

The RICS Dispute Resolution Service (DRS) provides a simple, fast and cost effective approach to resolving disputes.

Introduction

In the complicated world of property and construction, disputes are bound to arise.

Property disputes have a nasty habit of consuming time and money. Professionals are looking very carefully at how differences can be resolved and questioning whether traditional processes, such as litigation through the courts, are always the best route.

The Civil Procedures Rules (CPR), which regulate the courts and everyone who uses them, attempt to make the legal system fairer, simpler and cheaper. One of the overriding objectives of the CPR is to encourage parties to resolve their disputes by alternative means. The CPR give judges more power to manage cases and to stop proceedings in favour of Alternative Dispute Resolution if it is considered appropriate.

DRS offers a complete range of ADR methods to resolve property disputes including: arbitration, expert determination, mediation, adjudication and expert witness.

Independent, and with more than 30 years' experience in providing alternative dispute resolution services, DRS is responsible for appointing approximately 10,000 dispute resolvers each year, making it the world's largest provider of dispute resolution services relating to land, property and construction.

The service is Quality Assured and holds information on specialist problem-solvers. It is able to respond to enquiries concerning many types of disputes.

The following range of services is provided by DRS to facilitate quick and cost effective settlement of disputes, confidentially and with minimum hassle.

Examples of the types of disputes handled by the RICS DRS

- Rent reviews on commercial business premises
- Lease renewals
- Disputes under Agricultural Holdings Legislation
- Building contract and sub-contract disputes
- Valuation (including insurance claims and home valuations for divorce settlements)
- Land boundary and other 'neighbour' disputes
- Disputes arising out of the dissolution of partnerships
- Landlord and tenant matters including dilapidations, insurance disputes, maintenance and service charges
- Local authority housing disputes.
- Planning disputes

These are only a few examples and in practice DRS is able to assist in any kind of dispute relating to land, property and construction.

Benefits of using the RICS DRS

Speed and Cost

Dispute resolution through DRS is generally a quicker and cheaper way to resolve disputes than going to court.

Professional

Chartered surveyors are highly trained professionals who understand property issues and are skilled in working with people who own, manage or rent property. They are governed by the rules and conduct laid down by RICS.

Trained Specialists

RICS members who provide dispute resolution services through DRS are specially selected and undergo continuous training. They must also maintain the highest professional standards.

Range of Service

RICS DRS offers a complete range of services to help resolve disputes including: arbitration, expert determination, mediation, adjudication and expert witness.

Costs

An administrative fee is charged to appoint the appropriate specialist who will then set out the fees to be charged, which will generally be at an hourly rate. This can be a cost effective approach as it ensures the efficient and speedy appointment of a dispute resolver.

A helpline is also available for any party who is not professionally represented. The telephone number is 020 7334 3806 and the caller may be eligible for up to half an hour of free advice from a chartered surveyor.



Further reference

RICS Dispute Resolution Service (DRS)

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The DRS offer a complete range of methods for resolving disputes including arbitration, expert determination, mediation, adjudication, enabling people to resolve property disputes quickly and effectively, without going to court. They also make appointments of Single Joint Experts. Application forms for a range of services are available via the RICS website.

Date of publication of this document: October 2009

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