



This is to certify that

Cleeve Residential Lettings

is part of the safeagent
Client Money Protection Scheme

1 March 2022 – 28 February 2023

Accreditation Number: A4229

A handwritten signature in black ink, appearing to read "Isobel Thomson".

Isobel Thomson
Chief Executive

* The safeagent Client Money Protection Scheme has no inner limit per claimant. Further information about the Scheme can be obtained by contacting safeagent

t 01242 581 712 **e** info@safeagents.co.uk [safeagents.co.uk](https://www.safeagents.co.uk)

Firm's Legal Entity: Cleeve Residential Lettings Ltd



Cleeve Residential Lettings Ltd Client Money Handling Procedure

1. Cleeve Residential Lettings Ltd has separate client bank accounts solely for the use of all client money;
2. Cleeve Residential Lettings Ltd only hold client monies in UK banking institutions authorised by the Financial Conduct Authority that are covered by the Financial Services Compensation Scheme and ensure that funds are available within a maximum of 31 days.
3. Cleeve Residential Lettings Ltd have the title of their client money bank account easily distinguished from other accounts with the words 'Client Account' clearly stated;
4. Cleeve Residential Lettings Ltd have written confirmation from their bank that all client money is held by Cleeve Residential Lettings Ltd as an agent and that the bank is not entitled to combine the client money account with any other account or to exercise any right of set-off or counterclaim against money in that account in respect of any sum owed to it on any other account by the firm;
5. Cleeve Residential Lettings Ltd have and maintain relevant systems and controls which enable them to monitor and manage client money transactions and any credit risk arising, including but not limited to regular internal account audits;
6. Cleeve Residential Lettings Ltd have accounting systems and client data securely controlled and protected;
7. Cleeve Residential Lettings Ltd obtain clients' written approval to make payments from their accounts;
8. Cleeve Residential Lettings Ltd pay all client monies into the firm's designated client money bank account within ten (10) business days of the money being received into the firm;
9. Cleeve Residential Lettings Ltd nominate authorised staff to handle client money;
10. Cleeve Residential Lettings Ltd ensure records show all dealings with client money;
11. Cleeve Residential Lettings Ltd reconcile client accounts together with bank and cash balances at regular intervals in order to demonstrate control over the accuracy and completeness of accounting records;
12. Cleeve Residential Lettings Ltd ensure there are sufficient funds in the client account to pay amounts owing to clients as they fall due;
13. Cleeve Residential Lettings Ltd repay any client money, including where feasible any interest earned, without delay if there is no longer any requirement to retain that money or the client requests it.