

BRIGHT HILL PROPERTIES

Redress & Licensing

You're entitled to know how we're regulated and how to get independent help if something goes wrong. This guide explains the protections in place for you as a tenant.

Independent redress — The Property Ombudsman

Bright Hill Properties is a member of The Property Ombudsman (TPO), an independent, Government-approved redress scheme. If you have a complaint we can't resolve between us, you can ask the Ombudsman to review it free of charge. Please raise it with us first using our Complaints Handling Procedure; if you're still unhappy after our final response — or if eight weeks have passed — you can refer it to TPO.

The Property Ombudsman

Milford House, 43–55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Telephone: 01722 333 306
Website: www.tpos.co.uk

Client Money Protection

We hold client money — such as rent and deposits — under a Client Money Protection scheme. This means your money is safeguarded and can be reimbursed in the unlikely event that it is misappropriated.

Property licensing

Some rented homes need a licence from the local council — mandatory licensing for larger Houses in Multiple Occupation (HMOs), and additional or selective licensing in certain areas. Where your home requires a licence, the landlord is responsible for holding it and for meeting its conditions, which are there to keep the property safe and well-managed. If you'd like to know whether your home is licensed, just ask us.

Raising a concern

Start with us — most issues are resolved quickly. Our Complaints Handling Procedure explains the steps, and the Ombudsman and your local council are there as independent routes if needed.

Bright Hill Properties

Telephone: 0208 287 5014
Email: jjackson@brighthillproperties.co.uk

This is a general guide for tenants in England, correct to the best of our knowledge as at 2026. Bright Hill Properties is the trading name of Bright Hill Properties Limited, registered in England and Wales, Company No. 11566868.