



Consumers, Estate Agents and Redress Act 2007

CHAPTER 17

CONSUMERS, ESTATE AGENTS AND REDRESS ACT 2007

PART 1

THE CONSUMER ADVOCACY BODIES

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- 3 “Consumer” and “consumer matters”
- 4 “Designated consumers”

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- 7 Annual report
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- SCHEDULE 1 — The National Consumer Council
Part 1 — THE CONSUMER ADVOCACY BODIES

Membership

- 1 (1) The Council is to consist of the following members—...

Terms of appointment and tenure of members

- 2 Subject to this Schedule, a member of the Council—
3 (1) The Council may pay, or make provision for paying—...
4 (1) A non-executive member must be appointed for a fixed...
5 (1) A person ceases to be a member of the...
6 Where— (a) a non-executive member ceases to be a member...
Part 2 — STAFF OF THE COUNCIL

The Chief Executive

- 7 (1) The Council is to employ a person as its...

Other staff

- 8 (1) The Council may appoint such other staff, on such...

The Superannuation Act 1972

- 9 (1) The persons to whom section 1 of the Superannuation...

Arrangements for assistance

- 10 (1) The Council may make arrangements with such persons as...
Part 3 — TERRITORIAL, REGIONAL AND OTHER COMMITTEES

Constitution of territorial committees

- 11 (1) A territorial committee is to consist of a chairman,...

Regional committees

- 12 (1) The Council may, with the approval of the Secretary...

Constitution of regional committees

- 13 (1) A regional committee is to consist of a chairman,...

Other committees

- 14 The Council may establish such other committees as it considers...

General provision about committees

- 15 (1) In this paragraph and paragraphs 16 and 17 “committee”...

Terms of appointment etc

- 16 Subject to this Schedule, a member of a committee—
17 (1) The Council may— (a) pay to any non-executive member...
18 (1) A non-executive member of a territorial or regional committee...
19 (1) A person ceases to be a member of a...
20 Where— (a) a non-executive member of a territorial committee ceases...

Part 4 — PROCEDURE ETC

Procedure

- 21 The Council may regulate— (a) its own procedure (including quorum),...
22 The validity of any act of the Council is not...

Delegation

- 23 (1) The Council may authorise— (a) the Council Chairman or...

Application of seal and proof of instruments

- 24 The application of the seal of the Council is to...
25 Any contract or instrument which, if entered into or executed...
26 A document purporting to be duly executed under the seal...

Offices

- 27 (1) The Council must maintain an office in each of...
Part 5 — FUNDING AND ACCOUNTS

Funding

- 28 The Secretary of State may pay the Council out of...
29 (1) Section 8 of the Utilities Act 2000 (c. 27)...
30 In section 39 of the Postal Services Act 2000 (c....
31 (1) After section 39 of that Act insert— Licences and...

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Accounts

- 32 (1) The Council must— (a) keep proper accounts and proper...
Part 6 — STATUS ETC

Status

- 33 (1) The Council is not to be regarded—

Disqualification

- 34 (1) In Part 2 of Schedule 1 to the House...

Freedom of information

- 35 In Part 6 of Schedule 1 to the Freedom of...

Public records

- 36 (1) In Schedule 1 to the Public Records Act 1958...

Parliamentary Commissioner Act 1967

- 37 In Schedule 2 to the Parliamentary Commissioner Act 1967 (c....

Exemption from liability in damages

SCHEDULE 2 — Enforcement of information requirements

Gas Act 1986 (c. 44)

- 1 In section 28 of the Gas Act 1986 (orders for...

Electricity Act 1989 (c. 29)

- 2 In section 25 of the Electricity Act 1989 (orders for...

Postal Services Act 2000 (c. 26)

- 3 (1) The Postal Services Act 2000 is amended as follows....

SCHEDULE 3 — Abolition of consumer bodies: transitional provision

Complaints and investigations functions of Gas and Electricity Consumer Council

- 1 (1) This paragraph applies to— (a) any complaint to which...
2 (1) This paragraph applies to— (a) any complaint to which...

Annual reports of the Gas and Electricity Consumer Council

- 3 (1) After the abolition of the Gas and Electricity Consumer...

Complaints and investigations functions of Consumer Council for Postal Services

- 4 (1) This paragraph applies to any matter which, immediately before...

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Annual reports of the Consumer Council for Postal Services

- 5 (1) After the abolition of the Consumer Council for Postal...

SCHEDULE 4 — Transfer of property etc to Council

Preliminary

- 1 In this Schedule— “transfer scheme” has the meaning given by...

Contents of transfer schemes

- 2 (1) The property, rights and liabilities that may be transferred...
3 A transfer scheme may define the property, rights and liabilities...
4 A transfer scheme may contain supplementary, incidental, transitional and consequential...

Effect of transfers

- 5 (1) On the day appointed by a transfer scheme the...
6 (1) So far as is appropriate in consequence of the...

Staff

- 7 The Transfer of Undertakings (Protection of Employment) Regulations 2006 (S.I....
8 Where an employee of the transferor becomes an employee of...

Chargeable gains: asset to be treated as disposed of without a gain or loss

- 9 For the purposes of the Taxation of Chargeable Gains Act...

Continuity in relation to transfer of intangible assets

- 10 (1) For the purposes of Schedule 29 to the Finance...

Corporation Tax Acts

- 11 So far as it relates to corporation tax, this Schedule...

Modification of transfer schemes after appointed day

- 12 (1) If, after the day appointed by a transfer scheme,...

SCHEDULE 5 — Information relating to compliance with complaints handling standards

- 1 (1) The Gas Act 1986 (c. 44) is amended as...
2 (1) The Electricity Act 1989 (c. 29) is amended as...
3 (1) The Postal Services Act 2000 (c. 26) is amended...

SCHEDULE 6 — Estate Agents' Redress Schemes

- 1 The Estate Agents Act 1979 (c. 38) is amended as...
2 After section 23 insert— Redress schemes Redress schemes (1) The Secretary of State may by order require persons...
3 After Schedule 2 insert— SCHEDULE 3 Redress Schemes Section 23A(10)...
4 After Schedule 3 (as inserted by paragraph 3) insert— SCHEDULE...

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SCHEDULE 7 — Minor and consequential amendments

Estate Agents Act 1979 (c. 38)

- 1 In section 3 of the Estate Agents Act 1979 (prohibition...
- 2 In section 6 of that Act (revocation and variation of...
- 3 In section 30(2) of that Act (orders and regulations to...

Gas Act 1986 (c. 44)

- 4 The Gas Act 1986 is amended as follows.
- 5 In section 4AB (guidance on social and environmental matters), for...
- 6 In section 28 (orders for securing compliance with certain provisions),...

Electricity Act 1989 (c. 29)

- 7 The Electricity Act 1989 is amended as follows.
- 8 In section 3B (guidance on social and environmental matters), for...
- 9 In section 25 (orders for securing compliance), in subsection (6)...

Water Industry Act 1991 (c. 56)

- 10 In Schedule 15 to the Water Industry Act 1991 (disclosure...

Taxation of Chargeable Gains Act 1992 (c. 12)

- 11 In section 35(3)(d) of the Taxation of Chargeable Gains Act...

Postal Services Act 2000 (c. 26)

- 12 The Postal Services Act 2000 is amended as follows.
- 13 In section 44 (review and information), in subsection (5) for...
- 14 In section 61 (forward work programme)— (a) in subsection (1)...
- 15 In section 126 (index of defined expressions), in the entry...
- 16 (1) Schedule 7 (disclosure of information) is amended as follows....
- 17 In Schedule 8 (amendments of enactments), in paragraph 10 for...

Utilities Act 2000 (c. 27)

- 18 The Utilities Act 2000 is amended as follows.
- 19 In section 4 (forward work programmes)— (a) in subsection (1)...
- 20 In section 105 (general restrictions on disclosure of information)—

Warm Homes and Energy Conservation Act 2000 (c. 31)

- 21 In section 2 (strategy relating to fuel poverty) in subsection...

Criminal Justice and Police Act 2001 (c. 16)

- 22 In the Criminal Justice and Police Act 2001 —

Housing Act 2004 (c. 34)

- 23 (1) The Housing Act 2004 is amended as follows.

SCHEDULE 8 — Repeals

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Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(a\)](#)
- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(b\)](#)