

PROCEDURES FOR HANDLING CLIENT MONIES

When an Applicant makes an application to rent a property, they will pay a holding deposit equating to not more than 1 weeks' rent*. This money will be held in accordance with the Tenants Fees Act 2019. Where an application is successful, these monies will be, on the agreement of the Applicant, set against the 1st months' rent.

If the application is not successful, in accordance with our Application to Rent and Holding Deposit agreements, monies may be refunded to the Applicant or retained by the agent. During a successful tenancy, where the agent has been appointed to act in a Management or Rent Collection capacity, the agent will ask the Tenant to make payments by standing order into the ring-fenced client bank account.

Occasionally, payments may be made by different methods and the agent will ensure that these funds are processed through the client bank account in a timely manner. Money paid as rent by Tenants will be processed at least weekly by the Paul Simon office.

Money due to Landlords will be paid in accordance with our Landlord Terms of Business; within 10 working days of the funds clearing into the client bank account. In most occasions, any money paid out of the client bank account will be by electronic transfer however occasionally other methods may be used.

From time to time and with the agreement of the individual Landlords, the Paul Simon office may withhold a float of monies either as a static balance to account for any agreed maintenance or as a one-off amount to pay for an individual invoice. Landlords may also be required to make a payment for larger maintenance / repairs works in advance of the works commencing and in the event of this happening, the monies paid to the agent will be held in the client bank account and noted against the individual Landlord ledger.

When money has been withheld by an agent from a Landlords ledger for the purposes of payment for maintenance etc. the contractor will be paid, from the client bank account, when the work has been completed and in line with the individual Terms of Business agreed between each contractor and the agent. We will ensure that it reconciles their client bank account through which rent is processed at least once per month and where deposits are held in a separate account at least once every two months. Reconciliation is an accounting process used to compare two sets of records to ensure the figures agree and are accurate.

The agent will be using software to calculate what is due to who and when, which is one set of records, together with an actual client bank account which is the other set of records. Any monies which are received into the client bank account which cannot be immediately attributable to any individual person, will be held in a separate 'suspense' account until it can be identified. It will then be treated in the normal manner. Any money which is held on dormant ledgers will be held for a minimum of six years since the last contact with the relevant owner of the money. After this period, the agent will create a written audit trail of any decision to process and dispose of the money.