

RESIDENTIAL LANDLORD ASSOCIATION ACCREDITATION SCHEME

SCHEME INFORMATION FOR TENANTS

What is RLAAS

The scheme recognises privately rented accommodation that is in good condition, well managed and considers the welfare of tenants. Accommodation is provided by responsible landlords who are committed to providing good quality services. The scheme covers all of England and Wales.

How does the scheme operate?

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
- Declare the number and locations of properties they own
- Meet the requirements for continuous professional development
- Ensure that their properties and management practices meet the requirements of the RLAAS management code of practice

Where do I get information about the scheme?

Full details of the scheme are available at www.rlaas.co.uk

What happens if I have a problem with accommodation covered by the scheme?

Tenants must first raise their concern with their landlord. The landlord should remedy any defect. As evidence of this may be required it is advisable to put this in writing. If the defect is not remedied, tenants refer their problem to RLAAS who will attempt to resolve the dispute.

How do I find a property to rent that is covered by the scheme?

Properties covered by the scheme available to rent can be located through: direct contact with RLAAS landlords (look for the RLAAS landlord logo) or the RLAAS website.

How do I know if a landlord is accredited?

Ask the landlord to show you their accreditation scheme membership card. If you have any doubts then use our Landlord Checker facility on the RLAAS website. [Click here to use the Landlord Checker](#)

Complaints

Where possible it is intended that complaints should be resolved informally to the satisfaction of both complainants and landlords without the need for disciplinary action. However to ensure the integrity of the Code of Practice provision is also made for dealing with complaints on a formal basis.

Landlords should provide tenants with a written complaints procedure and deal with any complaints received quickly and fairly. In most cases this action is expected to result in an agreement on any remedial action. If however a complaint is not satisfactorily resolved through this process the tenant may submit a formal complaint to RLAAS.

Address

Residential Landlord Association Accreditation Scheme (RLAAS)

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