



The Property Ombudsman (TPOS) New Member Advice Sheet

This advice sheet has been designed to help our member agents achieve compliance, not only with the Codes of Practice but with relevant Legislation. All TPO members are required to take part in a mandatory membership compliance survey, participants are contacted directly regarding the requirements. The information that follows should help to ensure that you are already compliant ahead of the survey.

<p><u>TPO Codes of Practice and Consumer Guides</u></p>	<p>As detailed in the TPO Codes of Practice, you must have copies of the TPO Codes and Consumer Guides available, these can be in your branch OR on your website.</p> <p>Downloadable copies available at https://www.tpos.co.uk/consumers/documents-links</p> <p>**As a new member you would have received these in your welcome pack, you are responsible however for ensuring that you keep your online / in branch copies up to date (from time to time the codes will be updated, this information will be publicised on our website and is also communicated via the member newsletter)**</p>
<p><u>TPO Window Sticker</u></p>	<p>You must prominently display the TPO logo in your office window.</p> <p>**As a new member you would have received a window sticker in your welcome pack (if you need a new one, you will need to place a stationery order https://www.tpos.co.uk/images/documents/forms/TPOF11_Stationery_Order_Form.pdf</p>
<p><u>TPO & TSI Logo</u></p>	<p>As per the TPO Code of Practice, you must prominently display the TPO logo on your website, in the window of all offices, and on all relevant documentation such as marketing literature, digital communications, property advertisements and on your letterheads.</p> <p>In addition, our Codes of Practice are approved by Trading Standards and therefore you should also display their logo, alongside the TPO Logo.</p> <p>**As a new member you would have received the relevant logos by email**</p>
<p><u>Client Money Protection (Letting Agents in England)</u></p>	<p>As of 1st April 2019, Client Money Protection Insurance became a legal requirement for Letting agents in England. You must also display on your website and in your branch, who you are registered with.</p> <p>Details on which providers have been approved by the Government can be found at https://www.gov.uk/government/publications/client-money-protection-for-letting-and-managing-agents/client-money-protection-for-letting-and-managing-agents</p>
<p><u>Internal Complaints Procedure</u></p>	<p>As part of your membership obligations, you must maintain and operate an internal complaints procedure. Assistance with this can be found within the TPO Complaints Handling Toolkit https://www.tpos.co.uk/mem-compliance/complaint-handling-toolkit</p>
<p><u>Money Laundering Registration (Residential Estate Agents)</u></p>	<p>If you deal in Residential Sales, you must be registered with HMRC for Anti- Money Laundering. Please visit https://www.gov.uk/anti-money-laundering-registration for further information</p>
<p><u>Registration with the ICO</u></p>	<p>From 25 May 2018, the Data Protection (Charges and Information) Regulations 2018 requires every organisation or sole trader who processes personal information to pay a data protection fee to the ICO, unless they are exempt. Please visit https://ico.org.uk/for-organisations/data-protection-fee/?page=7.html for further information</p>

<p><u>Vulnerable Consumers</u></p>	<p>As detailed in the TPO Code of Practice ‘ <i>You should take special care when dealing with consumers who might be disadvantaged because of their age, infirmity, lack of knowledge, lack of linguistic ability, economic circumstances or bereavement.</i>’ TPO have a guidance sheet which we would advise you to download and share with all staff https://www.tpos.co.uk/images/documents/guidance/Dealing_with_Vulnerable_Consumers.pdf</p>
<p><u>Additional Branches</u></p>	<p>All of your branches need to be registered with TPOS. If you have any unregistered branches, you will need to log in to the ‘members’ section of our website (https://www.tpos.co.uk/members) using your membership number (username) and password. Alternatively, if you have any questions please email membership@tpos.co.uk</p> <p>In addition to the above, if your sales and lettings departments are trading under separate legal entities you will require two separate memberships</p>
<p><u>Annual Renewal Forms</u></p>	<p>At your annual renewal you will be sent an invoice, when making payment you are agreeing to the TPO terms however, you are still required to ensure that all of the information we hold for you is still correct, this can be done by logging into the ‘Members’ section of our website https://www.tpos.co.uk/members</p> <p>If you need to change any of your membership details and require your login and password, please email membership@tpos.co.uk</p>

If you have any queries or require further guidance please contact our membership Compliance Team on 01722 335458 option 3, Monday – Friday 10am – 3pm or by email membershipcompliance@tpos.co.uk