CLIENT MONEY HANDLING PROCEDURES

Emily Trewhella-Clark Limited
Lettings & Property Management

Effective date: September 2026

1. Purpose

These Client Money Handling Procedures explain how Emily Trewhella-Clark Limited, receives, holds, records and pays client money in connection with its lettings and property management services.

The procedures are designed to ensure that client money is handled securely, accurately and separately from the company's own funds.

2. Client Account

Client money is held in a designated client account with NatWest.

Client money is kept separate from the company's business and operating funds and is not used for the company's own expenses or liabilities.

The company maintains appropriate records of money received and paid in relation to each client and property.

3. What is Client Money?

Client money includes money received or held by Emily Trewhella-Clark Limited on behalf of a landlord or other client where the company is not beneficially entitled to that money.

- Rent received on behalf of landlords
- Tenancy deposits, where held by the company
- Landlord maintenance or property expense floats
- Money received in advance for authorised property expenses
- Other funds received on behalf of a client in connection with the management of their property

4. Receiving Client Money

Client money received by Emily Trewhella-Clark Limited is paid into the designated client account.

Transactions are recorded against the relevant landlord and property within the company's client accounting records. The company's client ledger is maintained using Loop.

Client money is not paid into the company's business account except where money has become properly due to the company in accordance with the relevant agreement and is transferred in accordance with the company's accounting procedures.

5. Landlord Floats

Where agreed with a landlord, Emily Trewhella-Clark Limited may hold a maintenance or other property-related float on the landlord's behalf.

Floats are recorded against the relevant landlord/property and remain client money until properly applied to an authorised expense or otherwise returned to the landlord.

6. Rent Collection and Payment to Landlords

Rent received on behalf of landlords is recorded against the relevant property and landlord.

Landlords are paid monthly in accordance with the terms of their agreement with Emily Trewhella-Clark Limited.

Before payment is made, the relevant rent and authorised deductions are accounted for through the client ledger.

Where authorised, deductions may include agreed management fees, property expenses, contractor invoices or other sums properly payable from the landlord's funds.

Landlord statements are provided in accordance with the service provided and the company's procedures.

7. Property Expenses and Contractors

Where a landlord has authorised Emily Trewhella-Clark Limited to arrange maintenance or other property expenses, relevant contractor invoices may be paid from the landlord's client funds.

Payments are recorded against the relevant property and landlord. Appropriate supporting documentation is retained for payments made from client funds.

8. Tenancy Deposits

Where a tenancy deposit is required, etc property uses the TDS Custodial Scheme for England, operated by The Dispute Service.

Deposits are registered with TDS and transferred to TDS Custodial, which holds the deposit in its designated account for the duration of the tenancy. The deposit therefore does not remain in the company's NatWest client account once transferred to TDS.

Emily Trewhella-Clark Limited maintains records of the deposit and ensures that the applicable prescribed information and scheme information are provided within the required timescales.

At the end of the tenancy, repayment is handled through TDS Custodial. Where the landlord and tenant agree, TDS releases the deposit in accordance with their agreement. Where there is a dispute, TDS provides a dispute-resolution process.

9. Client Account Reconciliation

The client account is reconciled daily against the client ledger maintained within Loop.

The reconciliation is used to identify any difference between the balance held in the NatWest client account and the amount recorded as being due to clients.

Any discrepancy identified through the reconciliation process is investigated and corrected promptly.

Records of reconciliations are retained.

10. Records and Accounting

Emily Trewhella-Clark Limited maintains records of:

- Money received into the client account
- Payments made from the client account
- Individual landlord and property balances
- Landlord floats
- Rent received and paid to landlords
- Property expenses and contractor payments
- Tenancy deposit transactions where applicable
- Client account reconciliations

11. Authorised Payments

Payments from the client account are made only for legitimate client-related purposes and in accordance with the relevant landlord or client agreement.

Payments relating to the company's own business expenses are not made from the client account.

12. Unallocated or Unidentified Funds

Where money is received that cannot immediately be allocated to the correct landlord, property or transaction, reasonable steps are taken to identify the source and allocate the funds correctly.

Unidentified funds are not treated as company income.

13. Client Money Protection

Emily Trewhella-Clark Limited is covered by Client Money Protection through Propertymark.

The current Client Money Protection certificate is available on the company's website.

14. Professional Standards

Emily Trewhella-Clark Limited is a Propertymark member and complies with the applicable Propertymark Conduct and Membership Rules relating to client money.

These Client Money Handling Procedures are published on the company website in accordance with the applicable Propertymark requirements.

15. Review of Procedures

These procedures are reviewed periodically and updated where there are changes to the company's services, client-money arrangements, legislation or applicable professional requirements.

Emily Trewhella-Clark Limited

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