

# haart

30 SEP 2013

Colwyn House  
Sheepen Place  
Colchester  
Essex CO3 3LD

Ms J Ellison MP  
House of Commons  
London SW1A 0AA

25 September 2013

Dear Ms Ellison,

You recently wrote to Daniel de Abreu at our haart branch in Battersea. He passed your letter on to me so that I could respond to you on behalf of our company which includes both the haart and Felicity J Lord brands.

We are very happy to support the six criteria outlined in your letter. We are members of ARLA, NALS and The Property Ombudsman's scheme and subscribe to that code of practice for lettings agents.

In fact, as you are obviously interested in protecting the interests of your constituents that live in privately rented accommodation, I would like to suggest adding a seventh.

In our view, tenants are far more at risk of significant loss if they deal with agents that do not subscribe to a Client Money Protection scheme (CMP). Tenants regularly lose large sums of money (on average, circa £1500) when dishonest agents go out of business having spent money that belongs to both tenants and landlords.

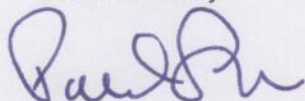
The customer loses out if the company did not have CMP as is so often the case.

Tenants, many of whom can't afford to replace such sums quickly, face the prospect of losing their deposits through no fault of their own which makes their next move extremely difficult.

SAFEagent do great work in this field and we are delighted to support their efforts along with many other agents of every size. A number of your colleagues have been very supportive and we hope that you will join them by advising your constituents to ensure that they deal with safe agents. <http://www.safeagents.co.uk/>

We wish you all the best with your campaign.

Yours sincerely



Paul Sloan  
Operations Director Residential Lettings

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