
OFT approval of estate agents redress schemes

Application for approval

Additional information to be submitted by all applicants together with your completed application form

Information requirements

- The constitution (for example Memorandum and Articles of Association), place of business and ownership of the redress scheme.
- Details of current membership, and the arrangements by which a person may become, and cease to be, a member.
- The scheme's latest annual report and accounts and management accounts (if any). In the case of a newly established scheme for which accounts are not available, a detailed business plan showing projected cash flows and financing plans should be provided.
- Biographical details of the scheme's senior officers and the ombudsman and details of any unspent convictions against them.
- Any recent annual or periodic reports issued.
- Any code of practice which the scheme has promoted.
- Any other regulatory arrangements including other redress arrangements for which the applicant is responsible (note that the Consumers, Estate Agents and Redress (CEAR) Act Schedule 6 23A (7)(b) allows for an approved redress scheme to operate a

wider redress scheme for those members who have voluntarily accepted that jurisdiction).

- Any other evidence or argumentation the applicant wishes to submit in support of its case.