

## Consent Order Summary

2017 – 2018: Quarter 2

There were a total of ten Consent Orders agreed during Quarter 2

Four cases involved breaches identified by a regulatory visit: Two cases where a firm did not have robust systems to keep clients' money secure and two cases where the firm had failed to uphold professional standards. The consent orders in these cases included requirements to attend workshops, paying the costs of the RICS investigation and arranging another visit.

Four cases arose from complaints raised by members of the public. The terms of these consent orders included fines, the payment of RICS investigation costs, and action to attend training which improve competence in the relevant area.