

# Terms of Business

Tenant Finding, Rent Collection and Management Service



Property Address:

## Introduction Section

You are going to appoint Eastbourne Lettings as your agent in connection with the letting of the property referred to in the Letting Authority and therefore you must read and understand our Terms of Business which will form a contract between you as our Client and Eastbourne Lettings Ltd. This contract will be binding upon both of us.

These Terms of Business contain various words, which have specific meanings and the definitions are set out in Clause 1. These definitions may extend ordinary meanings of words, so please read these carefully.

In return for our services, whether letting or reletting, rent collection or management services, you will pay the fees based on the rates set out in the Letting Authority and Terms of Business.

### Fees and Renewal Fees

You should particularly note that the fees for letting and management (including renewal of tenancies) are payable not only for the initial period of the Tenancy but also for the whole length of time that the Tenant introduced by us, or the occupant as defined, remains in occupation of the property.

Therefore, please read our Terms of Business and Letting Authority thoroughly before signing the form as part of the contract between us.

Landlord signature:

Date:

## 1. Definitions

These Terms of Business, Letting Authority and the following expressions shall have the following meanings;

- 1.1 **Agent** means Eastbourne Lettings Ltd and the successors in title and assigns.
- 1.2 The **Client** and/or Landlord means any person or persons signing this Agreement are entitled as owners to let the Property and they are successors in title and assigns.
- 1.3 The **Property** means the Property being let, any part of it (Including all fixtures and fittings, any garage, garden or parking space).
- 1.4 **Tenant** means any person or entity named on the Tenancy Agreement and introduced to the property by Eastbourne Lettings Ltd.
- 1.5 **Occupant** means the person occupying the property including the Tenant.
- 1.6 **Tenancy** includes any period of the Tenancy, extension, renewal or holding over period or any statutory periodic Tenancy.
- 1.7 **Tenancy Agreement** means the written contract between the Landlord and Tenant in respect of the property.
- 1.8 **Terms of Business** means the Introduction Section, The Letting Authority, and these Terms of Business which form the contract between the Client and the Agent.
- 1.9 **Rent** means the amount payable by the Tenant for the property specified in the Tenancy Agreement.

## Deposits

- 1.10 **Tenancy Deposit** means money held by the government's approved scheme under the terms of the Housing Act (2004) secured against the Tenant's obligations and liabilities in accordance with the Tenancy Agreement.
- 1.11 **Relevant Person** means the person who paid the Tenancy Deposit or any part of it on behalf of the Tenant.
- 1.12 **Statutory Time Limit** means the time limit set out in the Housing Act (2004) (as amended) in which the initial requirements of the Scheme must be met and Prescribed Information must be provided to the Tenant and any relevant person.

1.13 **Member** means Eastbourne Lettings is a member of the Dispute Service Ltd and/or any other Deposit Protection Scheme approved in accordance with the Housing Act (2004).

1.14 **Scheme** means an authorised Tenancy Deposit Protection Scheme (set up in accordance with the Housing Act 2004) and operated under a service concession agreement with the government administered by the Dispute Service Ltd.

1.15 **The Dispute Service Ltd** means the Scheme currently used by the Agent in accordance with the Housing Act 2004 to safeguard the Tenancy Deposit and the resolution of Tenancy Deposit disputes.

The Dispute Service Ltd

PO Box 1255

Hemel Hempstead

Hertfordshire

HP1 9GN

Telephone 0300 037 1000

(01442) 213193

E mail: [deposits@tenancydepositscheme.com](mailto:deposits@tenancydepositscheme.com)

1.16 **Inventory** means the written report of the contents of the schedule of conditions of the Property.

1.17 Utilise the services of the Inventory Clerks nominated by Eastbourne Lettings for the compilation of the Inventory and Schedule of Condition at the commencement of the Tenancy and the completion of the Check Out at the end of the Tenancy.

1.18 Comply on a timely basis with all the Landlord's obligations as set out in the Tenancy Agreement between the Landlord and the Tenant.

## 2. Preliminary Matters

The Client agrees with the Agent as follows;

- 2.1 That all furniture or furnishings in the Property comply with the Furniture and Furnishings (Fire Safety) Regulations Act 1993 (Fire Regulations) as amended. All non-compliant furniture and furnishings will be removed by the Client from the property prior to the commencement of any Tenancy. The Agent may store, dispose of, at the Client's expense, any non-compliant items of furniture and furnishings remaining in the Property.

- 2.2 That the Client will comply with the terms of the Gas Safety (Installation and Use) Regulations 1998 and where there is a supply of gas to the Property then and all pipe work and appliances are safe and have been subject to a gas safety inspection by a Gas Safe registered engineer. The Client agrees to provide the Agent at least five working days prior to the commencement of the Tenancy or five working days prior to the expiry of the current record a copy of the current valid Gas Safety Record. The Client further agrees that he will carry out all works required under the terms of the Record. If no Gas Safety Record is produced the agent will arrange the Gas Safety Check at the Client's expense and will carry out all recommended works on their behalf. The Client acknowledges that the Gas Safety Check must be undertaken annually.
- 2.3 That all electrical wiring in the Property and appliances to be included in the letting are safe and the property complies with the terms of the Electrical Equipment (Safety) Regulations (1994) the Health and Safety at Work Act 1989, the Plugs and Sockets (Safety) Regulations 1994 and Part P, Part G and all other relevant sections of the Building Regulations.
- 2.4 That the Client will comply with the requirements of the Housing Health and Safety Rating System and will promptly undertake all required remedial works and repairs to ensure compliance with all categories 1 and 2 Hazards noted under the HHSRS regulations.
- 2.5 That the Client will provide the Agent with a response in writing together with funds where applicable within fourteen days of being notified by the Agent of a receipt of a request from the Tenant for maintenance works. The Client accepts full responsibility for any remedies available to the Tenant under this Act as a result of any failure to comply with his obligations under HHSRS Regulations.
- 2.6 That the Client will provide fully functioning and tested smoke alarms located on each floor of the Property and these will comply with the requirements of the legislation relating to the management of Houses in Multiple Occupancy and with all relevant Building Regulations.
- 2.7 That the Client will provide where the property has gas or solid fuel appliances or heating system, fully functioning and tested carbon monoxide detectors.
- 2.8 That all equipment and items in the Property comply with the European standards EN1250, EN14179 and EN14449 with respect to safety glazing and that all glazing fitted in critical locations is safe.
- 2.9 That the Client will comply with any legislation that may be introduced at any time in the future relating to residential lettings.
- 2.10 That the Agent will take all necessary precautions to ensure that the Client will comply with all current and future statutory obligations and safety legislation and all costs incurred will be payable by the Client and that the Client will ratify whatever the Agent should do in the performance of their service and to indemnify them against the costs, claims, payments and expenses incurred by them on the Client's behalf.
- 2.11 That written consent of any Mortgagee, Superior Landlord or Freeholder of the Property to the letting has been obtained and this consent will be produced to the Agent upon request.
- 2.12 That the accounts for the telephone, broadband and Council Tax or any replacement thereof have been paid and all electricity and water meters are read and the accounts are settled prior to the commencement of the tenancy.
- 2.13 The Landlord agrees in the absence of any working television aerial at the Property to meet the cost of the professional installation and maintenance of such an aerial in order that the Tenant may receive standard free to view television provided that the installation of such an aerial is permitted on the Property or the building and is accordance with any relevant planning regulations imposed by the local authority.
- 2.14 That the Agent will not pay any block management for maintenance fees on behalf of the Client unless the Client has agreed and arranged for the relevant demand to be received by the agent and sufficient funds are held by them.
- 2.15 That the Agent will not be responsible for the content of any room or storage area locked by the Client. No items of a combustible or inflammable nature or non-compliant items of furniture or furnishings can be stored in any locked area.
- 2.16 The water stopcock, gas shut off valve and electricity main switch must be accessible at all times.
- 2.17 That the Client will undertake responsibility for the control of legionella bacteria in hot and cold water systems in the property.

- 2.18 That the property is covered by buildings and contents insurance appropriate for a let property.
- 2.19 That the Agent is not responsible for renewing either buildings or contents insurance on behalf of the Client.
- 2.20 That unless otherwise instructed in writing by the Client, at the end of any Tenancy, the Agent will offer the property for re-letting.
- 2.21 That these Terms of Business will apply to all subsequent tenancies until superseded by any new Terms of Business introduced and notified by the agent.
- 2.22 That should the Client withdraw his agreement previously given, any proposed Tenancy introduced by the Agent provided that the Tenants references are acceptable, the Client will pay to the Agent the reasonable expenses incurred as a result work carried out in good faith and on the Clients instructions.
- 2.23 That the Agent is not responsible for any deficiency, loss, damage or injury to the property, its fixtures, fittings and contents caused by the Tenant or third-party.
- 2.24 That the Agent is not responsible for the property either before the commencement or after termination of the Tenancy, whether or not the Agent holds a key.
- 2.25 That the Agent is not responsible for the management of any areas which constitute common parts.
- 2.26 That the Agent is not liable for any rent or other liabilities paid by the Tenant.
- 2.27 That the Agent is not liable for any costs, outgoings or expenses properly incurred on behalf of the Client whilst carrying out duties on the Clients behalf in accordance with the Terms of Business and the Letting Authority.
- 2.28 That the property complies with the Energy Performance of Buildings Certificates and Inspections Regulations (2007) and the Energy Act (2011) and indemnifies the Agent against all costs incurred by the Agent in the procurement of an Energy Performance Certificate.
- 2.29 The Client will inform the Agent if the Green Deal Plan has been proposed or to be entered into.
- 2.30 To complete and return the Property Information Form prior to any letting period and that all

the information the Client has provided to the Agent is correct to the best of their knowledge and belief. In the event that the Client provides incorrect information or fails to provide up-to-date and current information which causes the Agent to suffer a loss, or causes legal proceedings to be undertaken. The Client agrees to reimburse and compensate the Agent all losses suffered.

- 2.31 That should the provisions of the Immigration Act (2014) apply to any Tenancy the Agent will obtain the necessary identification from the prospective Tenant to ensure they are a relevant National or have the Right to Rent the property to insure compliance with legislation.
- 2.32 That planning permission and/or a certificate of lawful development has been obtained under the Town and Country Planning Order (2010) should the Property as a result of any proposed Tenancy be subject to a material change of use from class 3 to a class 4 for dwelling.

### **3. Tenant Finding and Rent Collection Service**

The Agent will carry out and organise the following services;

- 3.1 Visit the property to assess its letting potential, give appropriate advice and recommendations to the Client.
- 3.2 Market the property as necessary by advertising, photographs, internet uploads and boarding.
- 3.3 Arrange appointments for and introduce prospective Tenants to the property and undertake all negotiations.
- 3.4 Undertake thorough reference checks by any referencing means or services the Agent chooses to use.
- 3.5 Prepare and execute the Tenancy Agreement. It will be necessary for you as a Landlord to sign the actual Tenancy Agreement. If, however due to illness, holiday or any other reason that stops you from being able to do this in time, you give us your consent as your Agent to sign on your behalf. This will ensure that there are no delays for the proposed Tenancy and reduce the possible risk of Tenants pulling out at the last minute due to concerns over delays.
- 3.6 Prepare an Inventory and Schedule of Conditions. The Agent will only use an inventory that is compiled by them or their representatives and will not include household plants, garden plants,

trees, consumable goods and the contents of lofts, attics and cellars.

- 3.7 Conduct a Pre-Tenancy Inventory, check and endeavor to take appropriate meter readings. The Client acknowledges that the Agent is not responsible for any failure of the utility water and sewage provider to arrange the transfer of such accounts at the commencement and/or at the end of the Tenancy.
- 3.8 Receive rent, prepare BACS payments, rent income statement and forward such statements to the Client via electronic mail remitting the rent monthly by BACS to a Client when advance rent payments have been received.
- 3.9 Chase all late rent payments by way of contacting the Tenant, make all reasonable means of communication available which may include all or any of the following, verbally via telephone, SMS text messaging, electronic mail and letter.
  - 3.9.1 Inform and advise the Client on the state of any late rental payments and action being taken to receive any such outstanding payments.
- 3.10 Receive, hold and release Tenancy Deposit in accordance with Housing Act (2004).
- 3.11 Check out the Tenant at the end of the Tenancy and prepare a checkout report.
- 3.12 In cases of emergency only, instruct a contractor and arrange repairs on behalf of the Client.

#### **4. Renewal Service**

Prior to the expiry of the Tenancy the Agent will;

- 4.1 Contact the Client to advise and seek instructions with respect to either proceeding to negotiate to renew or to extend the term or to issue notices to the Tenants to quit or deliver possession of the property. The Agent will then proceed in accordance with the Clients instructions.
- 4.2 To contact the Tenant to endeavour to find out whether the Tenant will be vacating at the end of the term or seeks an extension or renewal of the term.
- 4.3 Where the Client and the Tenant seek to renew the term the agent will negotiate and grant, extend or renew the Tenancy and sign and execute the Tenancy Agreement on behalf of the Client and vary any clauses or provisions including appropriate rent levels or grant any approvals to the Tenant pursuant to any clauses

in the Tenancy Agreement.

- 4.4 The Agent will provide either the Tenant Finding and Rent Collection Service or Management Service for the renewed or extended term in accordance with the type of service agreed at the commencement of the Tenancy.

#### **5. Management Service**

The Agent will carry out and organise the following services;

- 5.1 Those services set out in clause 3 and 4 of the Tenant Finding, Rent Collection and Renewal Services detailed above.
- 5.2 Handle all reported faults in the property and any content noted on the property as listed on the Inventory by instructing a contractor with the appropriate qualifications as necessary to repair as appropriate.
- 5.3 Notify the Client save in emergencies if the cost of any repair replacement is likely to exceed £150 plus VAT on any one occasion.
- 5.4 Project manage on behalf of the client any major works exceeding £500 plus VAT at a fee of 10% plus VAT of the contractor's invoice.
- 5.5 The Agent will not be responsible where a contractor is instructed on the Landlord's behalf, for any negligence or damages caused to the property or its contents by the contractor.
- 5.6 Regularly visit the property to monitor the Tenant in respect of their contractual obligations and at each visit walk through the property (lofts and cellars excluded) to ensure that there are no obvious defects or irregularities, structural defects excluded. Visits by the agent do not constitute any form of survey.
- 5.7 Provide a report following each property visit.
- 5.8 Pay on the Clients behalf and when instructed specifically in writing, (provided the agent has sufficient funds) all expenses payable in respect of the property excluding mortgage payments.
- 5.9 In particular provided the Agent has sufficient funds to pay contractors for providing services and or carry out works to the property on behalf of the Client, it is agreed that Eastbourne Lettings may retain any rebate or discount paid that is allowed by the contractor.
- 5.10 Provide the Management Service during the term of the Tenancy only. The Client acknowledges

that the service is not available during any void period. Any vacant property service is to be agreed in writing between the Client and Agent subject to the agreed charges.

- 5.11 The Agent will not be responsible if the Client instructs a contractor direct to carry out any work to the property and the Client acknowledges that the Agent is not liable for any negligence or breach of contract or damage caused by that contractor. By wishing to instruct your own contractors you agree and accept that there will be no liability/responsibility against Eastbourne Lettings to the quality or standard of the workmanship or completeness of the same. This also applies to any delays caused by using your own contractors together with any monetary claims of compensation from the Tenants due to delays. It will be the responsibility of the Landlord to check and ensure that the contractor has the appropriate professional qualifications and valid public liability insurance policy in force at the times of the works be performed by the contractor.

## **6. Agent's Authority**

The Client expressly authorises the Agent to act on the Clients' behalf but at the sole discretion of the Agent as follows;

- 6.1 Demand and use all reasonable and legal endeavours to recover from the Tenants all rents and monies payable to the Agent and reserves the right to instruct a solicitor or other professional advisor on the Clients behalf and at the Clients costs.
- 6.2 Upon receipt of the Clients written instructions and the Clients expense commence and defend any legal proceedings for any purpose necessary to recover arrears or preserve the Clients' rights and property.
- 6.3 Grant, renew and extend Tenancies in respect of the property and sign and execute Tenancy Agreements on behalf of the Client and vary any clauses or provision, decide appropriate levels of Rents and to grant any approvals to the Tenant pursuant to any clauses in the Tenancy Agreement.
- 6.4 Upon receipt of the Client's written instructions, we will instruct a solicitor, on your behalf, to give notice to Tenants either to quit, deliver possession, or terminate rights of occupation or to remedy any breach of the Tenancy Agreement and also to accept surrenders of any Lease or Tenancy.

- 6.5 Warn off, prohibit and if necessary, upon receipt of the Client's written instructions and at the Client's cost take court proceedings against all trespassers at the property.

- 6.6 Arrange the cleaning to a professional standard and or disinfect the property and tidy the garden (if applicable) prior to the commencement of the Tenancy and if appropriate the Client will be responsible for any costs thus incurred.

- 6.7 In general and for the purposes of Tenant Finding, Rent Collection and Management perform every act usually performed by the Letting or Managing Agent to the same extent as the Client could so do.

- 6.8 In the event that the Client has a balance on the Client's account in respect of a Property but owes money to the Agent in respect of another property then the Client expressly authorises the Agent to transfer appropriate sum between such accounts in order to make up a deficit.

## **7. Tenancy Deposits and Letters of Guarantee**

- 7.1 Where the Tenancy is on Assured Shorthold and the Agent is instructed by the Client to hold the deposit then it will be dealt with in accordance with government authorised Tenancy Deposit Protection Scheme.

- 7.2 The Agent is a member of the Tenancy Deposit Protection Scheme administered by the Dispute Service Limited.

- 7.3 Where an Assured Shorthold Tenancy deposit is received on the Client's behalf the Agent will serve this prescribed information and comply with the initial requirements of the Tenancy Deposit Scheme unless prior written instruction to the contrary is provided before the deposit is received.

- 7.4 If the Agent does not receive written instructions from the Client that the Client will protect the deposit then the Agent will protect the Tenancy Deposit under the terms of the Tenancy Deposit Scheme and the Agent will then comply with the rules of that scheme which means that the Agent will not be able to act on the Client's instructions with regard to the deposit if such instructions conflict with the Tenancy Deposit scheme rules.

- 7.5 Should the Client not require the Agent to protect the Deposit then it is the responsibility of the Client to protect it as required by law. A valid notice under section 21 of the Housing Act 1988 cannot

be served on the Tenant whose deposit is not protected and a Tenant or any relevant person may apply through the courts for compensation of at least the amount of the deposit and up to three times the deposit if a Landlord or someone acting on the Landlords behalf fails to give the prescribed information together with the initial scheme information within the statutory time limits or notifies the Tenant or Relevant Person that the deposit has been protected but confirmation of the protection cannot be obtained from the scheme.

7.6 At the end of the Tenancy covered by the Tenancy Deposit Protection Scheme;

7.6.1 If there is no dispute the Agent will keep any amounts agreed as deductions where expenditure has been incurred on behalf of the Client or, repay the whole or balance of the deposit according to conditions of the Tenancy Agreement with the Landlord and Tenant. Payment of the deposit will be made within 10 working days of receipt of the written consent of both parties.

7.6.2 If there is a dispute about the distribution of the Tenancy Deposit at the end of the Tenancy you, the Client, as Landlord must use reasonable efforts to reach a sensible resolution to the dispute as soon as practicable after the Tenancy ends.

7.6.3 If the Tenant requests the repayment of some or all of the deposit and the Agent does not do so within 10 days from and including the date of the Tenants request then the Tenant can notify the Tenancy Deposit Scheme and will then require payment of the disputed amount to be made to them within 10 days

7.6.4 If the Agent protects the deposit with the Tenancy Deposit Protection Scheme on behalf of the Client the Agent is authorised to pay to the scheme as much of the deposit as the scheme requires.

7.6.5 If the Tenants claim is referred to the Tenancy Deposit Protection Scheme for alternative dispute resolution the scheme must be informed within 10 working days from the date of the Scheme's communication whether a submission for alternative dispute resolution will be made. If the scheme does not receive a response by the deadline, the scheme will proceed as if such consent has been received.

7.6.6 The statutory rights of either you the Client as Landlord or the Tenant(s) to take legal action

against the other party remains unaffected.

7.7 The Client warrants that all the information provided to the Agent is correct to the best of his knowledge and belief. In the event that the Client provides incorrect information to the Agent, which causes the Agent to suffer loss or causes legal proceedings to be taken, the Client agrees to reimburse and compensate the agent for all losses incurred.

7.8 The Client acknowledges where a dispute has been adjudicated by the Dispute Service Ltd in favour of the Client then all monies paid in settlement will be forwarded to the Agent to be credited to the Client's account.

7.9 The Agent reserves the right to change the Tenancy Deposit Protection provider to any other Scheme approved in accordance with the Housing Act (2004). In the event that any such change occurs, any reference to the Dispute Service noted herein will apply to any appointed protection provider.

7.10 The Client acknowledges that they are responsible and accountable to the Tenant for the Tenancy Deposit.

7.11 Where the Tenancy is supported by a letter of guarantee or is a non-Housing Act Tenancy, it will fall outside the remit of The Dispute Service Ltd.

7.12 The Client acknowledges that the Agent is unable to instruct contractors following a check out unless agreement has been received from the Tenant to use the Tenancy Deposit.

## **8. The Finance Act 1995 and Tax**

8.1 The Agent will notify HM Revenue and Customs of all Clients who have let a property in the UK during the year and the amount of gross rent received.

8.2 The Client agrees to declare to HMRC any profit made from letting a property in the UK.

8.3 The Client agrees to disclose to the Agent their residency status and current residential address and will immediately inform the Agent should they move abroad or their residency status changes and there is a change of address.

8.4 Where the Client is living overseas the Agent will deduct tax at the prevailing rate and pay it to HM Revenue and Customs quarterly unless the Client has the appropriate approval to receive rent income gross.

- 8.5 The Agent will cease deducting tax from a non-resident landlord on receipt from the HM Revenue and Customs of the appropriate certificate to pay rent income gross.
- 8.6 The Client indemnifies the agent against all payment of tax, interest thereon or penalties levelled on the agent with respect to any Client tax liability resulting from the let property.

## **9. (GDPR) General Data Protection Regulations**

- 9.1 Information supplied by you will be held in accordance with the General Data Protection Regulations (GDPR) (EU 2016/679) and any UK national implementing laws and or any UK legislation, secondary legislation, regulations as may be implemented, amended updated from time to time. This information may be used or shared with utility providers, utility notifies, legal advisers, contractors, any other interested third party with a legitimate interest, HM Revenue and Customs or any person investigating a crime. Any party is entitled to ask for a copy of any information held. Information may be amended upon request if it is found to be incorrect.
- 9.2 The Client acknowledges that data may be held outside of the European Union.
- 9.3 Should the Client retain or store any personal information data on the Tenant then this must be held securely in line with GDPR and may require the Client to register with the Information Commissioner's Office Please contact the ICO directly to clarify.

## **10. Proceeds of Crime Act 2002 and Money Laundering Regulations 2007**

- 10.1 The Client is required, in accordance with the Money Laundering Regulations 2007, to provide two original forms of identification for each owner. One document should contain photographic evidence identification being either a UK or European passport or UK/EU driving licence and one document should provide proof the Clients current address within the last three months such as a copy of the utility bill or bank account. Certified copies of these documents will be held by the agent.
- 10.2 In accordance with the Proceeds of Crime Act 2002 the Agent will report to the National Crime Agency any occasion where the Agent suspects or has reasonable grounds to suspect, that the

Client or any person acting on behalf of the Client has benefited either directly or indirectly from any proceeds of crime or has engaged or been associated with money laundering as defined by the Money Laundering Regulations 2007 or any replacement thereof.

## **11. Preparation for Letting**

The Client agrees that the Property, garage and garden (if any) will be handed over to the Agent for letting in safe condition, with all personal items removed. The property will be cleaned to a professional standard and the garden in a neat and tidy condition.

## **12. Keys**

The Client agrees that the Agent will arrange for copies of keys and the Client's expense to provide a minimum of three complete sets

## **13. General**

- 13.1 No third-party shall have any rights under or in connection with these Terms of Business by virtue of the Contract (Rights of Third Parties) Act 1999 unless specifically stated in the Terms of Business. This means that only the Landlord, and the Landlord's successors in title, and the Agent will have the rights of these Terms of Business.
- 13.2 If any provision in these Terms of Business is found by any court to be unenforceable (whether in whole or any part) they will not affect the remainder of the provisions of these Terms of Business which shall remain in full force and effect.
- 13.3 The Client acknowledges that wherever possible the Agent will endeavour to use electronic mail as the preferred method of communication.

## Complaints Procedure

Eastbourne Lettings aims to provide the highest standard of service to all landlords and tenants, but to ensure that your interests are safeguarded we offer the following:

If you believe you have a grievance, please write in the first instance to Miss Sally Mooney at the address below:

Eastbourne Lettings  
22 Church Street  
Eastbourne  
BN211HS

The grievance will be acknowledge immediately, investigated thoroughly in accordance with established 'in-house' procedures and a reply sent to the complainant within seven working days of receipt of the letter.

If the complainant is dissatisfied with the result of the internal investigation, please contact Mr Christopher Mooney, Director of Eastbourne Lettings.

The grievance will be investigated by Mr Mooney and a reply sent to the complainant within 14 working days.

If we fail to address or resolve the issues within an eight-week period, then you contact The Property Ombudsman.

If both parties agree or the issue is deadlocked the complaint can be taken directly to The Property Ombudsman at any time in the eight-week period.

Contact Details of The Property Ombudsman  
Milford House,  
43 45 Milford Street,  
Salisbury,  
Wiltshire,  
SP1 2BP.

Telephone number: 01722 333306

E mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)