

---

## STATUTORY INSTRUMENTS

---

### 2014 No. 2359

# The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014

## PART 3

### Property management work

#### **Requirement to belong to a redress scheme: property management work**

5.—(1) A person who engages in property management work must be a member of a redress scheme for dealing with complaints in connection with that work.

(2) The redress scheme must be one that is—

- (a) approved by the Secretary of State; or
- (b) designated by the Secretary of State as a government administered redress scheme.

---

#### **Commencement Information**

**II** Art. 5 in force at 1.10.2014 in accordance with art. 1(1)

#### **Exclusions: property management work**

6.—(1) For the purposes of section 84 of the Act, “property management work” does not include the things described in this article.

(2) “Property management work” does not include things done in relation to premises which consist of or include more than one dwelling-house where the land is registered as commonhold land (whether or not there is a relevant tenancy in relation to any of the commonhold units).

(3) “Property management work” does not include things done in relation to premises which are used wholly or mainly for the accommodation of students where a condition in paragraphs (4) to (6) is met.

(4) The first condition is that the premises are owned or managed by —

- (a) an institution within the meaning of paragraph 5 of Schedule 1 to the Local Government Finance Act 1992; or
- (b) a body established for charitable purposes only.

(5) The second condition is that the premises are a hall of residence.

(6) The third condition is that the students have been nominated to occupy the premises by an institution or body of the kind mentioned in paragraph (4).

---

**Changes to legislation:** There are outstanding changes not yet made by the [legislation.gov.uk](https://www.legislation.gov.uk) editorial team to *The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014*. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

---

(7) “Property management work” does not include things done in relation to a dwelling-house occupied by students who have been nominated to occupy the dwelling-house by an institution or body of the kind mentioned in paragraph (4).

(8) “Property management work” does not include things done in relation to premises where the conditions in paragraphs (9) and (10) are met.

(9) The first condition is that either of the following applies to the premises —

- (a) it is not operated on a commercial basis and its costs of operation are provided wholly or in part by a government department or agency, by a local authority or by a parish council;
- (b) it is managed by a voluntary organisation or charity.

(10) The second condition is that the premises are used wholly or mainly for providing accommodation to persons who have been subject to any incident, or pattern of incidents, of —

- (a) controlling, coercive or threatening behaviour;
- (b) physical violence;
- (c) abuse of any other description (whether physical or mental in nature); or
- (d) threats of any such violence or abuse.

(11) “Property management work” does not include things done by a person (“A”) in the course of a business—

- (a) where the premises are subject to a mortgage and A is the receiver of the income of it; or
- (b) where A is —
  - (i) an authority to which Part 3 of the Local Government Act 1974(1) applies;
  - (ii) a RTM company exercising the right to manage under Part 2 of the Commonhold and Leasehold Reform Act 2002(2);
  - (iii) an authorised person within the meaning of section 18 of the Legal Services Act 2007.

(12) “Property management work” does not include things done by a person (“A”) in the course of a business in response to instructions received from —

- (a) an authority to which Part 3 of the Local Government Act 1974 applies;
- (b) a social landlord for the purposes of Schedule 2 to the Housing Act 1996(3).

(13) For the purposes of this article—

“commonhold land” has the same meaning as in section 1 of the Commonhold and Leasehold Reform Act 2002(4);

“commonhold unit” has the same meaning as in section 11 of the Commonhold and Leasehold Reform Act 2002;

“government department” includes any body or authority exercising statutory functions on behalf of the Crown;

“RTM company” has the same meaning as in sections 71(1) and 73 of the Commonhold and Leasehold Reform Act 2002(5);

“student” has the same meaning as in paragraph 4 of Schedule 1 to the Local Government Finance Act 1992.

---

(1) [1974 c.7](#)

(2) [2002 c.15](#)

(3) [1996 c.52](#)

(4) Section 1(1)(b) was amended by [S.I. 2009/1941](#) Schedule 1 paragraph 194(1) and (2).

(5) Section 73 (2)(b) was amended by [S.I. 2009/1941](#) Schedule 1 paragraph 194(1) and (15).

---

**Changes to legislation:** *There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)*

---

“voluntary organisation” means a body, other than a public or local authority, whose activities are not carried on for profit.

---

**Commencement Information**

**I2** Art. 6 in force at 1.10.2014 in accordance with art. 1(1)

**Changes to legislation:**

There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014. Any changes that have already been made by the team appear in the content and are referenced with annotations.

[View outstanding changes](#)

**Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:**

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- [art. 7\(3\)](#) inserted by [2019 c. 4 s. 29\(3\)](#)