pace
property professionals

Meridian Point 461–463 Southchurch Road
Southend-on-Sea Essex SS1 2PH
www.pace-properties.com info@pace-properties.com
Tel: 01702 445 600

Last Update 18/11/2026

COMPLAINTS PROCEDURES FOR PACE PROPERTY LETTINGS & MANAGEMENT LTD

WHAT TO DO IF YOU ARE NOT SATISFIED WITH THE SERVICE YOU HAVE RECEIVED

We aim to offer you the best possible service, but there may be occasions when you feel you have cause for complaint. If so, we will always try to resolve the problem quickly and to your satisfaction. If you are unhappy with our response, you can take your complaint further through our complaint's procedure.

Where you first make your complaint

If you feel that the matter is not being resolved to your satisfaction, please ask to speak to the supervisor of the person you are dealing with. This is likely to be Martin Ransom, Head of Block Management or Marcus James, Branch Manager. They will try to resolve the matter within 3 working days, although whether this is possible will depend on the nature of the complaint. If your complaint is about one of the supervisors, please contact the Chief Executive directly.

If the response by the supervisor does not resolve the matter to your satisfaction, you can ask them to refer the complaint to our Chief Executive, alternatively you can write to her.

- Crystal Horwood, Chief Executive, Pace Property & Lettings Management Ltd 461-463 Southchurch Road, Southend on Sea, Essex, SS1 2PH

A letter of acknowledgement will be sent to you within 3 working days. It will also set out our understanding of your complaint, and state when we will be able to reply in greater detail.

You may also be asked for additional information if this is required to assist resolving the matter. A formal written outcome of this investigation will be sent to you within 15 days.

If your problem has not been resolved by this response, please write to us again. Your letter should state why you are still dissatisfied and what further action you wish us to take to fully resolve your complaint.

If you are still not satisfied after the last stage of our in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with The Property Ombudsman: Residential Leasehold Management, without charge

Following our complaints procedure does not affect your legal rights.

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Taking it further: The Property Ombudsman

If you are still not satisfied with the steps taken by us, you can write to:

- The Property Ombudsman: 55 Milford St, Salisbury SP1 2BP. Tel: 01722 333 306. Email: admin@tpos.co.uk;
- https://www.tpos.co.uk/consumers/make-a-complaint/
- Our reference number is D14348

The Property Ombudsman will consider your complaint, taking in to account any points made by you and us. The Ombudsman may, however, refuse to investigate a complaint where your issue refers to something that happened more than 12 months before you complained in writing to the Member Agency, or you referred your complaint to the Ombudsman more than twelve months after you received the Member Agency's final offer of settlement or answer.

The Ombudsman's Office may try to settle the dispute by agreement between us. If this is unsuccessful, the Ombudsman will consider all the relevant factors and make a decision according to what he believes to be fair in all the circumstances.

The Ombudsman will send his decision to us both. You can accept or reject his decision. If you reject the Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by the Ombudsman's decision.

Complaining to PropertyMark

We are also members of PropertyMark (previously called ARLA/NAEA). If your complaint is about lettings or sales, and neither the we nor The Property Ombudsman has resolved your complaint satisfactorily you can escalate the matter to them. They will investigate where there is evidence that the agent has breached our **Conduct and Membership Rules**. Please be aware that they do not have the powers to award compensation.

Our PropertyMark registration number is C0128206.

For block management we are members of TPI but they do not investigate complaints against their members – your redress is through the Property Ombudsman.