

“BPF Residential Members to provide redress scheme

Residential Members of the British Property Federation (BPF) will be required to be a member of a registered redress scheme under its new code of conduct. This will require those BPF members to comply with certain standards above and beyond the legal minimum together with having in place an internal complaints procedure and being a member of an external redress scheme such as the Housing Ombudsman Service. So far six large institutional Landlords have signed up to the scheme. This move follows on from the Government commissioned Rugg Review which called for an improvement in standards in the residential property sector.

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If you require further information please contact David Whitney on 020 8735 9783 or dw@hpwsolicitors.co.uk.

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