

Landlord's Checklist – questions to ask letting agents

Letting agent name:

Address:

Are you / your staff qualified? Please give details

Which official trade bodies do you belong to?

ARLA / RICS / NALS / TPO / Safe Guard / Other:

What Property Redress Scheme do you belong to?

The Property Ombudsman / Property Ombudsman Services / The Property Redress Scheme

Do you carry out referencing in-house or use an outside agency?

In house / Outside agency:

What information do you collect for referencing? (Please provide a copy of any forms used)

Form provided

Will you be providing me with copies of all referencing checks / reports?

Yes / No

Do you provide a copy of the rental agreement (signed by the tenant) to the landlord?

Yes / No

Please provide full details of your charges and what this covers

Details provided

Do you add an additional charge to remedial work invoices?

Yes / No

Who do you lodge deposits with?

DPS / My Deposits / TDS

Who do you bank with and do you have a client account?

Bank name:

Client account Yes/No

How much unpaid rent has been incurred by the agency in the last five years?

£

How soon after receiving rent do you pay the landlord?

What is your process for rent chasing?

Do you provide inventories, if so what type? Please provide a sample inventory

Sample inventory provided

Where do you advertise available property?

Are viewings always accompanied?

Yes / No

How often do you carry out property checks?

Monthly / quarterly / half year / annually / other

What information do you provide to tenants when they rent a property?

Notes: