

Copperstones are associated with a variety of industry and regulatory bodies, subscribing to their strict codes of practice. This ensures that we provide a professional and trustworthy service and your interests as a landlord or a tenant are protected.

CLIENT MONEY PROTECTION

Copperstones is a member of Client Money Protect, which is a client money protection scheme. Client Money Protect (CMP) ensures that the money you pay to Copperstones is safely protected whilst it remains in our custody and control. CMP will ensure that you, the client, are reimbursed in the event that Copperstones goes into administration or misappropriates client funds in our control.



INDEPENDENT REDRESS SCHEME

Copperstones is a member of The Property Redress, a scheme which allows you to deal with any complaint you may have against Copperstones.

The main purpose of The Property Redress Scheme is to resolve or settle unresolved complaints from consumers who have suffered a loss as a result of the actions of Copperstones. It is an alternative to using the Courts and the complainant must have exhausted Copperstones' internal complaints procedure before contacting The Property Property Redress.



TENANCY DEPOSIT SCHEME

When renting a managed property with Copperstones, Tenancy Deposits will be protected by My Deposits (Deposit Protection) within 30 days of the tenancy agreement commencing.

At the end of a tenancy Copperstones will return the deposit within 10 days of agreeing how much the tenant will get back. If there is a dispute then My Deposits offer a free Dispute Resolution Service and will continue to protect the deposit until the issue is sorted out.

