HES Estate Management
Chartered Surveyors • Block & Estate Managers

2 Chartland House
Old Station Approach
Leatherhead
Surrey
KT22 7TE

01372 677988
accounts@heseml.co.uk
www.heseml.co.uk

Client Money Handling

Where HES Estate Management Ltd operate a designated Clients' Account this is held as a Trust Account at Natwest Bank. Written confirmation is obtained from the bank confirming that trust monies cannot be set against any other company liability. Access to the bank account is restricted to authorised personnel only and only HES Estate Management Ltd directors authorise payments from the account in accordance with the operating bank account mandate.

The receipt of cheques and cash are recorded on the day of receipt and credited to the appropriate bank account within two working days of receipt. The bank account balances are reconciled on a weekly basis and any unreconciled items reviewed and further investigation undertaken if required.

Credit interest received on each designated client bank account is credited to that account. All bank charges are deducted from the HES Estate Management Ltd office account.

All creditor invoices are reviewed by the appropriate property manager and approval given prior to the funds being deducted from the bank account.

As required by our regulatory bodies, ARMA and RICS, we conduct regular internal audits of all balances throughout the year. RICS then will conduct random spot checks and audits. Additionally, each service charge cash book, invoice listing with invoices and receipts schedule are passed over to an approved accountant to cross check prior to producing the annual service charge accounts for distribution. By law, leaseholders have the right to request to view more detailed records relating to the last service charge year should further information be required upon receipt of the annual service charge accounts.

In accordance with our regulatory bodies, all Clients' Accounts should never go into an overdrawn position and our property database is set up with a referral indicator to prevent this situation occurring.

HES Estate Management Ltd is a limited company registered in England & Wales
Registered office: 2 Chartland House, Old Station Approach, Leatherhead, KT22 7TE
Company No: 09531224   Regulated by RICS Accredited by ARMA-Q

Directors
D N HARVEY Dip Surv MRICS
S E PALMER BSc(Hons) MIRPM
G S DERRIMAN

The Property Ombudsman
RICS
ARMA