



CLIENT MONEY HANDLING PROCEDURE

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1. INTRODUCTION

- 1.1 This Procedure sets out how Southside Property Management Services Limited (“the Company”) handles money on behalf of clients (“Client Money”).
- 1.2 The Company shall handle all Client Money in accordance with this Procedure.
- 1.3 The aims of this Procedure are:
 - 1.3.1 To ensure that Client Money is kept safe;
 - 1.3.2 To ensure that the Company complies with its legal and regulatory obligations as regards handling Client Money.

2. MEANING OF “CLIENT MONEY”

- 2.1 Client Money is any money received by the Company that does not solely belong to the Company. Examples which we typically handle include:
 - 2.1.1 Service charges and reserve funds;
 - 2.1.2 Administration charges;
 - 2.1.3 Membership fees and levies;
 - 2.1.4 Insurance premium contributions;
 - 2.1.5 Ground rents;
 - 2.1.6 Interest credited to client accounts;
 - 2.1.7 Fee money taken in advance;
 - 2.1.8 Clients’ money held but due to be paid to contractors;
- 2.2 Interest earned on Client Money shall belong to the client.

3. LEGAL AND REGULATORY OBLIGATIONS

- 3.1 The Company shall ensure that the Company and all members of staff comply with all legal obligations relating to the handling of Client Money.
- 3.2 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:
 - 3.2.1 Any professional or regulatory body;
 - 3.2.2 Any trade association;
 - 3.2.3 Any Ombudsman redress scheme of which the Company or the relevant member of staff is a member.
- 3.3 The Company shall employ appropriately qualified staff to handle Client Money and shall provide them with appropriate training and support.
- 3.4 The Company shall comply with the Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019 and shall ensure it is a member of a government approved client money protection scheme (CMP) and the Company shall (if they’ve been provided with a certificate from the scheme administrator):
 - 3.4.1 display the certificate confirming the Company’s membership to the CMP on its website or in-branch;
 - 3.4.2 produce a copy of the certificate confirming the Company’s membership to anyone who reasonably requires it, free of charge; and
 - 3.4.3 provide written notification to each client within fourteen (14) days if their membership is revoked, or they change to a different approved CMP scheme (and the name and the address of the new CMP must be provided).

4. CLIENT BANK ACCOUNTS

- 4.1 Client Money shall be held in one or more client bank accounts which are separate from the Company's business bank accounts, recognised by our banking provider as client premium accounts and which shall have the word "designated" in the account name.
- 4.2 Clients shall be advised of the client bank account name and bank address and of any applicable charges and interest.
- 4.3 Client Money received shall be banked promptly and in any event within 3 working days.
- 4.4 Client Money received by Cheque shall be banked promptly and in any event within 7 working days.
- 4.5 Client Money due to be paid to the client shall be transferred to the client promptly.
- 4.6 Clients will be provided with regular statements of income and expenditure and shall be entitled to inspect invoices and receipts on request.
- 4.7 The Company shall ensure that appropriate accounting systems are in place, including arrangements for monthly reconciliations and annual review processes.

5. CONTROLS FOR AUTHORISATION OF PAYMENTS FROM CLIENT BANK ACCOUNTS

- 5.1 Only principals and senior employees of the Company shall have authorisation to access and raise payments from Client Money.
- 5.2 Payments made from Client Money shall require authorisation from the Property Manager or a senior employee and shall be validated by a principal or senior employee.
- 5.3 Payments made from Client Money shall be made in accordance with our contracts, in particular relating to client authorisation based on stated expenditure authorisation limits.