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DRAFT STATUTORY INSTRUMENTS

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**2014 No.**

The Redress Schemes for Lettings Agency Work  
and Property Management Work (Requirement to  
Belong to a Scheme etc) (England) Order 2014

PART 2

Lettings agency work

**Requirement to belong to a redress scheme: lettings agency work**

**3.—**(1) A person who engages in lettings agency work must be a member of a redress scheme for dealing with complaints in connection with that work.

(2) The redress scheme must be one that is—

(a) approved by the Secretary of State; or

(b) designated by the Secretary of State as a government administered redress scheme.

(3) For the purposes of this article a “complaint” is a complaint made by a person who is or has been a prospective landlord or a prospective tenant.