



Gain landlord accreditation and experience the many benefits of our landlord and property accreditation scheme that aims to improve the standard of privately rented accommodation in Welwyn and Hatfield

Submit a simple application form

Complete the form with your contact information and property details, and declare your commitment to our Code of Practice

Undergo a fit and proper person check

Sign and return the fit and proper person declaration. A fit and proper person is defined in the Housing Act 2004 as someone who has not committed offences involving fraud, dishonesty, violence, drugs or sexual offences and there is no evidence of the person having committed unlawful discrimination in business, contravention of housing law or breach of any applicable code of practice.

WHBC will then carry out checks of our records for example on council tax and with the housing trust, and against records by other authorities where appropriate to ensure that the information you have provided is correct.

Undergo compliance checks of your properties

We will inspect at least one in every five of your properties and these will be selected at random. Where a property is an HMO and has been inspected within the past 12 months by a member of WHBC Private Sector housing team, we may not need to re-inspect for PAL. If you submit your PAL application alongside your HMO licensing application, we will also conduct a joint PAL and licensing inspection.

📌 A time and day that suits you

We will agree a suitable time and day with you, giving at least ten days' notice. You will need to notify your tenants of the visit. We will also confirm the arrangement with your tenants. We prefer for you and your tenants to both be present during the inspection if possible.

📌 Reviewing your documentation

We ask you to bring relevant documentation to the inspection including an example tenancy agreement, energy performance certificate, gas safety certificate, inventory and evidence of the tenancy deposit scheme. We will review these documents and let you know if anything is missing.

📌 The property inspection

We check the house and complete an inspection form that looks at the facilities available and state of repair of the property. This includes whether ventilation, electrics, lighting and heating are adequate and whether there is any damp and mould present. See the Property Inspection Form for more details.

📌 What your tenants have to say

We ask the tenant a number of questions including about condition of the property when they moved in and whether repairs have been dealt with promptly.



◆ Giving our feedback

We will then send a post-inspection report to you within seven working days confirming the outcome of the inspection. Where the property does not yet meet the PAL standards, we will give you a schedule of the work to be completed for the property to become compliant. We expect you to complete any outstanding work within the timescales provided in the schedule of work. In the unlikely event that your property requires extensive changes, then we would arrange a follow up meeting with you to discuss this.

Receive your accreditation

Once confirmed as fully compliant, you will be awarded with landlord accreditation status.

You will receive a certificate and a logo that you can display on communications such as adverts and letters to demonstrate your commitment to providing safe and good quality accommodation.

You will also receive a login to the member portal of our website through which you can access a range of discounts, promote your properties, and gain useful information about maintaining compliance.

Achieve gold status

If your property exceeds current legislation and provides added features and benefits, you will be awarded gold status, acknowledging the extra efforts you have gone to in order to provide a quality home to your tenants.

Gold members receive an enhanced logo and premium listing on the website as well as additional discounts and offers including free training and discounts for HMO licences.



FIND OUT MORE

Give tenants confidence in your properties whilst standing out from the competition

Find out more about this University of Hertfordshire and Welwyn Hatfield Borough Council scheme today at www.pal-online.org.uk/landlords



IMPROVING STANDARDS OF RENTED HOMES



University of
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