
Annual Report and Resource Accounts 2007-08 – Annexe A of HC836

Consumer law casework 1 April 2007 to 31 March 2008 – excluding consumer credit

Consumer Protection (Distance Selling) Regulations 2000 (DSRs)

Complaints and enquiries dealt with by Consumer Protection Group: 33

Control of Misleading Advertisements Regulations 1988 (CMARs)

Complaints and enquiries dealt with by Consumer Protection Group: 5

Undertakings:

<i>Date</i>	<i>Company/individual names</i>
15 June 2007	flythomascook (a trading name of Thomas Cook Tour Operations Limited)
18 June 2007	Flybe Limited
19 June 2007	bmibaby
19 June 2007	easyJet plc
20 June 2007	Globespan Airways Limited
20 June 2007	Jet2.com Limited
25 June 2007	Germanwings
25 June 2007	Wizz Air Hungary Kft

*All the above undertakings were given under both CMARs and the Consumer Protection Act 1987

Enterprise Act 2002

Complaints and Enquiries dealt with by Consumer Protection Group: 9

Undertakings to the High Court:

<i>Date</i>	<i>Company/individual names</i>	<i>Underlying Legislation</i>
11 June 2007	Media Age Group Ltd	CMARs, LAA
11 June 2007	Lyndon Major	CMARs, LAA
15 November 2007	MB Designs (Scotland) Ltd	Supply of Goods and
	Services Act 1982	
15 November 2007	Martin Black	Sale of Goods Act 1979
16 November 2007	Paul Bett	UTCCRs
19 December 2007	Wesley Beagley	CMARs

Enforcement Orders:

11 October 2007	Heaven Communications Ltd	CMARs, LAA
11 October 2007	John Timothy Kitching	CMARs, LAA
11 October 2007	Alixandra Faye Thornton	CMARs, LAA

Undertakings:

<i>Date</i>	<i>Company/individual names</i>	<i>Underlying Legislation</i>
22 May 2007	Book Club Associates	CMARs
24 May 2007	Book Club Associates Ltd	CMARs
24 May 2007	Book Club Trading Ltd	CMARs
24 May 2007	Mr George Saul	CMARs
22 August 2007	Solar Technik	CMARs, TCCRs, Supply of
		Goods and Services Act
		1982, Misrepresentation Act
4 September 2007	Agence De Marketing Applique	CMARs
31 October 2007	Purely Creative Ltd	CMARs
31 October 2007	McIntyre & Dodd Marketing Ltd	CMARs
31 October 2007	Dodd Marketing Ltd	CMARs
31 October 2007	Strike Lucky Games Ltd	CMARs
31 October 2007	The Winners Club Ltd	CMARs
31 October 2007	Adrian John Williams	CMARs
31 October 2007	Catherine Cummings	CMARs
31 October 2007	Wendy Elaine Ruck	CMARs
31 October 2007	Andrew Vrionides	CMARs
17 March 2008	Platte International Ltd	UTCCRs, DSRs
17 March 2008	Micro Bill Systems Ltd	UTCCRs, DSRs
17 March 2008	Ashley Trevor Bateup	UTCCRs, DSRs
18 March 2008	Mark Webb	UTCCRs, DSRs

Unfair Terms in Consumer Contracts Regulations 1999

Complaints and enquiries dealt with by Consumer Protection Group: 113

Undertakings under Regulation 10 (3):

<i>Date</i>	<i>Company/individual names</i>	
* 22 February 2007	Tecaz Ltd	(This case closed on 12 April 2007)
* 22 March 2007	Time for You	(This case closed on 12 April 2007)
** 9 May 2007	Dabs.com plc	
13 August 2007	Warmroof Systems Ltd	
9 October 2007	Liberty Living Plc	

* These two cases were closed in the financial year 1 April 2007 – 31 March 2008, but their undertakings pre-date this and were not included in the previous year's Annual Report.

** This undertaking was also given under DSRs.

Estate Agents Act 1979

Between 1 April 2007 and 31 March 2008 the OFT's Adjudicators (those appointed by the OFT to act on its behalf) notified nine people that the OFT was considering issuing Prohibition Orders against them. There were also sixteen proposals to issue a Prohibition Order in parallel with proposals to issue a Warning Order.

Eleven Prohibition Orders and three Warning Orders were made during the period, two of the Prohibition Orders being subject to appeal. Eleven Prohibition Orders have come into force during this period. Three people received a favourable determination allowing them to continue doing estate agency work following a proposal to issue a Prohibition Order against them and two people received a favourable determination allowing them to continue doing estate agency work following a proposal to issue a Prohibition Order in parallel with proposals to issue a Warning Order.

From 3 May 1982, the date the Act came into force, up to 31 March 2008, a total of 303 people have been prohibited from doing estate agency work under the Act. When a notice of proposal has been issued against an individual the OFT may, in lieu of making a Prohibition Order, accept undertakings from that person not to engage in estate agency work. During the period of the report, one such undertaking was accepted. The total number of undertakings accepted under the Act since 3 May 1982 is 90.

Determinations under the Estate Agents Act

<i>Date of Determination</i>	<i>Date order due to come into force</i>	<i>Case title</i>	<i>Type of order</i>
9 March 2007	10 April 2007	Leslie Pattison	Prohibition
19 March 2007	14 April 2007	Janice Griffiths	Prohibition
13 June 2007	11 July 2007	Martin Levy	Warning
30 May 2007	27 June 2007	Azad Azam	Prohibition
30 May 2007	27 June 2007	Sheena Khan	Prohibition
24 August 2007	21 September 2007	Azim Malook	Prohibition
24 August 2007	21 September 2007	Andrew Farquharson	Warning
7 September 2007	13 March 2007	Quay Homes	Prohibition
7 September 2007	13 March 2007	Carlo Ykhlef	Prohibition
7 September 2007	13 March 2007	Lucy Lloyd	Prohibition
31 October 2007	28 November 2007	Kamran Khan	Prohibition
5 December 2007	2 January 2008	David Estall	Warning
7 December 2007	5 January 2008	Gurcharon Singh	Prohibition
25 January 2008	22 February 2008	Shazad Jahan	Prohibition

Determinations where an appeal was pending on 31 March 2008

<i>Date of determination</i>	<i>Name</i>
05 December 2007	Lloyds Residential Property Services Ltd
05 December 2007	Patrick French

Please note that most complaints and enquiries are now dealt with by the OFT's Enquiries and Reporting Centre. The Consumer Protection Group only deals with the most complex complaints and enquiries regarding consumer law.