

Checklist guide for renters

It is a legal requirement for lettings agents to clearly display certain fees and charges

This checklist guide will enable renters to check whether a lettings agent or a property management business is meeting the legal requirements.

If, having completed the checklist, you think that a lettings agent is not meeting these requirements, please contact Trading Standards with the name and address and / or website of the lettings agent, and they will investigate.

Telephone: **020 8356 4929**, email: **trading.standards@hackney.gov.uk**

1. Who do the rules apply to?

The rules apply to businesses that carry out at least one of the following:

- introduce prospective tenants to landlords with accommodation to rent
- arrange assured tenancy contracts between landlords and tenants
- carry out property management services for landlords

2. What fees must be displayed?

The information that has to be displayed are the fees, charges and penalties payable for:

- introducing tenants to landlords with available accommodation for rent
- arranging assured tenancy agreements
- the management of rental properties

3. Where must the information on fees be displayed?

Lettings agents must display a list of relevant fees in a conspicuous place in both of the following ways:

- In each of their premises where they deal with clients or potential clients face-to-face
- On their website, where applicable

4. What must the information include?

The displayed fees list must include all of the following:

- an adequate description of each fee and its purpose
- whether the fee is payable for the whole accommodation or by each tenant
- the total amount of the fee inclusive of all taxes (or the method of calculating the fee if it cannot be determined in advance)

Apart from fees, what else must the lettings agent display?

- a statement about whether the business is a member of a client money protection scheme
- a statement that they are a member of a redress scheme and the name of that scheme