

<p><b><u>Additional Branches</u></b></p>	<p>All of your branches need to be registered with TPOS. If you have any unregistered branches please email <a href="mailto:membership@tpos.co.uk">membership@tpos.co.uk</a>.</p> <p>In addition if your sales and lettings departments are trading under separate legal entities you will require two separate memberships. Please contact <a href="mailto:membership@tpos.co.uk">membership@tpos.co.uk</a> or visit our “Join Scheme” page on our website. <a href="http://www.tpos.co.uk">www.tpos.co.uk</a></p>	
<p><b><u>Agency Agreements</u></b></p>	<p>All terms of business should be easy to understand and key features should be highlighted and brought to the consumers’ attention. If it does not already contain, the following areas of your Agency Agreements/Terms of Business should be amended or added. This list is not comprehensive, and any comments and guidance given does not set out to determine what is legally acceptable.</p> <ul style="list-style-type: none"> <li>• The Property Mis-descriptions Act 1991 has been repealed and the Consumer Protection from Unfair trading Regulations has replaced it.</li> <li>• Provision of a <b>14 day</b> cooling off period – section 5l and 5f of our codes.</li> <li>• Fees need to be clear – section 5h and 5k of our codes.</li> <li>• Energy Performance Certificate and the process for obtaining them and the cost should be included.</li> </ul> <p>To assist, please refer to our members area on our website: Guidance notes on agency agreements. Guidance on Unfair Terms in Consumer Contracts Regulations 1999 can be accessed at <a href="http://www.gov.uk/government/publications/unfair-standard-terms-in-consumer-contracts">www.gov.uk/government/publications/unfair-standard-terms-in-consumer-contracts</a>.</p>	
<p><b><u>Headed Paper</u></b></p>	<p>The TPO blue and white logo needs to be on your headed paper and marketing material. More details on business stationery can be found at <a href="http://www.companieshouse.gov.uk">www.companieshouse.gov.uk</a>. If you require electronic copies of our logos please email <a href="mailto:membership@tpos.co.uk">membership@tpos.co.uk</a>.</p>	
<p><b><u>Internal Complaints Procedure</u></b></p>	<p>All member agents are required to have an internal complaints procedure which should be available for the consumer as a separate document to your terms of business . If you require guidance and a template please email <a href="mailto:membershipcompliance@tpos.co.uk">membershipcompliance@tpos.co.uk</a></p>	
<p><b><u>Money Laundering Registration</u></b></p>	<p>Whilst this is not part of our Codes of Practice SALES AGENTS ONLY must be registered with HMRC. Further information can be gained from <a href="https://www.gov.uk/registration-guide-for-estate-agency-businesses">https://www.gov.uk/registration-guide-for-estate-agency-businesses</a></p>	
<p><b><u>Client’s Bank Accounts</u></b></p>	<p>As per paragraph 17 of our Lettings Code of Practice you must keep clients’ money in a separate designated clients’ bank account and not in a current account, and the client should be advised of this. Even if you currently keep clients’ money in a separate bank account, it needs to be labelled as such. Under no circumstances should a clients’ account be used for office use.</p>	

<b><u>Tenancy Deposit Scheme</u></b>	It is a legal requirement for any tenancy deposit to be registered with an approved Tenancy Deposit Scheme. This only applies to deposits taken under Assured Shorthold Tenancies in England and Wales and Short Assured Tenancies in Scotland.	
<b><u>TPO Codes of Practice and Consumer Guides</u></b>	You must have available free of charge, copies of the Codes to give to consumers on request. You must also prominently display copies of the Consumer Guide leaflet in all your offices. If you require more stationery this can be obtained from the member's area of the website <a href="http://www.tpos.co.uk/members_index.htm">http://www.tpos.co.uk/members_index.htm</a>	
<b><u>TPOS Window Stickers</u></b>	You should prominently display the current blue and white TPO logo in your window.	
<b><u>TSI Logo</u></b>	Our Codes of Practice are approved by Trading Standards and therefore you can also display their logo on your website. Please email <a href="mailto:membership@tpos.co.uk">membership@tpos.co.uk</a> for logo guidance.	
<b><u>Vulnerable Consumers</u></b>	We encourage our members to provide training to all employees regarding how to deal with vulnerable consumers. Guidance can be found on our website. <a href="http://www.tpos.co.uk/members_index.htm">http://www.tpos.co.uk/members_index.htm</a> . We recommend employees training records are signed off covering this training.	
<b><u>Annual Renewal Forms</u></b>	At your annual renewal you will be required to complete an online renewal form, this is to ensure that all of the information we hold for you is still correct. If you need to change any of your membership details and require your login and password please email <a href="mailto:membership@tpos.co.uk">membership@tpos.co.uk</a> .	

## Membership Compliance

If you have any queries or require further guidance please contact our Compliance Team – Kathryn Blanchard and Tanja Steerment on 01722 335458 option 3 between Monday and Thursday, or email [membershipcompliance@tpos.co.uk](mailto:membershipcompliance@tpos.co.uk)