

propertymark

# CLIENT MONEY PROTECTION CERTIFICATE

Should a Propertymark Protected agent go into administration or misuse your rent, deposit or other funds, Propertymark will reimburse you whether you are a landlord or a tenant.

This certificate confirms your money is protected by the Propertymark Client Money Protection Scheme and that you can claim back money lost in the event of your letting agent going into administration or misusing your funds.

## Your Propertymark Protection

Details of your agent

**Mr Andrew Cole**

Trading as

**Andrew Cole Estate Agents**

Scheme Reference number

**C0135313**

is a member of Propertymark Client Money Protection Scheme  
Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG

### HOW TO CLAIM

Simply go to [propertymark.co.uk/complaints/client-money-protection/](http://propertymark.co.uk/complaints/client-money-protection/) and complete the CMP application form. We need to receive your application within 12 months of us being notified that a misappropriation has occurred.

You do not need to prove fraud. You only need to provide supporting evidence that you have not received the money you were legally entitled to, this may be in the form of your tenancy agreement or deposit protection certificate along with bank statements.

Your money is protected throughout the time that your agency is a member of the Propertymark Client Money Protection Scheme. If your agent leaves the scheme, they are required by law to notify you. All agents managing properties in England, Scotland or Wales are legally required to belong to a Government approved Client Money Protection scheme at all times and details of the scheme must be publicly available. If you discover at a later date that money has gone missing during the period of their membership of the scheme, you will still be covered even if they have subsequently left the scheme.

Unfortunately, we cannot make payments for any loss arising from war (whether foreign or civil), terrorism, rebellion, revolution, military uprising or any form of confiscation by the state.

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### **Disclosure of Referral fees - June 2023**

We may refer vendors and purchasers to a reputable third party provider such as conveyancing solicitors, EPC providers, surveyors and mortgage advisors. However, this information is given out under no obligation whatsoever to use these services and we recommend that options be considered before accepting any third parties' terms and conditions. Andrew Cole Estate Agents may receive referral fees from some of these third party service providers which are usually paid from the marketing budget in order that any referral fee we receive is not at any additional cost to you. Please see below confirmation of the typical or average referral fee received, exclusive of VAT, if applicable:

#### **Solicitors/Conveyancers**

We may recommend the conveyancing services on offer with Open Door Conveyancing and Andrew Cole Estates Agents will receive a referral fee of up to £150 per transaction. A member of staff may also receive a referral fee of up to £15 per transaction, paid with a voucher and not cash. We may also make referrals to other local conveyancing solicitors who do not pay any referral fee to us at all. The referral fee is not added to the conveyancing charges that are quoted by Open Door Conveyancing.

#### **Surveyors**

Where appropriate, we may recommend the services of a local surveyor, however, no referral fees are received by Andrew Cole Estate Agents or any member of staff from any surveyor.

#### **Financial Services**

We may recommend mortgage services to you through our association with Infinity Financial Advice and should you decide to use their services, following a successful completion Andrew Cole Estates will receive a referral fee of £100. No fee is paid to any member of staff for any referral.

#### **Letting service**

We offer two letting/management services:

- 1) A full management service including all property marketing and finding a suitable tenant, arranging and overseeing any maintenance or repairs required, gas and electrical safety checks/certificates etc. for which we charge our landlords a monthly management cost of up to 9% plus VAT. Any initial new let or re-let of a property is charged to the landlord with a £200 plus VAT letting fee to include references being taken for any new tenant, tenancy agreement preparation and inventory with photographs. A mid-term periodic inspection/report is charged at £50 plus VAT to the landlord.
- 2) A tenant find service is also available to include all initial marketing and finding a suitable tenant, obtaining/ensuring that both gas and electrical certificates are current and in date, taking references for any new tenant and preparing the tenancy agreement ready for signature by all parties. The cost of this to the landlord is one month's rent plus VAT with a minimum of £500 plus VAT. All rent is then collected by the landlord direct and the initial deposit is paid over to the landlord for submission to their own chosen deposit scheme.

We do not charge a fee for check-ins and check-outs and no fees are payable by the tenant at any point for either of the above services.

Deposits from managed properties are held with The Deposit Protection Service on behalf of the tenant and for the term of the tenancy.