

RLAAS Scheme Requirements and Conditions

RLAAS Membership

All private sector landlords who own residential properties for rent in England and Wales are eligible to apply for membership of the RLAAS.

Letting Agents or Managing Agents are not eligible for membership of RLAAS **except** where the Agent is also an owner / landlord of rental properties. In such cases the RLAAS membership shall only relate to the landlord element of the business and may only be promoted as such by an accredited landlord.

There is no requirement for a landlord to be a member of the Residential Landlords Association (RLA) in order to apply for membership of RLAAS. Landlords however are encouraged to become a member of the RLA to further their knowledge and professional development.

Members of RLAAS must comply with these scheme conditions

1. Principles of RLAAS

In order to become accredited a Landlord must:

- Complete an on-line application form
- Make a declaration that they meet the criteria of a fit and proper person
- Meet the requirements for continuous professional development
- Ensure that their properties and management practices meet the requirements of the RLAAS Management Code of Practice

2. Application for Accreditation

RLAAS is a web-based membership scheme. Applications for membership must be made on-line at www.rlaas.co.uk. Applicants must provide an email address and telephone number for contact and agree to maintain their membership and CPD records up to date through their on-line account.

Applications must be made by the Landlord. In the case of partnerships, limited companies or trusts, this must be the most appropriate partner, director or trustee involved in the management of rented properties.

The Landlord must also provide details of all other relevant partners, directors or trustees actively involved in the management of rental properties who will be included within the accreditation membership.

3. Fit and Proper Declaration

The Landlord must complete their fit and proper person declaration in the application. Any other partner, director or trustee included within the application must also complete the declaration or be made fully aware of the terms of the declaration and agree to it being faithfully completed on their behalf by the Principal.

Declaration by a landlord that they have previous convictions or judgements shall not automatically prevent their membership. RLAAS will obtain appropriate information from the applicant regarding any matters declared and make a decision based of the individual circumstances of each case.

Where such matters have been considered RLAAS may:

- Allow the application to proceed, or
- Support the applicant to obtain additional training or development in relation to the matters concerned, or
- Require the applicant to reapply at a later date to establish that such offences / matters are not on-going or recurring, or
- Refuse the application.

4. Property Declarations

The Landlord must declare the number of residential properties that they own for rent and their location (by local Council area). Property addresses are not required to be declared. This information is used to provide statistical data on RLAAS membership.

The Landlord must maintain records of the numbers of properties and their locations in the RLAAS website account to ensure the data remains accurate.

5. Membership Status

Successful applications for membership will initially be given the membership status of **“Registered RLAAS Member”** indicating that a person has registered with RLAAS but has not yet met the training and CPD requirement.

To become accredited a Registered RLAAS Member must meet the required landlord development training and CPD requirements. They will then be given the membership status of an **“RLAAS Accredited Landlord”**.

A landlord who is a member of another accreditation scheme which has acceptable CPD and training requirements may apply to be an Accredited RLAAS Landlord subject to their making an application and abiding by the RLAAS Scheme Requirements and Conditions and Management Code of Practice.

6. Landlord Development Training

To ensure that accredited landlords possess the basic knowledge and skills required for successful property management they must complete the approved RLA landlord development training course based upon the ANUK/LGA Landlord Handbook. This “Core” training must be completed within 12 months of submitting an application for membership and may be undertaken through an approved on-line training course or by attendance at a venue based training course.

Please Note: *If you have attended a training course during the previous 5 years then declare this within your CPD record. Many landlords may, as a result, have already achieved the required 10 CPD points and will therefore become accredited on application.*

It is recommended that Core training is also undertaken by other appropriate partners, directors, trustees or staff involved in the management of rented properties.

Core training from organisations other than RLA and RLAAS will be accepted where it meets the CPD requirements.

7. Continuous Professional Development (CPD)

Accredited landlords must maintain their professional knowledge and skills and keep up to date with changes in legislation and good practice through continuous professional development (CPD) as set out in the **“RLAAS Guide to CPD”**.

Accredited landlords that do not maintain the required number of CPD points will be given an opportunity to meet the requirements within 3 months. If an accredited landlord does not achieve the CPD point’s requirement their membership status will revert to Registered RLAAS Member to allow them an opportunity to achieve their CPD. If CPD is not then achieved within two years the RLAAS membership will lapse and be cancelled.

8. Audit of CPD

RLAAS members must record details of their training and CPD achievements on their RLAAS website account. Copies of all qualifications, certificates, and other CPD records must be retained for a period of at least 5 years by members for audit purposes.

RLAAS administrators will undertake random annual audits of CPD. RLAAS members are required to cooperate in providing any information requested to confirm the attainment of CPD and training.

If an audit finds a failure to meet the CPD requirements the matter will be considered and discussed with the member to try to achieve a satisfactory solution within an agreed timeframe. If it appears that CPD records have been falsified the matter shall be dealt with through the disciplinary procedure.

9. Management Code of Practice

Accredited landlords are required to comply with the RLAAS Management Code of Practice. The code sets out the minimum standards of management practice and property conditions to be achieved by accredited landlords in addition to identifying good practice and the procedures for dealing with complaints and discipline.

10. Refusal of Applications

An application may be refused if:

- The applicant has failed to reveal relevant information in the Fit & Proper declaration
- RLAAS has information regarding current complaints or legal action being taken against an applicant
- RLAAS has objections from appropriate sources to the accreditation of a landlord on the grounds of their professional behaviour
- The applicant fails to complete their application in accordance with the Scheme Conditions
- The applicant fails to meet the CPD requirements within the required timescales

In such circumstances RLAAS will notify the applicant of the reasons for refusal of their application and provide them with information regarding their rights of appeal.

11. Lapsed and Cancelled Membership

In the event that a Landlord's RLAAS membership lapses or is cancelled the landlord shall:

- No longer use the designation of Registered RLAAS Member or RLAAS Accredited Landlord.
- Not use the RLAAS logo or associated documentation
- Advise all tenants that they are no longer a member of RLAAS
- Return by post to the RLAAS offices their RLAAS membership certificate and RLAAS membership card

12. Complaints Procedure

RLAAS members should have a written complaints procedure in accordance with the RLAAS management code of practice and endeavour to quickly, fairly and effectively resolve any such complaints or disputes.

In the event that a complaint or dispute cannot be resolved informally the matter may be dealt with through the adjudication procedure of RLAAS.

Address

Residential Landlord Association Accreditation Scheme (RLAAS)

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