



## **Audit Summary**

At the date of the audit there were 13,915 members in sales of which there are 8684 organisations in total with a total of 5231 branches (in Lettings there were 12,029 members of which there were 7821 companies with 4208 branches).

## **Member Application Process/New members**

A small number of new applications were examined. The process focuses on ensuring that prospective members understand their obligations and that they have all the necessary indemnities and insurances in place. There is also a photographic ID check and supporting invoice /utility bill.

Checks include:-

- Complete an Expelled TPO Director List Search
- Complete a postcode search on the database (ACT) to check if they are already on the system
- Check status as limited company/sole trader, any VAT registration
- Check details on Companies House and if the company number matches that provided on the form
- Check insured name on the PI schedule matches Companies House
- Check dates of cover/starting date
- Check indemnity insurance is at least £1,000,000 with the excess to be no more than £1,000
- Check Google reviews

There were 1,188 new applicants to the scheme in the previous 12 months, making total number of full members dealing in sales 13,915.

Since August 2022, TPO have been calling businesses who fail the membership application criteria. The shortcomings are discussed to see if the business can rectify this e.g., by increasing their PI insurance cover to increase consumer protection and qualify for membership.

practice along with the TPO, CTSI and CCAS logos and is emailed to members upon joining.

New Member C , which gives guidance on procedure and the documents needed for the smooth completion of the Compliance Survey.



As of August 2023, there are six cases in the TPO disciplinary process, none of these in Sales.72.024 742.78 Tm0 g0 G[in )-3(S)-2(a)-3(les.)]TJETQq0.000008871o[ )]TJitdm]T

