



## Client Money Handling Procedure

Definitions	
Client	A member of the public which is a client of the Firm. A member of the public includes any person, firm, trust, corporate body or other organisation.
Client Money	Money of any currency (whether in the form of cheque or electronic transfer) a) Which a Registered Firm holds or receives for or from a Client, including money held by a Registered Firm as stakeholder; and b) which is not immediately due and payable on demand to the Registered Firm for its own Account, but excluding a) fees paid for work agreed to be performed, and clearly identifiable as such.
Client Money Account	An account which: a) does not contain any sums other than the whole or any part of client money paid into it, or such sums of money as may be necessary to replace any sum which by error has been withdrawn from the account, together with accrued interest on such amounts; and b) includes in its title the word "client" or an appropriate abbreviation of that word, and whether such account is held in the name of the Firm or a wholly owned subsidiary company of the Firm that holds money in respect of the Firm
The Firm or We	Yorkshire's Finest Leeds Limited Trading as Cornerstone Sales & Lettings.

### Compliance

The whole of this document is to be taken as the Firm's written procedure for Handling Client Money. These written procedures are set forth to ensure compliance with:

- The Property Ombudsman Code of Practice.
- Client Money Protection membership scheme Rules
- Maintain the best practice.



## Handling of Client Money – Written Procedures

1. All Client Money is held in our Professional Firms Client Money Account;
2. We ensure that our Client Money Account is designated as such it is easily distinguished from other accounts;
3. We have confirmed in writing with the bank holding the Client Money Account that the bank acknowledges that monies in the Client Money Account must not be combined with, or transferred to, any other account maintained by the Firm, and the bank shall not be entitled to exercise any right of set off or counterclaim against the money in that Client Money Account in respect of any sum owed to it in respect of any other account of the firm;
4. We keep records and accounts which show all dealings with Client Money and can demonstrate that all Client Money held by the Firm is held in our Client Money Account;
5. We publish our procedures for handling Client Money on our website;
6. We provide a copy of our procedures for handling Client Money to any person who may reasonably require a copy, free of charge;
7. We keep records of accounts that show all dealings with Client Money;
8. We repay any Client Money without delay if there is no longer any requirement to retain that money or the relevant client requests it; and
9. We hold and maintain Professional Indemnity insurance cover that is appropriate for the Firm's size, income, type of work and the amount of Client Money held.

In the event that we receive surplus client money in a client account, we follow best practice and enact the following procedures:

1. Ensure that all efforts are made to trace the clients or owners of the money;
2. Hold surplus money for at least six years.

If, after six years, the client or owner of the money has not been found and no true claimant to the money has come forward it will be retained by the firm.



## General Controls

- We ensure that we have clear segregation of duties and responsibilities and that a specific person or persons only oversees the client accounting function;
- We employ competent and knowledgeable staff who are responsible for processing clients' money.
- Accounting systems and client data are securely controlled and protected; Computer systems are adequately protected for access, firewalls, back-ups and disaster recovery;
- There is adequate cover for holiday and absence;
- We cannot and do not override controls surrounding the accounting system; and
- All areas of the business apply the same level of controls in relation to the client accounting.

## Client Bank Accounts

- Yorkshire's Finest Leeds Limited T/A Cornerstone Sales & Lettings ensure that: We hold clients' money in our Professional Firm Client Bank Account separate from all other monies.
- Client money is available on demand;
- The bank account is correctly titled to include the word "client" to distinguish the account from an office/business or any other account; and
- We may retain interest.

## Client Accounting Systems and Controls

- We ensure that: Accounting records and systems are appropriate to the nature and volumes of client account transactions;
- Systems provide details of all money received into and paid from our client account and show a running balance of all client money held in that account;
- Systems identify all receipts and payments to the client to which they relate; for example, by means of client ledgers showing balances held on behalf of clients;
- Accounting records are completed chronologically and promptly;
- The current balances at the total and client levels are always available;
- All ledgers have the client name and an appropriate description, e.g. the property address;
- Adequate controls are in place over unidentified client money to ensure that such funds are kept securely. The client should be located and reimbursed as soon as possible. Such funds held for more than six years will then be retained by the firm.
- A reconciliation is completed at least once every month. Any unresolved differences or adjustments are fully investigated and explained.
- Any errors identified in the reconciliation process are promptly rectified;
- An accountant's firm signs off on the accounts annually; including copies of reconciliations, we securely kept for at least six years plus the current year.

## Controls over the payment of Client Money

- We ensure that: Checks are made to ensure that sufficient funds are held on behalf of the relevant client before payments are made;
- Adequate authorisation and supervision procedures are in place for payments made by cheque, bank transfer and electronic methods;
- All payment requests have supporting evidence and that documentation has been authorised in advance;
- Blank cheques are not signed, and unused cheques are kept securely;
- Effective controls are in place over the setting up of new supplier accounts on the system;
- and we do not make cash payments.