Estate Agents Ltd
Pocock & Shaw	Real Life Services Ltd	Roger Mein Estate Agents Ltd	Shearer & Morris
Pollard Machin	Reaston Brown Rentals Ltd/Reaston	Roger N Coupe Estate Agents	Shenley Estate Agents Ltd
Pollard Residential	Brown International	Roger N Harris	Shepherds Estate Agents
Poonam Estates (Southall)	Reb Letting	Roger W Dean & Co Ltd	Sheraton Law Ltd
Porters Estate Agents	Red Brick Estate Agents	Rogers & Company	Sheridan Jones Estate Agents
Portfield Garrard & Wright	Red House Estate Agents Ltd	Rogers & Partners	Sheridan's
Potter & Co	Red Roof Estates	Rogers & Partners (Wolverhampton)	Sherriff Mountford
Potter & Ford	Redferns	Rolfe East (South West London) Ltd	Sherston Monk Ltd
Powell & Partner	Redferns Ottery St Mary Ltd	Rooke Wood & Miller Ltd	Sherwood Properties
Preece & Company Estate Agents	Redhill Property Services Limited	Roscoe Haigh Pawlett	Shiebert & Co
Premier Lettings	Redmove Ltd	Roscoe Rogers & Knight	Shinerocks
Premier Move	Redwoods Estate & Lettings Agents	Rose & Co	Shipmans Independent Property Services
Premier Places	Reed Evans & Co	Rose Estate Agency	Shires Estate Agents Ltd
Premier Property Management	Reeds Rains Estate Agents	Roseberry Newhosue Ltd	Shortland Horne (Nuneaton) Ltd
Preston Bennett Holdings Ltd	Rees Richards & Partners	Rosiman Estates Ltd	Shortland Horne Residential Ltd
Prestons	Reeve Lettings	Ross Estate Agents	Sibley Pares Ltd
Price Property Rentals Ltd	Regal Estates - Elliott & Goddard	Rounce & Evans	Silburys Estate Agents
Pricewise Estate Agents Ltd	Regan Estates	Rouse Estate Agents	Silver Service Estate Agents
Prichard Real Estate	Rennick Stark	Rowan Residential Ltd	Simon Bance & Company
Prickett & Ellis Residential	Renown Estate Agents	Rowan Webster & Co	Simon Clarke
Primary Executive Homes	Renshaw Estates	Roy Barrett Estate Agents	Simon Clarke Residential
Prime Choice Ltd	Rent A Home Associates	Roy Edwards Estate Agency Services	Simon Williams Estate Agents
Prime Lettings & Management	Residential Property Services (Yorkshire) Ltd	Royle Estate Agents	Simply Homes (South East) Ltd
Prime Portfolio	Rex Gooding	Royle Estates (Lancaster) Ltd	Simply Lets Ltd
Primedale Residential Ltd	Ribchester Associates	Royston & Lund Estate Agents	Simpson Bacon & Company Ltd
Pritchard & Partners	Rice Estates	Royston Matthews Estates	Simpsons Estate Agents
Pritchards Estate Agents Ltd	Richard Babington & Partners	Rubicon Residential Ltd	Sims-Williams
Proffitt & Holt Partnership	Richard Birds Estate Agents	Runnymede Residential Letting Services Ltd	Sinclairs
Promark Ltd	Richard Bruce	Rush Witt & Wilson (Bexhill) Ltd	Singer & Singer
Properties Letting Service	Richard Butler Estate Agents (Lydney) Ltd	Russell & Butler Ltd	Sinnott Green Estate Agents
Propertiesdirect2u Ltd	Richard Butler Estate Agents Ltd	Russell & Russell (Sussex) Ltd	Sinton Andrews
Property Choices	Richard Copus Estates	Russell Cope Lettings & Property Management	Sleigh & Son
Property Concept Ltd	Richard Dolton	Russell Ponsford	Smart Choice Property Services
Property Deals Direct	Richard Gaby & Co	Russell Residential	Smart Homes
Property Express	Richard Godsell Estate Agents (Christchurch) Ltd	Russell-Collins & Co	Smart Let (Derbyshire) Ltd/Smart Mortgage Ltd
Property In.com	Richard Harding	Ruxton Independent Estate Agents & Valuers LLP	Smiles All Round Estate Agents
Property Management Partnership	Richard James & Co Ltd	Ryan Estate Agents	Smith & Wypler Estate Agents
Property Park Management Ltd	Richard Kendall Estate Agents	Ryburne & Co	Smith and Partners
Property Rentals (Sussex) Ltd	Richard Kendall Estate Agents	Ryder & Dutton	Smith Lachter Property Services
Property Secret Ltd	Richard Lowth & Co	Ryedales	Smiths Estate Agents
Property Services 2000 Ltd	Richard Poyntz & Co	S H Properties	Smyth Properties Countrywide
Property Street	Richard Saunders & Company	S M Properties	Snake Estate Agents (Bramhall) Ltd
Property Zone Ltd	Richard State Independent Estate Agents	S R Brown	Solent Estates
Property Zone Management Ltd	Richard Stubbs	S&F Associates	Solo Property Services
Propertygarden.com	Richard Trowbridge Estate & Letting Agent	Sabotech Limited	Sothview Property Service Ltd
Propertyspotter.co.uk	Richards Estate Agents	Sadlers Estate & Property Management	South West Estates
Prospect Estate Agency Ltd	Richardson & Smith	Specialists Ltd	Southall Estate Agents Ltd
Prosper Estates Ltd	Richardsons	Salter McGuinness	Sowerbys
Protectagroup Services Ltd	Rickard Estate Agents and Chartred Surveyors	Samuel James Ltd	Space for Living Ltd
Pulver Carr Partnership	Rickitt Grant	Sanders & Co (Amersham) Ltd	Space Residential
Purple Willow Estate Agents	Rickman Properties Ltd	Sanders Management & Lettings	Sparks Ellison
Putterills of Hertfordshire	Ridgeway Estate Agents	Sanderson Estate Agents	Specialised Investment Property Services Ltd
Putterills of Hertfordshire (Baldock)	Ridings Estate Agents	Sanderson Young	Spencer James Residential Ltd
Putterills of Hertfordshire (Hitchin)	Right Moves Estate Agents	Sandfords	Spencer Kennedy Estate Agents
Putterills of Hertfordshire (Knebworth)	Right Properties	Sandra Davidson Estate Agents Ltd	Spencer Thomas Estate Agents
Putterills of Hertfordshire (Royston)	Riley Snelling Management Services Ltd	Sandye & Harris Ltd	Spencers of Burley Ltd
Putterills of Hertfordshire (Welwyn Garden City)	Rive Estate Agents	Sansome & George (Berkshire) Ltd	Spencers Property Services
Putterills of Hertfordshire (Wheathampstead)	Riverchain Ltd	Sansome & George (Residential Sales) Ltd	Spicerhaart Group Ltd
PW Jones Ltd t/a Bromley's Estate Agents	Riverdale Estates	Saracush Ltd	Spoull Ltd
Pygott & Crone	Rivershill Ltd	Sarah Mains Residential Sales & Lettings	Spread Agency
Pylymouth Homes Ltd	Riverstone/Riverstone Estate Agents	Sargent & Young	Squares Estate Agents Ltd

St James Estate Agents Ltd	The Corum Partnership	Trevor Kent/Trevor Kent.com	Wey Valley Properties
St. Marychurch Rent Agency	The Country Property Agents	Troycounty Estate Agents	Whealers Estate Agents Ltd
Stafford Johnson Estate Agents	The Dwelling Place	True Associates Ltd	Wherry Estate Agents Ltd
Stag Property Management Ltd	The Eric Cairns Partnership	Tudor	Whichelow Estate Agents
Stamfords	The Estate Agency	Tudor Park Estates (Sales) Ltd	Whitakers Estate Agents
Stanbra Powell	The Flat Specialist Ltd	Tufnell	White & Eddy
Stanley Best Estate Agents	The Flatman Partnership	Tufnell & Partners	White & Sons
Start & Co	The Fullan Partnership	Turner Evans Stevens Ltd	White Horse Estate Agents
Statons Estate Agents	The Gilbert Partnership	Turner Gardner Residential Limited	White Kite Ltd & Nicholas J Humphreys
Stella Lange	The Home Office Estate Agency	Turner-Carr Property Centre	Whiteheads Lettings Ltd
Stephen & Carter (Eastbourne)	The Home Partnership Ltd	Turnkey Management Independent	Whitehouse Estate Agents Ltd
Stephen & Co (WSM) Ltd	The House Shop	Property Services	Whitehouse Residential
Stephen Allenyne & Co	The Ian Jones Partnership	Tydemans of Lichfield	WhiteKnights Estate Agents
Stephen Brown Estate Agents	The JNP Partnership	Tyden Lofts and Calvert	Whites Estate Agents Ltd
Stephen Glasgow Estate Agents	The Latus Lettings Agency	Tylers Estate Agents	Whites Independent Lettings Limited
Stephen J Woodward Ltd	The Lettings Centre Limited	UK & Euro Group	Whitestones Estate Agents Ltd
Stephen Maggs Estate Agents	The Little Letting Company Limited	UK Direct Property Services	Whitfield Nash Estate Agents
Stephen McIntyre & Co Ltd	The Lords Partnership Ltd	UK Property Network	Whitlock & Heaps
Stephen Oakley & Company	The Martin Barry Partnership	Underhill (Exeter) Ltd	Whitlocks
Stephen Uren & Co	The Martin Smith Partnership	U-Seek Property Services	Whitney's Estate Agents Ltd
Stephenson Browne Estate Agents	The Mather Partnership	Ushers Estate Agents	Whittington & Co
Stepping Stones Estate Agents	The Mayfair Estate Agency Ltd	V G Estate Agent	Whittley Parish Estate Agents Ltd
Steps Estate Agents	The Mobile Agents	Valerie Loveland Estate Agents	Whitton & Laing
Sterling Estate Agents	The Murray Agency	Valley Estates Lettings & Property Management	Whytes town & Country Estate Agents
Sterling Estates	The New Homes Company	Vanet Estates Ltd	Wicks & Pierce
Sterling Properties (Emlyn Financial Services Ltd)	The Pallant Partnership	Vanstones (Wimbledon) Ltd	Wicksons
Steve Stanton Property Lettings	The PMSFB Corporation Ltd	Vantage Properties & Management Ltd	Wigwam
Steven Woodley & Associates	The Property Bureau.Com Ltd	Venditum Ltd	Wild & Griffiths
Stevenette & Company	The Property Management & Lettings Co	Venmore Thomas & Jones	Wilec Homes Ltd
Stevens & Co	(New Forest) Ltd	Venmore Thomas & Jones (Prescot) Limited	Wilkes-Green & Hill Ltd
Stevens Estate Agents	The Property Outlet Ltd	Vickers & Co	Wilkie May & Tuckwood
Stevens' Estate Agents	The Property Shop	Vickery & Company Limited	Wilkin & Company
Steventon Land & Estate Agents	The Reid Partnership	Victor Stone	Wilkins Vardy Residential
Stewart Lilly Associates Ltd	The Right Move (Estate Agents) Ltd	Vikings Estate Agents	Wilkinson Byrne Estate Agents
Stewart Saunders	The Smallholding Centre	Village Estates	Wilkinson Estates
Steyn Lettings	The Stop	Village Estates	Wilkinson Grant & Co Ltd
Stokes Chartered Surveyors & Estate Agents	The Swinscoe Partnership Ltd	Vineyard Properties (Hounslow) Ltd	Wilkinsons
Stonebridge & Company	The Townends Group Ltd	Vision Estates (Rugeley) Ltd	William A Gregory
Stonegate Estates Ltd	The Venmore Thomas & Jones (Prescot) Ltd	Vivien Horder Estate Agents	William Davis & Sons
Stonehouse Estate Agents Ltd	The Wilkinson Partnership	Vizors Estate Agents	William Hanwell Ltd
Stones Properties	The Wright Estate Agency	W A Ellis	William James Property Management Ltd
Stonewell Estates	Theydon Property Services Ltd	W P J Millers	William Nilhams & Co
Straker Goodman Ingram Ltd	Thirlwells Estate Agents & Valuers	Wainwright & Edwards Estate Agents	William Parkman & Daughters
Stratford & Stratford	Thirsk Farmers Auction Mart Co Ltd	Waite & Co Property Management Services	William Plant
Stringfellow	Thomas & Company Estate Agents Ltd	Wakefield Giles	Williams & Donovan
Stuart and Partners	Thomas & Rawson Estate & Letting Agents	Wakelins	Williams & Goodwin The Property People Ltd
Stuart Cullum	Thomas C Adams	Waldens Estate Agents Ltd	Williams Estate Agents Ltd
Sue Payne Property Management	Thomas Merrifield	Waldrons	Williams Estates
Suffolks.co.uk	Thomas Morris Estate Agents	Walker Croft Limited	Williams Estates (Northwich)
Sullivan Thomas & Company Ltd	Thomas Orr Ltd	Walker Smale	Williams Lewis & Co
Sun Property Services	Thomas Tate Ltd	Walkers Estate Agents	Willow Properties Limited
Sunderlands	Thomas William Gaze & Son	Walmsley Estate Agency	Willsons
Sunshine Rentals	Thompson & Partners	Walter & Mair Estate Agents	Wilson Hawkins PLC
Susan Porter	Thompson Residential Ltd	Walter Ingham & Co	Wilson Quinn Ltd
Sw19 Estate Agents	Thompson Vales Estate Agents	Walters	Wilson Thomas Limited
Swan Estate Agents	Thompson Wilson	Walton & Hipkiss	Windsor Wright & Co
Swift Estate Agents	Thompsons Estate Offices	Walton Property	Winkworth Franchising Ltd
Swift Move Property Management Ltd	Thomson & Moulton Ltd	Walton Residential	Wise Lettings & Maintenance Ltd
Sworders	Thomson Currie	Walton Robinson Ltd	Wisemove Property & Financial Services Ltd
Sworders Estate Agents	Thomson Properties	Ward & Chowen	Wood & Pilcher
Symon Smith	Thornley Groves Ltd	Ware & Co	Woodbridge Mortgage & Lettings Centre
Symonds Estate Agents	Thornton Residential	Warringham & Co	Woodcock & Sons
T Wilkinson & Son	Thresher Owen	Warners	Woodford and Company
Tabern Home To Home Ltd	Tiffen & Co Ltd	Warners Letting Agency Ltd	Woodhall Properties
Talbots Estate Agents	Tim Dickinson Property Services	Warriners Estate Agents	Woodlands Estate Agents
Tamlyn & Son	(Lettings & Sales)	Warwick Baker	Woodman & Partners
Tarrant & Son	Timbrell & Rees Associates	Warwick Estate Agents	Woodrow Morris
Tatlers Estate Agents	Timothy A Brown	Wassells Estate Agents	Woods Estate Agents
Taygar Ltd	Tingleys Estate Agents	Waterfall Durrant & Barclay	Woods Estate Agents and Auctioneers
Taylforth Residential	TK International	Waterfall Durrant & Barclay (Woking)	Woods Land & Estate Agents
Taylor and Tester Edenbridge	Tm Insurance Consultants	Waterfields Estate Agents	Woolens Ltd
Taylor Cole Estate Agents	Tobin Jones Property	Waterfords	Woolley & Wallis
Taylor Engley	Todd & Hartridge	Waters and Co	Wooliams Property Services
Taylor Griffin	Tom Clarke & Co	Waterside Properties UK Ltd	Worthingtons Estate Agents
Taylor Phillips (Estates) Ltd	Tom Giles & Co	Watersons Independent Estate Agents Ltd	Wright & Co
Taylor Riley	Tonsley Property Management Company	Watersons Lettings & Management Ltd	Wright & Wright (Nuneaton)
Taylor Rose Ltd	Tony Newman Estate Agents	Watsons Residential	Wrights Property Managers
Taylor Tofts Partnership Ltd	Tony Paul Estate Agents	Watts & Sons	www.central-properties.co.uk ltd
Taylors Estate Agents	Top Lettings Ltd	Waycotts	www.Helpubuy.co.uk
Team Location	Tops Property Services Ltd	Wayne & Silver	Wyatt Hughes
Teasdale Stevens	Totally Group	Weald Property Mangement Ltd	Wychwoods Estate Agents Ltd
Teignbridge Estates Property & Marketing	Town & Country	Weale & Hitchen	Wynyard-Wright & Ellis
Templemans	Town & Country Estate Agency	Webbers Property Services Ltd	Yellow Estate Agency Limited
Temples Property Management (BSE) Ltd	Town & Country Estate Agency (Benfleet)	Webbs Estate Agents	Yeoman & Owen Ltd
Templeton Robinson	Town & Country Estate Agents	Weldon & King Estate Agents	Youdoo
Tender Property	Town & Country Estates	Wellstead & Wellstead	Young & Gillling Residential Ltd
Terry & Co	Town & Country Lettings Ltd	Welvan Property Services Ltd	Young & Manser
Tersons	Town & Country Overseas	Wenlock & Taylor Ltd	Your Move
Thames View Estate Agents	Town & Country Property Ltd	West Cornwall Home Office	Your Move Franchising
Thatch & Company Ltd	Town & Country Property Services	West End Estate Agents	Your Property Ladder.com
The Adam Stevens Partnership Ltd	Town & Country Property Services (Worcester) Ltd	Westbrookes	Your Property Solutions
The Apartment Company	Town Coast & Country Estates Limited	Westdale Property Letting Agency	Yule Browne
The Art of Living (Hamble) Ltd	Trading Places (GB) Ltd	Weston Hare Property Management	Zaza Johnson & Bath
The Bain Property Agency	Tredinnick & Bower	Westrope & Lowe Ltd	
The Bath Property Shop Ltd	Treleaven Estates	Westways Estate Agents	
The Brampton Partnership	Tremayne and Belcher	Westwick Properties (Holding) Ltd	
The Castle Mile Group Ltd	Trenchard Aridge Ltd	Westwood Property Services	
The Chancellors Group of Estate Agents	Trend & Thomas	Wetherell	



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