

REDRESS SCHEME NOTICE

Last updated: 4/12/2025

Redress Scheme Notice

Both Neil King Residential Limited and NK Residential Lettings Limited (trading as Neil King) are members of The Property Ombudsman (TPO), ensuring compliance with UK consumer protection law.

1. SALES – NEIL KING RESIDENTIAL LIMITED

Member of: The Property Ombudsman (TPO)

TPO Membership Number: D02245

Company Number: 5245340

Trading as: Neil King

2. LETTINGS – NK RESIDENTIAL LETTINGS LIMITED

Member of: The Property Ombudsman (TPO)

TPO Membership Number: D11597

Company Number: 6712472

Trading as: Neil King

3. ABOUT THE PROPERTY OMBUDSMAN (TPO)

The Property Ombudsman provides:

- Free, impartial dispute resolution
- An independent and fair complaints process
- Consumer protection under the TPO Codes of Practice

TPO is approved by:

- The Chartered Trading Standards Institute (CTSI)
- The UK Government

4. CONTACT DETAILS FOR TPO

The Property Ombudsman

Milford House, 43–55 Milford Street

Salisbury, Wiltshire

SP1 2BP

Tel: 01722 333306

Website: www.tpos.co.uk

Email: admin@tpos.co.uk

Consumers must first follow our internal Complaints Procedure before contacting TPO. Complaints must be referred within 12 months of receiving our Final Viewpoint Letter.

5. NO FEES

There is no cost to consumers for raising a complaint with The Property Ombudsman.