You can use this Checklist to gather together the required information and documents before starting the HealthCheck as there is no ‘save & return’ option.

|  |  |
| --- | --- |
| **SUPPORTING DOCUMENTS TO BE UPLOADED WITH YOUR QUESTIONNAIRE:** | |
| **PayProp Users*: Agent only required to send deposit summary. PayProp to provide other documents*** | |
| * SUMMARY page(s) from your Tenant Deposit Scheme Provider(s) (showing number of tenancies & value)…………. |  |
|  |
| * DETAILED Bank Statements covering the last **60 days** for ALL Client Money accounts held**\*** includes tenant deposit accounts, overseas tax etc.  All statements must show running balances…………………………………………………. |  |
|  |
|  |
| * DETAILED Bank Statements for the period **1st to 31st July 2024** for all Client Money accounts held**\***.   **or ALL Client Account bank statements if your agency only started trading within the last 6 months**……………….…  ***>>NOTE: Bank statements cannot be accepted in Excel or .csv format*** |  |
|  |
|  |
| * BANK LETTER dated within the last 12 months confirming that all Client Money Accounts**\*** are ring-fenced and that the bank has no right to set off funds against any company, business or personal liabilities ……………………... |  |
|  |
|  |
| **\* *DO NOT INCLUDE accounts for Commercial lettings & block management***  **INFORMATION THAT WILL BE REQUIRED:**  **IMPORTANT:** Whilst this Checklist is intended as guidance for the online questionnaire, all figures provided must be correct **as at the date of submission of the online form** | |
| **ABOUT YOUR AGENCY** | |
| Financial Year end date |  |
| No. of directors/employees who hold recognised qualifications in residential lettings + List qualifying bodies |  |
| VAT Number (*if applicable*) |  |
| HMRC Non-resident Landlord (NRL) number which starts with ‘NA’ (*if registered*) |  |
| Money Laundering Regulations (MLR): Reg. number + date of registration + Annual fee due date (*if applicable*) |  |
| Data Protection ICO registration number & expiry date |  |
| Frequency you reconcile agency records to Client Money bank accounts & deposit protection records? |  |
| **ABOUT YOUR PORTFOLIO** | |
| Total no. active tenancies where you collect rent on behalf of the Landlord |  |
| * No. of Rent Collect and Full Managed ASTs (England & Wales) / PRTs (Scotland) |  |
| * No. of non-ASTS (*Company Lets, Common Law Tenancies etc*) (England & Wales) / non-PRTs (Scotland) |  |
| * No. of properties in your portfolio that are fully managed |  |
| * How do you calculate the amount of deposit to be paid by tenants on ASTs? |  |
| * How do you calculate the amount of deposit to be paid by tenants on non–ASTs? (e.g company lets) |  |
| * No. of current tenancies you collect rent for where no deposit was paid by the tenant |  |
| **ABOUT RENTS PAID TO YOU BY TENANTS** | |
| If at least 90% of tenants do not pay their rent monthly: |  |
| * What percentage (*approximately*) pay weekly / quarterly / half yearly? |  |
| How are most rents paid? (standing order/direct debit/bank transfer/cash/cheque) |  |
| Average monthly rent on AST’s (England & Wales) / or PRTs (Scotland) across portfolio |  |
| Average monthly rent on of Non AST’s (*Company Lets, Common Law Tenancies etc*) across portfolio |  |
| Amount of any rent held not due to be paid to the Landlord for at least the next 3 wks? (e.g. rent in advance) |  |
| No. of working days you take to process rents after they are received into bank |  |
| **ABOUT TENANT DEPOSITS HANDLED BY YOU** | |
| Which Tenant Deposit Protection Scheme(s) are you a member of? |  |
| * Insured Schemes: According to YOUR records what is the VALUE of tenant deposits insured by you |  |
| * According to YOUR records what is the total NUMBER of tenant deposits 'protected' |  |
| * No. of insured deposits where premium to Deposit Provider is currently outstanding |  |
| * Custodial Schemes: According to YOUR records what is the total VALUE of tenant deposits lodged by you |  |
| * According to YOUR records what is the total NUMBER of tenant deposits 'protected' |  |
| Do you hold Let Only/Tenant Find deposits on behalf of Landlords? |  |
| Give value & breakdown of any deposits you hold for non-ASTS (*Company Lets, Common Law Tenancies etc*) |  |
| **ABOUT LANDLORDS YOU ACT FOR** | |
| Amount of Landlord money held for maintenance/floats |  |
| Amount of 'other' monies being retained on behalf of landlords (not rents in advance or maintenance floats |  |
| No. properties owned by landlords who reside overseas but currently have no tax exemption (NRLs) |  |
| **ABOUT YOUR AGENCY FEES & CHARGES *(If these vary give averages before vat)*** | |
| Landlord set up fees (*one-off fee charged at start of tenancy*): | |
| * In general, what would normally be the fixed term of new tenancies agreed (in months) (6, 12, 18, 24) |  |
| * Rent collect / fully managed tenancies - set-up fees: percentage or fixed amount? Give details |  |
| * Let only / Tenant find tenancies - set-up fees: percentage or fixed amount? Give details |  |
| Landlords Monthly Commission: | |
| * Landlord commission for Rent Collect (%) + explanation if this is not the % actually deducted monthly |  |
| * Landlord commission for Fully Managed (%) + explanation if this is not the % actually deducted monthly |  |
| Landlords Tenancy Renewal Fees: | |
| * Do you charge the Landlord a fee for renewing tenancies |  |
| * Rent collect / fully managed tenancies: percentage or fixed amount? Give details |  |
| * Let only / Tenant find tenancies: percentage or fixed amount? Give details |  |
| Tenants’ fees charged prior to start of tenancy (*inc. admin, referencing, tenancy documents, check-in/out* ): | |
| * All Tenancies Reservation Fee /Holding fee/Fee of Intent taken to hold property |  |
| * Non-AST tenancies 1st Tenant (in £'s) |  |
| * Non-AST tenancies 2nd & subsequent Tenants (in £'s) |  |
| * Non-AST tenancies Guarantors (in £'s) |  |
| Tenants Tenancy Renewal Fees (if applicable): | |
| * Amount of Renewal fees you are charging to Tenants in AST tenancies started before 1st June 2019? |  |
| * Frequency you transfer your fees & commissions from Client Account(s) to your Office/Business Account |  |
| * What date did you last transfer your fees from your Client Account to your Office/business account? |  |
| * Are ALL your letting fees & charges displayed prominently on your website and in your office? |  |
| **FINANCIAL INFORMATION** | |
| Client money bank account(s) sort codes & account numbers |  |
| Are all your Client Money Accounts ring-fenced? (*not subject to set-off by the bank*) |  |
| Do you hold at least one 'Designated' tenant deposit account? |  |
| Details of any money that has ever been paid into or out of client accounts which relates to the daily running of your business or your own personal expenses (*e,g. salaries, petrol, phone bills, stationery, credit cards*) |  |
| Amount of any money sitting in your clients accounts that is due to be paid out (*e.g to contractors*)   * *Do Not include move in monies* |  |
| Amount of 'unclaimed' money sitting in any of your client accounts? (*e.g. tenant has disappeared*) |  |
| Details of any significant issues you are aware of relating to your client money account(s) in the last 12 mths? |  |
| **YOUR BUSINESS OVER THE LAST 3 MONTHS** | |
| Number of new managed/rent collect tenancies created |  |
| Number of new let only/tenant finds tenancies created |  |
| Managed / Rent Collect: | |
| * Total no. of AST (England & Wales) / PRT (Scotland) tenancies started in last 3 months |  |
| * Total no. of OTHER tenancies started in last 3 months |  |
| * Total number of all tenancy renewals (ASTs (England & Wales) / PRTs (Scotland) + Other) in last 3 months |  |
| * Total number of all tenancies (ASTs (England & Wales) / PRTs (Scotland) + Other) ended in last 3 months |  |
| Let Onlys / Tenant Finds: | |
| * Total no. of AST (England & Wales) / PRT (Scotland) tenancies started in last 3 months |  |
| * Total no. of OTHER tenancies started in last 3 months |  |
| * Total number of all tenancy renewals (ASTs (England & Wales) / PRTs (Scotland) + Other) in last 3 months |  |
| * Total number of all tenancies (ASTs (England & Wales) / PRTs (Scotland) + Other) ended in last 3 months |  |
| ALL New Tenancies: | |
| Breakdown of any 'move-in' monies (rents/deposits) held for tenancies that have not yet started: |  |
| * No. of tenancies you are holding move in money for |  |
| * No. of these that have paid additional rent in advance (exclude 1st month) |  |
| * Total amount of all move-in monies being held by you (deposits & rents) |  |
| **OTHER SERVICES** | |
| In addition to residential lettings do you offer holiday lettings? |  |
| * If monies collected by you in respect of holiday lettings are held in your client account(s): |  |
| * Total amount currently held in your client account(s) for booking fee |  |
| * Total amount currently held in your client account(s) for rental |  |
| * Total amount currently held in your client account(s) for damage deposits |  |
| **Redress Scheme:**  Scheme name (TPO or the PRS), Registration number or Group Name + are details displayed |  |
| **Industry trade body membership:** (ARLA, UKALA, NALS etc) |  |
| **Professional Indemnity Insurance:** provider + Insurance policy details (*if applicable*) |  |
| **Client Money Protection:** provider + Insurance policy number, & renewal date + are details displayed |  |

**REMEMBER**

All figures provided must be correct **as at the date of submission of the online form**