



## **THE LETTINGS INDUSTRY COUNCIL (TLIC) CHARTER**

***To protect consumers, protect the industry and support regulation***

### **TLIC Mission Statement**

The aim of The Lettings Industry Council (TLIC) is to share knowledge to inform, educate and improve the Private Rented Sector, ultimately providing benefits to the consumer. Using their extensive lettings experience, group collaboration and market data they are a valuable source of information. TLIC can feed into and liaise with the Government, MHCLG, landlord and tenant bodies and journalists with 'one voice' both knowledgeable and accurately when any new comments, reports or legislation are 'in work' and / or are published.

### **Objective: meeting a minimum standard**

Each letting agent signed up to this charter confirms that they either comply now or are working towards the following:

- They belong to a deposit scheme and register all AST deposits
- They belong to a redress scheme and have a formal complaints procedure
- They follow an Industry Code of Practice
- They have Client Money Protection
- They are members of a Professional Body
- All new members of staff receive induction training before working with customers
- Managers all have an industry-recognised lettings qualification to the standard of Level 3 or equivalent or are in the process of attaining this
- Senior management are appropriately experienced/qualified
- All staff receive regular industry-focused training
- Where members of a professional body complete CPD annually
- They ensure properties have gas reports, EPCs where not exempt, electrical checks (from 1<sup>st</sup> July 2020)
- They let properties that are habitable and fit for purpose
- They provide clear terms of business
- They provide all prospective tenants with the How to Rent Guide

### **Current major projects to move the industry forward**

#### ***Support regulation and the use of the UPRN to identify individual properties***

Each letting agent signed up to this charter urges Government to:

- Introduce an industry regulator and adopt an overarching code of practice
- Mandate use of the UPRN on all relevant documentation relating to a property – e.g. EPC certificates, Electrical safety certificates, gas safety certificates
- Change the law to allow Universal Credit housing allowance to be paid directly to the landlord or landlord's agent with any claw back made against the benefit claimant.

*(Insert Agent name)* confirms that they are complying with the terms of this charter

Signed *(insert signature)*      Date *(insert date)*