



# Why use a NAVA Propertymark expert?

VALUERS AND AUCTIONEERS

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**There is no legal requirement to be trained or qualified to act as an auctioneer or valuer and no mandatory regulation of the industry.**

Using a valuer or auctioneer who is a NAVA Propertymark member provides reassurance as they belong to a professional body which expects and maintains the highest standards of service.

For professional independent advice on all aspects of valuation along with buying or selling property or chattels through auction, visit [propertymark.co.uk](http://propertymark.co.uk).

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## WHAT DOES USING A NAVA PROPERTYMARK EXPERT MEAN FOR YOU?

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Our regulated NAVA Propertymark companies have a written complaints procedure and belong to an independent redress scheme commonly known as an ombudsman.

If you are not satisfied and cannot resolve your dispute directly, you can bring your complaint to the relevant ombudsman scheme and to Propertymark who will investigate.

NAVA Propertymark is committed to providing the highest standards of professionalism throughout the auctioneering and valuation industry, from property to fine art and chattels and everything in between.

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## CLIENT MONEY PROTECTION

When a NAVA Propertymark member accepts money either as a deposit or in full payment for property or chattels from purchasers, they have to belong to a client money protection scheme.

This gives you peace of mind as it is held in a designated client account which is annually inspected by an independent accountant with the reports being submitted to NAVA Propertymark.

This assurance means you will receive quality with a professional service from a NAVA Propertymark member but if anything does go wrong you will be protected without financial penalty.\*

\* Subject to Client Money Protection (CMP) scheme limits and criteria.

## THE HIGHEST STANDARDS

Members of NAVA Propertymark work to the highest standards for buyers and sellers.

1 THE LATEST INDUSTRY  
BEST PRACTICE

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2 CONSUMER PROTECTION

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3 HIGH-QUALITY ADVICE  
AND GUIDANCE

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PROTECTED

#LOOKFORTHELOGO  
[propertymark.co.uk](https://propertymark.co.uk)



**BY USING A NAVA PROPERTYMARK  
PROTECTED COMPANY YOU ARE  
GUARANTEED:**

- To be consulting with a professional valuer or auctioneer who can give you the benefit of experience and the latest advice and guidance.
- To be dealing with an expert who voluntarily follows Conduct and Membership Rules of the leading professional body for their industry.
- A route to redress should something go wrong.
- All of the correct insurance and protection to give you peace of mind.

To find an expert NAVA Propertymark valuer or auctioneer in your area, visit [propertymark.co.uk](https://propertymark.co.uk).

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[propertymark.co.uk](https://propertymark.co.uk)