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**Information  
and application form  
for Landlords**

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## What is the Torbay Landlord Accreditation Scheme (TLAS) and why should I join?

Accreditation is the voluntary compliance by private landlords to a code of practice which covers both the condition and management of your property(ies) as well as your relationship with your tenants. Being accredited acknowledges good landlords and aims to encourage other landlords to aspire to the same standards. Being accredited will demonstrate that you:

- Manage your property effectively
- Ensure your property is safe and complies with health and safety standards



TLAS will accredit both you as a landlord and your property(ies); you can choose which properties you wish to accredit. TLAS is self-certificating, which means signing up to and committing to managing the tenancy and the property under the terms identified in the code of practice (see code of practice leaflet).

Prospective tenants will be reassured that they are renting a safe property from a good landlord.

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As a landlord there are many benefits to being accredited. These include:

- A Housing Benefit hotline for accredited landlords
- Priority access to Torbay Council's renovation funding
- Access to discounted products/services from local solicitors, mortgage brokers, retailers, property service providers and many more
- Being recognised as a good landlord. There are many business advantages to being recognised for the good work you do; being accredited will differentiate you from landlords whose standards fall short
- Subsidised funding towards energy efficiency projects such as cavity wall and loft insulation
- Being promoted as a good landlord on the Council's website
- Use of the TLAS logo
- Free advertising through the promotion of the scheme

Once you have successfully applied, you will be accredited for 3 years after which time you will need to renew your application.



## What if my property is managed by a letting agent?

Letting agents will also be given the opportunity to become accredited and sign up to the code of practice. If your property is managed by a letting agent, you first need to check that the agent has joined the scheme. A full list of accredited letting agents can be found at [www.torbay.gov.uk/landlordaccreditation](http://www.torbay.gov.uk/landlordaccreditation)



**landlordaccreditation**  
If your letting agent is a member of the scheme and manages the property on your behalf then your property will automatically become accredited.

If your letting agent is not a member of the scheme, you might like to encourage them to join; after all accreditation is good practice and shows a commitment to effective management of the properties for which they are responsible.



## What if I am a letting agent?

As a letting agent you will be required to sign up to the code of practice; by signing up to this code of practice, all of your managed properties will become accredited.

As a letting agent with a constantly changing portfolio of properties it will not be possible to inspect them all, therefore periodically we will ask for a list of your schedule of visits and arrange with you to inspect a sample of them.

Once you have become accredited, all of your managed properties will have access to the benefits of the scheme.



## What is involved in a property inspection?

Either an Environmental Health Officer or a Renewal Surveyor from Torbay Council will arrange with you or the tenant, to carry out a free comprehensive

inspection of the property. All areas of the property will be looked at and depending on the size of the property this may take up to an hour. We will be looking for any

safety problems which could endanger the health of any people who live in the accommodation. In addition we will be looking at the energy efficiency of the building and how this may be improved.

We will discuss the initial main findings with you but may need to refer to other information before a final assessment is given; for example radon maps may need to be checked.

If your property is with an accredited letting agent, any issues will be discussed with the agent in the first instance. Financial assistance may be available.





## What happens if we find a defect during the property inspection?

It would be unusual to inspect a property and find no problems or areas which could not be improved; however we will only intervene if the Council has a duty to take action. These would be for the more serious types of problems which would affect the safety of those living in the accommodation if action was not taken to remedy them. We would try to resolve these initially by approaching the landlord (or agent) stating that certain works needed to be done and why. We would then ask you to advise us as to how you intend to undertake the required works within a reasonable period of time or that the work has been completed. Failure to comply may result in a formal notice being served requiring the work to be done and being removed from the TLAS.

We are able to advise on improvements which could be made and financial assistance available for certain insulation measures. Landlords are expected to finance all works needed to make sure the property complies with the legal minimum standard; however we can offer some discretionary financial assistance to help landlords exceed the minimum legal standards.



## How will the scheme be monitored?

Apart from the initial inspection made by the Council we expect that tenants will play a significant part in monitoring the scheme. One of the main advantages of accreditation to tenants is knowing what they can expect from their landlord with regard to management of the accommodation and the safety of the property. Therefore if either the management or safety standards fall short of what is expected from an accredited landlord or letting agent the tenant can contact the Council who will investigate.



The results of this investigation will be put forward to an independent panel consisting of a group of local property professionals who will decide whether or not the landlord or letting agent is abiding by the terms of the code of practice. This may mean that the landlord or letting agent is withdrawn from the scheme and can no longer be accredited. Our key aim however, will be to work with landlords and letting agents to help improve standards where possible.

## How do I become accredited?

Becoming accredited is simple; it is also free. If you wish to be accredited you will need to:

- Read, understand and be able to abide by the code of practice (See code of practice leaflet or go to **[www.torbay.gov.uk/codeofpractice](http://www.torbay.gov.uk/codeofpractice)**)
- Complete and return the application form opposite together with a current gas safety certificate and a certificate of periodic inspection of electrical installation issued in the last 5 years. Also include a commissioning certificate for automatic fire detection if installed.
- Subject to internal checks we will issue you with a provisional certificate and a username and password to access the members section of the website; you will be accredited for a period of 3 years after which time you will need to renew your application.
- We will arrange a suitable time with you to inspect your property(ies) and subject to a satisfactory inspection(s), issue you with a certificate to confirm that you are an accredited landlord or letting agent.

