

Procedure for Handling Client Money

All client money held by us will be held in a client bank account with Royal Bank of Scotland which is authorised by the Financial Conduct Authority. We have written confirmation from the bank that: -

- (a) all money standing to the credit of that account is client money; and
- (b) the bank is not entitled to combine the account with any other account or exercise any right to set-off or counterclaim against money in that account for any sum owed to the bank on any of the other accounts it holds for us.

We record and reconcile all transactions on this account daily in our client accounting system and a nominated director signs off a monthly reconciliation report to demonstrate that our client accounts agree with the corresponding client account bank balance.

As far as possible client money is paid to us by automated transfer directly into the client account. Any client money received by cheque is paid into the client bank account within three working days of receipt by us. Any mixed remittances (payments comprising client and non-client money) will also be paid into the client account. If we receive any unidentifiable transactions, we will treat these as client money until such time as we can identify them. Where we are unable to identify a transaction within one month these funds shall be returned to the sending bank. We do not accept payments in cash.

We will remove from the client account money owed to us for goods or services as soon as reasonably practicable and no later than the end of the month in which the sum falls due.

Money held in our client account which is due to a landlord will be paid to them in line with our terms of business. Rent will be paid to the landlord on or before the 8th working day of the month, after deduction of any expenses and fees payable by the landlord. For further information see our written procedure on rent collection and handling. With prior written agreement, we may hold as a reserve in the client account an agreed sum of money belonging to a landlord as a floating fund for the purpose of funding any expenses required for the property. We will return any balance from such sum to the landlord on request. We will provide the landlord with a monthly statement of income and expenditure, including any sums held within a floating fund. We will retain vouching for all payments made on behalf of the landlord and copies will be provided to the landlord upon request.

Money held in our client account which is due to a tenant will be paid to them as soon as is reasonably practicable.

Where a landlord or tenant requests money to be paid to them which we are holding in our client account, such a request must be made in writing. At the commencement of a letting / property management service agreement or tenancy, we will ask landlords / tenants to provide bank details, which we shall retain on file. Where a landlord or tenant requests the transfer of funds electronically to a bank account which differs from the account details given to us in writing at the outset of the service agreement / tenancy, we will call them to confirm the change is genuine. A member of the Accounts Department will always telephone the landlord or tenant to confirm the request is genuine. Any change of bank details in our client accounting system must be authorised by a nominated director or agreed delegate in their absence.

Where a landlord requests information regarding money we are holding on their behalf, we will respond as soon as is reasonably practicable and within 2 working days.

Anne Lindsay is our Head of Accounts and is responsible for overseeing the day to day running of the client account and the handling of client money within the business. Ben Hartman is the director with responsibility for client accounts.

We hold a client money protection insurance policy with Propertymark and will provide details of this policy to landlords and tenants on request.

We hold a professional indemnity insurance policy with Hiscox and will provide details of this policy to landlords and tenants on request.

Cullen Property Ltd's own accounts and our client fund accounts are audited by Chartered Accountants, currently Whitelaw Wells, 9 Ainslie Place, Edinburgh, EH3 6A, in compliance with the Association of Residential Letting Agents (ARLA) regulations.



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