

## 1.0 INITIAL TERMS

### 1.1 TERMS OF APPOINTMENT

1.1.1 We will require your written confirmation of instructions to proceed with a letting. Upon receipt of such confirmation, we will be able to sign the tenancy agreement and associated notices on your behalf if necessary.

### 1.2 ANTI MONEY LAUNDERING REGULATIONS

1.2.1 Stanford Estates is subject to the Money Laundering Regulations 2007. As a result, we will need to obtain and hold evidence confirming your identity and proof of your home address. We are unable to proceed with any instruction until we are in receipt of this information and have completed a satisfactory AML check.

### 1.3 PROOF OF OWNERSHIP

1.3.1 Stanford Estates will require proof of ownership of the property to be rented out. i.e. current mortgage statement or title deeds.  
1.3.2 Should the landlord not provide the above proof of ownership; Stanford Estates will charge for carrying out a Land Registry check. Fees for this as per 'Proof of Ownership' as set out in 'Landlord fees'.

### 1.4 ELECTRONIC SIGNATURES

1.4.1 Contracts signed electronically, whether by email or website authentication, are binding and admissible in court and as evidence. For convenience, we may ask you or any prospective tenants to sign documents electronically.

### 1.5 TENANCY AGREEMENTS & RELATED DOCUMENTS

1.5.1 Stanford Estates Assured Shorthold Tenancy agreements are provided by Dutton Gregory Solicitors, who work in partnership with the Association of Residential Letting Agents. More information can be found at [www.duttongregory.co.uk](http://www.duttongregory.co.uk)

### 1.6 TENANT REFERENCING

1.6.1 Where the level of service requires; Stanford Estates will obtain references on each occupant over the age of 18 via an external professional credit reference agency.  
1.6.2 Having agreed to a tenancy; if the landlord decides not to proceed costs will be due as per the 'Tenancy Withdrawal' set out in 'Landlord Fees'.  
1.6.3 In the unlikely event a tenant fails to meet the criteria required by the credit reference agency, Stanford Estates will obtain the necessary information and advise the landlord accordingly.  
1.6.4 Should a landlord obtain their own form of referencing or proceed with a contract against the advice of Stanford Estates, we will accept no liability for any issues during the tenancy.

### 1.7 INVENTORY AND CHECK-IN/OUT

1.7.1 Where approved, Stanford Estates will arrange an independent contractor to draw up an inventory of your property's fixtures, fittings and contents and compile a check in report at the start of the tenancy. The cost of this will be the responsibility of the landlord.  
1.7.2 Stanford Estates do not accept any liability for losses resulting from any error or omissions within any inventory, check in or check out documents that are produced by a third party.  
1.7.3 On management properties only, we will arrange for the tenant to be checked out against the initial inventory condition report at the end of the tenancy and send you a copy of the report. The cost of this is borne by the Landlord. 1.7.4 On Let Only properties, and as stated in the tenancy agreement, the responsibility of organising and arranging payment of the check-out service lies with the Landlord fully.

### 1.8 DEPOSIT

1.8.1 Stanford Estates will collect a security deposit equivalent to 5 weeks rent in accordance with the Tenant fees act 2019.  
1.8.2 The deposit will be held in accordance with the terms of the Tenancy Agreement and the Housing Act.  
1.8.3 Under the terms of an Assured Shorthold Tenancy Agreement, all tenants' deposits must be registered with an authorised scheme in accordance with the Housing Act 2004. Undisputed deposits must be released to the tenant within ten days of termination of the tenancy.  
1.8.4 Deposits registered by Stanford Estates will be held via the Tenancy Deposit Scheme. Full details of the scheme may be found at [www.TDS.co.uk](http://www.TDS.co.uk). Stanford Estates takes no responsibility for the failure of a deposit being registered where held by the landlord or an alternative appointed agent.

1.8.5 In the event that you, the Landlord, hold the deposit you warrant that you will protect the deposit in line with legal requirements and that you will be responsible for all fees and charges associated with obtaining membership to an authorised scheme (where required) and protecting the deposit itself. You further agree that you will fully indemnify Stanford Estates against any claim by the tenant howsoever arising, as a result of you holding the deposit. You will provide the tenant proof of your membership and deposit registration certificate in accordance with the Prescribed Information under the Housing Act 2004.

1.8.6 Any interest earned on a deposit held by Stanford Estates will be retained by Stanford Estates.

### **1.9 INITIAL COMMISSION**

1.9.1 In the event that Stanford Estates introduces a tenant who enters into an agreement to rent the landlord's property (the "Initial Agreement"), commission becomes payable to Stanford Estates ("Initial Commission").

1.9.2 The Initial Commission is payable 48 hours prior to the commencement of the tenancy. See 'Landlord fees' document.

1.9.3 The Initial Commission is payable for any tenant introduced to the property by Stanford Estates, whether the tenancy is negotiated or finalised through Stanford Estates.

1.9.4 In the event that a tenancy agreement is terminated in accordance with any agreed break clause, Stanford Estates will refund any TERMS AND CONDITIONS [www.stanfordestates.london](http://www.stanfordestates.london) commission already received on a pro-rata basis, and strictly subject to Stanford Estates agreeing the replacement tenancy. Any balance of commission due will then be accounted for at the commencement of the subsequent tenancy.

### **1.10 TRANSFER OF MONIES**

1.10.1 Upon receipt of the agreed cleared move-in funds, and once the tenancy has commenced, Stanford Estates aim to transfer any monies due to you within three working days.

1.10.2 In order to transfer move-in funds, we require full details of a UK bank account.

1.10.3 All payments will be made via BACS transfer with no charge.

1.10.4 Stanford Estates bank with National Westminster Bank plc. and are not responsible for any banking issues that occur beyond our control, payments will be made at the earliest possible date.

### **1.11 EXTENDED TENANCIES**

1.11.1 Stanford Estates will endeavour to contact both the landlord and tenant two months prior to the end of the initial agreement to negotiate an extension of the tenancy, if so required.

1.11.2 In the event that the tenant renews, extends or enters into a new agreement, a fixed fee will become due to Stanford Estate as per 'Extended Tenancies' set out in 'Landlord Fees'.

1.11.3 All extended tenancy fees are payable 48 hours prior to the commencement of executed agreements.

### **1.12 TENANCY ALTERATIONS**

1.12.1 If at any time after a tenancy has commenced Stanford Estates are required to amend the legal documentation, fees will be due as follows;

1.12.2 Change of tenant – This includes the removal and/or addition of a new tenant. If Stanford Estates are required to change a tenant during the term of the tenancy, a fee will become due as per 'Change of Tenant' set out in 'Landlord Fees'. Under the Tenant Fee Act 2019 no more than a £50 contribution can be charged to the tenant, and this is subject to the agreement of all parties, the balance is to be paid by the landlord.

1.12.3 Alteration of existing clauses – Should you wish to alter an existing clause please be aware the relevant notice will need to be served and the cost of this will fall under 'Preparation of Notices' set out in the 'Landlord Fees'. Under the Tenant Fee Act 2019 no more than £50 per change can be charged to the tenant.

## **2.0 SAFETY LEGISLATION & LEGAL REQUIREMENTS**

### **2.1 THE GAS SAFETY (INSTALLATION & USE) REGULATIONS 1998**

2.1.1 Under the above regulations, it is the landlord's responsibility to ensure that all gas appliances and the fixed installation are maintained in good order and checked for safety every 12 months by a Gas Safe registered engineer.

2.1.2 If Stanford Estates is not provided with a valid certificate 72 hours prior to the commencement of the tenancy, we reserve the right to appoint a Gas Safe registered engineer to inspect all gas appliances and their installations and carry out any remedial works where necessary. The cost incurred will be the legal responsibility of the landlord and added to Stanford Estates final invoice.

2.1.3 If the tenant remains in occupation beyond the expiry of the original certificate and Stanford Estates are instructed to extend the tenancy, and we are not provided with a current in date certificate, we reserve the right to appoint a Gas Safe registered engineer to inspect all gas appliances and their installations and carry out any remedial works where necessary. The cost incurred will be the legal responsibility of the landlord and added to Stanford Estates final invoice.

### **2.2 THE ELECTRICAL EQUIPMENT (SAFETY) REGULATIONS 1994**

2.2.1 The landlord is legally responsible for ensuring that the electrical installation and all appliances within the property are maintained in good order and regularly checked for safety by an appropriate registered engineer.

## **2.3 THE SMOKE AND CARBON MONOXIDE ALARM (ENGLAND) REGULATIONS 2015**

2.3.1 The Landlord is legally responsible for installing and maintaining working smoke alarms on every floor of the property as well as carbon monoxide alarms in any room with a solid fuel burning appliance. The Landlord is also responsible for ensuring that each alarm is in proper working order at the start of the tenancy and that all checks are documented.

## **2.4 FURNITURE AND FURNISHINGS (FIRE) (SAFETY) REGULATIONS 1988 AND (AMENDMENT) 1993**

2.4.1 Any furniture or upholstered covered furnishings left in a rented property must have the original safety label attached to meet the Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended by Regulations made in 1989 and 1993.

2.4.2 The landlord warrants that he/she is fully aware of the terms and conditions of the above Regulations including any subsequent amendments or replacement Regulations (hereafter referred to as the Regulations). The landlord declares that all furniture presently in the property or to be included in a property to which this agreement applies, complies in all respects with the Regulations.

2.4.3 The landlord further warrants that any furniture purchased for the property after the date of this agreement will also comply with the Regulations for the duration of the tenancy and any renewals.

## **2.5 THE CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 1989 AND SECTION 3(2) OF THE HEALTH AND SAFETY AT WORK ACT 1974**

2.5.1 The Landlord is legally responsible for carrying out a risk assessment for Legionnaire's disease before letting the property and for maintaining control measures to minimise the risk in water system while the property is let.

## **2.6 ENERGY PERFORMANCE CERTIFICATE (EPC)**

2.6.1 All buildings in the private rented sector require an EPC. This certificate will remain valid for ten years. Landlords are required by law to obtain and make available a copy of the EPC, free of charge, to prospective tenants at the earliest opportunity and must provide the person who takes up the tenancy with a copy.

2.6.2 As of April 2018, all properties must have an efficiency rating of E or higher in order to be let.

## **2.7 INDEMNITY**

2.7.1 The landlord undertakes to keep Stanford Estates fully and effectively indemnified in respect of any claim, demand, liability, cost, expense or prosecution which may arise due to the failure of the landlord to comply fully with the terms of all the above Regulations, including any subsequent amendments thereto or replacement Regulations.

2.7.2 The landlord agrees to indemnify Stanford Estates as agent against any costs, expenses or liabilities incurred or imposed on us, provided they were incurred on the landlord's behalf in pursuit of our normal duties.

## **2.8 LANDLORDS RESIDENT OUTSIDE THE UK**

2.8.1 The Non-Resident Landlords Scheme is a scheme operated by HM Revenue & Customs (HMRC) for taxing the UK rental income of non-resident landlords. The scheme requires UK lettings agents to deduct basic rate tax from any rent collected. You are considered to be non-resident if your usual place of abode is outside the UK, or you are absent from the UK for a period of more than six months.

2.8.2 You can apply to HMRC for approval to receive rents without tax being deducted. If your application is successful, we will receive written confirmation of their decision and will pay you the rent without deducting tax. Even though the rent may be paid to you without tax being deducted, it remains liable to UK tax and you must include it on your tax return.

2.8.3 Where a non-resident landlord does not have approval from HMRC, a fee will be charged as per 'Landlord Fees' for submitting quarterly returns and an annual return. Stanford Estates will complete the annual return and send you a certificate showing the amount of tax that we have paid on your behalf. No interest is paid to landlords on tax retentions held by Stanford Estates.

2.8.4 Stanford Estates must be provided with a UK residential address for service. If we are not provided with a UK residential address, then we are obliged to assume that a landlord is non-resident and we will operate the provisions of the scheme. Stanford Estates will also be obliged to state the landlord's correspondence address on the tenancy agreement as c/o Stanford Estates registered head office address – 2a Dartmouth Road, Forest Hill, London, SE23 3XU.

2.8.5 Where we do not deduct tax which should have been deducted under the scheme, we are entitled to recover this money from you at a later date, along with any other costs that are imposed on us by HMRC.

2.8.6 Any let only landlords who are residents outside the UK should be aware there are further terms in relation to deposit protection and you should contact your chosen deposit scheme to confirm compliance.

## **2.9 RIGHT TO RENT**

2.9.1 The Landlord is legally responsible for ensuring that all adult occupants of the property have the immigration status of leave to remain in the UK, and thus the 'Right to Rent' a property in England. Where the level of service requires, Stanford Estates will carry out initial Right to Rent Checks when letting the property. Where an adult occupier has a time limited right to remain, landlords will need to conduct follow up checks. These need to be made 12 months from the initial check or at the expiry of the individual's right to be in the UK, whichever is the later.

2.9.2 The Landlord must maintain a record of all documents and relevant expiry dates and ensure that occupants without valid leave to remain status in the UK are reported to the Home Office as soon as reasonably practical. The Landlord must update Stanford Estates as to any Home Office reports.

2.9.3 Stanford Estates will carry out future checks and hold the relevant documentation on all managed properties.

## **2.10 LICENSES**

2.10.1 It is important to be aware that each local authority operates its own licensing system, and some may require the landlord to hold a residential rental license before they can let out their property. If you are required to have a license and do not hold one the penalties can be significant. We therefore recommend that you check directly with your local council to ascertain whether licensing will apply, exactly what is required and to see if there are any specific restrictions such as a limit on the number of people permitted to occupy the premises.

## **2.11 PERMISSIONS AND CONSENTS**

2.11.1 The landlord warrants that consent to let from his/her mortgagees has been obtained, and

2.11.2 Where he/she is a lessee, the lease extends beyond the term that he/she proposes to let and that any necessary consents have been obtained, and

2.11.3 He/she has notified his/her insurance company of his/her intention to let and has obtained their agreement to extend the insurance cover on the property and its contents to cover the changed circumstances, and

2.11.4 Where he/she is a joint owner, he/she has ensured that all the owners are named in the tenancy agreement and that he/she is authorised to give instructions on their behalf.

## **3.0 FURTHER TERMS FOR SECURE AND ALL IN LEVELS ONLY**

### **3.3 RENT COLLECTION**

3.3.1 Stanford Estates will collect the rent in accordance with the terms outlined in the tenancy agreement.

3.3.2 Payments to Landlords will be made on either 1st, 5th, 10th & 20th of the month by BACS transfer according to the date the rent has been paid.

3.3.3 Should the rent not be paid within 5 days of the rent due date, Stanford Estates will endeavor to inform the Landlord and will take steps to obtain the rent via phone, email and written reminders.

3.3.4 We do not guarantee rent payments. Landlords can take out Rental Guarantee Insurance at their own cost; information for this can be provided on request.

## **4.0 ADDITIONAL TERMS FOR ALL IN SERVICE ONLY**

### **4.1 KEY-HOLDING**

4.1.1 We require an additional set of keys in order to be able to manage your property effectively. These will be held at the appropriate office and made available to our approved suppliers or any other party authorised by you.

### **4.2 TRANSFER OF UTILITIES**

4.2.1 Where the tenant consents, Stanford Estates will provide the current utility providers with details of the incoming tenants.

4.2.2 It remains the tenant's responsibility to ensure that a new account is opened in their name. Stanford Estates cannot be held liable if services are disconnected or are not transferred by the utility companies.

4.2.3 At the end of the tenancy, it remains the tenant's responsibility to close all accounts and provide final meter readings.

4.2.4 Please note, on a Short Term Let it is the landlord's responsibility to pay for all utility bills including gas, electricity, water and council tax.

### **4.3 REPAIRS AND MAINTENANCE**

4.3.1 We will attend to the day-to-day minor repairs and maintenance of the property and its contents.

4.3.2 We will authorise any works up to the value of £240 (incl of VAT) on your behalf, pay the contractor and deduct the amount from the following month's rent.

4.3.3 If the works exceed a value of £240 (incl of VAT) we will contact you for authorisation prior to proceeding.

4.3.4 If requested, we can obtain estimates for consideration by the landlord for any major repairs or maintenance over £500 and submit them for approval prior to the commencement of the work.

4.3.5 Any major works over the value of a month's rent will need to be instructed and paid for by the landlord directly.

4.3.6 In the event of an emergency and where we consider it necessary, we will act to protect the landlord's interests without consultation.

### **4.4 OUTGOING PAYMENTS**

4.4.1 Where Stanford Estates have arranged third party services, we will disburse payments in advance from the rent.

4.4.2 The Landlord accepts that any outstanding Invoice or bill from a contractor, service provider or utility company, for the property will be paid within 7 days of request if there are insufficient funds available.

4.4.3 Any major works over the value of a month's rent will need to be paid for by the landlord directly and in advance.

#### **4.5 PROPERTY INSPECTIONS**

4.5.1 We will undertake 2 to 3 inspections of the property each year. It is understood that all inspections provide a superficial internal examination and are not intended to be a structural survey or inventory check. Stanford Estates are not responsible for the integrity of the property. Liability for any defects in the property or maintenance required to the fabric of the building falls to the Landlord.

4.5.2 Should the tenant or agent inform the Landlord of any possible defects, or potential structural issues, the Landlord will need to make their own enquiries from a relevant professional as to the best course of action.

#### **4.6 CHECK-OUT AND DEPOSIT**

4.6.1 Subject to a check in and inventory at the beginning of the tenancy and as part of our ALL IN service only, after tenants have vacated the property, we will send you a copy of the check-out report (if included within the agreement). In respect of deposits held for ASTs, you must finalise any further deductions with us within seven days of termination of the tenancy. This will allow us to meet our obligations under the Housing Act 2004 and the provisions of the deposit protection scheme operated by [tenancydepositscheme.co.uk](http://tenancydepositscheme.co.uk), which require you and us as your agent to return any undisputed deposit amount to the tenant within ten days of termination of the tenancy. In the event of a formal dispute being raised by the tenant with the TDS, regarding deductions made from the deposit, we will transfer the disputed funds to the TDS within ten days of being asked to do so.

4.6.2 Stanford Estates is not responsible for the failure of any item of claim.

4.6.3 In the eventuality of a dispute over the deposit, the Landlord will assume responsibility for any claim, or defence of claim, and complete the necessary paperwork with the TDS.

#### **4.7 MANAGEMENT WHILE THE PROPERTY IS VACANT**

4.7.1 During void periods, we will continue to manage the property if specifically requested, however, cannot be held liable for any loss and/or damage arising from fire, flood or theft during this period. If the landlord requires supplies to be turned off or disconnected during this period, Stanford Estates must receive instructions in writing and will arrange for the required contractor to attend at the landlord's expense. The landlord is also advised to contact his/her insurance company should the property be empty for longer than 30 days. Charges will be applicable as per 'Void Period Management' set out in 'Landlord Fees'.

4.7.2 The landlord remains responsible for any bills during a void period.

#### **4.8 INSURANCE**

4.8.1 Activities relating to the arrangement and administration of insurance are governed by the Financial Services and Markets Act 2000. As a result, we are unable to arrange insurance on your behalf, to notify your insurer of claims or to complete documentation relating to those claims.

4.8.2 We will notify you when we believe that damage to your property has resulted from an insured risk and will provide you with the information that you need in order to make a claim. We will also obtain estimates for repairing the damage which can be supplied to the insurers and arrange for the repairs to be carried out upon your instruction.

#### **4.9 FEES & TERM ENDS**

4.9.1 All fees during the period of the initial tenancy agreement, and thereafter, are comprehensively outlined in the accompanying document entitled 'Landlord Fees'. We will be happy to discuss these in more detail with you at any point. 4.10.2 Monthly fees are deducted in advance from the proceeds of the rent.

4.9.3 Our appointment to manage the property is for the duration of the tenancy. Where Stanford Estates are instructed to start managing the property mid-tenancy our minimum period of appointment is six months, or to the end of the tenancy, whichever is longer.

4.9.4 Outside a fixed term period, our contract can be terminated by either party given three months' notice.

### **5.0 GENERAL NOTICES**

#### **5.1 CONNECTED PERSONS**

5.1.1 In accordance with Section 21 of the Estate Agents Act 1979, and unless specifically stated otherwise, we are unaware of any personal interest existing between ourselves or anyone in our employ or any connected persons and yourselves. If you become aware of such an interest, please notify Stanford Estates immediately.

#### **5.2 MAJOR WORKS**

5.2.1 If the landlord decides to instruct major works on the premises during the course of the tenancy, the landlord agrees that Stanford Estates will have no liability for overseeing such works.

#### **5.3 OUTSTANDING FEES**

5.3.1 In the event that Stanford Estates fees remain outstanding for more than seven days, the landlord agrees that we may use any sums obtained or held on the landlord's behalf, from this or any other property of the landlords, to settle the outstanding account.

## **5.4 INTEREST**

5.4.1 Any interest earned by Stanford Estates while carrying out its duties as your agent will be retained by Stanford Estates.

5.4.2 Stanford Estates fees are payable on demand, as they fall due and we reserve the right to charge interest on any amounts outstanding 28 days after the fees are first demanded. Interest will be charged from the date the fees become due at the annual rate of 2% above the National Westminster's base rate.

## **5.5 VAT**

5.5.1 All Stanford Estates commission fees and any other charges are subject to VAT at the prevailing rate.

## **5.6 KEYS**

5.6.1 Tenants require one set of keys for each occupant of the property. Where we need access to the property under the service agreement, we will require and hold an additional set of keys at the local office. Where we are not provided with sufficient sets to allow us to do this, we may cut additional sets and will make a charge for this service based on the type of keys required. Fees for this service are per 'Key Cutting' as set out in 'Landlord Fees'.

5.6.2 Stanford Estates secure key tag system ensures that third parties cannot identify which property a set of keys belongs to. Therefore, in the event that keys are lost or unaccounted for, Stanford Estates liability in respect of such keys and/or any locks is strictly limited to the cost of cutting a new set of keys.

## **5.7 LEGAL PROCEEDINGS**

5.7.1 Stanford Estates is not responsible for any legal steps for the recovery of rent or repossession of the property. Appearances before any Court or Tribunal will be by special arrangement and the fee for any such attendance as per 'Court Attendance' as set out in 'Landlord Fees'. Stanford Estates will not accept service of legal proceedings on the landlord's behalf.

## **5.8 DISCLAIMER**

5.8.1 Stanford Estates will undertake to carry out the above services with all due diligence. However, we are unable to guarantee the suitability of tenants, timely rental payments or vacant possession at the end of a tenancy and cannot be held liable by the landlord for such events.

5.8.2 Stanford Estates do not provide any warranties or guarantee for works carried out by contractors at the property. Stanford Estates cannot be held liable for works carried out at the property and any claim should be made direct to the contractor.

## **5.9 JURISDICTION**

5.9.1 The High Court and the County Courts of England and Wales shall have jurisdiction to hear and determine any action or proceedings in respect of this agreement.

## **5.10 DATA PROTECTION & PRIVACY POLICY**

5.10.1 Robert Stanford Estates Ltd (trading as Stanford Estates) is registered under the Data Protection Act 1998 and we undertake to comply with the Act in all our dealings with your personal data.

## **5.11 AMENDMENTS**

5.11.1 Stanford Estates may change or add to the terms of this agreement (except in relation to the level of any fees due under this agreement) for legal or regulatory reasons. We will notify you if any such change will affect the service that we offer you.

## **5.12 SALE TO TENANTS**

5.12.1 If you agree a sale on the property to a tenant found by Stanford Estates then a fee will be legally due on exchange of contracts. Fees for this are as per 'Sale to tenant' set out in 'Landlord fees'.

## **5.13 PHOTOGRAPHY AND MARKETING**

5.13.1 Stanford Estates reserve the right to use the photography for marketing purposes whether the property has been let. All marketing materials, including photographs and floorplans, remain the property of Stanford Estates and should you or any other party use any of our materials without our written consent you will be liable to pay to us the sum of £200+VAT.

## 6.0 COMPLAINTS PROCEDURE

### COMPLAINTS PROCEDURE

Under the Rules and Regulations of The Property Ombudsman, which Robert Stanford Estates Ltd are guided by, we advise you of the following actions that we will take should you wish to make a complaint on any matter regarding a transaction with Robert Stanford Estates Ltd.

1. A complaint should be made in writing to Mr Ben Nicol, Company Director and can be posted to the company address at 2a Dartmouth Road, London, SE23 3XU.
2. Your complaint will be recorded at the time that it is made and will be acknowledged within 3 working days.
3. Robert Stanford Estates will deal with any representative that the complainant chooses to instruct on their behalf.
4. After your complaint has been acknowledged, Robert Stanford Estates Ltd will conduct a full investigation into the matter. A formal written outcome will be posted out to you within 15 days of the acknowledgement of your complaint.
5. The conclusion of your complaint will include a written statement of Robert Stanford's final view.
6. Should you be dissatisfied with the outcome of this report then Robert Stanford are fully accredited by The Property Ombudsman for Sales & Lettings and you may wish to pursue further with them. We would advise you to go to [www.tpos.co.uk](http://www.tpos.co.uk) for further information as to how to proceed with this. Should you choose to take the matter further it must be done within 6 months of the initial complaint. Robert Stanford Estates Ltd are Members of The National Association of Estate Agents and Accredited by the Property Ombudsman. Our good governance also requires us to work within the parameters of various acts pertaining to Misdescriptions and Data Protection and we are keen to continue to do so with diligence and fairness to our clients. While we always endeavour to follow the Landlord Tenant Act and related Legislation; other Legislation that Stanford Estates are required to adhere to are compartmentalised Laws and there can be instances where legislation can conflict.