

Edinburgh Landlord Accreditation

Application Form

Please fill in the following details IN BLOCK CAPITALS

MR / MRS / MISS / OTHER TITLE

FIRST NAME

SURNAME

COMPANY / TRADING NAME (IF APPLICABLE)

ADDRESS

..... POSTCODE

DAYTIME PHONE NO.

MOBILE NO.

E-MAIL

WEB

TYPE OF PROPERTY HMO OTHER BOTH HMO & OTHER

Please attach a complete list of properties with addresses including postcodes that you manage

Tick box if you would like to receive information of other services which are available from The City of Edinburgh Council.



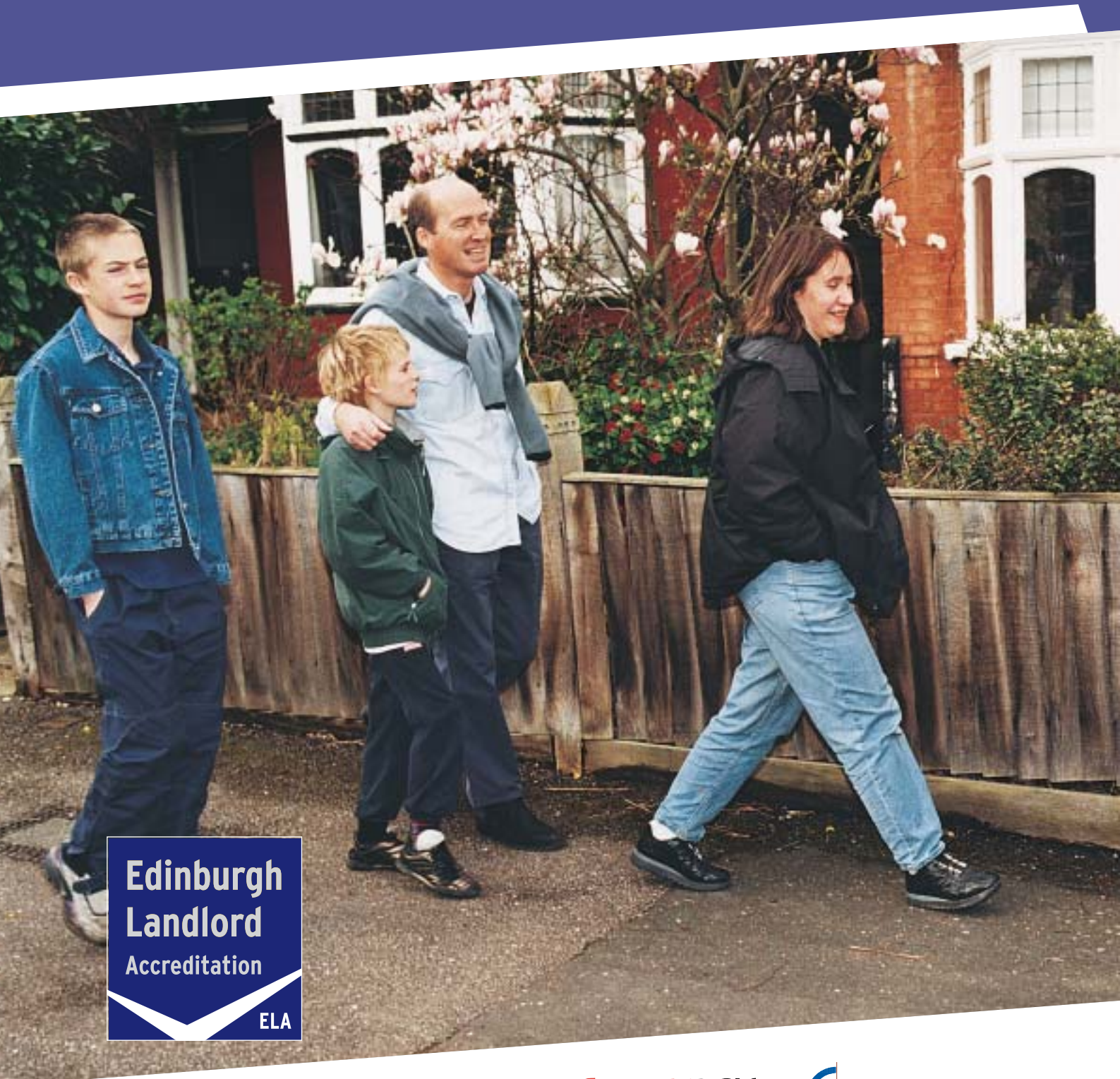
PLEASE RETURN THIS FORM TO:

Edinburgh Landlord Accreditation, Housing Property Services,
The City of Edinburgh Council, Chesser House, 500 Gorgie Road, Edinburgh EH11 3YJ

TEL NO 0131 529 7278 E-MAIL ela@edinburgh.gov.uk www.edinburgh.gov.uk/ela

Edinburgh Landlord Accreditation

Promoting good standards in Private Renting



**Edinburgh
Landlord
Accreditation**
ELA



What is Edinburgh Landlord Accreditation?

Edinburgh Landlord Accreditation is a joint initiative between the Scottish Association of Landlords and The City of Edinburgh Council to raise standards and recognise good practice in the private rented market. Edinburgh Landlord Accreditation has been developed in consultation with a wide range of landlords and letting agents.

To be an accredited landlord, private landlords and letting agents must agree to abide by Edinburgh Landlord Accreditation's Code of Standards for letting property to tenants. The Code of Standards covers recognised good practice in both the management of the tenancy and the quality of the property let by landlords.

Landlords who fail to meet the requirements in the Code of Standards can be removed from the Accreditation Scheme. Accredited landlords will in future be in a better position to attract tenants than landlords who are not accredited.

WHY WAS EDINBURGH LANDLORD ACCREDITATION DEVELOPED?

The Scottish Executive and Communities Scotland are promoting accreditation schemes as an effective means of improving the private rented market.

While many landlords do provide safe and good quality accommodation to their customers, poor housing remains concentrated in the private rented market. Like many industries the private rented market is facing the challenge of modernisation and of improving customer services and are under increased public scrutiny.

Edinburgh Landlord Accreditation provides recognition to landlords and letting agents who take a responsible approach to letting their properties. It will offer a systematic way of identifying landlords and letting agents who meet the Code of Standards.

HOW WAS EDINBURGH LANDLORD ACCREDITATION DEVELOPED?

Consultation is critical to the development of a successful Accreditation Scheme.

The Council set up a project board of key stakeholders who assisted in the development of the Accreditation Scheme.

A wider reference group was also consulted; this group was drawn from representatives of letting agents, landlords and universities.

The group discussions have produced the scheme's Code of Standards, and Policy and Procedures.



OBJECTIVES OF EDINBURGH LANDLORD ACCREDITATION

- Establish and promote credible standards in private renting which are accepted and widely recognised by both the industry and consumers alike.
- Provide a coherent industry led response to the need to improve the reputation and standards of the private rented market.
- Promote a more effective partnership between the industry, public bodies and consumer groups.
- Ensure landlords have access to advice and help to improve standards.
- Encourage responsible and respectful behaviour by tenants towards their neighbours.
- Ensure that accreditation is understood and widely recognised by current and future customers.

BENEFITS OF THE SCHEME

The following incentives will be available to landlords and letting agents:

- **MARKETING ADVANTAGE:** The scheme will provide public recognition for landlords and letting agents who maintain good standards in their properties.
- **BADGING:** This allows landlords and letting agents to distinguish themselves from the less well intentioned or competent landlords and letting agents who often attract media attention.
- **LETWISE:** Letwise is a City of Edinburgh Council service developed to offer advice and support to landlords and letting agents. The service offers briefing sessions on new legislation and regulations; resource material; Inside Letting magazine and training events. Accredited landlords and letting agents can attend training events at no cost to themselves.
- **PROMOTION:** The scheme will be advertised in the press.



BENEFITS TO TENANTS:

- CONFIDENCE THAT YOUR LANDLORD IS PROFESSIONAL AND REPUTABLE
- ASSURANCE THAT THE ACCREDITATION SCHEME CODE OF STANDARDS WILL BE FOLLOWED
- PROVISION OF A TENANTS INFORMATION BOOKLET
- ALLOWS TENANTS TO MAKE MORE INFORMED CHOICES



WHO CAN APPLY?

Any landlords or letting agents who let property within The City of Edinburgh can apply to join Edinburgh Landlord Accreditation.

HOW DO I APPLY FOR MEMBERSHIP TO THE SCHEME?

Landlords can apply for membership by completing the form contained in this pack.

HOW WILL THE SCHEME WORK?

The Accreditation Scheme relies on self-certification by landlords and letting agents and encompasses all private rented property in the Edinburgh area. Private landlords and letting agents will agree to meet the Code of Standards set out by the Accreditation Scheme. The Code sets out standards which it is expected that accredited landlords and letting agents will comply with.

Edinburgh Landlord Accreditation may consider any evidence which suggests that a landlord does not currently

comply with the Code at the point of application. The decision to accept an application is the responsibility of the Scheme.

The Accreditation Scheme may inspect a sample of properties and interview tenants at any point to ensure that landlords are complying with the Code of Standards.

Landlords may be removed from accreditation if they fail to meet the requirements of the Code of Standards.




WHAT DOES THE CODE OF STANDARDS COVER?

Edinburgh Landlord Accreditation Code of Standards is largely based on the National Core Standards And Good Practice Guidance For Private Landlords And Local Accreditation Schemes by Communities Scotland. The Code of Standards covers ten categories of standards and is backed up by guidance on good practice.

These include undertakings by landlords on:

- **COMMUNICATION WITH TENANTS** - accredited landlords must ensure that they have effective communication with the tenant including clear statements of rights and responsibilities and complaints procedures.
- **EQUALITY ISSUES, COMPLAINTS, DISPUTES** - accredited landlords ensure that they treat all tenants in a fair and equitable way and do not discriminate against certain groups of tenants.
- **MANAGEMENT OF THE TENANCY** - accredited landlords must ensure that they provide tenancy agreements that comply with the law and adopt the Accreditation Scheme's Code of Standards.
- **MINIMUM PROPERTY CONDITION** - the accredited landlords must meet the minimum property conditions set out in the Code of Standards.
- **STRUCTURE AND FABRIC** - accredited landlords must ensure that their property is wind and watertight and in good tenantable condition for the duration of the tenancy.
- **REPAIRS AND MAINTENANCE** - accredited landlords must ensure they meet their repairing obligations by responding to tenants requests for repairs.
- **FACILITIES AND FITTINGS** - an accredited landlord should ensure that the fixtures and fittings supplied are kept in good working order and fit for purpose.
- **FURNISHINGS AND WHITE GOODS** - an accredited landlord should ensure that furnishings and white goods are clean and in good working order.
- **HEATING, INSULATION AND ENERGY EFFICIENCY** - it should be the aim of accredited landlords to consider how they could improve the energy efficiency of the property.
- **HEALTH, SAFETY AND HOME SECURITY FEATURES** - accredited landlords should ensure that they comply with the regulations regarding health and safety of tenants, and to take appropriate measures to ensure the security of the property.

Further details of the standards can be found in the booklet Code of Standards for Private Renting in Edinburgh.



WHAT WILL THE PROCEDURE BE FOR APPEALS AGAINST REFUSAL OF APPLICATION, COMPLAINTS AND BREACHES OF THE EDINBURGH LANDLORD ACCREDITATION?

Should there be evidence that a landlord or letting agents practice does not comply with the Code of Standards then they may be refused membership of the scheme.

If the landlord or letting agent disagrees with the decision to refuse membership, they may appeal to the review panel who will hear and assess the case.

If a landlord or letting agent is found to be in breach of the Code of Standards, they will be asked if further information is available or if they agree to remedy the breach.

If no further information is available the landlord or letting agent will be asked to attend a meeting with the relevant housing officer.

Following the investigation, where reasonable recommendations to rectify an apparent breach have been made, the landlord/agent must comply with the scheme's recommendations.

The main types of breaches of the Code of Standards fall into two categories:

- Persistent problems or minor breaches
- Serious management problems

Any action taken will be reported in an open and transparent way to demonstrate the scheme is being enforced.

Landlords and agents have the right of appeal if they consider any complaints against them to be incorrect.

The scheme has a review panel which investigates complaints that cannot be resolved by Edinburgh Landlord Accreditation staff.

The landlord/agent is invited to attend a hearing to put their case forward. All parties concerned have the opportunity to ask questions of those appearing.

WHAT HAPPENS NEXT?

Simply complete the application form and declaration, and return them to:

Edinburgh Landlord Accreditation, Housing Property Services
The City of Edinburgh Council, Chesser House, 500 Gorgie Road, Edinburgh EH11 3YJ

FOR FURTHER INFORMATION PLEASE CONTACT:

Edinburgh Landlord Accreditation
TEL NO 0131 529 7278
E-MAIL ela@edinburgh.gov.uk
www.edinburgh.gov.uk/ela

Edinburgh Landlord Accreditation

Application Form

Declaration

I have read and understood the Edinburgh Landlord Accreditation Code of Standards. Whilst I hold membership of Edinburgh Landlord Accreditation I agree to meet the terms and conditions of the Code. I further declare that my conduct will be in accord with the provisions of the Code and I will recognise the authority of the review panel. I acknowledge and authorise the public disclosure of details relating to my membership of the scheme.

I understand the Accreditation Scheme will carry out ad hoc inspections of my properties or seek to interview me to ensure compliance with the Code of Standards.

I understand that acceptance to the Accreditation Scheme is at the discretion of the accrediting body and can be revoked if I fail to comply with the Code of Standards.

I enclose a complete list of the properties with addresses including postcodes that I currently manage and will update this list as appropriate.

I confirm that all information contained in the application is true to the best of my knowledge at the time of completion.

SIGNATURE(S)

LANDLORD / MANAGING AGENT (DELETE AS APPLICABLE)

DATE

