RENTAL PROPERTY STANDARDS FOR HOUSES IN MULTIPLE OCCUPATION (HMOs)
FOREWORD

At PAL, we are committed to improving the standard of privately rented accommodation in Welwyn Hatfield and creating a better, safer and fairer private rental sector for our residents.

We know that the majority of tenants are satisfied with the treatment they receive from their landlords and the standard of their rented homes. We also know that the majority of landlords and letting agents operating in our borough are providing good quality services and properties. However, a small minority are exploiting tenants and dragging the reputation of the sector down and we believe it is important that tenants can distinguish creditable landlords and agents from these individuals and make informed choices when renting their homes.

This is why, in January 2012, Welwyn Hatfield Borough Council and the University of Hertfordshire came together and founded PAL - our free and voluntary landlord and property accreditation scheme that recognises landlords and agents that meet their legal obligations and those that go above and beyond to provide quality rented homes.

We understand that to secure the success of our scheme, we must ensure that Welwyn Hatfield’s landlords, letting and managing agents are aware of their responsibilities. To achieve this, we have developed these PAL Rental Property Standards that outline the legal requirements of providing rental accommodation in the UK and also provide a model for best practice in providing good quality homes. All PAL accredited landlords and PAL partners commit to abiding by the contents of this document and the PAL Code of Practice in order to gain and maintain their accreditation.

We thank you for participating in our scheme and hope this guide will assist you in meeting your obligations, whilst providing assurance to tenants and improving the private rental standards in Welwyn Hatfield.

Geraldine Ward
Dean of Students, University of Hertfordshire

Councillor Mandy Perkins
Deputy Leader and Executive Member, Planning, Housing and Community
DEFINITIONS AND CATEGORIES OF PROPERTY

<table>
<thead>
<tr>
<th>HOUSE</th>
<th>‘House’ is not conclusively defined in legislation but includes flats, blocks of flats, and the grounds, outbuildings and boundaries.</th>
</tr>
</thead>
</table>
| HOUSEHOLD | Each of these is a single household:  
- a single person;  
- co-habiting couples whether or not of the opposite sex;  
- a family of related people. |
| SINGLE OCCUPANCY | Property made up of a single household. |
| HOUSE IN MULTIPLE OCCUPANCY | A house (or flat) that is let to three or more unrelated tenants (or two or more households) who share a kitchen, bathroom or toilet. |
| LICENSEABLE HMO | An HMO that is:  
- occupied by five or more people, and  
- occupied by people as their only or main home. |
HOW DO I KNOW IF MY PROPERTY IS AN HMO?

Are any amenities shared between households (e.g. toilets, baths, showers, wash basins or kitchen facilities)?
See page 4 for definition of ‘household’

Is it occupied by five or more people (including children) living as two or more households?

YES

Property is a licensable HMO and needs to have a valid license
Refer to PAL Rental Property Standards for HMOs
Visit: www.welhat.gov.uk/multipleoccupancy or phone 01707 357672

NO

Property is a non-licensable HMO
Refer to PAL Rental Property Standards for HMOs
Visit: www.welhat.gov.uk/multipleoccupancy or phone 01707 357672

NO

Property is single occupancy
Refer to PAL Rental Property Standards for Single Occupancy
THE AIM OF THIS DOCUMENT

The PAL Rental Property Standards for Houses in Multiple Occupation (HMOs) sets out the property standards expected from a PAL Accredited Property. It aims to reflect, but does not replace, any legal obligations expected of private sector residential landlords.

For a property to be accredited, it must be managed by an accredited landlord or an accredited agent/partner (PAL partner). Properties which meet all the stated property standards are certified by PAL or an accredited PAL partner as ‘Accredited Properties’.

PAL also recognises higher standard properties using a gold mark to distinguish those properties that exceed legal requirements and go above and beyond to provide quality rented homes. For a property to be gold standard accredited, it must be managed by an accredited landlord or PAL partner and meet the specified additional requirements for the following areas:

- Energy Efficiency
- Security
- Standard of Accommodation
- Space and Facilities

This reflects both the expected level of management expertise and the amenities in the property.

PAL Accredited and PAL Gold Standard Accredited Properties are distinguished using the following accreditation logos:

PAL Accredited and PAL Gold Standard Accredited Properties can be promoted using their awarded logos and advertised, for free, in our property and landlord database on our website www.pal-online.org.uk/property-search

Please read through this document thoroughly to ensure that your properties meet the outlined requirements.

SECTION ONE: Property standards for PAL Accredited HMOs

SECTION TWO: Requirements for Gold Standard Accredited HMOs

SECTION THREE: Document checklist – HMOs

SECTION FOUR: Relevant legislation, regulation and further reference documents

SECTION FIVE: Recommended Priority of Repairs

SECTION SIX: PAL Code of Practice
## SECTION ONE: PROPERTY STANDARDS FOR PAL ACCREDITED HMOs

The property, including the structure and associated outbuildings, yard and other amenity space and means of access, must provide a safe and healthy environment for the occupants and meet the following standards:

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>DETAIL</th>
<th>FURTHER REFERENCE</th>
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</table>
| 1.1 Electrical Safety and Electrical Appliances | - Installations must be checked at a minimum of 5 yearly intervals (or more often if specified by electrician) by a qualified electrician and an electrical safety certificate, known as an Electrical Installation Condition Report (EICR), obtained. Visual checks should be carried out during routine visits.  
- Consumer units and electric meters must be located in easily accessible locations within common areas of the dwelling i.e. not within bedrooms.  
- An adequate number of suitably sited electric sockets are provided in the property.  
- All electrical appliances provided by the landlord are functioning in accordance with manufacturers' operational limits and are capable of being operated in a safe manner.  
- All electrical appliances are visually inspected before the start of the tenancy for signs of wear and tear.  
- A Portable Appliance Test (PAT) Certificate is obtained for each appliance every 12 months. If appliances are less than a year old, a PAT test is not required but a copy of a receipt is required. | WHBC Amenity Standards  
British Standard 7671 – Requirements for Electrical Installations.  
IET Wiring Regulations  
The Management of Houses in Multiple Occupation (England) Regulations 2006, Regulation 6(4)  
Electrical Equipment (Safety) Regulations 1994  
British Standard EN 60335 |
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<th>REQUIREMENT</th>
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| **1.2** Falls on stairs, on the level and between levels | - A handrail is fitted on all staircases, internal and external, which consist of three or more steps.  
- There are no openings on stairs or the guardings, which allow a 100mm diameter sphere to pass through.  
- Where a risk assessment identifies the need, windows on the first floor and above have window restrictors fitted. | Housing Health and Safety Rating System (HHSRS)  
The Management of Houses in Multiple Occupation (England) Regulations 2006, Regulation 7(2) |
| **1.3** Fire Safety | - Suitably sited and wall mounted fire blanket to BS 6575 (or equivalent) in the kitchen.  
- All exit routes within a property (hallways, landings and staircases) are maintained as safe and free from significant obstructions and domestic appliances. This is to enable evacuation of the property in the event of fire.  
- All external exit doors can be opened from the inside without the use of a key.  
- Self-closing fire doors that provide 30 minutes fire and smoke protection (FD30S) on all bedrooms, kitchens and living rooms. All fire doors should have combined cold smoke seals and intumescent strips.  
- All glazing panels that are above doors that open on to the fire escape route, or are in walls in the escape route, should be upgraded to provide at least 30 minutes fire resistance.  
- Note: The use of fire extinguishers is not recommended in HMOs, however if they are provided they must be:  
  a. Checked and serviced annually with records kept.  
  b. All tenants must be trained in how to use the extinguishers properly and safely. | The Management of Houses in Multiple Occupation (England) Regulations 2006, Regulation 4  
LACoRS Guidance on Fire Safety (2008)  
www.lacors.gov.uk  
WHBC Amenity Standards  
WHBC Houses in Multiple Occupation leaflet  
British Standard EN3 1869:1997  
Housing Health and Safety Rating System (HHSRS)  
British Standard 5266-1  
Fire tests on building materials and structures |
### Fire Safety cont.

All HMOs require additional fire precautions above and beyond those required for single occupancy dwellings. This is because HMOs are known to present a higher risk of fire.

- A sufficient emergency lighting system is installed to provide adequate coverage to the protected fire escape route. The number and position of the individual emergency lights has been determined by a fire risk assessment.
- The property has a current Emergency Lighting Installation Certificate and is tested annually.
- The property has a current Fire Alarm Installation Certificate and is tested annually.

The level of fire protection required is dependent upon the number of storeys the property has.

**For two storey HMOs:**
- Fire Alarm System compliant with the current British Standard 5839 part 6: Grade D, LD2 (or equivalent) is provided.
- The fire alarm system is tested as part of regular management checks.
- The property has an up to date fire risk assessment undertaken by competent persons and the landlord/agent ensures all requirements from the assessment have been acted upon.

**For three storey HMOs:**
- Automatic Fire detection (AFD) system compliant with British Standard 5839 part 6: Grade A, LD2 is provided.
- The fire alarm system is tested as part of regular management checks.
- The property has an up to date fire risk assessment undertaken by competent persons and the landlord/agent ensures all requirements from the assessment have been acted upon.
- Note that it is not acceptable to provide power to the fire precautions via pre-payment or coin operated electric meters.

### FURTHER REFERENCE

- Regulatory Reform Order (Fire Safety) 2005
- British Standard 5839 part 6: Grade D, LD2
- British Standard 5839 part 6: Grade A, LD2
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| **1.5**     | **Furniture and Storage Space**  
- All furnishings and furniture are in a clean and reasonable condition and comply with current Fire Safety Regulations.  
- All rooms in the property are adequately furnished for the purpose intended and adequate storage space is provided for the number of tenants in the property. | Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)  
WHBC Amenity Standards |
| **1.6**     | **Gas Safety**  
- All means of use and supply of mains gas, and alterations and repairs to gas installations, comply with the current Gas Safety (Installation and Use) Regulations.  
- All gas appliances are serviced and tested annually by an engineer endorsed by Gas Safe Register and a Gas Safety Certificate provided.  
- A copy of the certificate must be provided to each tenant at the start of their tenancy.  
- A Carbon Monoxide detector is installed in any bedroom or living room where there is a combustion appliance. | Gas Safety (Installation and Use) Regulations 1998  
Health and Safety Executive Gas Safety Advice  
Gas Appliances (Safety) Regulations 1995  
The Management of Houses in Multiple Occupation (England) Regulations 2006, Regulation 6(4) |
| **1.7**     | **General Property Condition**  
- Any garden, outbuildings, yards, and forecourts are maintained in good order and kept in a safe, clean and tidy condition.  
- At the start of tenancy the property, furnishings, and appliances are clean and in good working order.  
- Bedrooms and communal rooms must meet minimum sizes as detailed in WHBC Amenity Standards. | Landlord and Tenant Act 1985: Section 11  
The Management of Houses in Multiple Occupation (England) Regulations 2006  
Housing Health and Safety Rating System (HHSRS)  
WHBC Amenity Standards |
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| **1.8** Heating and Portable Electrical Heaters | ▪ All habitable rooms are heated, and the property has controls that allow separate use and programming of heating, and hot water including a programmer/timer, and room thermostat.  
▪ Radiators in bedrooms can be manually controlled to increase or reduce heating.  
▪ The use of portable electrical heaters is prohibited (with the exception of oil filled radiators). | WHBC Amenity Standards  
Housing Health and Safety Rating System (HHSRS) |
| **1.9** HMO Licensing and Planning | ▪ Where HMO mandatory licensing applies, the landlord has a current HMO licence or has made an application for an HMO licence, and the property complies with the licence conditions specified.  
▪ The property has correct planning permission for the current use of the property. | The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006  
Hatfield Article 4 Direction |
<p>| <strong>1.10</strong> Kitchen Facilities | ▪ Each kitchen has facilities for the storage, preparation, and cooking of food which are suitable for the number of occupants using the kitchen. | WHBC Amenity Standards |
| <strong>1.11</strong> Landlords Insurance | ▪ If a property is on a buy-to-let mortgage it has insurance as specified by the lender. |  |
| <strong>1.12</strong> Legionella risk | ▪ The risk from exposure to Legionella has been assessed for the property, and a valid risk assessment document is available. | <a href="http://www.hse.gov.uk/legionnaires/legionella-landlords-responsibilities.htm">www.hse.gov.uk/legionnaires/legionella-landlords-responsibilities.htm</a> |</p>
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</table>
| **1.13**    | **Lighting and Ventilation** | - All rooms have adequate ventilation.  
- All properties are provided with adequate lighting.  
- It is the manager’s responsibility to ensure lighting is maintained in communal areas. This is especially important on fire escape routes.  

| **1.14**    | **Management** | - The manager of an HMO must comply with the Management of Houses in Multiple Occupation (England) Regulations 2006  
- The Manager(s) contact details (name, address, and telephone contact number) must be clearly displayed in a prominent position in the property.  
- The manager is ultimately responsible for maintaining the standards within an HMO. In order to fulfil their duties, managers must undertake regular inspections of the property either personally or via a representative; to ensure standards are maintained and where necessary, improved.  
- Management checks should be carried out monthly. Written records of the checks carried out, and any action taken, must be kept and should be recorded to demonstrate you are taking reasonable steps to meet these obligations.  
- Tenants must be given at least 24 hours notice of a visit and should be advised of the reason for the visit. In the event of an emergency, 24 hours notice may not be possible, e.g. in the event of a fire, gas leak or water leak.  

| WHBC Amenity Standards  
The Management of Houses in Multiple Occupation (England) Regulations 2006 |
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<tr>
<th>REQUIREMENT</th>
<th>DETAIL</th>
<th>FURTHER REFERENCE</th>
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<tbody>
<tr>
<td>Security</td>
<td>1.15</td>
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</table>
|             | ■ External doors are of a solid construction and fitted with a British Standard lock to BS 8621 or equivalent. Lock barrels should fit flush with the door on the outside.  
■ All vulnerable windows (for example ground floor) are capable of being secured against entry without compromising the means of escape in a fire. If replacing vulnerable windows, replace to British Standard PAS 24:2012 or the latest standard.  
■ Boundaries: The boundaries of the property are physically defined by robust and well maintained walls or fencing.  
■ Gates at the side or rear of the property are securely fitted.  
■ Hedges around external doors and windows are kept trim to avoid providing screening for burglars. | WHBC Amenity Standards  
British Standard 8621:2007  
British Standard EN 1303  
British Standard :7950 |
| Thermal Efficiency | 1.16 |                   |
|             | ■ The property is sufficiently insulated to current standards.  
■ A valid Energy Performance Certificate (EPC) is available.  
■ Any additional works to improve the energy efficiency of a property recommended on the EPC by the assessor should be acted upon where possible. | WHBC Amenity Standards  
Housing Health and Safety Rating System (HHSRS) |
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<tr>
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</table>
| **1.17** Toilet and Personal Washing Facilities | - There are adequate facilities for the number of occupants.  
- The facilities are in a condition that can be maintained in a clean and hygienic state.  
- A washable floor covering is provided.  
- Simple locks must be provided to communal bathrooms and toilets to provide privacy.  

**In licensed HMOs:**  
- Wash hand basins, with hot and cold water, and an appropriate splash back, are required (where reasonably practicable) in all bedrooms. | WHBC Amenity Standards  
Housing Health and Safety Rating System (HHSRS)  
The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006  
HSE – L8 Approved Code of Practice (ACOP) |
| **1.18** Waste and Recycling | - All properties are provided with adequate refuse disposal facilities including adequate recycling bins. | www.welhat.gov.uk/waste  
The Management of Houses in Multiple Occupation (England) Regulations 2006, Regulation 9 |
SECTION TWO: SUPPLEMENTARY REQUIREMENTS FOR PAL GOLD STANDARD ACCREDITED HMOs

PAL Gold Standard Accredited Properties are required to meet additional requirements on top of the property standards detailed in Section 1.

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>DETAIL</th>
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| 2.1  | Energy Efficiency                                                                                                                          | ☐ Property has an Energy Performance Certificate (EPC) demonstrating a minimum rating of D.  
And at least two of the following are provided:  
☐ Full double glazing throughout  
☐ Energy saving motion activated (PIR) lighting throughout common areas  
☐ Energy Saving light bulbs throughout all common areas  
☐ An ‘A’ rated efficient boiler  
☐ ‘A’ rated efficiency for any other appliances |
| 2.2  | Security                                                                                                                                  | At least two of the following are provided:  
☐ An intruder alarm system  
☐ External approach / security lighting  
☐ CCTV  
☐ A security door viewer (‘spy hole’)  
☐ A secure post box  
☐ Secure bicycle storage  
☐ An appropriate refuse/recycling store  
☐ A door chain |
| 2.3  | Standard of Accommodation                                                             | At least two of the following are provided:  
☐ The external appearance and upkeep of the house is maintained in good repair and clean condition.  
☐ External recreation space is maintained to a high standard (garden/yard/outbuildings)  
☐ Carpets, curtains and decoration within common parts are clean and in good repair |
| 2.4  | Services and Facilities                                                               | At least one of the following is provided:  
☐ Separate communal living room of a high decorative order  
☐ Suitably installed and located washer dryer  
☐ A cleaner (for common parts and amenities) or a gardener service  
For non-licensable HMOs:  
☐ Toilet and personal washing facilities - wash hand basins with hot and cold water installed (where reasonably practical) in all bedrooms |
### SECTION THREE: DOCUMENT CHECKLIST - HMOs

<table>
<thead>
<tr>
<th>3.1 DOCUMENTS REQUIRED</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine Inspection Records</td>
<td>Monthly</td>
</tr>
<tr>
<td>Fire Risk Assessment</td>
<td>Annual</td>
</tr>
<tr>
<td>Legionella Risk Assessment</td>
<td>Annual review of any changes</td>
</tr>
<tr>
<td>Fire Alarm Test Certificate</td>
<td>Annual review of any changes</td>
</tr>
<tr>
<td>Emergency Lighting Test Certificate</td>
<td>Annual</td>
</tr>
<tr>
<td>Gas Safety Certificate</td>
<td>Annual</td>
</tr>
<tr>
<td>Portable Appliance Test Certificate (PAT)</td>
<td>Annual</td>
</tr>
<tr>
<td>Electrical Installation Condition Report (EICR)</td>
<td>5 yearly (or more often if specified by electrician)</td>
</tr>
<tr>
<td>Energy Performance Certificate (EPC)</td>
<td>10 yearly (or when additional energy efficiency measures are installed)</td>
</tr>
<tr>
<td>Details of Tenancy Deposit Protection Scheme</td>
<td>Issued at the start of a tenancy period</td>
</tr>
<tr>
<td>Tenancy Agreement</td>
<td>Issued at the start of a tenancy period or at renewal stage</td>
</tr>
<tr>
<td>Inventory</td>
<td>Current - A current detailed inventory is available for the property</td>
</tr>
</tbody>
</table>
SECTION FOUR: RELEVANT LEGISLATION, REGULATION AND FURTHER REFERENCE DOCUMENTS

4.1 The following legislation applies to this PAL Rental Property Standards document:
- Environmental Protection Act 1990
- Housing Act 1996
- Housing Act 2004
- Occupiers’ Liability Act 1957
- Building Act 1984
- Landlord and Tenant Act 1985
- Landlord and Tenant Act 1987

4.2 The following regulations apply to this PAL Rental Property Standards document:
- The Management of Houses in Multiple Occupation (England) Regulations 2006
- The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)
- The Gas Safety (Installation and Use) Regulations 1998
- General Product Safety Regulations 1994
- Institution of Electrical Engineers Wiring Regulations
- Unfair Terms in Consumer Contracts Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- The Smoke and Carbon Monoxide Alarm (England) Regulations 2015

4.3 The following reference documents have been cited in this PAL Rental Property Standards document:
- *Housing Health and Safety Rating System (HHSRS)*; Department for Communities and Local Government: August 2006
- WHBC Amenity Standards
- www.depositprotection.com Tenant Deposits, Disputes and Damages leaflet
- BS 8621:2007: *Thief resistant lock assemblies – Keyless egress*
- BS EN 1303: *Building hardware – Cylinders for locks – Requirements and test methods*
- www.welhat.gov.uk/waste

It is the Landlord’s or appointed Agent’s responsibility to ensure they are familiar with the relevant legislation and regulations relating to private rented HMOs.
SECTION FIVE: RECOMMENDED PRIORITY OF REPAIRS

It is recommended that the following timescales for ‘priority of repairs’ are followed.

PRIORITY ONE - Emergency repairs (24 hours)

Any repairs required in order to avoid a danger to health, risk to the safety of residents or serious damage to buildings or internal contents - within 24 hours of report of defect. In circumstances where this is not practicable, managers will make best temporary arrangements.

Examples include:
- Damage that puts people or building at serious risk.
- Fire alarm system not working.
- Fire precautions not in good working order.
- Obstructed escape route.
- Total loss of heating in winter months.
- Total loss of gas supply.
- Total loss of electrical power.
- Loss of water supply or a burst water main.
- Serious water leaks/flooding.
- Insecure outside doors or windows.
- Blocked or leaking foul drain or soil stack.
- Blocked or non-flushing toilet (if the only toilet in the property).

PRIORITY TWO - Urgent repairs (3 days)

Repairs to defects, which materially affect the comfort or convenience of the residents - within three working days of report of defect.

Examples include:
- Blocked drains, sinks, basins and toilets (where there is another one working in the property).
- Total loss of hot water in summer months (except vulnerable households).
- Minor plumbing leaks.
- Minor electrical faults.
- Defective flooring or stair treads if causing trip hazard.

PRIORITY THREE - Non-urgent day-to-day repairs (30 days)

Reactive repairs not falling within the above categories - within 30 working days of report of defect.

Examples include:
- General joinery repairs.
- Non-urgent electrical work not listed above.

DISCLAIMER

The PAL scheme operator will endeavour to keep the information in this document current and accurate, but will not accept liability for any loss to any person or third party resulting from information contained or omitted from this publication.
SECTION SIX: PAL CODE OF PRACTICE

All PAL members are expected to observe the following declaration:

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(s) 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.
   • 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 it 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 falsely declare a property as owned by me for the purposes of advertising it as PAL accredited.

16. 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.

17. I will not act in such a manner that brings the PAL Scheme into disrepute.

PAL Partners Only:

Agents who are not responsible for property standards will inform the landlord in writing of any areas requiring attention, or other statutory requirement, and will notify the local authority if the landlord fails to rectify. However, in the case of a serious risk to anyone’s health or safety, they will, when made aware by any occupier, advise them to notify the local authority. In the event of the occupier being unable to do this they will report the matter on their behalf.

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.
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