

Survey Items & Guidance	Correction Required
<p align="center"><u>Complaints Procedure (ICP) as given to consumers</u></p> <ul style="list-style-type: none"> Section 14 of the TPO Code of Practice for Residential Estate Agents AND / OR Section 19 of the TPO Code of Practice for Residential Letting Agents TPO Complaints Handling Toolkit https://www.tpos.co.uk/mem-compliance/complaint-handling-toolkit <p><u>**Attached to this email is an ICP template for use on your website**</u></p>	<ul style="list-style-type: none"> We have been unable to verify that this is displayed on your website. Please confirm and provide the relevant link to the online copy
<p align="center"><u>TPO Logo on website</u></p> <p><u>**Attached to this email is a copy of the relevant Logo**</u></p>	<ul style="list-style-type: none"> The TSI logo must be displayed to the right of the code sponsor logo (TPO), please arrange for this to be amended on your website
<p align="center"><u>Client Money Protection Scheme (CMP)</u></p> <p>https://www.gov.uk/government/publications/client-money-protection-for-letting-and-managing-agents/client-money-protection-for-letting-and-managing-agents</p>	<ul style="list-style-type: none"> You must display your Client Money Protection certificate on your Website
<p align="center"><u>ICO Registration</u></p> <p>https://ico.org.uk/for-organisations/data-protection-fee/?page=7.html</p>	
<p align="center"><u>HMRC Money Laundering Certificate</u></p> <p>https://www.gov.uk/anti-money-laundering-registration https://www.gov.uk/guidance/registration-guide-for-estate-agency-businesses</p>	<ul style="list-style-type: none"> We have been unable to verify a valid Anti-Money Laundering registration using HMRC's Supervised Business Register. Please provide evidence of your registration, proof of payment or a confirmation email will suffice <p>*If you are exempt from being registered, you will also need to provide evidence of this*</p>