



Maintain partner 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

Your accreditation lasts three years during which you will be required to accredit at least 30% of your properties.

After three years, your accreditation will be renewed as long as you have accredited the minimum number of properties, you and your staff conform to the Code of Practice, remain fit and proper persons and are up-to-date with relevant legislation.

Agent responsibilities

As an accredited agent your responsibilities are to:

◆ Ensure your properties meet all relevant legislation on an ongoing basis

This is your principle obligation as an agent which applies whether you are a member of the PAL scheme or not. If you don't meet this basic requirement then you are not fulfilling your legal requirements and could be subject to enforcement action. When legislation changes you will be asked to confirm with PAL in writing that the properties you manage are compliant with the requirements.

◆ Abide by the Code of Practice and PAL Rental Property Standards

You will be required to abide by the Code of Practice and PAL Rental Property Standards across all your properties. As well as meeting all relevant legislation, this involves ensuring a good level of customer service, being fair with your tenants and ensuring your properties are well managed and maintained. All staff operating on your behalf are also required to abide by the Code and Standards.

◆ Notify us of significant changes to circumstances, business or properties

If your personal situation changes for example you would no longer pass the fit and proper person test, or your staff change and that affects the level of service you provide, you are required to notify PAL. If structural changes are made to any of the properties you manage for example a major refurbishment that results in additional rooms then you are also required to notify PAL (and the relevant WHBC departments) of these changes. We may need to inspect these properties.

◆ Accredite your properties

You are required to complete our training course and then accredit at least 10% of your properties each year. Find out more on accrediting properties on our website at www.pal-online.org.uk.

◆ Keep your online PAL details up to date

You will need to keep your agent profile and property details up to date on our website. Failure to do so could result in your details being removed.

Non-compliance

We aim to work closely with all our PAL partners but it is important that to retain your partner status you work with us to maintain high standards. As a PAL accredited agent, you are signed up to our Code of Practice and Property Rental Standards and are committed to operating within your legal requirements. If we are concerned that you are not complying with this, we will review your management practices again and, if necessary, inspect your properties, agreeing timescales for resolving any issues. Failure to address any issues promptly and resolutely could result in your accreditation being revoked.



Accrediting properties

By accrediting your properties, you will give tenants confidence that their home meets all legal requirements and is in good repair, helping you to attract good tenants. You will be able to offer your landlords the accreditation as a benefit of your services, making you stand out from your competition and attracting more landlords to work with you. You will also be able to advertise accredited properties for free on our website.

Accredited agents are required to accredit at least 10% of the properties they manage each year. The process is as follows:

◆ Undergo training course

In order to begin accrediting properties you are required to undergo the appropriate training course at which you learn about the accreditation process and exactly what is required of you. Book to attend the accreditation training course on our website at www.pal-online.org.uk.

◆ Complete accreditation process

The accreditation process requires you to inspect the property, gain feedback from the tenants, collate all relevant documentation such as gas safety certificate and tenancy agreement, and fill out a PAL property inspection form.

◆ Submit documentation

Once you have completed the application process and are satisfied that the property meets all requirements, you will need to submit the documentation to the PAL team for confirmation of compliance prior to awarding the property accreditation.

◆ Award accreditation

Once the PAL team has reviewed your documentation and confirmed the application is compliant you can award the accreditation. You can then use the accredited property logo on advertisements and other communications about that property. PAL partners can only accredit properties that they manage.

FIND OUT MORE

Add value to your landlords and tenants by accrediting your properties as a PAL partner

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



IMPROVING STANDARDS OF RENTED HOMES



University of
Hertfordshire

