



IMPROVING STANDARDS OF RENTED HOMES

LANDLORDS CODE OF PRACTICE

All PAL members, regardless of whether they manage their lettings themselves or do so through an agent or any third party are expected to observe the following declaration:

I declare that I will abide by the PAL Code of Practice

1. I will always act in a fair, honest and reasonable way in all my dealings with tenants and will respect their rights to peaceful and quiet enjoyment of the property;
2. I will not discriminate in my dealings with prospective and/or existing tenants or treat them less favourably than others because of their colour, creed ethnic or national origin, disability, age, sex, marital status, sexuality, politics or their responsibility for dependants;
3. I will, emergencies excepted, give the tenant reasonable notice (at least 24 hours and in writing, stating reasons) when access to the property is required by the landlord, contractor or agent.
4. I will provide tenants with a written statement of the terms of their occupancy (a tenancy agreement), together with a current inventory, a contact telephone number or other means of contacting the landlord or their agent in an emergency, and details of what conditions are attached to the deposit or bond.
5. I will acknowledge promptly all written communications received from the tenant and will respond appropriately to telephone or other verbal messages and will, when so requested, provide the tenant with a written statement of their tenancy account;
6. Before proceedings are commenced, I will notify the tenant in writing of any breach of the tenancy agreement that is to be used as a basis for legal proceedings against the tenant
7. I will not cause harassment to a tenant or instruct or undertake any action that involves the tenant being illegally evicted or harassed;
8. I agree to place any deposit received into a government-backed tenancy deposit scheme (TDP) and abide by the terms set out within the TDP scheme.
9. I will not refuse a tenant a reference for the purposes of securing a new tenancy, without good cause.
10. When dealing with an enquiry or complaint from a tenant, landlord, member of the public or member of staff from any organisation I will:
 - Ensure that the nature of the enquiry is understood clearly
 - Use courteous and conscientious language in all written and verbal communications.



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- Clearly identify and address any concerns with an aim to resolve in an amicable manner.

PAL members will, take all reasonable steps to; ensure that the tenant is provided with accommodation that complies with relevant legal requirements, in particular

11. I will take all reasonable steps to ensure all accommodation I provide will not fall below the current minimum legal standards for habitation. That is in a reasonable state of repair, has adequate fire safety and amenities and meets basic standards of management.
12. All disrepair or defects in the property for which I am responsible will be attended to promptly with a minimum disturbance to the tenant.
13. Subject to statutory rights of appeal, I will comply with all statutory notices served by a local authority;
14. Subject to statutes, I shall hold all relevant safety certificates in respect of gas installation and appliances in the accommodation which I provide for letting and copies of these will be provided to the tenant. Where automatic fire detection or emergency lighting is a requirement, I shall ensure that installations are properly serviced by a competent person in accordance with the relevant British Standards
15. I will not advertise or falsely claim a property as accredited under PAL if it has not been declared and processed through the PAL scheme.
16. I will not act in such a manner that brings the PAL Scheme into disrepute.

All references to an individual in this Code will apply equally to relevant Directors, Partners and/or employees of a Company or business accredited under this scheme.

Signing the Declaration will be taken as your agreement to any such action and that you are confirming that none of the above prevents you from being an accredited landlord.

Name: _____

Signature: _____

Date: _____