

## Application Declaration and Firm's Undertaking

To be completed by the director(s) of the firm

The applicant undertakes to the Approved Letting Scheme Limited T/A safeagent that the applicant's office(s) as detailed on this form will:

1. Only offer and provide residential lettings and management services which at least meet the standards which have been prescribed (and which I have read) by **safeagent** and agree to provide clients with a written statement setting out the services our firm provides and the charges.
2. Maintain and operate an appropriate customer complaints procedure which meets the requirements of **safeagent** and the redress scheme of which you are a member.
3. At the request of the client complainant refer the complaint to a redress scheme once your firm's in-house complaints procedure has been exhausted and comply with any award so determined within the timescale prescribed by the Scheme.
4. Pay the annual subscription fee and Client Money Protection contribution within one month of the due date. In the event of a firm terminating their accreditation or having their accreditation terminated by **safeagent**, the annual subscription and Client Money Protection contribution is non-refundable.
5. Maintain Professional Indemnity Insurance to comply with the requirements described in this form.
6. Supply an Accountant's Report annually within 6 months of the firm's financial year end satisfying that the firm is complying with the **safeagent** Accounting Standards for the handling of Client Money.
7. Maintain membership of a recognised Client Money Protection Scheme.
8. Display the Scheme's logo where customers can see it and in the event of its withdrawal or removal\* from the Scheme, nonetheless fulfil the terms of the **safeagent** accreditation in relation to clients with whom terms of appointment for residential lettings and/or management services were agreed after the applicant joined the Scheme and discontinue use of all material relating to **safeagent**.
9. In the event of expulsion from **safeagent**, the applicant firm acknowledges and agrees that, in the event of ceasing to be accredited by the Scheme as a result of any breach by the applicant of the undertakings set out above, the Approved Letting Scheme Limited T/A **safeagent** may:
  - a. contact any relevant authority (including the Competition and Markets Authority and any Trading Standards Officer) of the fact of cessation of the applicant's accreditation and the circumstances surrounding such cessation; and/or
  - b. publish the fact of the cessation of applicant's accreditation (and the circumstances surrounding it) by such means as the Company considers appropriate.
  - c. inform the statutory tenancy deposit schemes and Redress Schemes of the termination of the firm's accreditation.

### I DECLARE that to the best of my knowledge and belief:

1. that statements set out in the application form are correct
2. I have read and understood and agree to abide by the terms of **safeagent** accreditation as set out in the application form.

Signature \_\_\_\_\_ Name \_\_\_\_\_ (BLOCK CAPITALS)

Date: \_\_\_\_\_ Company Name: \_\_\_\_\_

To be signed by one Director on behalf of the firm.