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| **Date** | **Company** | **Offence** | **Action Taken**  | **Outcome** |
| 09/2013  | Reliance Properties | Consumers, Estate Agents and Redress Act 2007 to be a member of a redress scheme if you engage in estate agency work in relation to residential property | Warning/advice letter issued | Immediate cessation of Estate agency work until complied with the legislation. |
| 18/02/2010  | Bluewood Letting  | Failure to display/disclose particulars of ownership contrary to section 1204 of the Companies Act 2006 | Compliance visit undertaken | Full details provided and assurance given that all business documents would be brought into compliance |
| 10/2014 | Westmanor | Breach of section 212 Housing Act 2004 | Advice visit |  |
| 11/2014 | Habitio | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning letter issued | Became a member of a Redress Scheme |
| 11/2014 | Home4Us | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning letter issued | Became a member of a Redress Scheme |
| 02/2014 | Under Investigation | Possible fraudulent use of various limited company names  | Referred to the police  | Exempt under section 30(1) of the FOI Act |
| 02/2015 | Sky Blue Homes Ltd | Complaint that not member of Redress Schemes | Investigation showed they were in fact a member | NFA |
| 08/2015 | Leicester Student Lettings | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning letter and Penalty notice issued | Fined £500 and became a member of a Redress scheme |
| 08/2015 | Alex Clark | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning letter and Penalty notice issued | Business ceased trading |
| 09/2015 | Lesta Estates ltd | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Business Ceased trading | Business Ceased trading |
| 09/2015 | Set to Let Properties Ltd | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning letter issued | Became a member of a Redress scheme |
| 01/2016 | Francis Stone | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning letter issued  | Became a member of a Redress scheme |
| 03/2016 | RS Properties | Complaint that not member of Redress Schemes | Investigation showed WAS a member of Redress Scheme | NFA |
| 05/2016 | Nicholas Humphreys | Complaint not member of Redress Schemes | Investigation showed WAS a member of Redress Scheme | NFA |
| 06/2016 | Euro Rent | Complaint that not member of Redress Schemes | Investigation showed WAS a member of Redress Scheme | NFA |
| 08/2016 | Hand to Hand | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning letter issued  | Became a member of a Redress scheme |
| 11/2016 | Mazecroft Ltd | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning letter issued  | Became a member of a Redress scheme |
| 12/2016 | Spencers | Breach of section 83 of The Consumer Rights Act. Failure to publish fees at business premises and on their website | Warning letter issued | Compliance achieved NFA |
| 02/2017 | Pure Properties Midland ltd | Complaint that not member of Redress Schemes | Investigation showed WAS a member of Redress Scheme | NFA |
| 08/2017 | Arch Living Ltd | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014. Failure to Register for Redress Scheme  | Warning letter issued  | Became member of Redress Scheme. |
| 03/2017 | Nico Properties | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme AND Breach of section 83 of The Consumer Rights Act. Failure to publish fees at business premises and on their website | Warning letter issued  | Became a member of Redress Scheme and published fees. |
| 10/2017 | (Under Investigation) | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning Letter to be sent | Exempt under section 30(1) of the FOI Act |
| 11/2017 | (Under Investigation) | Breach of article 3 of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014.Failure to Register for Redress Scheme | Warning Letter to be sent | Exempt under section 30(1) of the FOI Act |