



Miss Lucy Fidler

**Former Director of Expert Letting
Solutions Limited & Employee of Ash
Residential Property Management.**

Disciplinary Tribunal Decision

15th February 2023.

Disciplinary Tribunal Decision

Member:	Miss Lucy Fidler – Ex ARLA member.
Position:	formerly Director
Company/Employer:	Expert Letting Solutions Limited.
Address:	2a Ashfield Parade, London, Greater London N14 5EJ
Complainant:	Propertymark
Reference:	Y0001366
Date:	15 February 2023

A. INTRODUCTION

A Disciplinary Tribunal of Propertymark Limited was convened on 15 February 2023 to consider the case against Miss Lucy Fidler.

The panel members were Mr Richard Hair PPNAEA (Honoured) (member panellist acting as the Chairperson for the Tribunal), Mr Clive Wood (lay panellist) and Mr Stephen Shaw (lay panellist).

The presenting Case Officer for Propertymark was Miss Farrah Gibson.

Miss Lucy Fidler was in attendance via Zoom accompanied by her witness Ms Susie Crolla.

The hearing took place in private and was recorded.

B. ALLEGATIONS

The Tribunal considered the allegations set out in the case summary sent to Miss Fidler.

It was alleged that Miss Fidler had acted in contravention of the requirements of the following Propertymark Conduct and Membership Rules:

1. Accounting Rule

Members' firms that are regulated by the Royal Institution of Chartered Surveyors (RICS), the Law Society or the Law Society of Scotland are exempt from the requirements of this rules.

1.1 Introduction to the Accounting Rule

1.11 The principles of this Rule shall apply to any PPD member's firm that holds or handles Client Money or that has a contract with a Client and then outsources the Client Accounting to another organisation/legal entity.

1.12 These rules and the annexed Accountant's Report or Accountant's Report for Client Money Entrusted to an Unnamed Client Accounting Service Provider define the minimum level of accounting control required by a PPD where Clients' funds are transacted by the business of that member. It is presented in a manner that anyone with a rudimentary knowledge of bookkeeping will find easy to comprehend. If complied with, it should be impossible for a member to confuse Clients' Money with their own, or inadvertently to make improper payments.

1.13 In a partnership or company, all partners or directors share the responsibility of maintaining a proper bookkeeping system. Any misappropriation or error by one partner, director or a member of staff is the responsibility of every principal, partner, or director. It is therefore incumbent upon all principals, partners, and directors to satisfy themselves that any breach in the rules is rectified immediately.

1.2 Interpretation and definitions of some key terms used in Client Accounting Accountant

Accountant	A suitably qualified or authorised person as detailed in clauses 1.24 and 1.25 of this Rule.
Accountant's report	The annual form duly completed and signed by the accountant and provided to PropertyMark.
Bank	The Bank of England, the Post Office (in the exercise of its powers to provide banking services) or an authorised institution that has permission to accept deposits under the Financial Services and Markets Act 2000.
Building society	As defined in section 119(1) of the Building Societies Act 1986 and is an authorised institution that has permission to accept deposits under the Financial Services and Markets Act 2000.
Client	Any person or body for whom the PPD member's firm or Client Accounting Service Provider holds or receives Clients' Money (which may include a landlord or tenant, purchaser, vendor, or contractor); including past, present, and prospective Clients.

Client Accounting Service Provider (CASP)	A PPD member's firm that manages Client Money on behalf of another PPD member's firm. See clause 1.3 for a fuller definition.
Client (Bank) Account(s)	A suitably designated and recognised current or deposit account at a bank or building society into which Clients' Money is paid or transferred. (See clause 1.9 of this Rule.) (Sometimes called a pooled Client Bank Account.)
Client's ledger	Documents, journals, file cards, printouts – handwritten or mechanical or computer generated – which comprise a permanent chronological record of transactions and balances for an individual Client, at any time.
Clients' Money	Any money received or held by a member or PPD member's firm or its Client Accounting Service Provider to which they are not beneficially entitled and over which there is exclusive control. See Clause 1.10 of this Rule for a more detailed definition.
Connected person/associate	A person is an associate of another if he or she is the spouse or a relative of that other or a business associate of that other. A relative is a brother, sister, uncle, aunt, nephew, niece, lineal ancestor, or lineal descendant. References to a spouse include a former spouse and a reputed spouse. For the purposes of this subsection a relationship shall be established as if an illegitimate child or stepchild of a person had been a child born to him or her in wedlock.
Office Account	Any normal trading, business or office bank account opened or maintained by the member in which are held, or transferred, funds belonging to the member and/or from which outgoings incurred or due from the member, are paid; as distinct and separate from a Client Bank Account.
Payment(s)	Any type or style of disbursement, withdrawal, or transfer from a Client Bank Account.

PPD Member's firm	Firm (legal entity) under the control of any principal, partner, or director who is a member of ARLA Propertymark, NAEA Propertymark, NAVA Propertymark or NAEA Commercial.
Principal Agent (PA)	The firm or firms named in the contracts with the Client.
Reconciliation	An analysis that identifies, on a given date, any differences between balances on Client ledgers against sums held in the Client Bank Account(s) and the Client Account Cash Book.
Records	All documentation relating to the necessary operation and monitoring of the accounting/bookkeeping process in compliance with the rules of membership (including any byelaws, rules of conduct, codes of practice including appendices of ARLA Propertymark, NAEA Propertymark, NAVA Propertymark, or NAEA Commercial).

1.3. Using a Client Accounting Service Provider (CASP)

PPD member firms wishing to use a CASP are required to adopt one of the following two options:

- Use a named CASP (see 1.3.1), or
- Use a white label CASP service (see 1.3.2).

1.3.1 Use a named CASP. The following conditions apply:

- (a) The CASP is a PPD member firm or a RICS regulated firm where Propertymark receives written assurances from RICS that all Client Money is covered.
- (b) All Client Monies are paid direct to the Client Account(s) owned by the CASP.
- (c) All terms of business, landlord and tenancy agreements must clearly identify the legal names of the Principal Agents.
- (d) All terms of business, landlord and tenancy agreements must clearly identify the legal name of the CASP in all references to Client Money.
- (e) The CASP is the only firm to be able to make payments/withdrawals from the Client Account(s).
- (f) The CASP provides Propertymark with a standard annual accountant's report for ALL the Client Money it handles. See Appendix A of the rules.
- (g) Both Principal Agents pay the Propertymark CMP levy.

In this way the CASP has exclusive control of the Client Account, and all Clients know who is handling their money. Liability to Clients remains with the CASP, and not with the firm using the CASP. This then constitutes first party Client Accounting by the CASP.

1.3.2. Use an unnamed CASP service.

The following conditions apply:

- (a) The CASP is a PPD member firm or a RICS regulated firm.
- (b) All Client Monies are paid direct to the Client Account(s) owned by the CASP.
- (c) The CASP is not clearly named in terms of business, landlord and tenancy agreements.
- (d) The legal name of the firm using the CASP (the Principal Agent) is clearly stated in terms of business, landlord and tenancy agreements.
- (e) All Client Monies are paid into a separate Client Account(s) designated to the PA PPD member firm and owned solely by the CASP.
- (f) The CASP is the only firm to be able to make payments/withdrawals from the Client Account.
- (g) The PA and CASP both pay the Propertymark CMP **levy**.
- (h) The PA maintains records of all Client Monies in accordance with the relevant Propertymark rules. It may rely on schedules and reconciliations from the CASP, but these should be kept in paper form.
- (i) The PA PPD member firm provides Propertymark with an Accountant's Report for Client Money Entrusted to an Unnamed Client Accounting Service Provider on joining or on taking up the Client accounting service, and annually thereafter. See Appendix A to the rules. The report may be commissioned by the PA or CASP, but it remains the responsibility of the PA to provide it to Propertymark.

1.3.3. Any member's firm acting as a CASP as outlined in 1.3.2 must meet the following requirements:

- (a) Keep any such Client Money in a Client Account specifically designated to each PA for whom it handles Client Money.
- (b) Supply the PA with a copy bank statement from the Client Bank Account at least monthly.
- (c) Not limit the liability of the CASP to its PAs, or if there is any limitation it is, as a minimum, at least the amount the PA has entrusted to it.
- (d) Allow a suitably qualified Accountant to audit the CASP in respect of Client Money held on behalf of the PA.

1.3.4 PPDs with member firms using a CASP where the arrangements do not comply with one of the CASP options described in 1.3 must take one of the following actions in order to continue with their divisional membership:

(a) Change their Client Money-handling arrangements in line with one of the CASP options described in 1.3, or

(b) Find another CASP which complies, or

(c) The member's firm must handle all of its own Client Money.

1.3.5 Client Money subject to the Estate Agents Act 1979 must not be entrusted to a CASP.

1.4. General

Propertymark reserves the right to waive or modify, with or without conditions, in any particular case, the requirements and/or general provisions of this Rule.

1.5. Provision of this Rule to relevant staff and the reporting Accountant

It is the duty and responsibility of PPD members that this Rule is readily available to and understood by all principals, partners, and directors etc. of a PPD member's firm and, most essentially, by any staff responsible for operating the accounting process and procedures of that firm. *A copy of this Rule together with Appendix A must be provided to the reporting Accountant prior to beginning an examination.*

Member Firms must publish their client money handling procedures on their company website and, upon request, make hard copies available, free of charge, to all customers. To meet this obligation the following link to the Propertymark Conduct and Membership Rules, <http://www.propertymark.co.uk/media/1045366/conduct-and-membership-rules.pdf> should be added to the Member Firms website. The annual Accountant's Report will require confirmation that this Rule has been met.

Electronic versions of the CMP certificates provided by Propertymark must be displayed on your website and a hard copy displayed prominently in every branch. In addition, the client money security certificate must be provided to all tenants, landlords and any other person who has provided client money to the member firm.

1.6. Key elements

1.6.1. The relevant membership division requires its members to comply with these rules in respect of their Client Accounts to ensure that Clients' Money is protected. The key basic elements that must apply to Clients' Money entrusted to a PPD member's firm are as follows:
(a) Each transaction must be properly recorded in the PPD member's firm's books/ledgers of account (paper, electronic or otherwise) so that it is clearly identifiable to an individual Client.

(b) Monies must be paid into a specifically designated Client (Bank) account with a recognised bank or building society and thus kept separate from the member's firm's own money.

(c) All transactions must be monitored and reconciled on a regular basis.

1.6.2. Client (Bank) Accounts must be properly designated (see clause 1.9 below), easily identifiable and the individual beneficial owners of any money contained therein should be attributable, without difficulty, for the following main reasons:

- (a) To prevent a bank or building society offsetting a credit balance in one account against a debit or charge incurred by another.
- (b) To enable a receiver or liquidator or other investigator to identify money that does not belong to the member or their business.
- (c) To allow such accounts to easily be monitored and reconciled both internally and externally to demonstrate the financial integrity of the member and to ensure the smooth running of its accounting practices.

1.7. Access to, or availability of, Client Money

A member must ensure that, at all times, all Client Money is held in Client Bank Accounts and is available on demand to Clients without undue delay or penalty. (For the avoidance of doubt, Client Money must not be placed or held in offshore accounts or fixed/variable rate term bonds or similar funds or arrangements, unless the bank or building society falls within the definitions in 1.2, funds are available on demand and any penalty for withdrawal is paid by the member's firm.)

Note: Any penalty for withdrawal of Client Money must be limited to interest earned.

1.8. Client Money from members' properties

A member must not conduct personal or office transactions through a Client Bank Account, save that it shall be permissible for the member to manage and collect rent on a property or properties belonging to any principal, partner, or director of the firm, so long as the number of properties involved are de minimis (no more than 5%), declared to and so recorded by the accountant while completing the annual audit. It is permissible to hold tenants' deposit monies relating to such properties in a Client (Bank) Account. This clause must be read in conjunction with clauses 1.10.2 and 1.11.1.

1.9. Title and conditions of a Client (Bank) Account

1.9.1. All members who receive, or may receive, deposits in transactions to which the Estate Agents Act 1979 applies shall open and operate a distinct Clients' Account for that purpose in accordance with the requirements of that Act and with the Regulations made under it.

1.9.2. A PPD member's firm that receives or holds Client money must maintain at least one Client (Bank) Account for this purpose.

1.9.3. Any such account(s) must include both the word "Client" and the legal name of the Principal Agent or CASP in the title.

1.9.4. The PPD member's firm must hold on file in its records, written confirmation from any bank or building society where a Client (Bank) Account is held, that the following conditions apply to any such account(s):

- (a) All money held in the account is Clients' Money; and

(b) The bank or building society is not entitled to combine the account with any other account or to exercise any right of set-off or counter claim against money in that account in respect of any sum owed to it on any other accounts of the member or the member's firm.

1.10. Clients' Money

Clients' Money shall include the following:

1.10.1. Any money received or held by a member or PPD member's firm or its Client Accounting Service Provider to which they are not beneficially entitled and over which there is exclusive control.

1.10.2. Money held in respect of properties owned jointly by a principal, or one or more partners, or directors, together with a person who is not a co-principal, co-partner, or director of the member's firm. (The member's firm is considered a trustee for such money, which must be paid into a Client Bank Account.)

1.10.3. Payments or lodgements in respect of fees and/or disbursements received before these have been earned or incurred by the member's firm or passed on to a third party.

1.10.4. Tenants' deposits passed to a Tenancy Deposit Scheme operating a custodial option under the provisions of the Housing Act 2004 in England and Wales and the Housing (Scotland) Act 2006 and the relevant regulations for such schemes.

Examples of Client Money may include:

(a) Tenants' deposits

(b) Rents

(c) Interest (if in an interest-bearing Client Account) but see 1.12.

(d) Arbitration fees

(e) Fee money taken in advance

(f) Clients' Money held but due to be paid to contractors

(g) Money held by members appointed as a Receiver

(h) Sale proceeds

(i) Purchase deposits (j) Other money which is held on behalf of any Client related to the normal business of estate agency, letting agency, business agency, auctioneering and property management but excluding any money held for or in connection with investment, saving, banking, conveyancing, or any mortgage.

1.11. Clients' Money does not include the following:

1.11.1. Money (other than tenants' deposits) received in respect of properties wholly owned by a principal, or by one or more partners or directors of the member's firm.

1.11.2 Money held in an account from which a particular Client can separately make withdrawals and so over which the member's firm does not have exclusive control. In the rare circumstances where such accounts are operated, the member's firm must promptly confirm to the Client in writing (and retain a copy) that:

(a) The account is not a Client Account;

(b) Such money is not covered by the Client Money Protection Scheme; and

(c) The account is not monitored as part of the Client accounting compliance procedures.

1.11.3. For the purposes of Propertymark client account reporting, service charges and other client monies collected for block management and/or holiday let purposes are excluded. Client Money held for block management and/or holiday let activities are not regulated by Propertymark.

1.12. Interest on Clients' money

1.12.1. A member's firm may enter into an arrangement, which must be in writing (for example via terms of business, tenancy agreement, letter of engagement, pre-tenancy application documents or similar), with a Client (landlord or tenant) that allows the member's firm to retain interest earned on money held on a Client's behalf. (Such written arrangements/documents shall constitute part of the records as defined in this Rule.) Where no such arrangement exists, any interest earned belongs to the relevant Client.

1.12.2. Subject to clause 1.12.1 above, where interest is credited to Client Bank Accounts of a member's firm, the Client Account(s) should be organised in such a way that the member's firm is able to account to each individual Client for the amount of interest earned or due to them.

1.12.3. A member's firm holding Clients' Money (in this context, tenancy deposit bonds) as stakeholder during a tenancy, is entitled to retain any interest that may accrue to such money (Potters vs. Loppert 1973), providing this entitlement is made known to the relevant Client(s), in writing, from commencement, i.e., in line with clause 1.12.1 of this Rule.

1.13. Payments into a Client (Bank) Account

Payment of money into a Client Bank Account is restricted to the following:

1.13.1. The minimum sum required to open or maintain the Client Bank Account;

1.13.2. Clients' Money (see clause 1.10);

1.13.3 An amount required to be paid by a member's firm to restore in whole or part any money paid out, or withdrawn, in contravention of this Rule;

1.13.4. A cheque or bank draft that includes Clients' Money as well as other money.

1.14. Payments out of a Client (Bank) Account

A member's firm should withdraw, transfer, or make a payment from a Client Bank Account only in the following circumstances:

1.14.1. Money paid in to open or maintain the account in accordance with clause 1.13.1 of this Rule and where it is no longer required.

1.14.2 Money paid into the account in accordance with clause 1.13.4 of this Rule, which does not belong to the Client, for payment to the person lawfully entitled to it.

1.14.3 Within three working days of becoming aware of a relevant contravention, money paid into the account in contravention of this Rule.

1.14.4. Money payable to a Client, or, to an appropriate person suitably authorised (in writing) to receive such payments on that Client's behalf.

1.14.5. Money being paid directly into another Client Bank Account.

1.14.6. Reimbursement of money to the member's firm for money expended by the member's firm on behalf of the Client.

1.14.7. Money lawfully and contractually due, in respect of a PPD member's firm's fees and charges.

1.14.8. Legitimate disbursements, e.g., amounts subject to invoices, costs or demands incurred or received on behalf of the Client.

1.14.9. Provided that in the case of money drawn under sub-clauses 1.14.6 and 1.14.7 above:

- (a) The payment is in accordance with lawful and contractual written arrangements (for example via terms of business, pre-contract/tenancy application documents, tenancy agreement, letter of engagement), previously agreed between the parties; or
- (b) The Client, or an authorised representative, has been notified or invoiced in writing by the member's firm of the amount and purpose for which the money is being withdrawn and no objection has been raised within a reasonable timescale.

1.14.10. Always provided that, under rule 1.14, no payment shall be made for or on behalf of an individual Client that exceeds the total amount held on behalf of that particular Client.

1.15. Timing of banking

1.15.1 A member's firm must bank all receipts of Client Money into an appropriate Client bank account within a maximum of two working days from the day on which it was received.

1.15.1. All payments out of a Client bank account should be made promptly, and within not more than 1 calendar month of becoming due.

1.16. Methods of payment from a Client (Bank) account:

Payment from a Client (Bank) account may be made by:

1.16.1. A cheque;

1.16.2. An electronic transfer to another bank or building society account, provided that such an arrangement does not constitute a direct debit transaction;

1.16.3. A bank draft;

1.16.4. Cash (in exceptional cases and where sufficient (staff) safety and (financial) security measures can, in the opinion of the member's firm, be taken for the holding of such money prior to payment; the handing over of such money and, where sufficient records of receipt are obtained upon collection of the money).

1.17. Signatories to payments from a Client (Bank) Account:

1.17.1 To avoid undue delays or inconvenience to Clients or others entitled to receive payments, during any absence from the business, the principal, partner, or director member must make adequate provision for designated personnel to be able to authorise and/or make appropriate payments.

1.17.2. A member's firm has a duty of care to ensure that appropriate controls exist around the ability of any individual(s) to make payments from a Client Bank Account, including making online payments, and must maintain an up-to-date and accurate record listing, as a minimum:

- (a) The full names of such persons; and
- (b) Any limits or restrictions governing the amounts for which that individual is authorised either exclusively or, jointly with others; and
- (c) An example or specimen signature of each person.

1.17.3. The original of such a list or schedule should be lodged with the relevant bank or building society used by the member's firm and a copy retained within the records of the member's firm.

1.18. Record keeping (firms using a CASP; see also 1.3.2)

Each member's firm must keep properly detailed accounting records, using a bookkeeping system that is adequately designed and operated. Such records need to record:

1.18.1. All Clients' Money received, held, or paid out by the firm;

1.18.2. The amounts, dates, names, property addresses, reference numbers and other relevant details to identify individual transactions;

1.18.3. Any other money dealt with through a Client (Bank) Account, attributable to individual Clients;

1.18.14. An individual Client's balance of monies held, and a balance of all Clients' Money held.

1.19. Books of record

All dealings referred to in clauses 1.18.1 to 1.18.4 above shall be recorded as appropriate, either:

1.19.1 In a Clients' cash book, or in a Client's column of a cash book; or

1.19.2 In a journal recording transfers from the ledger account of one Client to that of another;

1.19.3 And, in either case, additionally in a Clients' ledger or in a Client's column of a ledger.

1.20. Supporting documentation

Records must include a list of all persons for whom a member's firm is or has been holding Clients' Money, reconciliation documents, and a list of all the bank and building society account(s) in which the money is held and must include counterfoils or duplicate copies of all receipts issued in respect of Clients' Money received, which shall contain the particulars required to be shown in the accounts.

1.21. Preservation of records

The records kept for the purpose of complying with this Rule must be preserved for six years from the end of the accounting period to which they relate, or from when the account shows a nil balance following a cessation of the contractual relationship between the parties, whichever is the later. Propertymark recommends that a member's firm consult with their Accountant before disposing of, or destroying, any historic accounting records.

1.22. Computerised recording

Where a computerised bookkeeping system is in operation, this must be capable of producing printed information to conform to this Rule, which therefore is or can be preserved in a permanent format to comply with clause 1.21.

1.23. Reconciliation(s) – format and frequency

1.23.1 Every member's firm shall:

(a) Ensure all monies due to member firm are removed prior to final reconciliations being undertaken.

(b) At least once every two calendar months (and within no later than ten weeks of a previous reconciliation), reconcile the balance on their Client's cash book(s): (i) With the balance in their Client Bank Account(s) using the bank/building society statement(s); and (ii) With the total of each Client's balance in the Clients' ledger; and

(c) Ensure that such documents necessary to support the reconciliation so produced have been kept safe, complete, and readily available in the cash book or other appropriate place.

1.23.2. All such reconciliations should be checked and signed by the PPD member of the company, or by such person formally appointed by the PPD, who shall not be the person responsible for the preparation of such reconciliation. (This could be a member of staff of the appointed reporting Accountant, provided this is carried out within ten working days of the reconciliation.)

1.23.3. Reconciliations must be stored so as to be readily available at audit or inspection, in accordance with 1.21.

1.24. Qualifications of Accountants

An Accountant is disqualified from making a report under this Rule if, at any time between the beginning of the accounting period to which the report relates and the completion of the report, the reporting accountant shall be a connected person to any principal, partner, or director of the member's firm (whether Principal Agent or CASP) or to any member of the staff employed by the member's firm in the preparation of the Client Accounting records. The Accountant must be a member of a relevant professional body and, where the Client funds held are subject to the Estate Agents Act 1979 must be a registered auditor as per section 1239 of the Companies Act 2006.

1.25. Eligibility of Accountants

1.25.1 Where this clause does not conflict with clause 1.24 above, an Accountant is eligible and qualified to give an Accountant's Report for the purposes of this Rule if he or she is a member of any of the following:

- • Institute of Chartered Accountants in England and Wales
- • institute of Chartered Accountants of Scotland
- • Chartered Accountants Ireland
- • Association of Chartered Certified Accountants

and has a practising certificate from one of the aforementioned bodies, required to undertake such work, where applicable.

1.25.2 And also, if the agent carries out transactions regulated by the Estates Agents Act 1979:

1.25.3 • An individual who is a registered auditor within the terms of Section 1239 of the Companies Act 2006; *or*

1.25.4 • An employee of such an individual; *or*

1.24.5 • A partner in or employee of a partnership that is a registered auditor within the terms of the Companies Act 2006; *or*

1.25.6 • A director or employee of a company that is a registered auditor within the terms of the Companies Act 2006; *or*

1.25.7 • A member or employee of a limited liability partnership under the Limited Liability Partnership Act 2000 that is a registered auditor within the terms of the Companies Act 2006.

1.26. Accountant's report – timing and format (see clause 1.48)

Once in every twelve months each member's firm shall arrange the preparation of an Accountant's Report. (See Appendices A). Submission of which must be within 20 weeks of the date of annual request of company documentation.

1.27. Submission of report or HealthCheck

1.27.1 The Report referred to in this Rule must be submitted to PropertyMark by the member's firm no longer than 20 weeks after request (if completing the HealthCheck, please ensure information is supplied to The Letting Partnership, allowing sufficient time to ensure the final report or HealthCheck is received by PropertyMark in accordance with this rule).

1.27.2 Late submission of Accountant's Reports may be pursued as a disciplinary matter. Such matters will be dealt with outside of the disciplinary procedures. In these circumstances members may not have an opportunity to explain the reasons for their delay. Instead, late submission could result in a fine up to £200 per breach of every separate requirement. Failure to provide an Accountant's Report within twenty-eight days of the deadline will result in termination of all memberships of all PPD members responsible for the firm. This timescale may be altered with prior arrangement of PropertyMark.

1.28. The relevant accounting periods

The relevant accounting period refers to the 12 months prior to your annual request for company documentation. Figures are required for two reconciliation dates, as least 3 months apart with the 12-month period.

PropertyMark, at its sole discretion, may vary these time frames for any individual case or for any class of members, in order to ensure the fair and proportionate compliance with these rules.

1.29. Change of accounting period

A change of the accounting period of a member's firm must be notified to PropertyMark at least one month before the end of the originally notified accounting period.

1.30. Reporting when no Client's Money has been held

Where a member's firm has a Clients' Account or uses a CASP, but no Client's Money has been held during the relevant period, a report shall be completed, by the accountant, to this effect.

1.34. Accountant's Report – scope and content

It is the duty of each member's firm to provide to their Accountant at appropriate times (usually this would be both at the point of agreeing their terms of engagement and at the time of the audit visit):

1.34.1. An up-to-date copy of this Rule, together with

1.34.2 The Accountant's Report (Appendix A), which must be submitted to Propertymark in due course with each page signed and dated by the reporting Accountant.

13. General duty to uphold high standards of ethical and professional behaviour

13.1. No member shall do any act (whether in business or otherwise) which:

13.1.1. Involves dishonesty, deceitful behaviour, or misrepresentation; and/or

13.1.2. Involves other unprofessional practice or practice that is unfair to members of the public; and/or

13.1.3. In any other way brings Propertymark or any of its divisions or subsidiaries into disrepute.

14. Duty to assist in disciplinary proceedings

14.1 Members shall co-operate with disciplinary investigations and/or proceedings taken against them or other members.

14.2 Members shall comply with the timescales described in the disciplinary procedures and are expected to attend disciplinary hearings. If these procedures result in a fine that is not paid within the prescribed time, then membership will automatically be terminated and Propertymark will pursue payment and undertake civil action against the member if necessary.

14.3 Propertymark reserves the right to take disciplinary action regardless of any Ombudsman's actual or potential adjudication arising from the same matter.

14.4 Members must co-operate with compliance visits conducted by Propertymark staff or others acting on their behalf.

14.5 Members or their representatives are obliged to provide accounts or other records on demand (*see Rule 1*).

14.6. This rule applies to work undertaken during the period of membership, even if the member has subsequently left membership for any reason.

23. Continuing professional development (CPD) rules

23.1. CPD is mandatory for all ARLA, NAEA, NAEA Commercial and NAVA members except for Affiliate, Deferred, Retired grade members.

23.2. Members are required to undertake at least twelve hours' CPD activity per year. At least four of the twelve hours must be obtained by attendance at relevant educational events and up to eight hours by relevant private study (except for those studying for Propertymark Qualifications relevant to their specialism). All CPD should be relevant to the membership specialism and/or relevant to business needs.

23.3. The CPD year runs from 1st January to 31st December and the twelve hours should be submitted by 31st January of the following year, listing the learning outcomes.

23.4. CPD must be provided annually for membership to continue.

23.5. If members belong to more than one division, they are required to submit twelve hours' CPD for each division demonstrating a relevant learning outcome.

Miss Fidler entered a plea denying the alleged breaches of Rules 1, 13, 14 and 23.

C. DECISION

After consideration of the evidence presented, the Tribunal announced the following findings:

Rule 1	-	Proven
Rule 13	-	Proven
Rule 14	-	Not Proven
Rule 23	-	Proven

D. SANCTIONS

Rule 1	-	£1,000
Rule 13	-	£1,000
Rule 23	-	£100

In addition, the costs of this hearing of £680 were imposed against Miss Lucy Fidler in favour of Propertymark.

E. PUBLICATION

The outcome of the case fell within the Propertymark publication policy.

F. CLOSING STATEMENT

The Tribunal made the following statement:

“The Tribunal understands the pressures that this case has brought upon Miss Fidler. Her actions, or in-actions have led to her appearing before this Tribunal today. Could we also

just comment and thank both Susie and Lucy for your attention today, your input has been very helpful, and I hope has assisted your case.”