

**2008 No. 1712**

**ESTATE AGENTS**

**The Estate Agents (Redress Scheme) Order 2008**

*Made* - - - - - *28th June 2008*

*Laid before Parliament* *1st July 2008*

*Coming into force* - - - *1st October 2008*

The Office of Fair Trading has approved a redress scheme pursuant to Schedule 3 to the Estate Agents Act 1979(a) and the Secretary of State makes the following Order in exercise of the powers conferred by section 23A of that Act.

**Citation and Commencement**

1. This Order may be cited as the Estate Agents (Redress Scheme) Order 2008 and shall come into force on 1st October 2008.

**Requirement to belong to an approved redress scheme**

2. Every person who engages in relevant estate agency work shall be required to be a member of an approved redress scheme.

28th June 2008

*Gareth Thomas*  
Parliamentary Under Secretary of State for Trade and Consumer Affairs  
Department for Business, Enterprise & Regulatory Reform

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(a) 1979 c.38. Section 23A and Schedule 3 were added by Schedule 6 to the Consumers, Estate Agents and Redress Act 2007 c. 17.

## **EXPLANATORY NOTE**

*(This note is not part of the Order)*

This Order requires every person who engages in estate agency work in the United Kingdom in relation to residential property to be a member of an approved redress scheme for the purpose of dealing with complaints relating to that work. Before such an Order can be made the Office of Fair Trading must have approved one or more redress schemes pursuant to Schedule 3 to the Estate Agents Act 1979, and details of every approved scheme are available on the Office of Fair Trading website ([www.offt.gov.uk](http://www.offt.gov.uk)). “Estate agency work” is defined in section 1 of that Act and “residential property” is defined in section 23C.

An Impact Assessment in respect of this Order is available and a copy can be obtained from the Department for Business, Enterprise & Regulatory Reform or from its website at [www.berr.gov.uk](http://www.berr.gov.uk)

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