

The National Approved Letting Scheme.

When you decide to let your property, employing a good agent to handle the letting for you can give you peace of mind. You can trust a good agent to protect your interests by dealing responsibly with the procedures involved in letting and subsequent management.

This means the tenancy should run smoothly. You can let a property under an assured shorthold tenancy which will allow you to get the property back empty, by giving formal notice, after the first six months of any tenancy has elapsed.

Agents who have been licensed by NALS will provide a written agreement for managing your property, setting out the services they provide and what they will cost. You should agree the details before you employ them.

NALS provides owners with the assurance of:

- A professional, regulated service.
- An effective complaints redress system backed by professional indemnity insurance.
- Protection for client monies through a Client Money Protection Scheme.

All NALS firms are part of a Client Money Protection Scheme*. Landlords should satisfy themselves as to the level of cover held by the licensed firm they deal with.

*As well as its own Client Money Protection Scheme NALS recognises the Schemes operated by RICS, ARLA, NAEA and the Law Society.

Service Standards

NALS – all licensed firms have agreed to at least meet the following standards:
Before you let, the agent will:

- Visit the property and give you advice on any action you need to take before you let the property. This includes any repairs and refurbishments that are needed to put it into a fit state for letting.
- Give you advice on the level of rent you can expect.
- Arrange for safety checks on gas and electrical services and appliances to be carried out, highly recommended.
- Explain your rights and responsibilities & the tenant's rights & responsibilities.
- Give you advice on what action to take if the property is mortgaged.
- Give you advice on insuring the building

and contents and other insurance schemes which may be available to protect your interests and which are not normally covered in standard household policies where a tenant is in residence.

- Protect the deposit with one of the Statutory Tenancy Deposit Schemes, if requested.
- Go with possible new tenants to view unoccupied property.
- Choose a tenant in a way agreed with you, taking up references or checking the tenant's past rent payment record.
- Arrange for the preparation of a schedule of the condition of the property and its contents for you, together with acceptance by the tenant of a property so described.
- Provide and fill in the tenancy agreement & either take a deposit to protect against possible damage or agree with you another sort of guarantee.
- Transfer the bills for the services for which the tenant will be responsible into the tenant's name.

During the tenancy, the agent will:

- Collect the rent and pass it on to you every month or as otherwise agreed. The agent will keep a separate client's account to hold all money and (except for Registered Social Landlords) belong to a client money protection scheme.
- Give you a statement of account as often as agreed with you, usually monthly.
- Visit the property periodically during the course of the tenancy as often as agreed with you (for example, every three months) to check that it is being suitably looked after.
- Arrange to have routine maintenance work carried out, up to a limit agreed with you. The agent will refer expenditure above that limit to you for approval.
- Respond promptly to the tenant's enquiries.
- Keep an eye on the rent payment record and take reasonable steps to prompt payment of any money owed.

Before the tenancy ends, the agent will:

- Give you advice on your options, including reviewing the rent.
- If you want to end the tenancy, the agent will:
- Serve the correct notices on the tenant.
 - Check the condition of the property and any contents and discuss any repairs with you before giving the deposit back or arranging for repairs.
 - Collect the key and make sure that the property is secure.

Note

If you do not employ the agent to manage your property, only the sections of this service standard which are relevant to finding a tenant and letting the property will apply.

Resolving tenants complaints directed at NALS agents

In the event of a complaint from a landlord or a tenant all NALS licensed firms operate a customer complaints procedure.

If the complainant is not satisfied with the response from the agent after the in-house review of the complaint has been carried out, the complaint can be referred to an ombudsman scheme. It will appear on the firm's complaints procedure which ombudsman scheme you should contact.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
www.tpos.co.uk
admin@tpos.co.uk

or

Ombudsman Services Property
Widenspool Park
Warrington
WA4 6HL
www.ombudsman-services.org
enquiries@os-property.org

Support. Protection. Reassurance. NALS.



NALS covering the whole of the UK is supported by:

British Property Federation (BPF)
The Royal Institution of Chartered Surveyors (RICS)
The Association of Residential Letting Agents (ARLA)
The National Association of Estate Agents (NAEA)
The Guild of Letting and Management
Chartered Institute of Housing
The National Union of Students

For more information contact:

The National Approved Letting Scheme*

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Your local NALS agent:



Thinking of Letting Your Home?

For peace of mind use a NALS licensed firm
Support. Protection. Reassurance. NALS.

