

This is to certify that  
**AFFINITY**

Membership No: PRS002757

is a member of the

# PRRS

Property Redress Scheme

Membership Start Date: 23/11/2019 Membership Expiry Date: 21/11/2020

  
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Sean Hooker - Head of Redress

Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH  
Telephone: 0333 321 9418 Email: [info@thprps.co.uk](mailto:info@thprps.co.uk)

Authorised by



Ministry of Housing,  
Communities &  
Local Government

[www.communities.gov.uk](http://www.communities.gov.uk)

**NATIONAL  
TRADING  
STANDARDS**

Estate Agency Team

Protecting Consumers  
Safeguarding Businesses

Your Agent is a Member of the

**PRS**

Property Redress Scheme



If you have been unable to resolve your formal complaint with your Agent, then you can visit our website and lodge a complaint

**Before raising a complaint, make sure you have:**

1. Sent a Formal Complaint to your Agent
2. Waited a minimum of 8 weeks for the Agent to investigate and resolve
3. Contacted the Scheme within 12 months of the incident

The Property Redress Scheme is a government authorised Consumer Redress Scheme for Lettings, Property Management and Estate Agents and other Property Professionals

☎ 0333 321 9418  
✉ [info@theprs.co.uk](mailto:info@theprs.co.uk)  
www [.theprs.co.uk](http://.theprs.co.uk)  
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