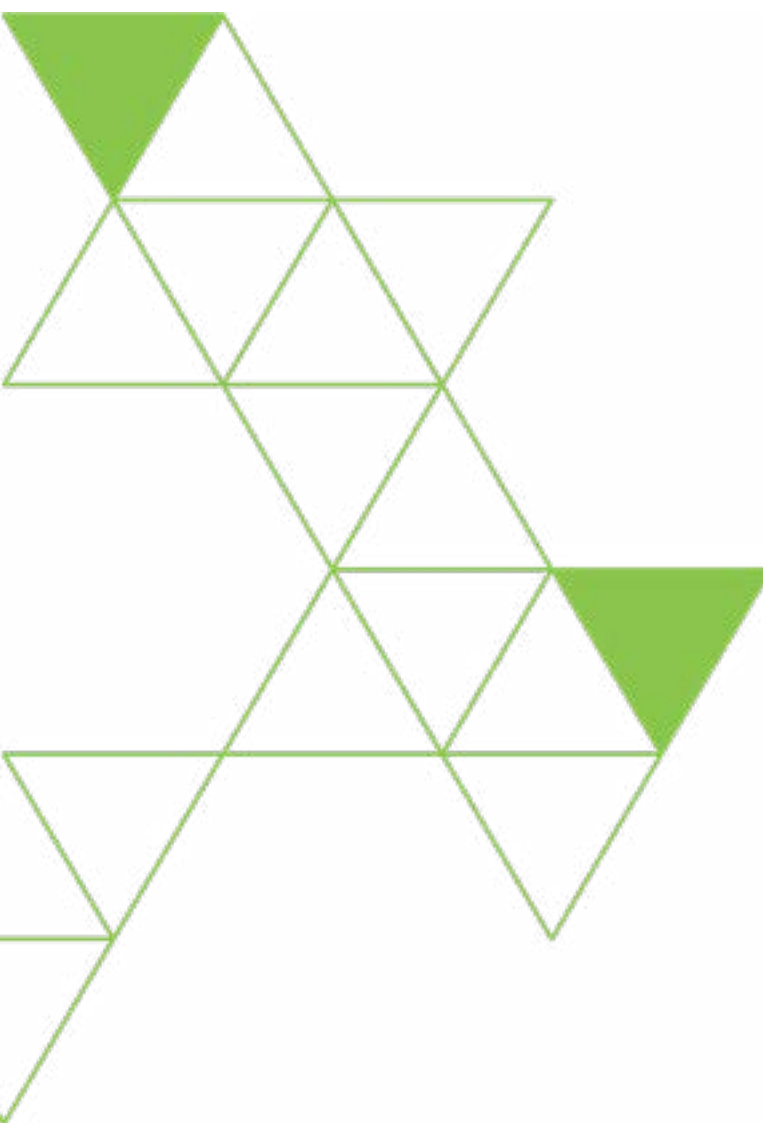


**PROGRAMME 2025:**

**Proposed Changes to Member Firm  
Audit, Member Firm Annual Renewal  
and Associated Standards**

**MEMBER FIRM CONSULTATION PAPER  
SPRING 2024**



**The Property Institute**  
3rd Floor, 2-4 St George's Road  
Wimbledon  
London  
SW19 4DP

Tel 020 7978 2607  
info@tpi.org.uk  
www.tpi.org.uk

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## FOREWORD

### Why This Consultation Matters to You

In one of the biggest changes to how your firm works with its professional body in a generation, The Property Institute (TPI) is considering changing how we audit and review Member Firms.

I understand you are busy, and please be assured I do not ask for your time lightly. However, this is an important matter that concerns your business, and I respectfully ask you to read this consultation paper and reply with your thoughts and wisdom.

As we sadly know, seventy-two people died in Grenfell Tower, this was a shattering breach of trust between built environment professionals and our society.

Trust has taken another hit due to the ground rent scandal and the recent FCA report evidencing excessive insurance commissions. While much of this poor behaviour belongs to others, it is fair to say that within our postcode and industry, a small minority continue to drag our collective reputation down.

In response, Government has introduced a raft of new laws and regulations concerning leasehold and freehold tenure, building safety, financial conduct, and transparency of service charges and more.

All this against a backdrop of rising customer expectations in every sector, not just ours, and a willingness to complain about service.

As a business leader, you are already stepping up to meet these challenges. You know only too well how fast our industry is changing, and that running a business is getting riskier and more complex by the day. It is now a real challenge for the well-intentioned majority of Member Firms to comply with all the new rules, and it is increasingly easy to make a costly mistake.

The Property Institute should and will support the well-intentioned majority to adapt and thrive, and validate the professional status of decent, ethical firms that deserve recognition. The Institute should also tackle the bad-acting minority that risk lives, harm assets and damage your reputation.

The Institute will do this because it is the right thing to do. Also, if we do not act now, the state soon will. An election is coming, and if the bookies are right, regulation of Property Managers will be on the next Government's agenda. A future regulator will look beyond client account audits, and focus also on building safety, ethical behaviours, and customer service, as per Lord Best's report.

Therefore, this moment presents an ideal opportunity to reassess, refine, and enhance the TPI Firm Review, preserving its strengths while also reimagining it as a constructive tool. By doing so, we can work towards achieving the best possible outcomes for both professionals in the industry and the millions of residents we serve.

Starting with adjustments to the existing client accounting audit, thinking about what information we need to collect, when, and for what purpose. To simplify and be more effective.

It is also time to start measuring a firm's capability and competence in managing safety, to consider ethical practices and staff wellbeing, and to benchmark customer outcomes. Before a state regulator comes into being, we should trial how we measure these things with our members and learn what gets the best results. By measuring and understanding issues, we will be able to focus on areas of concern and refine our support, qualifications, training, and information services for you, and validate your good work.

We will do this by consulting, listening, and trialling, then reviewing and refining, to achieve the objective of a better, safer, and happier industry. Together we are the industry, and we are doing this with our members, (not to our members).

We start with this consultation. Since this will directly affect how we assess your business in the future, my plea and wise counsel urges you to take the time to review the paper and the survey and share your wisdom and advice. Help us do this well, for you.

I extend my sincere thanks in advance for your help.

**Andrew Bulmer FTPI FRICS**  
CEO

# Chapter 1 – Introduction and How to Respond

## 1.1 About The Property Institute

The Property Institute (TPI) is the professional body for residential property managers in England, Scotland, and Wales **facilitating safer managed property communities**.

It actively supports its members to continually improve building management standards through their work and ongoing professional development; **ensuring people's homes are managed competently, safely, and ethically**.

Comprising more than 6,000 property managers and over 360 managing agent firms collectively, TPI members manage over 1.5 million leasehold homes in over 55,000 residential blocks and estates in England and Wales, along with Scottish freehold and institutional build-to-rent across the UK.

In addition to its extensive membership network, The Property Institute accredits and audits Member Firms against its Consumer Charter and Standards. Furthermore, TPI offers a diverse range of OFQUAL-accredited qualifications, comprehensive training courses, and Continuous Professional Development (CPD) via seminars, workshops, webinars, conferences, and events. TPI has awarded almost 10,000 qualifications to its professional members over the last two decades.

Following the 2022 merger of the Association of Residential Managing Agents (ARMA) and the Institute of Residential Property Management (IRPM), The Property Institute has a combined legacy spanning over 50 years of experience. Today, it stands as the trusted and credible voice in the UK residential management profession, dedicated to advancing industry standards and practices.

For more information, please visit [www.tpi.org.uk](http://www.tpi.org.uk)

## 1.2 About 'Programme 2025'

The Property Institute recognises the importance of continuing to set relevant and appropriate standards for its Member Firms, to ensure these Firms can continue to demonstrate compliance with all relevant legislation and standards.

Keeping this in mind, several interconnected changes have been pinpointed to ensure that The Property Institute's Member Firms' offering remain robust and relevant in the latter half of the current decade. This ensures that TPI continues to raise and uphold standards in an appropriate and proportionate way.

Referred to as '**Programme 2025**', these changes are driven by a number of factors, including but not limited to:

- The advent of the new Building Safety Regime with property managers increasingly taking on additional safety responsibilities, alongside their more traditional role of providing services such as the maintenance of common parts, and managing the finances of residential blocks; and
- Growing consensus amongst the residential property management industry surrounding the need for the regulation of residential property managers as recommended by Lord Best's report in 2019<sup>1</sup>; and
- Growing media/parliamentary discussion about how such regulation might best be introduced, for example starting with mandatory qualifications and a mandatory code of practice.

These interrelated changes represent a wide ranging and thoughtful change programme, designed to ensure the Member Firm Audit, Annual Renewal, and Associated Standards remain fit for purpose. They also include a proposal for a new Building Safety Self Evaluation Scheme.

<sup>1</sup>Regulation of Property Agents Working Group Final Report July 2019 – full report

<https://www.gov.uk/government/publications/regulation-of-property-agents-working-group-report>

The changes are summarised immediately below and outlined in more detail in the associated individual chapters as shown.

- Chapter 2 – Revised Member Firm Audit
- Chapter 3 – Ethics
- Chapter 4 – Wellbeing
- Chapter 5 – Building Safety Competency Standards Self-Evaluation Scheme
- Chapter 6 – Revised Annual Renewal
- Chapter 7 – Further planned changes (Customer Service and TPI Consumer Charter and Standards)

This consultation seeks your views on the change proposals in Chapters 2–6 inclusive.

The Member Firm Audit proposals build on the existing well established audit methodology for reviewing compliance with TPI Member Firm standards, and seek to ensure that the audit remains robust and fit for purpose. By contrast, the ethics and wellbeing change proposals are not about finding fault to sanction, unless there is an issue that relates to an existing statutory requirement. Rather, they are designed to benchmark, and give feedback to Member Firms for their own reflection and improvement, and to support Member Firms into improvement where they wish to do so.

Chapter 7 signals a further consultation, expected later this year, concerning change proposals associated with Customer Service, and TPI Consumer Charter and Standards. These change proposals will be informed by the 4th edition of the RICS Residential Service Charge Code due to be published later this year, and the Leasehold and Freehold Reform Bill, including but not limited to the clauses on greater transparency of information for leaseholders, due to be on the statute book on a similar timeframe.

### 1.3 How to Respond to the Consultation

Programme 2025 consultation runs from: Wednesday 17 April 2024 to Monday 3 June 2024.

The Property Institute invites and welcomes comments from each Member Firm or Associate Firm on the proposed changes for Programme 2025. Comments received from each Member Firm or Associate Firm will help inform how those changes are finalised, with a view to them being introduced with effect from 1 January 2025.

The Property Institute welcomes one response per firm, ideally submitted via our online survey [here](#)

The online survey includes a declaration stating the response has been submitted by a named individual with delegated authority to do so, on behalf of a particular firm.

Whilst online survey responses are preferred, there is an option to submit a manual response, form available to download from the TPI website [www.tpi.org.uk](http://www.tpi.org.uk). Copy also available at Annex A for reference. Responses submitted by the manual word form should be emailed to: [info@tpi.org.uk](mailto:info@tpi.org.uk) or can be posted to: The Property Institute 3rd Floor, 2–4 St George's Road, London SW19 4DP

The deadline for all responses, whether submitted via online, or via the form, is 23:59 on Monday 3 June 2024. Responses received after that time will not be considered, unless the respondent has prior written agreement from The Property Institute to submit a belated response.

#### 1.4 What Happens Next?

Following the end of the consultation period, The Property Institute will consider all responses received and judge whether/how the Programme 2025 changes need to be refined. The Property Institute will confirm to Member Firms and Associate Firms no later than 30 September 2024 the changes that will come into effect from 1 January 2025.

During autumn 2024, The Property Institute will prepare and publish relevant supporting advice and guidance associated with the changes due to come into effect from 1 January 2025. This will include revisions to existing guidance, plus any new guidance, as considered necessary to ensure common understanding about Programme 2025 changes.

#### 1.5 Further Information

If you have any immediate comments/questions about this consultation, including how to respond to the specific consultation proposals, please contact The Property Institute at [info@tpi.org.uk](mailto:info@tpi.org.uk)

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## Chapter 2 – Revised Member Firm Audit

### 2.1 Current Member Firm Audit

The current Member Firm Audit began in 2015, and is based on a three-year rolling cycle whereby each audit within the cycle reviews a different element of the Member Firm Standards, alongside finance which is reviewed each time an audit is undertaken.

The current audit has a fixed grading system where risk or mitigating circumstances are not considered when scoring the failures. The current grading system is as follows:

- Outstanding
- Good
- Improvement Required
- Unsatisfactory

The current way of reviewing compliance with Member Firm Standards means it takes nine years to review all Member Firms against all the Standards. This is too long for The Property Institute to have assurance of compliance against the Member Firm Standards. More importantly, each Member Firm has to wait too long to know if they are fully compliant or if there are areas for improvement.

Further details about the current Member Firm Audit are available in the TPI Guide to Audit available [here](#).

### 2.2 Proposed changes to Member Firm Audit

From January 2025, The Property Institute proposes to introduce an 'all-in-one' approach, whereby each Member Firm Audit covers all aspects of the Member Firm Standards in one review.

This will allow The Property Institute to get a complete picture of our Member Firms' compliance with our Standards much quicker. This in turn, will allow TPI to intervene more swiftly, and provide support where areas of improvement are identified. As well as identify Member Firms that are not complying with our Standards and target restorative measures more effectively on those particular Member Firms.

The Property Institute anticipates this new audit methodology will be on a three/four-year rolling cycle, with the capability to increase/decrease frequency depending on assessment of risk.

In addition, The Property Institute proposes to move from a fixed rating system to a risk-based rating system. This approach will allow the reviewer to assess the risk of the failure and to consider mitigating evidence when grading a failure. This approach will also have rules to ensure consistency between reviewers.

The Property Institute proposes to introduce a new rating of 'Satisfactory' to join our current ratings between 'Good' and 'Improvement Required' (see above). We anticipate this will become our new average rating replacing the current average of 'Improvement Required'. At present, receiving a rating of 'Improvement Required' when only a small number of failings are present can be disproportionate and result in a Member Firm becoming disillusioned. The Property Institute believes that the introduction of this new 'Satisfactory' rating will offer a more precise and balanced evaluation of compliance against the Member Firm Standards.

The Property Institute proposes to introduce a system whereby a Member Firm receiving the ratings of 'Improvement Required' or 'Unsatisfactory' may be subject to additional targeted intervention from the audit team, which could include a further audit taking place outside of the normal cycle. Other methods of intervention could also be used where a full audit would be disproportionate, for example by ongoing interaction with the Member Firm on a particular area, of failing with progress monitoring, and reporting undertaken via correspondence. The objective here is not to create a sanctions regime, but rather to support Member Firms back into compliance and to raise standards.

Subject to comments received from this consultation, The Property Institute proposes to update the Guide to Audit to reflect the changes outlined above, with this revised guidance published in autumn 2024, ahead of the changes that may come into effect from 1 January 2025.

### 2.3 List of consultation questions

The Property Institute invites and welcomes comments on the following consultation questions in relation to the proposed changes to the Member Firm Audit:

- Q6 Do you agree with the proposal that The Property Institute stops reviewing Member Firms based on different scopes over a nine-year period and introduces an 'all-in-one' approach to Member Firm Audit, with each firm anticipated to receive such an 'all in one' audit once every three years? Y/N? Please give reasons for your answer.
- Q7 Do you agree with the proposal to introduce risk-based reviews, whereby the reviewer will have the ability to judge the seriousness of the failure taking mitigating factors into account and score accordingly? Y/N? Please give reasons for your answer.
- Q8 Do you agree with the proposal to introduce a new grading of 'Satisfactory' to complement the existing audit grading categories? Y/N? Please give reasons for your answer.
- Q9 Do you agree with the proposal that Member Firms who receive a rating of 'Improvement Required' or 'Unsatisfactory' could be subject to targeted intervention measures to bring them back into compliance sooner? Y/N? Please give reasons for your answer.
-



## Chapter 3 – Ethics

### 3.1 Introduction

The Property Institute seeks to set and uphold high standards of professionalism and ethics amongst Member Firms. For example, previously titled: ARMA Consumer Charter and Standards, from 1 January 2015 (last revised June 2021 – Edition 2B): states all Member Firms adopting the Charter must, amongst other things, 'be honest, fair, open and transparent, and provide a timely and professional service with access to the information needed.'

However, The Property Institute recognises, the importance of ethical standards in underpinning the work of Member Firms and engendering trust with their clients. With that in mind, The Property Institute proposes to enhance its existing Annual Renewal processes to further embed professional and ethical standards amongst its Member Firms and encourage them to make continuous improvement.

Further details on other proposed changes to the Annual Renewal process are outlined elsewhere in this consultation, most notably in Chapter 6.

### 3.2 Proposed Baseline Exercise

As an initial next step, The Property Institute proposes to conduct a baseline exercise of all Member Firms as part of the Annual Renewal 2025. Designed to gather information to assess the current professional and ethical behaviour of all Member Firms, the proposed question set for this baseline exercise is at Annex B.

When analysing responses to this baseline exercise, The Property Institute proposes to prioritise questions 1–4. Responses to these questions that indicate the firm does not have one or more of those policies/statements in place, will initiate TPI engagement with the individual Firm to understand the reasons, and to encourage the firm to take action. For those questions that are based on existing legal requirements (Health and Safety policy and Anti-Bribery and Corruption policy), TPI will require the individual Firm to take action. (see also Section 3.4 below).

Furthermore, The Property Institute anticipates that any action by Member Firms will be framed around current best practice on professional and ethical behaviour. To help Member Firms, The Property Institute has prepared a short draft guidance note – see Annex D. It is anticipated this guidance note will be published initially in autumn 2024, and updated periodically thereafter, to be consistent with current legislation and best practice.

In any event, annual renewal responses on ethics from each individual Member Firm will form part of subsequent TPI audit activity associated with that Member Firm, anticipated to be one audit every three/four years for each Firm (see Chapter 2). This approach will be reflected in a revised Guide to Audit.

### 3.3 Proposed 'By Exception' Reporting from 2026 onwards

The Property Institute anticipates that following the initial baseline exercise in 2025, subsequent Annual Renewals will include questions designed to assess professional and ethical behaviour for existing Member Firms using 'by exception' reporting framed around the proposed question set shown at Annex C.

'By exception' reporting means that a Member Firm will not need to duplicate their 2025 baseline exercise response, when completing their Annual Renewal from 2026 onwards. Rather they only will be expected to report on anything that has changed since submitting their 2025 Annual Renewal return.

It follows, however, that any new Member Firms joining TPI after the 2025 baseline exercise has been undertaken, will be expected to complete the full question set along the lines of that shown at Annex C, before then reverting to a 'by exception' reporting arrangement in subsequent years.

As with the baseline exercise in 2025, The Property Institute proposes to prioritise questions 1–4 when analysing responses to 'by exception' reporting from 2026 onwards. Responses to these questions that indicate the Firm does not have one or more of those policies/statements in place, will initiate TPI engagement with the individual firm to understand the reasons and to encourage the firm to take action. For those questions that are based on existing legal requirements (Health and Safety policy and Anti-Bribery and Corruption policy), TPI will require the individual firm to take action (see also Section 3.4 below).

Furthermore, The Property Institute anticipates that any action arising from ongoing 'by exception' reporting will be framed around current best practice, for example using the latest iteration of the draft guidance at Annex D (see also Section 3.2 above).

### 3.4 What will TPI do with this information from Member Firms about ethics?

Sections 3.2 and 3.3 above outline the immediate individual Member Firm feedback proposed by The Property Institute for four specific Annual Renewal questions. In parallel, The Property Institute anticipates using the data gathered from the Baseline Exercise in 2025, and the ongoing 'By Exception' Reporting from 2026 onwards, to inform subsequent individual Member Firm feedback. The data will also inform subsequent audit activity with individual Member Firms. Such engagement with individual Member Firm will seek to drive continuous improvement by encouraging firms to make specific changes.

Furthermore, The Property Institute will analyse all the responses received from the baseline exercise to see if there are any common themes/issues that merit anonymised feedback to all Member Firms and/or revised TPI guidance on professional and ethical standards. This macro level analysis will also inform whether any changes are required to the 2026 onwards 'By Exception' Reporting arrangements, the Member Firm audit methodology, and/or the TPI Consumer Charter and Standards.

Any changes arising from this macro-level analysis will be subject to Member Firm consultation in 2025 before The Property Institute judges whether they should come into force from 1 January 2026. Following member consultation, any changes due to come into force from 1 January 2026 will be communicated to Member Firms no later than 30 September 2025.

### 3.5 List of consultation questions

The Property Institute invites and welcomes comments on the following consultation questions in relation to professional and ethical standards.

- Q10 Do you agree with the proposal to undertake a Baseline exercise in 2025 to assess the professional and ethical behaviour of TPI Member Firms? Y/N? Please give reasons for your answer.
- Q11 Do you agree with the proposed question set for the Baseline exercise (see Annex B)? Y/N? Please give reasons for your answer.
- Q12 Do you agree with the proposal that questions 1–4 at Annex B are ones that should be prioritised by TPI in terms of individual Member Firm feedback? Y/N? Please give reasons for your answer.
- Q13 Linked to the previous question, do you agree with TPI's proposed approach where feedback to individual Member Firms is required in relation to questions 1–4 at Annex B? Y/N? Please give reasons for your answer.
- Q14 Do you agree with the proposal to undertake an ongoing assessment of the professional and ethical behaviour of TPI Member Firms using 'by exception' reporting? Y/N? Please give reasons for your answer.
- Q15 Do you agree with the proposed question set for the ongoing 'by exception' reporting (see Annex C)? Y/N? Please give reasons for your answer.
- Q16 Do you agree with the proposal that questions 1–4 at Annex C marked are ones that should be prioritised by TPI in terms of individual Member Firm feedback? Y/N? Please give reasons for your answer.
- Q17 Linked to the previous question, do you agree with TPI's proposed approach where feedback to individual Member Firms is required in relation to questions 1–4 at Annex C? Y/N? Please give reasons for your answer.
-

## Chapter 4 – Wellbeing

### 4.1 Introduction

The Property Institute seeks to set and uphold high standards of staff wellbeing at Member Firms. The Property Institute is proposing to add a Wellbeing Standard to the Consumer Charter and Standards, with implementation of this standard initially being on a voluntary basis.

The proposed Wellbeing Standard is at Annex E.

The Property Institute proposes to enhance its existing Annual Renewal processes to embed wellbeing standards amongst its Member Firms.

Further details on other proposed changes to the Annual Renewal process are outlined elsewhere in this consultation, most notably in Chapter 6.

### 4.2 Proposed Baseline Exercise

As an initial next step, The Property Institute proposes to conduct a baseline exercise of all Member Firms as part of the Annual Renewal 2025. Designed to gather information to assess the current wellbeing policies, procedures and processes of all Member Firms, the proposed question set for this baseline exercise is at Annex F.

### 4.3 Proposed 'By Exception' Reporting from 2026 onwards

The Property Institute anticipates that following the initial baseline exercise in 2025, subsequent Annual Renewals will include questions designed to assess wellbeing policies, processes and procedures for existing Member Firms using 'by exception' reporting framed around the proposed question set shown at Annex G.

'By exception' reporting means that a Member Firm will not need to duplicate their 2025 baseline exercise response when completing their Annual Renewal from 2026 onwards; rather they are only expected to report on anything that has changed since submitting their 2025 Annual Renewal return.

It follows, however, that any new Member Firms joining TPI after the 2025 baseline exercise has been undertaken as part of the 2025 Annual Renewal, will be expected to complete the full question set along the lines of that shown at Annex F, before then reverting to a 'by exception' reporting arrangement in subsequent years.

### 4.4 What will TPI do with this information from Member Firms about wellbeing?

The Property Institute anticipates using the data gathered from the Baseline Exercise in 2025, and the ongoing 'By Exception' Reporting from 2026 onwards, to inform subsequent individual Member Firm feedback. Such interventions with individual Member Firms will seek to drive continuous improvement in those Firms; by encouraging them to comply voluntarily with the Wellbeing Standard in circumstances where they fall short of the standard in some way.

Furthermore, The Property Institute will analyse all the responses received from the baseline exercise, to see if there are any common themes/issues that merit suitably anonymised feedback to all Member Firms and/or revised TPI guidance on wellbeing. This macro level analysis will also inform whether any changes are required to the 2026 onwards 'By Exception' Reporting arrangements, the Member Firm Audit methodology, and/or the TPI Consumer Charter and Standards.

Any such changes arising from this macro-level analysis will be subject to Member Firm consultation in 2025 before The Property Institute judges whether they should come into force from 1 January 2026. Following member consultation, any changes due to come into force from 1 January 2026 will be communicated to Member Firms no later than 30 September 2025.

#### 4.5 List of relevant consultation questions

The Property Institute invites and welcomes comments on the following consultation questions in relation to wellbeing standards.

Q18 Do you agree with the proposal to undertake a Baseline exercise in 2025 to assess the wellbeing policies, procedures and processes of TPI Member Firms? Y/N? Please give reasons for your answer.

Q19 Do you agree with the proposed question set for the Baseline exercise (see Annex F)? Y/N? Please give reasons for your answer.

Q20 Do you agree with the proposal to undertake an ongoing assessment of the wellbeing policies, procedures and processes of TPI Member Firms using 'by exception' reporting? Y/N? Please give reasons for your answer.

Q21 Do you agree with the proposed question set for the ongoing 'by exception' reporting (see Annex G)? Y/N? Please give reasons for your answer.

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## Chapter 5 – Building Safety Competency Standards – Self-Evaluation Scheme

### 5.1 Introduction

The Building Safety Act 2022, (BSA) brought into force a new regulatory regime for the management of risks in the design, construction, and occupation of high-rise residential buildings, overseen by the HSE's Building Safety Regulator. As well as introducing 35 new requirements for the management of HRB's, new standards have been published in the form of PAS 8673, outlining the core competency principles in safety management for the in-occupation phase.

Whilst many managing agents will not be dutyholders under the BSA, TPI is aware that many will be relied upon to support their clients, who find themselves with new duties as Accountable Persons and Principal Accountable Persons. Therefore, the ability of managing agents to meet and demonstrate high standards of competency and capability is key. TPI has undertaken interviews with several Member Firms and used a survey to gauge how members are approaching safety management competency, and compliance with the BSA. There was clear agreement and expectation from our membership that we should be supporting our members to achieve the competency standards.

In the absence of any accreditation or qualification scheme to provide training or assurance of meeting the PAS 8673 competency standards, and based on the feedback from the survey and interviews conducted, The Property Institute is proposing its own voluntary structured self-evaluation scheme for Member Firms/Company Members, with the aim of providing a pathway to competency at an organisational level. The insight gleaned from the completed evaluations will also present The Property Institute with the opportunity to bolster its support, guidance, and training to members, based on the areas where members need the most improvement.

### 5.2 Proposed Scheme

The Property Institute has devised a Competency Standards scheme. This scheme allows each Member Firm to holistically consider and self-score the organization's achievement and progress on the comprehensive standards and principles. These standards and principles focus on the management of safety in residential buildings. The scheme is informed by the PAS 8673 standards and the forthcoming BSI Organisational Capability Management Standard.

The 46 standards are set out under 6 core strands of safety management and organisations will be asked to provide a score for each standard:

1. Operating Environment
2. Leadership & Teamwork
3. Operational Practices
4. Planning, Monitoring & Control
5. Building Systems and Safety
6. Risk Management

The current draft of the scheme has been peer-reviewed by members of the TPI Health & Safety Expert Group, which include Member Firms and external H&S professionals.

Rather than offering accreditation, the scheme provides a pathway for continuous improvement. This pathway allows Member Firms to feel more assured and to demonstrate their commitment to improving and working towards achieving competency. We propose that the scheme should be repeated at least annually, in line with the Annual Renewal process.

To support Member Firms in achieving competency, the scheme will have a dual function of a competency toolkit, providing links to relevant information sources, further reading, and training and development opportunities, to help organisations understand how they can improve in line with the standard.

TPI is also considering offering participating members a separate 'badge' to declare that they are part of the scheme, and we will provide context and information on the scheme on the TPI website, so the wider public can understand the premise of the commitment.

### 5.3 Pilot Scheme and Next Steps

The Property Institute is seeking several volunteer Member Firms to participate in the self-evaluation scheme as part of a pilot programme. This initiative aims to identify any areas for improvement before we extend it to the wider membership.

It is proposed that the pilot will start in the early autumn and run for three months, to give us time to make any improvements or changes.

Following the pilot programme, it is our intention to offer the scheme to all Member Firms as part of the 2025 Annual Renewal process and initially, it will be on a voluntary basis.

### 5.4 Relevant Consultation Question

Q22 Does your Member Firm wish to participate in the proposed Pilot Scheme in early autumn 2024? Y/N?

## Chapter 6 – Revised Annual Renewal

### 6.1 Introduction

Once a year each Member Firm and Associate Firm of The Property Institute is invited to renew their membership.

This Annual Renewal process usually takes place in May. Each Member Firm administrator is notified in writing when the renewal portal goes live, usually on 1 May each year, together with confirmation of how to respond to the Annual Renewal question set and the deadline for submitting a response, usually set as 15 May.

On receipt, Annual Renewal returns are checked by The Property Institute Secretariat. Subject to the return being completed satisfactorily, the renewal is approved, and the Member Firm receives a membership invoice. Once the Member Firm's administrator has arranged payment of that invoice, the Member Firm is sent a membership certificate confirming membership for the next 12 months.

By way of background, the proposed core text for the Annual Renewal question set for Member Firms for the 2024/25 Annual Renewal is included at Annex G.

### 6.2 Proposed changes to the Annual Renewal process for 2025 onwards

The Property Institute is proposing to amend the Annual Renewal question set for 2025 onwards as detailed in Chapters 3–4 and summarised immediately below.

- Ethics – proposed question set for Baseline exercise in 2025, and 'by exception' reporting 2026 onwards (see Chapter 3, and Annexes B & C).
- Wellbeing – proposed question set for Baseline exercise in 2025, and 'by exception' reporting 2026 onwards (see Chapter 5, and Annexes E & F).

Apart from these proposed changes to reflect the changes associated with ethics and wellbeing, The Property Institute is not proposing any additional significant changes to the Annual Renewal process (either in terms of timing or content). The Property Institute, however, may judge it appropriate to add a handful of additional questions to the Annual Renewal question set each year, for example, to capture Member Firm views on live policy issues.

### 6.3 Relevant Consultation Question

The Property Institute invites and welcomes comments on the following consultation question in relation to the Annual Renewal.

Q23 Apart from the changes to the Annual Renewal detailed in Chapters 3 (Ethics) and 4 (Wellbeing), do you agree with the proposal that the Annual Renewal should be framed similar to the 2024 Annual Renewal, apart from a handful of additional questions on live policy issues that The Property Institute may judge appropriate? Y/N? Please give reasons for your answer.

## Chapter 7 – Further planned changes (Customer Service and TPI Consumer Charter and Standards)

### 7.1 Introduction

The Property Institute seeks to set and uphold high standards of professionalism amongst Member Firms. From January 2015, all Member Firms must operate according to the principles contained in the Consumer Charter and meet the requirements of the Standards. The aim being to raise standards of residential leasehold management through independent regulation, and a Consumer Charter and Standards that are specific to managing agents.

Since January 2015, the Consumer Charter and Standards document has been updated to reflect latest best practice and legislation. For example, the current (3rd) edition of the RICS Residential and Service Charge Code.

The current Version 2B of the Consumer Charter and Standards dates from June 2021 and can be found [here](#):

### 7.2 Forthcoming 4th edition of the RICS Residential Service Charge Code and the Leasehold and Freehold Reform Bill

The next (4th) edition of the RICS Residential Service Charge Code is due to be published later this year. Additionally, the Leasehold and Freehold Reform Bill is currently (April 2024) progressing through Parliament.

The Property Institute anticipates the Consumer Charter and Standards is likely to require some further change once that 4th edition is in the public domain, and the Bill has become law, law, (both expected later in 2024). For example, the Bill may necessitate changes on insurance commissions and freehold estate service charges.

Additionally, The Property Institute anticipates preparing a proposed new Customer Service Standard to reflect, amongst other things, the greater transparency of information for leaseholders likely to be required by the Leasehold and Freehold Reform Bill.

### 7.3 Proposed forthcoming further Consultation

The Property Institute plans to consult on changes to the Consumer Charter and Standards, and a proposed new Customer Service Standard, later in 2024, informed by the anticipated publication of the 4th edition of the RICS Residential Service Charge Code, and the anticipated passing into law of the Leasehold and Freehold Reform Bill.

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## Annex A – Member Firm Consultation Paper (Spring 2024) Response Form

### Introduction

Please complete questions 1–5 inclusive.

Please complete 6–24 as appropriate.

Please send the completed form to The Property Institute no later than 23:59 hours on Monday 3 June 2024.

Postal address: The Property Institute, 3rd Floor, 2–4 St George's Road, Wimbledon, London, SW19 4DP

Email: [info@tpi.org.uk](mailto:info@tpi.org.uk)

**1 Name:**

**2 Role/Job Title**

**3 Response on behalf of (insert name of firm)**

**4 Membership status**

Please tick as appropriate:

Member Firm

Associate

Other

**5 Type of Organisation**

Please tick as appropriate:

Managing Agent

Landlord/Freeholder

RMC

Other

### Chapter 3 – Revised Member Firm Audit

- 6 Do you agree with the proposal that The Property Institute stops reviewing Member Firms based on different scopes over a nine-year period and introduces an 'all-in-one' approach to Member Firm Audit, with each firm anticipated to receive such an 'all in one' audit once every three years? [Tick as appropriate]

Yes  No

If you answered yes to Question 6 please give reasons for your answer:

- 7 Do you agree with the proposal to introduce risk-based reviews, whereby the reviewer will have the ability to judge the seriousness of the failure taking mitigating factors into account and score accordingly?

Yes  No

If you answered yes to Question 6 please give reasons for your answer:

- 8 Do you agree with the proposal to introduce a new grading of 'Satisfactory' to complement the existing audit grading categories?

Yes  No

If you answered yes to Question 8 please give reasons for your answer:

- 9 Do you agree with the proposal that Member Firms who receive a rating of 'Improvement Required' or 'Unsatisfactory' could be subject to targeted intervention measures to bring them back into compliance sooner?

Yes  No

If you answered yes to Question 8 please give reasons for your answer:

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### Chapter 3 – Ethics

- 10 Do you agree with the proposal to undertake a Baseline exercise in 2025 to assess the professional and ethical behaviour of TPI Member Firms?

Yes  No

If you answered yes to Question 10 please give reasons for your answer:

- 11 Do you agree with the proposed question set for the Baseline exercise (see Annex B of consultation paper)?

Yes  No

If you answered yes to Question 11 please give reasons for your answer:

- 12 Do you agree with the proposal that questions 1–4 at Annex B of the consultation paper are ones that should be prioritised by TPI in terms of individual Member Firm feedback?

Yes  No

If you answered yes to Question 12 please give reasons for your answer:

- 13 Linked to the previous question, do you agree with TPI's proposed approach where feedback to individual Member Firms is required in relation to questions 1–4 at Annex B of the consultation paper?

Yes  No

If you answered yes to Question 13 please give reasons for your answer:

- 14 Do you agree with the proposal to undertake an ongoing assessment of the professional and ethical behaviour of TPI Member Firms using 'by exception' reporting?

Yes  No

If you answered yes to Question 14 please give reasons for your answer:

- 15 Do you agree with the proposed question set for the ongoing 'by exception' reporting (see Annex C of the consultation paper)?

Yes  No

If you answered yes to Question 15 please give reasons for your answer:

- 16 Do you agree with the proposal that questions 1–4 at Annex C of the consultation paper are ones that should be prioritised by TPI in terms of individual Member Firm feedback?

Yes  No

If you answered yes to Question 16 please give reasons for your answer:

- 17 Linked to the previous question, do you agree with TPI's proposed approach where feedback to individual Member Firms is required in relation to questions 1–4 at Annex C of the consultation paper?

Yes  No

If you answered yes to Question 17 please give reasons for your answer:

### Chapter 4 – Wellbeing

- 18 Do you agree with the proposal to undertake a Baseline exercise in 2025 to assess the wellbeing policies, procedures and processes of TPI Member Firms?

Yes  No

If you answered yes to Question 18 please give reasons for your answer:

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- 19 Do you agree with the proposed question set for the Baseline exercise (see Annex F of the consultation paper)?  
Yes  No

If you answered yes to Question 19 please give reasons for your answer:

- 20 Do you agree with the proposal to undertake an ongoing assessment of the wellbeing policies, procedures and processes of TPI Member Firms using 'by exception' reporting?  
Yes  No

If you answered yes to Question 20 please give reasons for your answer:

- 21 Do you agree with the proposed question set for the ongoing 'by exception' reporting (see Annex G of the consultation paper)?  
Yes  No

If you answered yes to Question 21 please give reasons for your answer:

### Chapter 5 – Building Safety Competency Standards –Self-Evaluation Scheme

- 22 Does your Member Firm wish to participate in the proposed Pilot Scheme in early autumn 2024?  
Yes  No

If you answered yes to Question 22 please give reasons for your answer:

### Chapter 6 – Revised Annual Renewal

- 23 Apart from the changes to the Annual Renewal detailed in Chapters 3 (Ethics) and 4 (Wellbeing), do you agree with the proposal that the Annual Renewal should be framed similar to the 2024 Annual Renewal, apart from a handful of additional questions on live policy issues that The Property Institute may judge appropriate?  
Yes  No

If you answered yes to Question 23 please give reasons for your answer:

### Further Comments

- 24 If you have any further comments on the proposed changes outlined in this consultation paper, please include them in the box below:

## Annex B – TPI Annual Renewal 2025 – proposed Ethics Questions for Baseline Exercise 2025

1. Does the firm have a written Ethics Statement <sup>2?</sup> [Tick as appropriate]  
Yes  No
2. Does the firm have a written Health & Safety Policy Statement <sup>3?</sup>  
Yes  No
3. Does the firm have an Anti-money laundering policy <sup>4?</sup>  
Yes  No
4. Does the firm have an Anti-Bribery and Corruption policy <sup>5?</sup>  
Yes  No
5. In the last 10 years, has the firm or any of the directors been involved in liquidation, bankruptcy or arrangements with creditors?  
Yes  No

If you answered yes to Question 5 please include details here:

6. In the last 10 years, has the firm or any of the directors been removed as manager by the Tribunals or court?  
Yes  No

If you answered yes to Question 6 please include details here:

7. In the last 10 years, has the firm ever been refused or had revoked membership of any trade body or professional body?  
Yes  No

If you answered yes to Question 7 please include details here

8. In the last 10 years, has your firm or any of the directors ever been reprimanded, warned about conduct, disciplined or publicly criticised by any professional or regulatory body?  
Yes  No

If you answered yes to Question 8 please include details here:

9. In the last 10 years, has your firm or any of the directors ever been made the subject of a court order at the instigation of any professional or regulatory body, or are currently subject to an investigation by any other professional or regulatory body?  
Yes  No

If you answered yes to Question 9 please include details here:

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<sup>2</sup> For more information please visit <https://www.ibe.org.uk/> and <https://ies-coalition.org/>

<sup>3</sup> For more information please visit <https://www.hse.gov.uk/>

<sup>4</sup> For more information please visit <https://www.gov.uk/anti-money-laundering-registration>

<sup>5</sup> For more information please visit <https://www.gov.uk/anti-bribery-policy>

10. Do you have a procedure for completing conflict of interest checks?  
Yes  No

11. In the last 10 years, has the firm or any of the directors been involved with any criminal prosecutions relating to property dealings or the management of money?  
Yes  No

If you answered yes to Question 11 please include details here:

12. In the last 10 years, have any of the directors of the firm ever been convicted of a criminal offence which is not 'spent' under the Rehabilitation of Offenders Act 1974 or the equivalent in another jurisdiction (Motoring excluded unless it resulted in a custodial sentence)?  
Yes  No

If you answered yes to Question 12 please include details here:

13. In the last 10 years, have any of the directors of the firm ever been given a banning order?  
Yes  No

If you answered yes to Question 13 please include details here:

14. Are any of any of the directors of the firm been subject to any current claim or aware of any impending claim for professional negligence or loss of money or subject of an investigation by an employer or a professional body?  
Yes  No

If you answered yes to Question 14 please include details here:

15. In the last 10 years, has your firm been subject to any proceedings in a court of law or to any judicial or administrative procedures that have led to judicial or administrative orders against the firm?  
Yes  No

16. If you answered Yes to Question 15 please advise what this was in relation to? For example, bankruptcy or insolvency orders, any orders for payment of money or restrictions on the operation of the firm.

17. In the last 10 years, has your firm or any of the directors made any compromise or arrangement with its creditors, or otherwise failed to satisfy creditors in full?  
Yes  No

If you answered yes to Question 17 please include details here:

18. In the last 10 years, has the firm ever been convicted of a criminal offence?  
Yes  No

If you answered yes to Question 18 please include details here:

19. In the last 10 years, has your firm or any of the directors been investigated on allegations of misconduct or malpractice in connection with its professional or business activities which resulted in a formal complaint being proved but no disciplinary order being made?  
Yes  No

If you answered yes to Question 19 please include details here:

---

## Annex C – TPI Annual Renewal 2026 onwards – proposed Ethics Questions

### Preliminary Question

Did your firm complete a return for the Ethics Baseline Exercise 2025? Y/N

- If Yes, please answer the following questions on a 'by exception' basis only. I.e. Only if the response has changed since your previous response in 2025.
- If No, please answer all questions.

1. Does the firm have a written Ethics Statement<sup>6</sup>? [Tick as appropriate]  
Yes  No
2. Does the firm have a written Health & Safety Policy Statement<sup>7</sup>?  
Yes  No
3. Does the firm have an Anti-money laundering policy<sup>8</sup>?  
Yes  No
4. Does the firm have an Anti-Bribery and Corruption policy<sup>9</sup>?  
Yes  No
5. Since registration with TPI, has the firm or any of the directors been involved in liquidation, bankruptcy or arrangements with creditors?  
Yes  No

If you answered yes to Question 5 please include details here:

6. Since registration with TPI, has the firm or any of the directors been removed as manager by the Tribunals or court?  
Yes  No

If you answered yes to Question 6 please include details here:

7. Since registration with TPI, has the firm ever been refused or had revoked membership of any trade body or professional body?  
Yes  No

If you answered yes to Question 7 please include details here:

8. Since registration with TPI, has your firm or any of the directors ever been reprimanded, warned about conduct, disciplined or publicly criticised by any professional or regulatory body?  
Yes  No

If you answered yes to Question 8 please include details here:

9. Since registration with TPI, has your firm or any of the directors ever been made the subject of a court order at the instigation of any professional or regulatory body, or are currently subject to an investigation by any other professional or regulatory body?  
Yes  No

If you answered yes to Question 9 please include details here:

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<sup>6</sup> For more information please visit <https://www.ibe.org.uk/> and <https://ies-coalition.org/>

<sup>7</sup> For more information please visit <https://www.hse.gov.uk/>

<sup>8</sup> For more information please visit <https://www.gov.uk/anti-money-laundering-registration>

<sup>9</sup> For more information please visit <https://www.gov.uk/anti-bribery-policy>

10. Do you have a procedure for completing conflict of interest checks?  
Yes  No

11. Since registration with TPI, has the firm or any of the directors been involved with any criminal prosecutions relating to property dealings or the management of money?  
Yes  No

If you answered yes to Question 11 please include details here:

12. Since registration with TPI, have any of the directors of the firm ever been convicted of a criminal offence which is not 'spent' under the Rehabilitation of Offenders Act 1974 or the equivalent in another jurisdiction (Motoring excluded unless it resulted in a custodial sentence)?  
Yes  No

If you answered yes to Question 12 please include details here:

13. Since registration with TPI, have any of the directors of the firm ever been given a banning order?  
Yes  No

If you answered yes to Question 13 please include details here:

14. Are any of any of the directors of the firm been subject to any current claim or aware of any impending claim for professional negligence or loss of money or subject of an investigation by an employer or a professional body?  
Yes  No

If you answered yes to Question 14 please include details here:

15. Since registration with TPI, has your firm been subject to any proceedings in a court of law or to any judicial or administrative procedures that have led to judicial or administrative orders against the firm?  
Yes  No

16. If you answered Yes to Question 15 please advise what this was in relation to? For example, bankruptcy or insolvency orders, any orders for payment of money or restrictions on the operation of the firm.

17. Since registration with TPI, has your firm or any of the directors made any compromise or arrangement with its creditors, or otherwise failed to satisfy creditors in full?  
Yes  No

If you answered yes to Question 17 please include details here:

18. Since registration with TPI, has the firm ever been convicted of a criminal offence?  
Yes  No

If you answered yes to Question 18 please include details here:

19. Since registration with TPI, has your firm or any of the directors been investigated on allegations of misconduct or malpractice in connection with its professional or business activities which resulted in a formal complaint being proved but no disciplinary order being made?  
Yes  No

If you answered yes to Question 19 please include details here:

---

## Annex D – The Property Institute – proposed guidance on Ethical and Professional standards

[NB. Anticipated for publication in autumn 2024 and coming into force from 1 January 2025; cross references to the TPI Consumer Charter and Standards are to existing Edition 2B (June 2021).

### Introduction

The Property Institute seeks to set and uphold high standards of professionalism and ethics amongst Member Firms. This guidance is to help Member Firms when they are responding to four key questions associated with Ethical and Professional standards, that are due to be included in the Annual Renewal from 2025 onwards.

#### 1. Ethics Statement

The Property Institute Consumer Charter covers the work of residential managing agents and requires the highest standards of client and customer service.

TPI Member Firms must adopt the Charter and must, amongst other things, be honest, fair, open and transparent and provide a timely and professional service.

A written Ethics Statement is one way Member Firms can demonstrate they are adopting this aspect of the Charter. Many businesses require their employees and management to undergo ethical training and their acknowledgment that they have read and understood the company's ethics statement. With that in mind, a Member Firm Ethics Statement could include clauses around the following:

- Provision and maintenance of reliable services for clients and leaseholders.
- Sustaining high standards of conduct and behaviour.
- Upholding the reputation of the profession.

#### 2. Health & Safety Policy Statement

The Health and Safety at Work etc. Act 1974 requires that every business must have a policy for managing health and safety. This statutory requirement is referenced in Standard 6.2f of the TPI Consumer Charter and Standards. A health and safety policy sets out the general approach to health and safety. It explains how the employer, will manage health and safety in their business. It should clearly say who does what, when and how.

If a business has five or more employees, they must have a written policy. If a business has fewer than five employees they do not have to write anything down, but it is useful to do so.

The business must share the policy, and any changes to it, with their employees. The policy should cover three areas.

- **Part 1: Statement of intent**  
State your general policy on health and safety at work, including your commitment to managing health and safety and your aims. As the employer or most senior person in the company, you should sign it and review it regularly.
- **Part 2: Responsibilities for health and safety**  
List the names, positions and roles of the people in your business who have specific responsibility for health and safety.
- **Part 3: Arrangements for health and safety**  
Give details of the practical arrangements you have in place, showing how you will achieve your health and safety policy aims. This could include, for example, doing a risk assessment, training employees and using safety signs or equipment.

A template to create a health and safety policy can be found at the Health and Safety Executive here:  
<https://www.hse.gov.uk/simple-health-safety/assets/docs/policy-statement-template.pdf>

<sup>10</sup> For further details see International Ethics Standard for the global property market [here](#)

<sup>11</sup> For further details about this legal requirement see the HSE website: [here](#)



### 3. Anti-money Laundering Policy

Whilst The Property Institute's Member Firms are not directly covered by the requirements of the Money Laundering Regulations 2007, as residential property management is not specifically cited in those regulations, Member Firms are required to consider the statutory framework around money laundering<sup>12</sup>.

Money laundering means exchanging money or assets that were obtained criminally for money or other assets that are 'clean'. The clean money or assets do not have an obvious link with any criminal activity. Money laundering also includes money that is used to fund terrorism.

The legal definition of money laundering is the term used for a number of offences involving the proceeds of crime or terrorist funds to conceal, disguise, convert, transfer or remove property, which is or represents a person's benefit from criminal conduct, out of the United Kingdom. Or becoming concerned in an arrangement which facilitates the acquisition, retention, use or control of criminal property by or on behalf of another person.

There are two further third-party offences relating to money laundering. Firstly, failure to disclose one of the principal offences listed above where there are reasonable grounds for knowledge or suspicion. Secondly tipping off a person who is or is suspected of being involved in money laundering either directly or indirectly in such a way as to reduce the likelihood of or prejudice an investigation.

Given the above, an appropriate Anti-money laundering policy for The Property Institute's Member Firms could include the following elements:

- Implementation of policies to prevent and detect money laundering which include internal controls, risk assessments and staff training.
- Encourage all staff members to report suspicious activities and to raise concerns.
- Zero tolerance of any money laundering activity undertaken by staff, contractors and clients.
- Have written terms of business with clients, contractors and leaseholders.

### 4. Anti-Bribery and Corruption policy

The Property Institute's Member Firms are required to adhere to the requirements of The Bribery Act 2010<sup>13</sup> and mitigate risks where the business may be exposed to bribery. This statutory requirement is referenced in Standard 6.2e of the TPI Consumer Charter and Standards.

Member Firms should apply a procedure appropriate to the size of the business and should ensure all employees adhere to the procedure, and monitor and review the policy regularly.

The policy should include:

- The methodology to reduce and manage the risks of bribery.
- Rules around accepting gifts, hospitality or donations.
- Guidance on how to undertake business, eg negotiating contracts.
- Rules on mitigating conflicts of interest.

#### Review

The Property Institute will keep this guidance under review and update it as necessary in future to ensure it reflects latest relevant legislation and best practice.

The Property Institute  
April 2024

<sup>12</sup> For further details about who needs to register for money laundering supervision see: [here](#)

<sup>13</sup> Further details at <https://www.gov.uk/anti-bribery-policy>

## Annex E – proposed Wellbeing Standard (for inclusion as a new voluntary standard 8.0 in the TPI Consumer Charter and Standards)

### 8.1 Health & Wellness at Work

When dealing with supporting the mental and physical health of employees at work, Managing Agents;

- a) Should have an Unreasonable Behavior Policy;
- b) Must have a Workstation Assessment Procedure;  
*See: The Health and Safety (Display Screen Equipment) Regulations 1992 Act*
- c) Must have an Accident Reporting Policy;  
*See: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013*  
*See: The Social Security (Claims and Payments) Regulations 1987*
- d) Should have appropriate policies for wellbeing at work;
- e) Must comply with the legal framework for flexible working requests and  
Should have in place a Flexible Working Policy; and  
*See: Employment Rights (Flexible Working) Act 2023*
- f) Should have suitable and accessible mental health signposting available.

### 8.2 Employee Voice

The Managing agent Should listen to employees through constructive communication and have an employee feedback policy.

### 8.3 Leadership

When managing employees, the Managing Agent Should provide a fair, ethical and flexible approach to the leadership and management of employees and;

- a) Should have in place a clear team structure and line management and provide all employees with and organisational chart;
- b) Should have in place an appraisal / review procedure; and
- c) Should have job descriptions available for all roles.

### 8.4 Personal Growth

Managing Agents should help employees to achieve their potential and purpose through learning, training and development and;

- a) Should have a training policy appropriate to the size and structure of the organisation; and
- b) Should have an employee induction procedure.

### 8.5 Supportive Culture

The Managing Agent Should create a supportive, caring, inclusive and empathetic culture and;

- a) Should have a Corporate Social Responsibility policy;
  - b) Must comply with the Equality Act and Should have an equality, diversity and inclusion policy;  
*See: Equality Act 2010*
  - c) Should have appropriate human resources policies and documents; and
  - d) Should provide a suitable policy to support and give appropriate signposting for people going through personal challenges and promote work/life balance.
-

## Annex F – TPI Annual Renewal 2025 – proposed Wellbeing Questions for Baseline Exercise 2025

1. Does your firm have an Unreasonable behaviour policy?  
Yes  No
  2. Does your firm have a Workstation Assessment Procedure?  
Yes  No
  3. Does your firm have an Accident Reporting Policy?  
Yes  No
  4. Do you believe your firm has appropriate policies for wellbeing at work?  
Yes  No
  5. Does your firm have suitable and accessible mental health signposting available?  
Yes  No
  6. Does your firm adhere to the Public Interest Disclosure Act 1998?  
Yes  No
  7. Does your firm have a whistle blowing policy?  
Yes  No
  8. Does your firm have a clear team and line management structure and provide all employees with an organisational chart?  
Yes  No
  9. Does your firm have job descriptions available for all roles?  
Yes  No
  10. Does your firm comply with the Employment Relations (Flexible Working) Act 2023?  
Yes  No
  11. Does your firm have a flexible working policy?  
Yes  No
  12. Does your firm have an adequate training policy?  
Yes  No
  13. Does your firm have an employee induction procedure?  
Yes  No
  14. Does your firm have an appraisal/review procedure?  
Yes  No
  15. Does your firm have a Corporate and Social Responsibility policy?  
Yes  No
  16. Does your firm adhere to the Equality Act and have an equality, diversity and inclusion policy?  
Yes  No
  17. Does your firm have appropriate human resources policies and documents?  
Yes  No
  18. Does your firm provide a suitable policy to support and give appropriate signposting for people going through personal challenges and promote work/life balance?  
Yes  No
-

## Annex G – TPI Annual Renewal 2026 onwards – proposed Wellbeing Questions

### Preliminary Question

Did your firm complete a return for the Wellbeing Baseline Exercise 2025? Y/N

- If Yes, please answer the following questions on a 'by exception' basis only. I.e. Only if the response has changed since your previous response in 2025.
- If No, please answer all questions.

1. Does your firm have an Unreasonable behaviour policy?  
Yes  No
  2. Does your firm have a Workstation Assessment Procedure?  
Yes  No
  3. Does your firm have an Accident Reporting Policy?  
Yes  No
  4. Do you believe your firm has appropriate policies for wellbeing at work?  
Yes  No
  5. Does your firm have suitable and accessible mental health signposting available?  
Yes  No
  6. Does your firm adhere to the Public Interest Disclosure Act 1998?  
Yes  No
  7. Does your firm have a whistle blowing policy?  
Yes  No
  8. Does your firm have a clear team and line management structure and provide all employees with an organisational chart?  
Yes  No
  9. Does your firm have job descriptions available for all roles?  
Yes  No
  10. Does your firm comply with the Employment Relations (Flexible Working) Act 2023?  
Yes  No
  11. Does your firm have a flexible working policy?  
Yes  No
  12. Does your firm have an adequate training policy?  
Yes  No
  13. Does your firm have an employee induction procedure?  
Yes  No
  14. Does your firm have an appraisal/review procedure?  
Yes  No
-

15. Does your firm have a Corporate and Social Responsibility policy?  
Yes  No
16. Does your firm adhere to the Equality Act and have an equality, diversity and inclusion policy?  
Yes  No
17. Does your firm have appropriate human resources policies and documents?  
Yes  No
18. Does your firm provide a suitable policy to support and give appropriate signposting for people going through personal challenges and promote work/life balance?  
Yes  No
-

## Annex H – Member Firm Renewal Form 24/25 Core Text

Please complete the renewal form below, making sure you complete all the required fields marked \*.

### Company contact information:

This section is the information that will be shown in the company website listing (search for a member section) and will be used by TPI for general use.

Name of Firm \*

Address \*

City \*

County \*

Postcode \*

Telephone \*

Email \*

Website \*

Contact Name \*

Contact Email \*

### Additional contact: for TPI use only please confirm the CEO/MD details:

Name \*

Job Title \*

Phone \*

Mobile \*

Email \*

Other contact information

For TPI use only could you please provide an:

Additional Marketing/PR Contact Name \*

Additional Marketing/PR Contact Job Title \*

Additional Marketing/PR Contact Email \*

Additional Marketing/PR Contact Phone \*

### Company Information and Procedures

Please confirm any change of ownership, corporate structure or trading name/s of your firm since your last renewal if you have not already notified TPI previously: \*

Please confirm any acquisition or merger that has taken place in the last 12 months if you have not already notified TPI previously: \*

Please confirm who would be the best person to contact in relation to the TPI Audit:

Name \*

Email \*

Job Title \*

**Company Procedures:**

If any Company procedures have changed in the last 12 months, can you confirm they were changed in accordance with the TPI guidelines \*

Yes  
No

If No, please email [info@tpi.org.uk](mailto:info@tpi.org.uk) with details.

Has your Complaints handling procedure changed in the past 12 months or since your membership Accreditation (whichever is the later)? \*

Yes  
No

If yes, please upload

No file chosen

**Organisation Preferences**

This information will help leaseholders to run an advance search in Search for a Member.

Are willing to consider managing blocks where fees are £2000 or less?

Are you prepared to act in Right to Manage situations?

Are you willing to be nominated for Appointment of a Manager by the Tribunal?

Are you willing to consider work relating to lease extensions and variations?

Are you prepared to undertake collective enfranchisement work?

**Statistical Information:**

Number of blocks of leasehold flats managed \*

Number of leasehold flats managed in blocks declared above \*

Number of leasehold houses managed \*

Number of freehold residential units managed \*

Blocks managed for lessees who are freeholders \*

Blocks managed for investor freeholders \*

Blocks managed for lessees who control the management \*

Blocks managed that are purpose built \*

Blocks managed that are conversions \*

Annual Service Charge (excluding reserve funds) billed last year in whole pounds only \* (Please DO NOT use symbols, commas, letters, or full stops).

Approx. Reserve Funds held in whole pounds only \* (Please DO NOT use symbols, commas, letters, or full stops)

Number of employees \*

Blocks with 1–10 flats \*

Blocks with 11–50 flats \*

Blocks with 50+ flats \*

How many of the buildings that you manage are under 11m in height \*

How many of the buildings that you manage are 11m to 18m in height \*

How many of the buildings that you manage are over 18m in height \*

**Other organisations and Regions**

Is your firm regulated by the Royal Institution of Chartered Surveyors (RICS)?

Is the firm a member of Property Mark?

Please indicate which of the following independent redress schemes your firm belongs to:

Property Redress Scheme

The Property Ombudsman (for residential leasehold Management)

**Regions**

Please select the areas you wish to appear in on the TPI website when searching by postcode. If your office is based in London please select the area accordingly. Your first listing is FREE but must be your local area of operation. Additional listings cost £51 each.

North East

North West

Yorkshire

East Midlands

West Midlands

Wales

South West

South East

East

London North

London South

London West

London East

**Declaration**

Please confirm the name and email of the person that completed this renewal:

Name \*

Email \*

Job Title \*

**Annual Declaration**

Please read the below declaration of compliance carefully before submitting. Please note that if a Firm is found to have given false or misleading information in order to gain membership during the application process, TPI reserves the right to dispense with the application. Should a Firm be found to have given false or misleading information in order to gain membership after membership has been awarded, this will be referred to TPI Board or committee appointed by the Board as a potential case for disciplinary action, which carries the possibility of removal from membership.

In the course of completing this section, you entered personal data, such as your name and email address. TPI takes its responsibilities in relation to the processing of your personal data seriously. You are invited to read TPI's privacy policy which sets out how your data will be processed.

---



**Privacy Policy**

I/we declare for the year ending 30 April 2025, that I/we agree to:

- Comply with TPI's aims and objectives, Memorandum & Articles of Association (available on request) and TPI Bye-Laws;
- Comply with the TPI Consumer Charter and Standards and where procedures are stated, abide by them;
- Abide by the RICS Service Charge Residential Management Code, any other relevant recognised codes and all relevant legislation;
- Ensure that the required accountant's report on client bank accounts or RICS Annual Return is submitted annually, unless you have been reviewed by TPI within the last 12 months;
- Maintain adequate insurances for professional indemnity and submit the required annual certificate;
- Maintain a current Health & Safety Policy Statement (if applicable);
- Fully comply with TPI requirements regarding complaints;
- Maintain membership of an independent redress scheme;
- Ensure that where there may be conflicts of interest they are fully disclosed to affected parties and disclose any commissions that we may receive to our clients;
- Inform TPI, in relation to our firm, of any on-going and future litigation in the Tribunals or the Courts (including our removal as a manager). Similarly, for criminal prosecutions relating to property dealings or the management of money;
- Provide evidence of our commitment to training and professional development if required;
- Display, where appropriate, the TPI Logo on all letterheads and other relevant printed material;
- Inform TPI immediately of any changes to the controlling ownership of our business and/or the controlling directors/principals;
- Inform TPI immediately of any acquisition or merger;
- Report any known or suspected Client loss to TPI as soon as possible after our firm becomes aware of it. Even if our firm does not know the full extent or details of the Client loss, the firm should advise TPI as soon as it become aware of the problem. Where fraud or dishonesty is suspected, then the details must also be reported to the police and any other relevant authorities;
- Pay the appropriate membership and audit fees, which will be set by TPI Board from time to time, upon demand.

I have read the TPI Bye-Laws\*

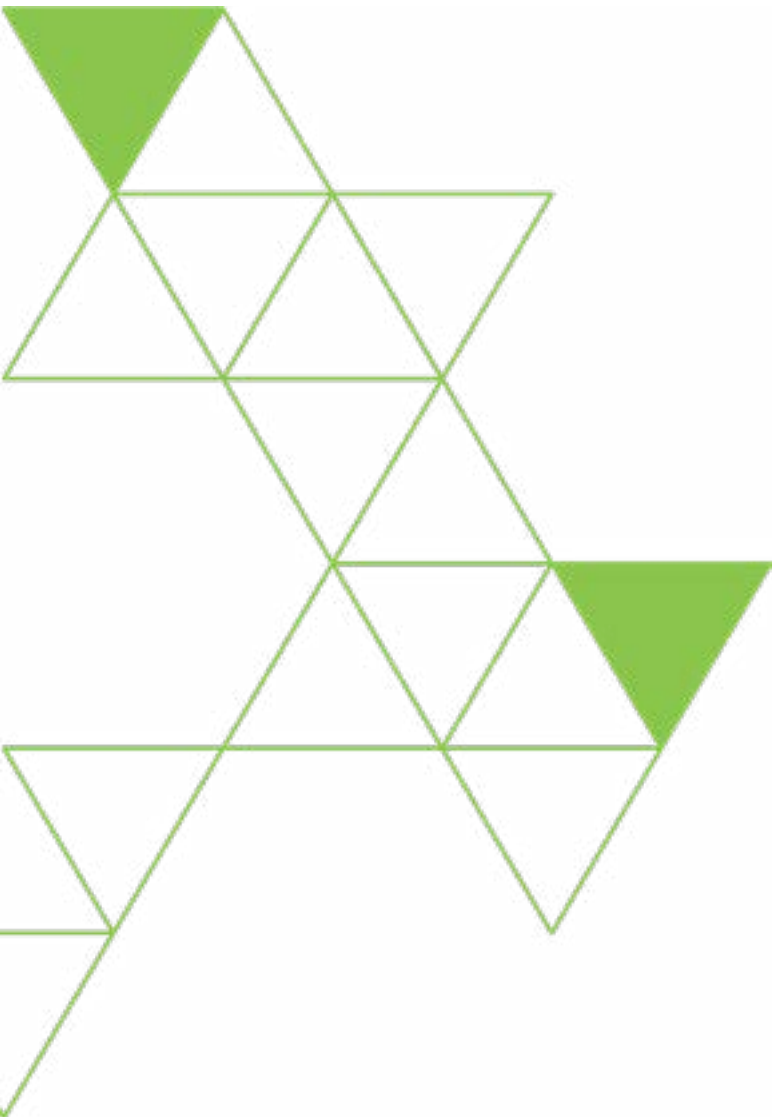
I agree to the Declaration\*

Submit

If you are ready to submit your renewal for review, please confirm by checking the box below.

If you leave the box unchecked, you will be able to come back and update your renewal at a later date.

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**The Property Institute**  
3rd Floor, 2-4 St George's Road  
Wimbledon  
London  
SW19 4DP

Tel 020 7978 2607  
[info@tpi.org.uk](mailto:info@tpi.org.uk)  
[www.tpi.org.uk](http://www.tpi.org.uk)