CLIENT MONEY · EFFECTIVE 29 OCTOBER 2026

Client Money Handling Procedures

How money paid by landlords and tenants for LHRE lettings is held and protected.

1. Who holds client money

Lewis Harris Real Estate (LHRE) does not hold client money. All rent, tenancy deposits and other client money for lettings arranged by LHRE is received and held by our property management partner, Malthouse Lettings & Property Management Limited ("Malthouse"), a separate company that manages our landlords' tenancies.

2. Protection

Malthouse is a member of the Propertymark Client Money Protection scheme, membership number C0141391, valid to 30 June 2027. If a scheme member goes into liquidation or misuses rent, deposits or other funds, Propertymark will reimburse landlords and tenants, up to the limits of the scheme. Copies of Malthouse's CMP certificate and security certificate are available on our website.

3. What client money is

Client money is any money received on behalf of a landlord or tenant in connection with a letting, including rent, holding deposits, tenancy deposits and money held for repairs or other costs.

4. How it is handled

- Tenants pay rent directly to Malthouse's designated client account, which is held separately from business money with a UK bank.
- Tenancy deposits are received by Malthouse and protected in a government-approved scheme within 30 days, and the prescribed information is given to the tenant.
- Malthouse pays rent to landlords, less any agreed fees and costs, with a statement, in line with its terms of business.
- Client money is only paid out for the purpose it was received, or on the client's written instruction.
- Any holding deposit is refunded within 7 days where the Tenant Fees Act 2019 requires it.

5. Records

Malthouse keeps records of every receipt and payment for each client and reconciles its client account regularly, as required by the Propertymark CMP scheme rules.

6. Questions and complaints

For questions about money held for you, contact LHRE on 07518 390704 or lewisharris@lhre.co.uk and we will liaise with Malthouse on your behalf. Complaints are handled under our Complaints Procedure and can be referred to The Property Ombudsman.