

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