



CLIENT MONEY PROTECTION FOR LETTING AGENT (ENGLAND) POLICY

As members of **ARLA Propertymark** you can rest assured that our landlords' and tenants' money is in safe hands when letting through Page & Co (The Company).

We are part of the Propertymark Client Money Protection Scheme

Scheme Ref: C0128343

Purpose of this Policy

- This Policy sets out how The Company handles money on behalf of clients (Client Money).
- The Company shall handle all Client Money in accordance with this Policy
- The aims of the Policy are:
 - To ensure that Client Money is kept safe
 - To ensure that The Company complies with its legal and regulatory obligations as regards handling Client Money

Meaning of Client Money

Client Money is any money received by The Company that does not solely belong to the Company. Examples include:

- Tenants' deposits
- Rent
- Service charges
- Arbitration fees
- Fee money taken in advance
- Clients' money held but due to be paid to contractors
- Money held where the Company is appointed as a receiver
- Sale proceeds and deposits
- Auction sale proceeds

Interest earned on Client Money shall belong to the Company

Legal and Regulatory Obligations

- The Company shall ensure that the Company and all members of staff comply with all legal obligations relating to the handling of Client Money
- The Company shall employ appropriately qualified staff to handle Client Money and shall provide them with appropriate training and support.
- The Company shall ensure that the Company and all members of staff comply with any rules or regulations relating to the handling of Client Money imposed by ARLA Propertymark and the Property Redress Scheme.

- The Company complies with the Client Money Protection Schemes for Property Agents (requirement to belong to a scheme) Regulations 2019 by being a member of ARLA Propertymark and the Company shall:
 - Display a certificate confirming the Company's membership to the Client Money Protection Scheme on its website and in branch
 - Produce a copy of the certificate confirming the Company's membership to anyone who reasonably requests it, free of charge

Client Bank Accounts

- Client Money shall be held in one or more client bank accounts which are separate from the Company's office bank account
- Clients shall be advised of the client bank account name and bank address and any applicable charges and interest
- Client Money received shall be banked promptly
- Client Money due to be paid to the client shall be transferred to the client promptly
- Clients will be provided with regular statements of income and expenditure and shall be entitled to inspect invoices and receipts upon request
- The Company shall ensure that appropriate accounting systems are in place, including arrangements for regular reconciliations and annual audits or inspections