

## Why Landlords should use an ARLA Licenced Agent

Look for the LOGO and make sure it's not YOU losing out



EVERY YEAR, UNLICENSED AGENTS COST BRITAIN'S TENANTS AND LANDLORDS THOUSANDS OF POUNDS BECAUSE THEY DON'T HAVE PROTECTIVE MEASURES IN PLACES TO GURANTEE YOUR MONEY.



**John Shepherd** LETTINGS

John Shepherd Lettings are a Licenced ARLA Member Firm

## **By using a licensed ARLA agent you are guaranteed:**

- To be consulting with qualified and trained agent who can give you professional up to date and guidance
- That your money is protected by a Client Money Protection Scheme
- That you are dealing with an agent who follows a Code of Practice and Rules of Conduct laid down by their professional body
- That your agent has Professional Indemnity Insurance
- That you have a route to redress should something go wrong

## **What does licensing mean for you?**

The Association of Residential Letting Agents (ARLA) is committed to providing the highest standards of letting and management service through its licensed agents.

ARLA has set up its licensing scheme to provide landlords and tenants with:

- Best practice in the letting and management profession
- Consumer protection
- High quality service from reliable, responsible, professional agents

ARLA believes that all letting and property management agents should belong to a licensing scheme – so that consumers know that not only are they getting the highest quality service possible, but also so that that any unscrupulous, unethical and unprofessional agents are stopped from practising in the letting industry.

There is currently **NO** mandatory regulation of letting and property management agents in the UK.

### **How am I better protected with a licensed agent?**

A licensed ARLA agent is qualified and is required to keep up to date with the latest developments in the market and with the changing legislation affecting letting and property management.

Without this **knowledge and expertise**, whether you're a tenant or a landlord you may be badly advised or misled – or you may even suffer financial loss as a result.

By choosing a licensed ARLA agent you are **protecting your money** because it is covered by a Client Money Protection Scheme. A licensed ARLA firm will also have Professional Indemnity Insurance in place for your protection.

A licensed firm also abides by a **Code of Practice** as well as **Rules of Conduct**. This means you can be assured that the service you receive is to the highest standard and your enquiry will be dealt with professionally and fairly.

In the unlikely event that things go wrong, a licensed ARLA firm has a written complaints procedure. If you are not completely satisfied with the service you have received from a licensed ARLA agent or firm, you have the option of taking your complaint to an **independent adjudication and redress** through the Property Ombudsman .