

propertymark

Mr James Wright

Director,

1st Choice Inventories Ltd t/a

1st Choice Inventories

Disciplinary Tribunal Decision

March 2025

Disciplinary Tribunal Decision

Member:	Mr James Wright, formerly ARLA Inventory Student Member
Position:	Director
Company/Employer:	1 st Choice Inventories Ltd t/a 1 st Choice Inventories
Address:	Regus House, Whitehill Way, Swindon SN5 6QR
Complainant:	Clever Student Lets Limited
Reference:	Y0004306
Date:	26 March 2025

A. INTRODUCTION

A Disciplinary Tribunal of Propertymark Limited was convened on 26 March 2025 to consider the case against Mr James Wright.

The panel members were Mr Jim Atkins PPNAEA (Honoured) (member panellist acting as the Chairperson for the Tribunal); Ms Jacqueline Stone FNAEA (member panellist); and Mrs Suzanne Smith (lay panellist).

The presenting Case Officer for Propertymark was Mr Ali Haider.

Mr James Wright was not in attendance at the Hearing.

Mr Derek Richardson, the complainant, attended the Hearing online via Zoom.

The Hearing took place in private and was recorded.

B. ALLEGATIONS

The Tribunal considered the allegations set out in the case summary sent to Mr Wright.

It was alleged that Mr Wright had acted in contravention of the requirements of the following Propertymark ARLA Inventories Accreditation Scheme Rules and the Propertymark ARLA Inventories Accreditation Scheme Code of Conduct

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

8.1 No accredited member shall do any act (whether in business or otherwise) which:

8.1.1 Involves dishonesty, deceitful behaviour, or misrepresentation.

8.1.2 Involves other unprofessional practice or practice that is unfair to members of the public.

8.1.3 In any other way brings Propertymark or subsidiaries into disrepute.

18. Continuing professional development (CPD) rules

18.1. CPD is mandatory for all accredited members of the scheme.

18.2. Accredited members are required to undertake at least twelve hours' CPD activity per year. At least four of the twelve hours must be obtained by attendance at relevant educational events and up to eight hours by relevant private study (except for those studying for Propertymark Qualifications relevant to their specialism). All CPD should be relevant to the membership specialism and/or relevant to business needs.

18.3. The CPD year runs from 1 January to 31 December and the twelve hours should be submitted by 31 January of the following year, listing the learning outcomes.

18.4. CPD must be provided annually for membership to continue.

21. A Members Firm must have a written in-house complaint handling procedure (appropriate to its size and structure).

A customer complaint procedure template is available from the Propertymark website, <https://www.proropertymark.co.uk/resource/complaints-procedure.html>. Any person wishing to make a formal written complaint about the standards of service received must be made aware (in writing) of those procedures upon request. Following the conclusion of the Member Firm's in-house complaint process, where an impasse has been reached or a complainant remains unsatisfied; the complainant must be informed of the contact details for ARLA Inventories should they wish to pursue their complaint.

23. Accredited Members must comply promptly and fully with any investigation or assessment of a complaint or dispute conducted by the ARLA Inventories Accredited Scheme or its appointed adjudicator, expert, or arbitrator.

In the absence of Mr Wright, Ms Nikki Tucker, Compliance Administration Team Leader at Propertymark, entered a plea denying the alleged breaches of the Rules 8, 18, 21 and 23.

After consideration of the evidence presented and submissions by the parties, the Tribunal announced the following findings:

C. DECISION

Rule 8	-	Proven
Rule 18	-	Proven
Rule 21	-	Proven
Rule 23	-	Proven

D. SANCTIONS

Rule 8	-	£2500
Rule 18	-	£250
Rule 21	-	£1250
Rule 23	-	£2000

In addition, the costs of this Hearing of £585 were imposed against Mr Wright in favour of Propertymark.

E. PUBLICATION

The outcome of the case fell within the Propertymark publication policy.

F. CLOSING STATEMENT

“We are dismayed that Mr James Wright of 1st Choice Inventories, one of our members, should have agreed to carry out 268 inventories, collected the keys and yet the inventories were never received, despite the efforts of the managing agent to obtain them.

This behaviour is not acceptable and other professionals and members of the public should be warned. Mr Wright has also failed to deal with any communication from Propertymark and has not appeared, either in person or online, at today’s Hearing.

Mr Wright’s membership of this Association was terminated for non-payment of his subscription in January 2025. Should Mr Wright reapply for membership, this Tribunal recommends to Propertymark that he should not be readmitted.

In order to protect other professionals and members of the public, we direct Propertymark to make the result of this Tribunal public”.

Mr Jim Atkins PPNAEA (Honoured)
Disciplinary Tribunal Chairperson