

### SHOULD I TRUST LETTING AGENTS?

#### Remember:

- Letting agents work in the interest of the landlord, not the tenant
- There is no cap on the level of fees an agent may charge
- Letting agents or landlords do not always need to draw your attention to the faults or downsides of a property

#### A letting agent must:

- Be a member of a redress scheme
- Clearly display all fees on their website and office premises

### GOT A COMPLAINT ABOUT A LETTING AGENT?

- Tell the letting agent
- Get in touch with the ULHS for advice.
- If the complaint cannot be resolved directly, refer it to the redress scheme

#### The three redress schemes are:

- The Property Ombudsman – [www.tpos.co.uk](http://www.tpos.co.uk)
- Ombudsman Services: Property – [www.ombudsman-services.org/property.html](http://www.ombudsman-services.org/property.html)
- The Property Redress Scheme – [www.theprs.co.uk](http://www.theprs.co.uk)

### PROFESSIONAL BODIES & ACCREDITATION

Some letting agents are members of professional bodies or accreditation schemes and should therefore be better trained and of a higher standard.

Some of the well-known accreditation schemes include:

ARLA PropertyMark – [www.arla.co.uk](http://www.arla.co.uk)  
(formerly 'ARLA', the Association of Residential Letting Agents)

NALS – [www.nalscheme.co.uk](http://www.nalscheme.co.uk)  
National Approved Letting Scheme

RICS – [www.rics.org/uk](http://www.rics.org/uk)  
Royal Institute of Chartered Surveyors