



How We Protect Your Money

Customer Information

At Grange, we understand the importance of keeping your money safe. That's why we follow RICS Client Money Protection requirements and robust financial controls to protect every pound we manage on your behalf.

Your Money is Kept Separate

- All client funds are held in dedicated client bank accounts with NatWest.
- Client money is never mixed with Grange's own business funds.
- Each client's funds are clearly identified and separately accounted for.

Secure and Controlled Access

- Access to client funds is restricted to authorised personnel only.
- Our systems use secure, role-based permissions and banking controls.
- Safeguards are in place to prevent accounts becoming overdrawn.

Careful Management of Payments

- Payments received are allocated promptly to the correct client account.
- We do not accept cash payments.
- All payments from client accounts require appropriate authorisation and supporting documentation.

Regular Checks and Oversight

- Client accounts are reconciled monthly to ensure accuracy.
- Senior finance staff review and sign off account reconciliations.
- Any discrepancies are addressed immediately.

Clear Reporting

- Reporting arrangements are agreed with each client as part of their management agreement, ensuring transparency over how funds are managed.

Our Commitment

You can have confidence that your money is held securely, managed responsibly, and protected by a range of financial controls designed to meet industry best practice and RICS standards.

2026/2027