



The Property Ombudsman

Beckett House, 4 Bridge Street, Salisbury, Wiltshire SP1 2LX

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Our Reference: 250/TPO/90551

Mr Richard Denton
4 Barn Croft Drive
Lower Earley
Reading
Berkshire
RG6 3WE

Watchdog
MCF C5
Media Centre
Wood Lane
London
W12 7TQ

07 December 2010

Dear Mr Denton

Thank you for your letter dated 25 November 2010.

The Property Ombudsman is only empowered to consider a complaint which is against one of the Member Agencies. According to our records, Carson & Co, Earley, are registered with this Office for complaints relating to the **buying and selling** of residential property only; therefore, any complaint relating to lettings issues, falls outside the Ombudsman's Terms of Reference.

It may be that the Branch Manager or one of the Negotiators is a member of one of the following organisations and you may wish to consider contacting them:

Association of Residential Letting Agents (ARLA)
ARLA Administration
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG Tel: 01926 496800
Email: info@arla.co.uk

The National Approved Letting Scheme (NALS)
Tavistock House
5 Rodney Road
Cheltenham
GL50 1HX Tel: 01242 581712
Email: info@nalscheme.co.uk

There may be issues of your complaint relating to the service provided by Carson & Co as your selling agent that you may wish to refer to Initial Enquiries Sales at this Office but I regret that Initial Enquiries Lettings cannot be of further assistance to you in this instance.

Yours sincerely

Mrs Frances Forster
Initial Enquiries Officer

