



# MKi Property

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## Client Money Procedure

**MKi Property [MKi]** are members of UKALA [UK Association of Letting Agents].

As per UKALA's terms and conditions, its members must publish their client money handling procedures on their website, as well as making copies available to customers upon request.

*MKi adheres to the Client Money Rules of Conduct, using the following procedures:*

- All Client Money is held in a dedicated Client Money Account with a UK registered Bank.
- We ensure that the Client Money Account is designated as such and is easily distinguished from any other account.
- We have confirmed 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 agency.
- The bank shall also 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 by the agency.
- Records and accounts are retained which show all dealings with Client Money and demonstrate that all Client Money held by the Firm is held in the Client Money Account.
- Our Client Money procedures are published on our website.
- Where a copy of our procedures is request, MKi provides the same, free of charge.
- Client Money is repaid without delay if there is no requirement to retain monies.
- MKi holds appropriate Professional Indemnity insurance cover Surplus Client

## **Funds**

In the event that MKi receives surplus client money into our Client Money account, we will enact the following procedure is conducted.:

- Make every effort to trace the client / owners of the money.
- Hold the surplus money in the Client Money account for at least six years.
- If, after six years, the client / owner of the money has not been found and no true claimant to the money has come forward, it may be donated to a registered charity chosen by the Agent. A receipt will be obtained for this transaction so should a true claimant come forward to collect the money it can be made available to them.

## **General Controls**

MKi ensure that:

- Employees have clear segregation of duties and responsibilities and that a Principal or appropriately qualified individual oversees the client accounting function.
- We employ competent and knowledgeable staff who are responsible for processing clients' money and are familiar with Client Accounting rules.
- Our accounting systems and client data are securely controlled and protected.

- Our computer systems are adequately protected for access, firewalls, back-ups and disaster recovery.
- We provide adequate cover for holiday and long-term absence.
- Principals cannot override controls surrounding the accounting system.

### **Client Money Account**

MKi hold clients' money in one main dedicated client account, which is separate from all other monies. Client money is available on demand. The bank account is titled "MKi Property Client Monies Account" to clearly distinguish it from any other accounts at the agency. Written consent will be provided where interest has been retained by the Agent.

### **Client Accounting Systems and Controls**

- 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 all client accounts 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.
- Client ledgers show cash balances held on behalf of clients at all times.
- Accounting records are completed promptly.
- Current balances and period reports are available upon demand.
- All ledgers include the Client name and reference.
- Adequate controls are in place over unidentified client money to ensure that such funds are kept securely.
- Where MKi is paid surplus client funds, the client will be located and reimbursed as soon as possible. Funds held for more than six years will be donated to a registered charity.
- A list of client bank account details will be maintained.
- Daily reconciliations are performed.
- Further reconciliations are completed at least once every month where clients' money is held in a general client account.
- Any unresolved differences or adjustments are fully investigated and explained.
- Any errors identified in the reconciliation process are promptly rectified.
- Client accounting records, including copies of reconciliations, are securely kept for at least six years plus the current year.

### **Controls over the payment of Client Money**

MKi ensures that:

- Checks are made to ensure that sufficient funds are held on behalf of the relevant client before payments are made.
- Adequate authorisation procedures are in place for payments made by electronic methods.
- All payment requests have supporting evidence.
- MKi does not accept any payments by cash or cheque.
- Effective controls are in place over the setting up of new supplier accounts on the system.