



LANDLORD ACCREDITATION SCHEME

HOW THE SCHEME WORKS

LANDLORDS

Landlords wishing to become members of the Telford & Wrekin Landlord Accreditation Scheme should complete the application form (appendix 1) and return it to Telford & Wrekin Council, together with the declaration of being a fit and proper person form (appendix 2). In addition, a self certification inspection checklist (appendix 3) is required for each property, along with a gas safety certificate, an electrical test certificate, a domestic energy performance certificate and where appropriate, fire alarm and emergency lighting test certificates.

The Home Improvement Agency aims to process complete applications within 28 days of receipt.

Landlords are generally accepted on a self-certification basis, however to maintain the credibility of the scheme, a monitoring system is in place. A number of properties will be inspected to monitor the scheme.

Upon being accepted as a member of the scheme, the landlord will be awarded a certificate with a membership number.

Accreditation lasts for 12 months, during which time the appropriate records and safety certificates of the landlord's properties must be renewed and retained for inspection, to ensure properties continue to meet the requirements of the scheme.

Once a property is accredited, details of the property can be made available to prospective tenants on request, and can be advertised on the Telford Home Finders website (a fee will apply for advertisement on the website).

Where serious complaints are received about a property, you will be contacted to arrange a visit and re-appraisal.

Where a property fails to meet the required standards, there is an opportunity to rectify any deficiencies identified within a reasonable timescale. Any serious health and safety risks identified will be immediately referred for action. Following completion of any works, the property will be re-inspected without the need for a new application.



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LETTING/MANAGING AGENTS

Letting/Managing Agents wishing to become members of the Telford & Wrekin Landlord Accreditation Scheme should complete the application form (appendix 1) and return it to Telford & Wrekin Council, together with the declaration of being a fit and proper person form (appendix 2).

Letting/Managing Agents must ensure that all the properties that they own or manage comply with the requirements of the scheme and that they agree to manage all of their properties in accordance with the Management Code of Practice.

The Letting/Managing Agents must ensure that they retain all the necessary certificates for each of the properties that they own or manage. Periodic checks will be made by the Council and all the necessary certificates must be made available within 24 hours of a request from an officer of Telford & Wrekin Council authorised under the Housing Act 2004.

Where a Letting/Managing Agent does not manage a property and only provides a service to find tenants for a non-accredited Landlord, the Agent must ensure that the tenants are provided with written confirmation that they will not be managing the property and that their client is not an accredited Landlord under this scheme.

Upon being accepted as a member of the scheme, the Letting/Managing Agent will be awarded a certificate with a membership number. Accreditation lasts for 1 year, during which time the appropriate records and safety certificates of the landlord's properties must be renewed and retained for inspection, to ensure properties continue to meet the requirements of the scheme.

Where serious complaints are received about a property, you will be contacted to arrange a visit and re-appraisal.

Where a property fails to meet the required standards, there is an opportunity to rectify any deficiencies identified within a specified timescale. Any serious health and safety risks identified will be immediately referred for action. Following completion of any works, the property will be re-inspected without the need for a new application.

FIT AND PROPER PERSON

It is a requirement of the scheme that the Landlord or Letting/Managing Agent is considered a “fit and proper” person. The definition of fit and proper has been based on the one contained in the Housing Act 2004. A declaration of being a fit and proper person must be completed by the landlord and the form is attached as appendix 2.

If any of the issues detailed under the fit and proper person declaration cannot be satisfied, please contact the Home improvement agency. They will then look into the issue and contact you to discuss your application. The existence of such an issue may not prevent you being accredited.

To protect the reputation of the scheme Telford & Wrekin Council reserves the right to consider issues not specified on the form regarding the fit and proper status of individuals or organisations. For example, the service of legal notices or the involvement of a number of regulatory agencies may mean that the scheme would be undermined if an individual or organisation was accredited.

The council also reserves the right to review the fit and proper status of an accredited Landlord or Letting/Managing Agent in order to maintain public confidence in the scheme. In the event

of serious or sustained complaints from tenants, formal action being taken by Telford & Wrekin Council or other organisations, or other relevant offences being committed the council will carry out a review. The issues need not be restricted to accredited properties in Telford & Wrekin and could be related to problems with non-accredited premises either in the Borough or in other areas or as a result of other business interests or personal conduct.

A review will normally involve a meeting with the Landlord or Letting Agent to establish and confirm information and when the review is complete a letter will be issued confirming the decision.

APPEALS

There is a written appeal to an Accreditation Panel in the event of:

- an application being refused on the grounds that a Landlord or Letting/Managing Agent is not a fit and proper person, and
- a review concluding that a Landlord or Letting/Managing Agent is no longer a fit and proper person

An Accreditation Panel will consist of Home Improvement Agency Manager, Tenancy Relations Officer and an accredited Letting/Managing Agent or Landlord. They will consider the written submission from the aggrieved party.

Appeals will be heard within 28 days of being received and accepted. Decisions will be issued within 7 working days of the Panel meeting.