



In the matter of
Case No. X0055006 NFoPP v Miss S Randall, Mays of Lilliput Residential Lettings

Disciplinary Tribunal Hearing held on
Wednesday 19 October 2016

Case of
Miss S Randall, an employee,
of Mays of Lilliput Residential Lettings , 282 Sandbanks Road, Poole, Dorset, BH14
8HU

An Associate member of ARLA
at
NFoPP, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

Alleged breaches as set out by the Disciplinary Case Manager

12. General duty to uphold high standards of ethical and professional behaviour

12.1. No member shall do any act (whether in business or otherwise) which:

12.1.1. Involves dishonesty, deceitful behaviour, or misrepresentation.

19. Designatory letters and their use

19.3. Deferred, Student, and ARLA Associate members are not permitted to use logos or designatory letters at any time.

After consideration of the facts and submissions the Tribunal found as follows:

Alleged Breach	Findings	Sanction
Conduct Rule 12.1.1	Proven	£1,000
Conduct Rule 19.3	Proven	£500

Costs of £142 were imposed on Miss Randall in favour of the NFoPP.

Publication

The finding and sanction in the case fell within the NFoPP's publication policy.

The Tribunal issued the following statement:

“Public trust in all aspects of estate agency is of paramount importance. Use of designatory letters is conditional upon there being a Principal, Partner or Director who is within membership of ARLA. Miss Randall took it upon herself not only to use designatory letters when she was not permitted to do so, but took it further, to select the highest accolade. This is a gross misrepresentation that not only misleads the public but disrespects all those who have committed many hours of study and dedication to reach that level.

As ‘head of lettings’ it was incumbent upon Miss Randall to ensure that the company website was in full compliance with regard to the use of logos. No evidence was presented to suggest that she had done this. Even as at the date of the hearing the profile on this website is incorrect.

As an Associate it is not permitted to make any reference to membership of ARLA, this should be attended to forthwith.”