

Factsheet 63

Finding private rented accommodation

July 2019

About this factsheet

This factsheet has information about finding private rented accommodation, including letting agencies, property viewings and things to think through before signing a tenancy agreement.

Information about accommodation rented from the local authority or a housing association can be found in factsheet 8, *Council and housing association housing*.

Information about your rights as a tenant can be found in our factsheets on preventing evictions, rents, and home improvements and repairs.

The information in this factsheet is applicable in England and Wales. Please contact Age Scotland or Age NI for information applicable to those nations. Contact details can be found at the back of the factsheet.

Contact details for any organisation mentioned in the factsheet can be found in the *Useful organisations* section.

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1 Recent developments

- In **England**, changes have been made to the law affecting private rented housing, including:
 - from 20 March 2019, landlords granting new tenancies must ensure the property is '*fit for human habitation*' when the tenancy begins and for its duration. In due course, many older tenancies will be protected.
 - from 1 April 2019, a letting or property management agent holding money from clients must belong to a government-approved client money protection scheme. These provide protection if an agent goes insolvent or misappropriates your money.
 - landlords and agents are banned from charging fees to assured shorthold tenants and licensees. Exceptions include rent payments, a security deposit capped at five or six weeks' rent, and a holding deposit capped at one weeks' rent. Currently, these changes only apply to tenancies and licences granted from 1 June 2019.
- In **Wales**, fees payable by tenants are banned from 1 September 2019. The legislation is similar to that affecting England, but with some key differences. See section 10 for details.
- In **England**, the government has committed to the following changes: compulsory regulation of letting and property management agents, compulsory membership of a redress scheme for landlords, and changes to the assured shorthold tenancy regime, including abolishing '*no fault*' eviction. It is not clear whether, or when, these will come into force.
- In **Wales**, legislation making changes to private tenancies has been passed but not implemented. This includes a requirement on landlords to ensure '*fitness for human habitation*' when granting tenancies.

2 Introduction

The private rented sector offers some advantages and may be a good option if you are unable to access social (local authority or housing association) housing or buy a property. The main advantage is you may be able to find a home quickly and in a location of your choice.

However, private renting generally offers much less security than social housing or owning your own home. Most private landlords grant assured shorthold tenancies, which can be ended on a '*no fault*' basis after six months or at the end of a longer fixed term. No fault means the landlord does not have to have a good reason for wanting to evict you.

Private rents are often higher than social rents. Universal Credit or Housing Benefit may not cover all the rent and many private landlords do not accept people claiming benefits as tenants.

You may have difficulty persuading a private landlord to carry out necessary repair work. You may find it difficult to obtain their permission if you need to carry out any adaptations or alterations to the property.

You may have to move frequently. If you are a social tenant or a homeowner, think very carefully about giving up this security to move to private rented accommodation.

Note

Some private landlords offer longer or more secure tenancies. In newly-built blocks of flats, you may be given the option of an assured shorthold tenancy with a three-year fixed term instead of the usual six-month or one-year contract.

Some private providers of sheltered accommodation offer assured tenancies, which are more secure than assured shorthold. It may be possible to negotiate a longer tenancy, see section 6 for more information.

See factsheet 68, *Preventing evictions*, for information about different types of private tenancy including assured shorthold tenancies; factsheet 8, *Council and housing association housing*, for social housing and transferring homes; and factsheet 67, *Home improvements and repairs*, for rights to repairs in rented housing.

3 Renting checklists

3.1 *How to Rent*: the checklist for renting in England

How to Rent is a checklist for private tenants and people looking to rent privately in England, produced by the Ministry of Housing, Communities & Local Government. It includes information on:

- what to look out for before renting
- your rights and responsibilities in a rented home
- what happens at the end of a tenancy
- what to do if things go wrong.

If you were granted an assured shorthold tenancy on or after 1 October 2015, your landlord cannot bring your tenancy to an end on a 'no fault' basis if you have not been provided with a copy of the checklist. It can be provided at any point during the tenancy, but must be the correct copy.

If your tenancy is renewed or the fixed term of the tenancy ends, your landlord only has to provide you with another copy if the checklist has been updated since the tenancy was first granted.

It is a good idea to obtain your own copy before entering into an assured shorthold agreement. For a copy, see www.gov.uk/government/publications/how-to-rent

3.2 *A home in the private rented sector: a guide for tenants in Wales*

The Welsh Government produces *A home in the private rented sector: a guide for tenants in Wales*. It should be read at the start of your tenancy and addresses your rights and what you should expect from your landlord and/or agent, as well as your responsibilities as a tenant.

It includes information on:

- what to look out for before renting
- your rights and responsibilities in a rented home
- what happens at the end of a tenancy
- what to do if things go wrong.

A copy can be obtained from the Welsh Government's Rent Smart Wales website: www.rentsmart.gov.wales/en/tenant.

4 **Where to find private rented accommodation**

To find private rented accommodation, you can:

- use a letting agency
- look for advertisements, for example in a local newspaper or in a community centre, library or shop
- place an advertisement yourself
- look online – popular websites include Zoopla, Rightmove and Spareroom. If you are not online, try your local library
- ask your friends or family if they know of any rooms or places to rent
- contact your local authority housing options service – they may be able to help if you have trouble finding a property because you claim Universal Credit or Housing Benefit, or cannot afford up-front costs (see section 9).

5 **Viewing the property**

Before accepting a tenancy, always view the property and explore the local area. For safety reasons, go with a friend and let somebody else know where you are going. If possible, visit the area after dark to see how comfortable you feel about going out in the evening.

Check transport links and think about how easy it would be to maintain your existing routine, for example attending appointments, getting to work and seeing friends or family. If moving to a different area, think about the impact on any services you receive, for example will you have to register with another GP and what happens to your care package?

Check how safe and secure the accommodation is, the state of repair and how easy it is to keep it warm. If it is shared accommodation, try to talk to other tenants to see if you get on with them.

If you are interested in renting a property, the landlord must give you a copy of the Energy Performance Certificate, which gives you an idea how energy efficient it is. These figures are estimates based on average energy bills and do not take account of the costs of running appliances like fridges and TVs.

Gas equipment provided by your landlord, like cookers or fires, must have an annual safety check by a Gas Safe-registered gas engineer. You must be given a copy of the most recent certificate before moving in. For more information, see factsheet 67, *Home improvements and repairs*.

6 Tenancy agreements and lengths

Unless a tenancy is granted for a fixed term of three years or more, it can be created orally (i.e. by spoken agreement).

This means you can have a tenancy without having a written agreement, although most reputable landlords draw up a written agreement and give you a copy. Keep this safe, as it is much harder to enforce rights agreed between you and the landlord without a written document.

Unless moving into a licensed property, you do not have a right to a written agreement. You do have a right to know the name and address of your landlord. Request this information if you have not been given it, as it may be important if there are disputes in the future.

Assured shorthold tenancies can be either fixed term or '*periodic*'. Periodic tenancies do not have fixed terms, but instead roll on from week to week, month to month or year to year.

Private landlords often grant assured shorthold tenancies with a fixed term of six months or a year. If you stay in the property at the end of the fixed term and no new tenancy is granted, the tenancy continues as a '*statutory periodic*' tenancy. The landlord can then use the no fault procedure to evict you, meaning they do not have to give the court a good reason for wanting to evict.

It is possible for landlords to grant assured shorthold tenancies with shorter fixed terms, but you cannot be evicted on a no fault basis until six months have passed since the tenancy was granted. The same applies for assured shorthold tenancies that were periodic from the outset.

Many tenants prefer a tenancy with a longer fixed term. It may be possible to negotiate a longer fixed-term agreement with a landlord, although they are under no obligation to agree. A model tenancy agreement designed to support tenants wanting to negotiate a longer fixed term is available at: www.gov.uk/government/publications/model-agreement-for-a-shorthold-assured-tenancy.

It contains terms that should encourage landlords to agree, for example terms allowing for annual rent reviews and giving the landlord the right to end the tenancy early in certain circumstances. Shelter has guidance on their website on how to ask for a longer tenancy agreement, or call their helpline. See factsheet 68, *Preventing evictions* for more information about tenancy types.

In Wales

When the *Renting Homes (Wales) Act 2016* is implemented, a new tenancy regime will come into force. With a few exceptions, all current tenancies are replaced by two types of occupation contract (a secure contract, based on current secure tenancies issued by local authorities and a standard contract, based on current assured shorthold tenancies used in the private rented sector).

The Act works retrospectively, so it is not only future agreements that are affected – existing tenancies will also be converted. The Welsh Government has not yet announced when this will be implemented.

7 Before moving in

Before signing a tenancy agreement, read it carefully and ask about anything you do not understand. It should include:

- the type of tenancy or licence
- the start date and, if fixed term, the end date
- the names of all people involved – the landlord, the named tenants and other members of the household
- the rent, how it is paid, and how and when it can be increased
- the deposit amount, how it is protected, and the circumstances in which deductions can be made at the end of the tenancy
- your obligations and the landlord's obligations, for example on repairs (although the landlord is always responsible for some repairs)
- an outline of bills you are responsible for and whether utilities or services are part of the rent.

If the tenancy has a fixed term, check if it has a break clause allowing you to leave early. If not, you can be held liable for rent for the whole term even if you leave before the end. If the property is mortgaged, check the lender is aware it is being rented out. This affects your right to stay if your landlord does not keep up with their mortgage payments.

Get a list of furniture and other items in the property (an inventory), including notes of any damage or disrepair. It is best to sign it with your landlord at the start of your tenancy to prevent future disagreement. Take dated photographs to evidence the condition of the property when you moved in. If unsure about a tenancy agreement, go to an advice agency such as Age UK, Age Cymru or Citizens Advice before signing.

8 Security deposits

A security deposit is an amount of money you pay at the start of a tenancy, capped at five or six weeks' rent if signing a tenancy after 1 June 2019. The money should be returned to you at the end of the tenancy, but the landlord or agent can keep some or all of it if you have damaged the property or owe rent. They are not allowed to do this to cover normal wear and tear.

Since 6 April 2007, all deposits paid in relation to assured shorthold tenancies must be safeguarded by a government-sponsored scheme. The scheme protects your deposit and provides an alternative dispute resolution service should there be a disagreement about its return.

Your landlord or agent has 30 days from receiving your deposit to tell you, in writing, which scheme has been used to protect it. If they fail to comply with this and other rules, the court can order them to pay you compensation of between one and three times the value of the deposit.

If your landlord does not comply with their deposit protection obligations, there are restrictions on when they can use the no fault eviction procedure. See factsheet 68, *Preventing evictions*, for more information.

9 Financial help

Accessing private rented housing can be difficult if you are on a low income as you usually have to pay a security deposit and, sometimes, rent in advance. If you need help to raise this money and are at risk of homelessness otherwise, contact the local authority. They have a duty to help certain households who are homeless or threatened with homelessness.

If you are '*eligible for assistance*' by virtue of your immigration status, they should take reasonable steps to help, for example by providing financial or other assistance to enable you to access the private rented sector.

In addition, there may be charities in the area that could help or other initiatives such as a local rent deposit scheme or rent guarantee (bond) scheme. Each scheme has different rules about who is entitled to receive help.

A rent deposit scheme offers a loan for a deposit that you have to pay back over a period of time. You get your money back at the end of your tenancy if there were no problems (such as damage to the property or unpaid rent).

A rent guarantee (bond) scheme provides a written guarantee to a landlord covering damage to the property and unpaid rent. If there are problems at the end of your tenancy, the scheme pays the landlord and you usually have to repay the scheme.

If you receive Pension Credit, you may be able to get help from the Social Fund to pay rent in advance. For more information see factsheet 49, *The Social Fund, Advances of Benefit and Local Welfare Provision*.

If you are entitled to Housing Benefit (HB) or Universal Credit (UC), you may be able to claim a Discretionary Housing Payment (DHP) from your local authority to cover your deposit and/or rent in advance. As this help is discretionary, it is not guaranteed. It is a good idea to ask a local advice agency for help when applying for a DHP.

See factsheet 17, *Housing Benefit*, for more information on HB and DHPs. See factsheet 92, *Universal Credit* for more information on UC and DHPs.

10 Letting agencies

Letting agencies are businesses advertising, and sometimes managing, homes for rent. If your property is managed by a letting agent, you deal with them instead of the landlord and may pay your rent to them.

Letting agencies are usually in the local telephone directory or online. Some are regulated by professional bodies such as ARLA Propertymark or safeagent. Use their websites to search for registered agencies.

In **Wales**, letting agents must obtain a licence from the Welsh Government's Rent Smart Wales scheme.

Fees in England

Private landlords and lettings agents have been banned from charging fees to assured shorthold tenants and licensees. Currently, this applies to agreements granted on or after 1 June 2019. From 1 June 2020, it will also apply to older agreements.

Fees means all payments, except rent and the following:

- a security deposit, capped at five weeks' rent if the annual rent for the property does not exceed £50,000 and six weeks' rent if it does
- a holding deposit paid to reserve the property while checks are carried out, capped at one week's rent
- reasonable charges payable under the tenancy agreement as a penalty for losing your key or failing to pay rent within two weeks of the due date
- damages for breaching your tenancy agreement or any separate agreement made with a letting agent
- charges for requesting changes to your tenancy agreement or its 'assignment' to another person, usually capped at £50
- charges if you terminate the tenancy before the end of the fixed term or, if outside of a fixed term, without giving the required notice
- charges for Council Tax, utilities and other relevant bills.

All other payments are '*prohibited payments*'. A term of your tenancy agreement (or separate agreement with a letting agent) requiring you to make a prohibited payment cannot be enforced. You can make an application to the First-Tier Tribunal to recover any prohibited payment made. The local authority may help you do this.

Alternatively, you can ask for the money to be put towards future rent payments or your tenancy deposit. If the landlord or agent fails to repay the money or put it towards future payments, they cannot evict you on a '*no fault*' basis.

Holding deposits are refundable in most circumstances, including where you are successful in securing the property or the landlord decides not to proceed with the letting. The main exceptions are if:

- the agreement does not proceed because you change your mind or fail to take certain necessary steps (unless the landlord or agent has demanded a prohibited payment or otherwise behaved unreasonably)
- you decide to put the money towards your rent or tenancy deposit
- the tenancy cannot proceed because you do not have a '*right to rent*'
- you provide false or misleading information and it is reasonable for the landlord to take this into account in deciding whether to grant a tenancy

If you do not receive a written notice within seven days of the decision not to enter into the agreement explaining why you fall into one of the above categories, the deposit is refundable. You can apply to the First-Tier Tribunal if the money is not returned.

Fees in Wales (from 1 September 2019)

From 1 September 2019, it is an offence for landlords or letting agents to charge a tenant any payment that is not specified as a '*permitted payment*' by legislation.

The permitted payments include:

- rent
- security deposits
- holding deposits (capped at the equivalent of one weeks' rent)
- a payment in default (if a tenant breaches their contract)
- where included in the rent, payments for council tax, utilities, a television licence, or communication services.

Charges that are not permitted include accompanied viewings, receiving an inventory, signing a contract and renewing a tenancy. Tenants can recover such payments by applying to the county court. The local authority may help you do this, or you can contact Shelter Cymru for further information.

Client Money Protection (CMP) schemes

In **England**, if a letting agency holds money on behalf of clients (for example, if a tenant pays a deposit to reserve a property while checks are carried out), it is required to belong to a government-approved CMP scheme. This protects you if the agency goes insolvent or misappropriates your money.

Agencies must clearly display a copy of their registration certificate at any office where they deal face-to-face with clients, as well as on their website. They must provide you with a copy free of charge if you reasonably require it. They must let you know in writing if their membership is revoked or they decide to change schemes.

The government has approved a number of schemes and is considering further applications. For a current list of approved schemes, see: www.gov.uk/government/publications/client-money-protection-for-letting-and-managing-agents.

In **Wales**, letting agents are required to be a member of a scheme as part of the Rent Smart Wales licensing process.

Regulation

Some letting agencies are members of professional bodies such as ARLA Propertymark, NAEA Propertymark, or the UK Association of Letting Agents. Check whether an agency is a member of one of these bodies and what protection is offered if something goes wrong.

An agency may be licensed by the National Approved Lettings Scheme. To obtain a licence, the agency must meet a number of conditions, including being part of a CMP scheme and having a written customer complaints procedure.

Licensed agents should provide advice to the landlord about necessary repairs or refurbishments before the tenancy commences and ensure you are provided with copies of gas and electrical safety certificates before you commit to the tenancy.

Approved redress schemes

In **England**, unless a letting or property management agent's work is limited to publishing advertisements, disseminating information, or brokering contact with landlords, they must belong to a government-approved redress scheme. This means you can refer a complaint about an agent to an independent person, who investigates the issue and makes a decision.

There are two approved schemes: the Property Ombudsman and the Property Redress Scheme. Agents must give details of which scheme they are signed up to, alongside a list of their fees. Both schemes investigate complaints about their members free of charge, but they have different policies and procedures and may take different approaches.

Broadly, they may help with a dispute about how an agent has behaved, for example if you experience avoidable delays, or if the agent treats you badly, breaches their obligations, or fails to follow their procedures. Available remedies include an apology, an explanation of their behaviour, and up to £25,000 in compensation.

A complaint is not normally considered by a scheme until you have completed your letting agent's internal complaints procedure, unless it has been eight weeks since you first complained and you are yet to receive a final response.

In **Wales**, letting agents are required to be a member of a redress scheme as part of the Rent Smart Wales licensing process.

Discrimination

It is unlawful for a letting agency to discriminate against you as a prospective tenant on grounds of disability, gender reassignment, race, religion or belief, sex or sexual orientation, under the *Equality Act 2010*. This could be by refusing to let a property to you or by granting you a tenancy on less favourable terms than usual. If you feel you have been discriminated against, contact the Equality Advisory Support Service.

11 Landlord registration and licensing

In **England**, some private rented properties must be licensed by the local authority. These are '*houses in multiple occupation*' (HMOs) with five or more occupants forming two or more separate households. Common examples of HMOs are shared properties and houses converted into bed-sits, although some smaller bed-sits are not covered.

Certain mandatory conditions are attached to a HMO licence, for example, the landlord must provide each occupant with a written statement of the terms of occupancy and ensure electrical appliances are maintained in a safe condition. The licence holder (usually the landlord) must also obtain references from prospective occupants.

The local authority can set discretionary conditions, for example, requiring the landlord to complete repairs within a particular timeframe, or take steps to prevent or reduce anti-social behaviour at the property.

In granting a licence, the authority must be satisfied the property is suitable for occupation by the maximum number of tenants proposed by the landlord. The proposed licence holder is subject to a '*fit and proper person*' test, as is any managing agent they appoint.

HMO licences granted or renewed on or after 1 October 2018 must specify each room that is suitable for use as a bedroom and the maximum number of people who may sleep there. For example, only a room with a usable floor area of 10.22 square metres or more may be occupied as a bedroom by two people.

If a HMO is occupied in breach of the new conditions, the landlord is given a grace period to remedy the breach, which can be up to 18 months. Potential remedies include moving a household to another part of the HMO, enlarging a bedroom, or providing an additional bedroom. The government says no-one living in accommodation that was adequate for them at the time of letting should be immediately evicted due to these rules.

Licensing of other private rented housing

Local authorities can choose to operate '*selective licensing*' in specific districts. This means all private properties in the district must be licensed, not just HMOs. In addition, some authorities run landlord accreditation schemes, whereby landlords must meet certain standards to be registered.

Check whether your local authority has an accreditation scheme and whether it operates selective licensing in any of its districts. If you are interested in a property and think it should be licensed, check with the authority that it has one.

Wales

In **Wales**, there is compulsory registration and licensing of private sector landlords, letting agents and management agents across all local authority areas under the *Housing (Wales) Act 2014*. Certain standards must be met as part of this. Rent Smart Wales is the licensing authority that administers the scheme.

Landlords managing a property themselves must demonstrate they are '*fit and proper*' to hold a licence and successfully complete approved training. Alternatively, a landlord can appoint a licensed agent to manage property on their behalf. Local authorities are responsible for any necessary enforcement action against non-compliance.

12 '*Right to rent*' immigration checks in England

A '*right to rent*' linked to your immigration status was introduced by the *Immigration Act 2014*. Some people have an unlimited right to rent, such as British citizens, EEA nationals and people with indefinite leave to remain. Others have a time-limited right to rent and some are disqualified from renting altogether.

A private landlord must not allow an adult to occupy premises under a residential tenancy agreement if they are disqualified from doing so. This applies to any adult who would occupy the premises under the agreement, not just the named tenant or tenants.

Landlords must carry out pre-tenancy checks on all prospective adult occupiers of a property to ensure they are not disqualified from renting. They can arrange for an agent to carry out these checks on their behalf.

You must provide the landlord or agent with an acceptable document or documents, which they check and copy in your presence. Examples of acceptable documents are given below. Be prepared and have your documents ready before you start looking for properties. Speak to a local advice agency if you think you may have trouble with this.

Who is disqualified from renting?

You are disqualified from renting if you are not a British, EEA or Swiss citizen and:

- you require leave to enter or remain in the UK but do not have it, or
- you have leave to enter or remain in the UK subject to a condition that you are disqualified from renting.

The Home Office has advised that long-resident Commonwealth citizens (often referred to as the '*Windrush*' generation) have a right to rent if they have lived in the UK permanently since before 1973 and has not been away for long periods within the last 30 years. There are different rules for other long-resident non-EEA nationals.

Who has a time-limited right to rent?

Your right to rent is time limited if you have been granted a study, work or family visa for a limited period of time. If so, the landlord or agent must carry out follow-up checks after a minimum of 12 months to ensure you have not been disqualified.

What documents are acceptable?

The landlord or agent must review and copy an original document from a prescribed list. The documents include:

- British passport
- passport/national identity card showing you are an EEA or Swiss national
- passport or travel document showing you are exempt from immigration control, allowed to stay indefinitely in the UK, have the right of abode in the UK, or no time limit on your stay in the UK.

If you do not have one of these documents, you can give two documents from a second prescribed list, including:

- full birth certificate issued in the UK, which includes the name of at least one of your parents
- letter issued by a government department or local authority meeting prescribed requirements, such as being no more than three months old
- document issued by one of Her Majesty's forces or the Secretary of State confirming you are or have been a serving member of that force.

Documents which show a time-limited right to rent are:

- valid passport endorsed with a time-limited period
- biometric immigration document with permission to stay for a time-limited period
- non-EEA national residence card
- UK immigration status document with a time-limited endorsement from the Home Office.

The landlord or agent must take '*reasonable steps*' to check the validity of a document and be satisfied it is genuine and belongs to you.

Discrimination

The High Court has declared right to rent unlawfully discriminatory and incompatible with European human rights law. The government is appealing this decision, so for the time being the above rules still apply. .

The Home Office issued a Code of Practice for landlords and agents, *Avoiding unlawful discrimination when conducting 'right to rent' checks in the private rented residential sector*. See

www.gov.uk/government/publications/right-to-rent-landlords-code-of-practice.

If you think a landlord or agent has breached this Code or discriminated against you, get advice from the Equality Advisory Support Service.

Note

The *Immigration Act 2016* made it easier for landlords to evict tenants who are disqualified from renting or lose their '*right to rent*'. It introduced a criminal offence for landlords who repeatedly fail to carry out '*right to rent*' checks or fail to take reasonable steps to evict a disqualified tenant.

Useful organisations

ARLA Propertymark

www.arla.co.uk

Telephone 01926 496 800

Regulatory body for letting agents in UK. It promotes standards in the residential lettings property market.

Citizens Advice

England or Wales go to www.citizensadvice.org.uk

In England telephone 0344 411 1444

In Wales telephone 0344 477 2020

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

Equality Advisory Support Service (EASS)

www.equalityadvisoryservice.com

Telephone 0808 800 0082

Funded by the Equality and Human Rights Commission, the EASS helpline provides information and advice about the *Equality Act 2010*.

Housing advice services

There may be a specific housing advice or housing aid centre in your area, providing advice on a range of housing issues. Your local authority or Citizens Advice should be able to tell you about these services.

Local authorities have a legal duty to ensure that advice and information about homelessness and how to prevent homelessness is available.

Contact your local authority as soon as possible if you are worried you may become homeless.

NAEA Propertymark

www.naea.co.uk

Telephone 01926 496 800

UK professional body for estate agents. Its members operate under rules of conduct and must meet certain standards relating to professional and ethical practice.

Property Ombudsman (The)

www.tpos.co.uk

Telephone 01722 333306

Independent service for buyers, sellers, tenants and landlords of property in the UK.

Property Redress Scheme

www.theprs.co.uk

Telephone 0333 321 9418

Consumer redress scheme for property agents and professionals.

Rent Smart Wales

www.rentsmart.gov.wales

Telephone 03000 133344

Processes landlord registrations and grant licences to landlords and agents who need to comply with the *Housing (Wales) Act 2014*.

safeagent

<https://safeagents.co.uk/>

Telephone 01242 581712

Accreditation scheme for lettings and management agents. Members must meet defined standards of customer service.

Shelter

www.shelter.org.uk

Telephone 0808 800 4444 (free call)

Shelter Cymru

www.sheltercymru.org.uk

Telephone 0345 075 5005

National charity providing telephone advice to people with housing problems on tenancy rights, homelessness, repairs and housing benefit.

UK Association of Letting Agents

www.ukala.org.uk/

Telephone 020 7820 7900

Trading association representing letting and property management agents in the UK. Their members meet strict entry criteria, adhere to a code of practice and are recommended by the National Landlords Association.

Welsh Government

www.gov.wales

Telephone 0300 0604400

Devolved government for Wales with responsibility for the regulation of social housing in Wales.

Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

Age UK Advice

www.ageuk.org.uk

0800 169 65 65

Lines are open seven days a week from 8.00am to 7.00pm

In Wales contact

Age Cymru Advice

www.agecymru.org.uk

0800 022 3444

In Northern Ireland contact

Age NI

www.ageni.org

0808 808 7575

Scotland contact

Age Scotland

www.agescotland.org.uk

0800 124 4222

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Next update July 2020

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