



Chinneck Shaw

Client Money Protection (CMP) Information for Clients

Our Commitment to You

Chinneck Shaw is committed to safeguarding any money we hold on your behalf. We operate in accordance with the professional standards set by the Royal Institution of Chartered Surveyors and all relevant UK legislation. We have adopted and comply with Rule 8 of the RICS Rules of Conduct for Firms.

What is Client Money?

Client money is any money we receive and hold on behalf of our clients, including:

- Tenant deposits
 - Rent payments
 - Holding deposits
 - Maintenance or service charge funds
 - Any other funds held during property transactions
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How Your Money is Protected

We protect your money by:

- Holding all client funds in a **separate, designated Client Account**
 - Ensuring client money is **completely separate from our business funds**
 - Maintaining **accurate and up-to-date accounting records**
 - Carrying out **regular account reconciliations**
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Client Money Protection (CMP) Scheme

Chinneck Shaw is a member of the RICS Client Money Protection scheme for Property Agents. Firm number 001352

This means:

- Your money is protected in the event of misappropriation

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- You may be eligible for compensation through the scheme

A copy of our CMP certificate is:

- Displayed in our office
 - Available on our website
 - Available on request
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How We Handle Your Money

We follow strict procedures to ensure:

- Money is recorded and banked promptly
 - Payments are only made for authorised purposes
 - A full audit trail is maintained for every transaction
 - Unidentified funds are allocated to a specified account. They are investigated and when identified are moved to the correct account.
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Account Controls and Safeguards

We have robust controls in place, including:

- Restricted access to client bank accounts
 - Authorisation procedures for payments
 - Regular internal checks and oversight by senior management
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Interest on Client Money and Bank Charges

Our policy regarding interest (if applicable) will be clearly explained within your terms of business. Charges levied by the bank on the Client account are paid from the firms office account.

What Happens if Something Goes Wrong?

In the unlikely event of an issue:

- We will investigate promptly and transparently
- Any shortfall will be addressed without delay
- You may be able to make a claim via our CMP scheme



Complaints

If you have concerns about how we handle your money, please contact us directly so we can resolve the issue. Any complaint will be dealt with in accordance with our complaints procedure.

If you are not satisfied with our response, you may escalate your complaint to an independent redress scheme.

Our Regulatory Commitment

Chinneck Shaw operates in line with:

- Royal Institution of Chartered Surveyors Rules of Conduct (2022)
- UK Client Money Protection legislation
- Industry best practice for estate and letting agents

Further Information

If you would like more details about how your money is handled or protected, please contact us:

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