



**Comments on the Welsh Government's *A Home in the Private Rented Sector*  
– a Guide for Tenants in Wales**  
**From the Association of Residential Letting Agents (ARLA)**  
**September 2015**

**Background:**

1. The Association of Residential Lettings Agents (ARLA) was formed in 1981 as the professional and regulatory body for letting agents in the UK. Today ARLA is recognised by government, local authorities, consumer interest groups and the media as the leading professional body in the private rented sector.
2. In May 2009 ARLA became the first body in the letting and property management industry to introduce a licensing scheme for all members to promote the highest standards of practice in this important and growing sector of the property market.
3. ARLA members are governed by a Code of Practice providing a framework of ethical and professional standards, at a level far higher than the law demands. The Association has its own complaints and disciplinary procedures so that any dispute is dealt with efficiently and fairly. Members are also required to have Client Money Protection and belong to an independent redress scheme which can award financial redress for consumers where a member has failed to provide a service to the level required.

**Comments:**

Before you start

4. Point 7 of the Guide should include using a letting agent who is regulated by a professional body when referring to 'How to find accommodation to rent'.
5. In addition, point 8 of the Guide should include examples of documents that can be used to confirm a tenant's identity such as passport, bank statement or payslips. This will better prepare tenants about what they will need to provide to landlords and agents.

Renting from a landlord or letting agent

*Through a letting agent ...*

6. In this section, point 10 must include not until the fees element of the Consumer Rights Act 2015 until they have been introduced by the Welsh Government.



7. Furthermore, point 12 should recommend tenants use a regulated agent from a professional body such as ARLA.

Your landlord must provide you with:

8. For point 27 the Guide should say how the landlord must provide a gas safety certificate. For instance a photocopy or electronic copy.

Living in your rented home

*You must ...*

9. In paragraph 33 - *Be considerate to your neighbour*, the Guide should list the other ways in which tenants can be evicted for breaking the law; for example using your home for illegal activities such as drug dealing or prostitution.

*You should also ...*

10. When advising tenants on how to operate the boiler and other appliances (point 35) the Guide should include a note to remind tenants to know where to find the gas valve and how to turn it off as well as provide tenants with the Gas Emergency number.

*Your landlord must ...*

11. For point 42, the Guide should refer to the use of a Gas Safe Registered Engineer when arranging an annual gas safety check.

At the end of the rental period

*If you or the landlord want to end the tenancy ...*

12. When leaving the property in a clean and tidy state (point 52) the Guide should remove the information about the landlord being entitled to dispose of any possessions left in the property, typically after 14 days. This is because the time will vary depending on what is in the property and removing possessions will depend on what has been left.

If things go wrong

13. If tenants are having financial problems (point 53) the Guide should include The Money Advice Service as one of the organisations which tenants can go to for further advice.
14. In point 54, the Guide should advise who at the Local Authority tenants should contact, such as the Housing Team or Environmental Health Department.
15. When tenants are concerned about finding another place to live (point 57) the Guide should include contacting a trained and qualified letting agent such as an ARLA Licensed agent.