

# Frequently Asked Questions – RICS Professional Portal

We have compiled a list of frequently asked questions to help with your queries. If you can't find the answer to your questions, please [contact us](#).

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## System

### What is the new professional portal?

The new professional portal supplies our members with easy access to their RICS details and the ability to apply for Regulation.

### Why has the portal changed?

RICS has taken on board feedback from our members and have decided to change our portal in order to provide a better, more responsive and high-quality service.

## How do I use the portal?

### How do I log on?

You will need to use your existing RICS email address and password to log on to the portal.

### Trouble logging on?

If you've forgotten or lost your password, you can create a new one.

[Reset your password](#) to begin.

If the problem, further persists then please ring +44 (0)24 7686 8555 or email [contactrics@rics.org](mailto:contactrics@rics.org).

## Responsible Principal

The [Rules for the Registration of Firms](#) (effective from 1 April 2020), introduce the requirement for all RICS regulated firms to appoint a responsible principal. A responsible principal will have primary responsibility for ensuring that RICS' professional, technical and ethical standards are applied, upheld and supported by an appropriate assurance framework within a regulated firm.

[Click here for further guidance.](#)

## How can I complete a registration application?

### How do I register my firm for RICS Regulation?

Before starting your application, you should ensure that you have read and understood the [Rules for the Registration of Firms](#). In your portal, go to the “Regulation” section, then “New Firm Registration”.

The firm registration is split into the following sections:



**Eligibility** – In this section you will be asked to add/update your firm details on to the system:

- Firm Details (Address etc)
- Primary Office
- Principals
- Registration Scope (What countries does my firm provide Surveying services to?)

After updating your eligibility details, you will be directed to the page “**Available Registrations**”.

Depending on the answers you have already provided, you will see some or all of the following available registrations:

- Sponsoring VR Members - Click [here](#) for further guidance.
- Applying for the Designated Professional Body Scheme - Click [here](#) for further guidance.
- Clients’ Money - Click [here](#) for further guidance.

**Useful Hint:** You can save your progress and return to the application when it suits you.

**Application** – In this section you will be asked to add/update your firm details regarding:

- Professional Indemnity Insurance (PII) - Click [here](#) for further guidance.
- Complaints Handling Procedure (CHP) - Click [here](#) for further guidance.
- Conduct / Criminal Convictions

**Useful Hint:** Make sure to answer all questions so you can proceed with the registration.

**Declaration** – In this section you will review your answers and make sure all the information provided is correct.

**Useful Hint: The firm’s registration for regulation needs to be signed and submitted by a responsible principal.**

**Payment** – In this section you will need to pay any fees due, which will be based on your answers to the earlier questions.

The system will calculate the amount due and will bring you to the secure payment area to enter your card details.

Once you have paid, we will review the information you have provided and contact you if necessary.

**Useful Hint: Please ensure your details are correct on our system to ensure we can get in touch.**

### **How can I download a copy of the Firm Certificate?**

The Firm Certificate is now available under the Regulation section of the portal system. Under “Actions” followed by “Manage”, you will have access to the Firm Certificate.

### **I am looking to de-register my Firm from RICS Regulation, what do I do?**

In order to de-register your firm from RICS Regulation, the responsible principal needs to complete the firm de-registration form which can be found [here](#).

There is a guidance document which can help you complete the firm de-registration form. This can be found [here](#).

Once completed, please return to:

By email: [regulation@rics.org](mailto:regulation@rics.org)

By Post: RICS Regulation, 55 Colmore Row, Birmingham. B3 2AA.

## **Payments**

### **Sponsorship Codes**

RICS has changed the way regulated firms can sponsor valuers for the Valuer Registration (VR) scheme. The firm's Contact Officer will need to purchase sponsorship codes through the portal.

Please follow the below pathway:



The sponsorship code can then be given to the valuer. The valuer can insert the code in their account and will not need to pay.

**Useful Hint: The sponsorship code for the firm will be the same regardless of the quantity purchased.**

### **Sponsoring Non-Regulated Organisation**

Sponsoring Non-Regulated Organisations are organisations that pay fees and provide firm related regulatory information on behalf of their Registered Valuer employees but are not RICS Regulated.

[Click here for further guidance.](#)

### **How much do I need to pay for Valuer Registration?**

The fee you will need to pay varies depending on whether you will be sponsored or not and the country you are based in.

Please see [fee scale](#) for Valuer Registration – United Kingdom

Please see [fee scale](#) for Valuer Registration – Global

### **Is the charge a one-off fee or will it be an annual requirement?**

There is an initial registration fee to join Valuer Registration and an annual fee thereafter. The annual fee will be due at renewal.

### **Why am I not showing as sponsored member?**

In order to become a sponsored member, please speak to your firm's Contact Officer, who can provide you with the sponsorship code.

## What is Valuer Registration?

Valuer Registration is a risk monitoring and quality assurance programme, which checks compliance with the Red Book.

For further guidance and support on what Valuer Registration entails, please click [here](#).

## How do I apply for the Valuer Registration Scheme?

If you are an RICS qualified professional, you can register for the Valuer Registration (VR) scheme through the professional portal. Please follow the below pathway:



**Eligibility** – In this section you will be asked to:

- Enter your sponsorship code (if you are sponsored member).
- Update your Valuation Activity – Please choose the relevant country(ies) and employer(s) for whom you are undertaking valuation work.
- Eligibility Summary – You will be asked to review your answers and ensure it is all correct.

**Useful Hint: If you cannot see your employer on the list, please contact us [here](#).**

Please note: depending on what information we hold for the employer, we may ask additional questions in relation to:

- Professional Indemnity Insurance (PII) - Click [here](#) for further guidance.
- Complaints Handling Procedure (CHP) - Click [here](#) for further guidance.

**Survey** – In this section you will be asked to provide information regarding:

- Claims Received
- Complaints Received
- Valuation Time
- Valuation Assets

**Useful Hint: To see how far along you are in the application, please view the Progress Bar on the right-hand side.**

**Payment** – If you are a non-sponsored member, you will be asked to pay the Valuer Registration Fee. To find out how much you will need to click [here](#).

Once payment has been made, the data submitted will be reviewed by our Regulation Team. If any further information is required by the Regulation Team, they will be in contact.

### **I am looking to de-register from the Valuer Registration Scheme, what do I do?**

In order to de-register from the Valuer Registration Scheme, please complete the form [here](#).

Once completed, please return to:

By email: [regulation@rics.org](mailto:regulation@rics.org)

By Post: RICS Regulation, 55 Colmore Row, Birmingham. B3 2AA.

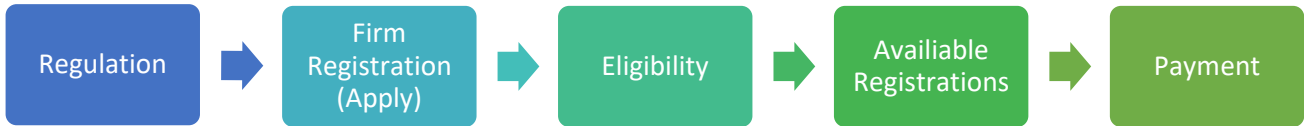
### **How can I download a copy of the Valuer Registration (VR) Certificate?**

The Valuer Registration Certificate for members is now available under the Regulation section of the portal system. Under “Actions” followed by “Manage”, you will have access to the VR certificate.

## **How do I register my firm for the Designated Professional Body (DPB) Scheme for General Insurance Distribution (UK)?**

Before you start your application, you need to ensure that you have read and understood the [Designated Professional Body Rules](#).

You can apply and pay for the Designated Professional Body scheme during the firm registration for RICS regulation. Please see pathway below:



If your firm is already RICS regulated, you need to apply for the DPB scheme through the Regulation section of the portal.

When applying for the DPB scheme you will be asked to provide details on:

- Professional Indemnity Insurance
- Conduct
- Complaints
- General Insurance Distribution Activities

The Insurance Distribution Directive requires us to collect information about your firm's shareholders and close links. This information will be reviewed as part of this registration and then deleted.

Please complete and upload the [Shareholders and close links information form](#)

**Useful Hint: The Designated Professional Body Application will not proceed forward unless the "Shareholders and close links information form" is attached.**

## How much do I pay to join the Designated Professional Body (DPB) Scheme?

All firms are liable to pay an annual fee to RICS. The annual fee charging period is 1 August – 31 July each year.



Total number of principals/directors within a firm	Annual Fee
1	£225
2-4	£240
5-9	£420
10-24	£1,260
25-49	£3,150
50+	£3,150

## RICS Client Money Protection Scheme

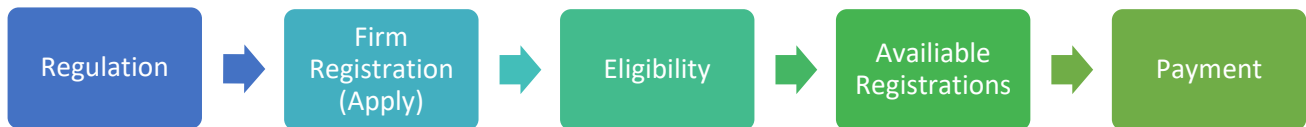
The RICS Client Money Protection for Residential Agents scheme has been approved by Government under [The Client Money Protection Schemes for Property Agents \(Approval and Designation of Schemes\) Regulations 2018](#). This means that RICS registered firms holding money in the areas covered by the regulations will have met the requirements under The Client Money Protection Scheme for Property Agents Regulations (2018) to belong to an approved scheme.

For further information please visit [here](#).

### How do I declare to RICS that my firm is holding clients' money?

You can tell us that your firm holds clients' money through the registration for RICS regulation.

Follow the pathway below:



If your firm no longer holds clients' money, then please complete the section "Request a change to the scheme".

Follow pathway below:



### RICS Client Money Protection Scheme – Is there a fee?

All regulated firms who hold clients' money pay a regulatory review fee on an annual basis. The income generated from these fees covers the operational costs of the client money regulatory review visit programme. The fee is set based on the number of directors/principals in each firm, which includes both RICS members and non-member individuals.

The invoice also includes a levy that is collected for the clients' money protection scheme.

Please see levy table below:

<b>Total Principals in firm</b>	<b>Total New Levy for all firms not holding client money for residential property agency work in England from 1 April 2019</b>	<b>Total New Levy for firms holding client money for residential property agency work in England from 1 April 2019</b>	<b>Total Regulatory Review Fee (unchanged from 2018-2019)</b>
1	£64.50	£214.50	£225
2-4	£129	£279	£500
5-9	£483.75	£633.75	£1,400
10-24	£913.75	£1,063.75	£3,500
25-49	£2,365	£2,515	£6,750
50+	£4,837.50	£4987.50	£14,500

### **How can I download a copy of the Client Money Protection Scheme Certificate?**

The Client Money Protection Scheme Certificate is now available under the Regulation section of the portal system. Under “Actions” followed by “Manage”, you will have access to the Client Money Protection Scheme Certificate.