



[www.pal-online.org.uk/tenants](http://www.pal-online.org.uk/tenants)

IMPROVING STANDARDS OF RENTED HOMES



Gain peace of mind that your rental accommodation is safe whilst sharing the benefits of competently managed and well maintained properties

Find out more about this University of Hertfordshire and Welwyn Hatfield Borough Council scheme today at [www.pal-online.org.uk](http://www.pal-online.org.uk)



## HELPING YOU FIND A QUALITY HOME IN WELWYN HATFIELD

A landlord and property accreditation scheme that aims to improve the standard of privately rented accommodation in Welwyn Hatfield

This free and voluntary scheme is open to landlords and agents to enable tenants to identify properties in the borough that are well managed, and in good repair and ensure that, as tenants, they are being treated fairly by landlords and agents.



4500/H&C Services/June15/NJP

Partnership Accreditation for Landlords  
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## WHY USE THE PAL SCHEME?

Using the PAL scheme to find your next rental home and renting an accredited property from an accredited landlord or agent offers many benefits:

### ■ Assistance in finding good quality accommodation

Use the PAL website and look out for the PAL accreditation logo across the borough to find good quality, well managed accommodation.

### ■ Assurance that your home meets legal requirements

A PAL approved property provides assurance that your home meets legal requirements, is safe and in good repair.

### ■ Confidence in your landlord/management agent

You can have confidence that your landlord or management agency is committed to the health, safety and welfare of their tenants.

### ■ Clearly defined terms with no catches or hidden costs

You can be confident in the terms and conditions of your tenancy, with no catches or hidden costs.

### ■ Minimise disputes

The PAL scheme reduces the likelihood of disputes and ensures a reliable means of having any issues resolved within reasonable time.

### ■ Independent complaints procedures

PAL operates an independently managed channel for any complaints or concerns about your landlord or property.

## HOW THE SCHEME WORKS

Landlords and agents apply to the PAL team, complete an application process and sign up to a Code of Practice which commits them to meeting their legal requirements and treating tenants fairly.

Landlords and agents then undergo relevant checks and those that meet all the scheme requirements receive the appropriate accreditation - accredited landlord or accredited partner (for letting and managing agents). Properties that have been checked and meet the standards become accredited properties.

### HOW TO BENEFIT FROM THE SCHEME:

#### ■ LOOK FOR OUR ACCREDITATION LOGOS

When searching for a new home, look out for the PAL accredited landlord, property and agent logos on adverts and other communications.

#### ■ SEARCH OUR DATABASE

Use our online database at [www.pal-online.org.uk](http://www.pal-online.org.uk) to search for accredited landlord, properties and agents.

#### ■ GIVE US FEEDBACK

Share feedback on your landlord or agent, helping us recognise good and fair landlords and agents, and improve the standards of rented homes in our borough.