

Client Money Protection (CMP) Policy – Pevona Ltd

Pevona Ltd is committed to safeguarding all client funds in accordance with UK legislation, Propertymark requirements, and industry best practice. This policy sets out the framework under which client money is protected, controlled, and administered.

1. Definition of Client Money

Client money includes rent, deposits, service charges, maintenance funds, overpayments, and any other monies held on behalf of landlords or tenants.

2. CMP Membership

Pevona Ltd is a member of Propertymark and is covered by the Money Shield Client Money Protection (CMP) scheme, ensuring full protection of client funds against loss due to misappropriation or insolvency.

3. Segregation of Funds

All client monies are held in designated client accounts entirely separate from company operational accounts in accordance with regulatory requirements.

4. Internal Controls

Robust internal controls are maintained, including restricted access, authorisation controls, and financial oversight procedures to safeguard client funds.

5. Monitoring and Reconciliation

Regular reconciliations are performed to ensure accuracy of balances and detect discrepancies in a timely manner.

6. Transparency

Clients receive clear statements of account, ensuring full visibility of all financial transactions.

7. Compliance

Pevona Ltd complies with all applicable laws, Propertymark standards, and audit requirements.

8. Complaints

Any concerns regarding client money are handled through the company complaints procedure and may be escalated to the relevant redress scheme.