

Client Money Protection

We are members of UKALA (The UK Association of Letting Agents) <https://www.ukala.org.uk/> and covered by their approved scheme: UKALA Client Money Protection. A copy [UKALA CMP Insurance Certificate](#) can be obtained on request and on our website.

Clients' Money Handling Procedures:

In accordance with UKALA Client Money Protection criteria and based on the industry's best practice for holding and accounting of Clients' Money, we adhere to the following procedures:

- Have a separate bank account for Clients' Money.
- Have the title of our Clients' Money bank account easily distinguished from other accounts of our Business.
- Have obtained in writing from our bank confirmation that all Client Money is held by the Business as an agent.
- Have requested the banks written confirmation that the bank is not entitled to combine the Client Money account(s) with any other account or to exercise any right of set-off or counterclaim against money in that accounting respect of any sum owed to it on any other account of the Business.
- Maintain systems and controls which enable you to monitor and manage Clients' Money transactions and any risk arising.
- Have our accounting systems and client data securely controlled and protected.
- Obtain client's written approval to make payments from their accounts.
- Bank all Clients' Money at the earliest reasonable opportunity.
- Nominate authorised staff to handle money.
- Ensure that records show any and all cash transactions.
- Reconcile client accounts together with bank and cash balances at regular intervals to demonstrate control over the accuracy and completeness of accounting records.
- Clients monies are without delay.