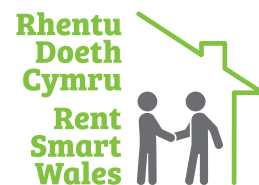


Application form

Agent licence



Please read the following instructions first:

Before completing this form, review the guidance available in section 8. An asterisk (*) next to a question indicates that guidance is available. This form is to be used to become licensed as an agent in Wales under the Housing (Wales) Act 2014. The information provided on this form will be used to update your Rent Smart Wales user account and agent profile.

Section 1 - Agent details	
Are you applying for	<input type="checkbox"/> A first licence <input type="checkbox"/> Licence renewal
Are you applying as*	<input type="checkbox"/> An Individual (go to section 1.1) <input type="checkbox"/> A corporate body (go to section 1.2) <input type="checkbox"/> A charity (go to section 1.2) <input type="checkbox"/> A trust (go to section 1.2)
Section 1.1 - Individual details	
Your full legal name	Title <input type="text"/> First name <input type="text"/> Middle name(s) <input type="text"/> Surname <input type="text"/>
Other name(s) by which you have been known	
Date of birth	(DD/MM/YYYY)
Correspondence address	Postcode <input type="text"/>
Telephone number	
Email	
Please supply one of the following	Driving licence number <input type="text"/> National Insurance number <input type="text"/> Passport number <input type="text"/>
Language preference	Correspondence: <input type="checkbox"/> English <input type="checkbox"/> Welsh <input type="checkbox"/> Bilingual Spoken: <input type="checkbox"/> English <input type="checkbox"/> Welsh

Section 1.2 – Corporate Body, Trust, Charity

This section must be completed by a ***Principal User** i.e. company director, lead trustee or senior person within the charity.

Details of person completing this form	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; border-bottom: 1px solid black;">Title</td> <td style="width: 45%; border-bottom: 1px solid black;">First name</td> <td style="width: 40%; border-bottom: 1px solid black;">Middle name(s)</td> </tr> <tr> <td style="border-bottom: 1px solid black;"><input style="width: 95%;" type="text"/></td> <td style="border-bottom: 1px solid black;"><input style="width: 95%;" type="text"/></td> <td style="border-bottom: 1px solid black;"><input style="width: 95%;" type="text"/></td> </tr> <tr> <td style="border-bottom: 1px solid black;">Surname</td> <td colspan="2" style="border-bottom: 1px solid black;">Date of birth (DD/MM/YYYY)</td> </tr> <tr> <td style="border-bottom: 1px solid black;"><input style="width: 95%;" type="text"/></td> <td colspan="2" style="border-bottom: 1px solid black;"><input style="width: 95%;" type="text"/></td> </tr> <tr> <td colspan="3" style="border-bottom: 1px solid black;">Role (job title) <input style="width: 95%;" type="text"/></td> </tr> </table>	Title	First name	Middle name(s)	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	Surname	Date of birth (DD/MM/YYYY)		<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>		Role (job title) <input style="width: 95%;" type="text"/>		
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Organisation name	<input style="width: 95%;" type="text"/>															
Company registration number*	<input style="width: 95%;" type="text"/>															
Correspondence address	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;"></td> <td style="text-align: right; vertical-align: top;">Postcode</td> </tr> <tr> <td style="border-bottom: 1px solid black;"><input style="width: 95%;" type="text"/></td> <td style="border-bottom: 1px solid black; text-align: right;"> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> </td> </tr> </table>		Postcode	<input style="width: 95%;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>											
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Registered or principal office address	<p>Same as correspondence address? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If no, enter address below.</p> <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 80%;"></td> <td style="text-align: right; vertical-align: top;">Postcode</td> </tr> <tr> <td style="border-bottom: 1px solid black;"><input style="width: 95%;" type="text"/></td> <td style="border-bottom: 1px solid black; text-align: right;"> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> </td> </tr> </table>		Postcode	<input style="width: 95%;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>											
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Contact telephone	<input style="width: 95%;" type="text"/>															
Contact email	<input style="width: 95%;" type="text"/>															

Section 2 - Your portfolio and business safeguards

Which of the following best describes you	<input type="checkbox"/> Commercial agent <input type="checkbox"/> Social letting agency <input type="checkbox"/> Let only agency <input type="checkbox"/> Manage on behalf of relative's property(ies) only				
Number of rental properties the agent lets/manages in Wales		Number of rental properties at which the agent only completes letting activities in Wales		Number of properties at which the agent only completes management activities in Wales	

Your managed property list

You must update and re-upload your Managed Property List at least once every 12 months. Please only include the properties that you manage on behalf of others - do not include your own properties or let only properties. If you have your own properties, these should be in a separate Landlord Registration as required by the Housing (Wales) Act 2014.

A bedsit is a single unit within a property comprising a living/sleeping space for which the resident has exclusive occupation rights. However, the tenant (contract-holder) shares some facilities with other occupiers in the building e.g. kitchen and/or bathroom.

Landlord name	Landlord contact number	Landlord address	Landlord email address (leave blank if unavailable)	Rental property address and postcode	Is this landlord registered? (Y/N)	If managing for relatives only, please specify your relationship to the landlord	Is this property a 'Bedsit'? (Y/N)

Do you, as the applicant, have membership to a professional body? Yes No

If yes, list here

If no, do you have Client Money Protection
 Professional Indemnity Insurance
 Membership to a Redress scheme

If you have answered yes to any of the safeguards above, you must submit evidence with your application. This evidence must be in the form of a policy certificate or policy schedule, clearly outlining the type of safeguard contained.

Tick to provide your consent for Rent Smart Wales to display details of your safeguards on the Public Register

Further guidance regarding the requirement to hold business safeguards can be found in section 8.

Provide all office addresses used by the company for letting and management business of property in Wales

Postcode

Postcode

Postcode

Section 3 - Training details

Training is an integral part of your licence application. You must demonstrate that you and any employees have undertaken approved Rent Smart Wales training before submitting an application. Without this evidence for **every** employee, your application cannot be processed. There are additional requirements for corporate bodies and trusts. See section 8 guidance.

I, as the applicant, have:

i) Completed training directly through Rent Smart Wales (this will be added to your application automatically)

and/or:

ii) Completed training through an external training provider and have attached evidence

Which of the following training options* did you complete?

First-time licence training Re-licensing training

CPD for renewal

How many staff* (or Trust members) conduct letting and management activities?

If you have no employees, go to section 4.

Employee 1

Additional sheets are available at the end of this form. See section 8 guidance

Title	First name	Middle name(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname	Date of birth (DD/MM/YYYY)	Role (job title)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Language preference: Welsh English

Has this person completed approved training or booked on to approved training directly with Rent Smart Wales? Yes No

If yes which training option has been completed?*

- First-time licence training
- Re-licensing training
- CPD for renewal

If completed via an authorised training provider, evidence* is required with this form.

If yet to complete, which training do they intend to do and when do they expect to complete it by?

<input type="text"/>	Date	<input type="text"/>
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Employee 2

Title	First name	Middle name(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname	Date of birth (DD/MM/YYYY)	Role (job title)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Language preference: Welsh English

Has this person completed approved training or booked on to approved training directly with Rent Smart Wales? Yes No

If yes which training option has been completed?*

- First-time licence training
- Re-licensing training
- CPD for renewal

If completed via an authorised training provider, evidence* is required with this form.

If yet to complete, which training do they intend to do and when do they expect to complete it by?

<input type="text"/>	Date	<input type="text"/>
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Section 4 - Hear about us

How did you hear about the requirement to obtain a licence?

- | | |
|---|---|
| <input type="checkbox"/> Local authority | <input type="checkbox"/> Search engine |
| <input type="checkbox"/> Friend / colleague | <input type="checkbox"/> Direct contact from Rent Smart Wales |
| <input type="checkbox"/> Landlord association | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Landlord forum / event | <input type="checkbox"/> Letting / managing agent |
| <input type="checkbox"/> Other (please specify) | |

Section 5 - Payment

Fee payable

The fee due is based on the number of managed properties. Refer to the fee table in the guidance section for the appropriate fee for your application.

Payment type

- Cheque enclosed made payable to Rent Smart Wales
- Debit/credit card (Visa, MasterCard or Maestro)

If you select this option you can scan and send your application and training certificates directly to rentsmartwales@cardiff.gov.uk. We will contact you when we are processing your application. Please provide the best contact time and number.

Please do not provide card details here.

Section 6 - Declarations

1. Declaration of fitness and propriety

Before the licensing authority can grant a licence, it must determine whether the applicant is a fit and proper person as defined in section 20 of the Housing (Wales) Act 2014.

For this purpose, you must declare if any of the following apply to you, or anyone associated or formerly associated with you (whether on a personal, work or other basis relevant).

(a) committed any offence involving:

- i. fraud or other dishonesty,
- ii. violence, firearms or drugs
- iii. any offence listed in Schedule 3 to the Sexual Offences Act 2003 (offences attracting notification requirements),

(b) practised unlawful discrimination or harassment on the grounds of any characteristic which is a protected characteristic under section 4 of the Equality Act 2010, or victimised another person contrary to that Act, in or in connection with the carrying on of any business

(c) contravened any provision of the law relating to housing or landlord and tenant such as:

- i. Unlawfully evicted a tenant

- ii. Been refused a House in Multiple Occupation licence or other licence under the Housing Act 2004
- iii. Had a licence revoked for breach of any conditions under the Housing Act 2004
- iv. Been subject to a Management Order under the Housing Act 2004
- v. Failed to comply with a Housing Notice (requiring works) served by a local authority
- vi. Been subject to complaints from tenants or other sources, regarding serious or repeated breaches of the conditions of a licence under the Housing Act 2004.

I confirm none of the above apply to me, or anyone associated or formerly associated with me (whether on a personal, work or other basis)

If any of the above apply, you are required to provide relevant supporting information below to explain why. The information provided will be assessed by Rent Smart Wales. Issues highlighted will not necessarily prevent you from being licensed; evidence is assessed on a case by case basis. **If you have unspent convictions please provide a data barring service certificate (dated within the last month) with your application.**

Rent Smart Wales reserves the right to ask you for further information to assess your application, and the right to gather additional information including criminal history from regulatory bodies such as local authorities and the police when appropriate. Information gathered in this way may be taken into account when determining a licence application.

Note that spent convictions do not regularly need to be declared in line with the Rehabilitation of Offenders Act 1974. However, certain spent convictions may need to be declared upon request, as outlined in the Rent Smart Wales Collection and Use of Conviction Information Guidance, available on the website. The licensing authority will consider spent convictions where they are relevant to letting and management of properties in Wales.

When providing offence details, please specify the court and the date of the conviction:

2. Declaration of truth

I/we declare that the information contained in this application is correct to the best of my/our knowledge. I/we understand that I/we commit an offence if I/we supply any information to the licensing authority in connection with any of its functions under Part 1 of the Housing (Wales) Act 2014 that is false or misleading and which I/we know is false or misleading or am/are reckless as to whether it is false or misleading.

3. Data processing

By submitting this form you are accepting the Data Processing Notice which can be read in the guidance section. It is important that you read this notice as it details why we collect your personal data, how it will be used and who it could be shared with.

4. Data sharing

Rent Smart Wales, local authorities and partners want to connect with landlords and agents to keep them informed about local relevant information (forum events, potential tenants (contract-holders), funding opportunities, etc.)

Yes, keep me informed - you can unsubscribe at any time by contacting Rent Smart Wales

Statement of agreement to the above declarations

Be Aware: This application cannot be processed without your agreement to declarations 1 and 2. This form must be filled in in full, signed, dated and the fee payment option selected or enclosed for it to be accepted as a valid application. Contact Rent Smart Wales on 03000 133344 for assistance.

Failure to do so will cause a delay in processing and you may be operating illegally.

This form must be signed by the individual named in section 1.1 or a company director, lead trustee or senior person within the charity of the entity in section 1.2. Without such a signature it will not be considered as a complete application and will be sent back to you to correct. This will cause a delay in your licence application.

Signed

Date

Please return this form to: **Rent Smart Wales, PO Box 1106, Cardiff, CF11 1UA**

Processing your application

Upon receipt, it can take up to 8 weeks to process a complete and valid application. We will contact you if further information is required. Please note: during this time you will continue to receive automated reminders if your licence application is due for renewal.

Final check: Have you completed all sections for the form and enclosed

- Up-to-date managed property list
- Safeguard certificates for Client Money Protection, Professional Indemnity and Redress
- Training certificates for you and your employees, if completed with a private authorised provider
- Data barring certificate (if applicable)
- Cheque with correct fee or appropriate contact details provided

Section 7 - Equal Opportunities

Rent Smart Wales wants to make sure that its services are accessible to everyone. We therefore ask you to answer the following questions so we can be sure our service is delivered fairly.

All questions are voluntary and it will not make any difference to the service you receive if you do not answer them. By choosing to answer them you are helping us to ensure everyone using our service is treated equally. Any information provided will be treated in confidence.

Gender

Male Female Male to Female Female to Male Prefer not to say

What is your age?

Under 16 16-24 25-34 35-44
45-54 55-64 65+ Prefer not to say

Disability

Identifying as a disabled person can include people with hearing or sight impairments, people with mental health difficulties or learning disabilities, people with mobility impairments, or those who have long-term health conditions, for example: depression, diabetes, asthma, multiple sclerosis, HIV or cancer.

Do you identify as a disabled Yes (please select) No Prefer not to say

Deaf / Deafened /
Hard of hearing

Mobility impairment

Long standing illness or
health condition

Wheelchair user

Learning impairment
/ difficulties

Visual impairment

Mental Health difficulties

Prefer not to say

Other (please specify below)

Sexual orientation (Only answer this question if you are over the age of 16)

Gay Man Gay Woman / Lesbian Heterosexual
Bisexual Prefer not to say Other (please specify below)

Religious belief / Non-belief

Do you regard yourself as belonging to any particular religion?

Yes (please select)

No, no religion

Christian

Buddhist

Hindu

Prefer not to say

Muslim

Sikh

Jewish

Other (please specify below)

Language skills

English

Welsh

Prefer not to say

Other (please specify)

What is your current Marital or Civil Partnership Status (Only answer this question if you are over the age of 16)

Single

Married

Registered Civil Partnership

Prefer not to say

Other (please specify)

Ethnic monitoring

Do you consider yourself to be Welsh? Yes

No

Prefer not to say

White

Welsh / English / Scottish
Northern Irish / British

Irish

Other White background
(please specify)

Mixed / Multiple
Ethnic Groups

White & Black
Caribbean

White & Black
African

White &
Asian

Other Mixed/Multiple
ethnic background
(please specify)

Asian / Asian
British

Indian

Pakistani

Bangladeshi

Chinese

Other Asian
background
(please specify)

Black / African /
Caribbean /
Black British

African

Caribbean

Other Black / African / Caribbean background
(please specify)

Other Ethnicity

Arab

Czech

Gypsy/Irish Traveller

Japanese

Polish

Yemeni

Other background (please specify)

Pregnancy and maternity

Are you pregnant, or have you given birth within the last 26 weeks?

Pregnant

Given birth

No

Prefer not to say

Thank you for taking the time to complete the Rent Smart Wales Monitoring Form

End of application form

Section 8 - Guidance

To support page 1

Applying as a company, charity or trust

If you are applying on behalf of a formal entity, such as a company, charity or trust, you must ensure that the person completing the form has significant responsibility for the entity. A company director should complete the form on behalf of a corporate body, a lead trustee if applying as a trust and a senior member of the charity if applying as a charity.

To support page 2

Principal user

As part of your application, you must designate a user as a 'principal user'. It is important that this user is a director or lead trustee, as this user will have authorisation to allow them to amend the licence application. You must provide all details required for this user and the user must be suitably trained to be connected to the application.

Rent Smart Wales can only discuss account specific matters with a 'principal user'. You may therefore decide to designate multiple principals.

The principal person must be someone with the authority to confirm that both they, and anyone else connected or associated with the business, do not have matters to declare in the Fitness and Propriety declaration, such as relevant convictions.

The principal person will be responsible for administering the account, therefore should the principal person leave the business, they must first designate a new principal person(s) to maintain control of the licence application.

Company registration number

For a Corporate Body this is the registration number given by Companies House and for a charity, this is the registration number issued by The Charity Commission.

To support page 4

Business safeguards

If you are acting as an agent in Wales, you must hold mandatory business safeguards that protect your clients. The business safeguards required are Client Money Protection, Professional Indemnity Insurance and membership to a government-approved Redress scheme.

Certain exemptions to this requirement do apply where the risk is considered to be low due to very small size of portfolio. If you think an exemption may apply to you, contact Rent Smart Wales.

With your consent, Rent Smart Wales will display that you hold business safeguards next to your public record on the Rent Smart Wales public register. By displaying your safeguards on the register, you are ensuring that tenants (contract-holders) and clients can act with confidence to choose a suitably insured agent. This requirement is not mandatory, however please be aware that no safeguards will be displayed on your record if you elect not to do so.

Letting and management work

If you have a connected person (defined in the section below) who does any of the following as part of their work at a rental property in Wales, they need to be trained for you to obtain a licence:

- a) publishing advertisements or disseminating information;
- b) arranging and conducting viewings with prospective tenants;
- c) preparing, or arranging the preparation of, the tenancy agreement;
- d) preparing, or arranging the preparation of, any inventory or schedule of condition;
- e) collecting rent;
- f) being the principal point of contact for the tenant in relation to matters arising under the tenancy;
- g) making arrangements with a person to carry out repairs or maintenance;
- h) making arrangements with a tenant or occupier of the dwelling to secure access i) to the dwelling for any purpose;
- j) checking the contents or condition of the dwelling, or arranging for them to be checked as part of a current tenancy or for one that has ended;
- k) serving notice to terminate a tenancy.

To support page 5

Staff / connected persons

If an individual or company applying for a licence has employees (defined as 'connected persons in the legislation) whose work involves doing letting and management work at rental properties in Wales, they must be declared on the licence application by the applicant and they must all complete agent training in order for the applicant to obtain a licence.

The full definition of a connected person is provided in Section 2 of the Regulation of Private Rented Housing (Training Requirements)(Wales) Regulations 2015.

Generally speaking this is a staff member who you pay a salary to or who is an 'employee' for payroll purposes. People you pay for the services they provide (e.g. contractors) are not counted as 'connected persons' and they do not have to be trained in order for you as an agent to obtain a licence.

Training options and evidence

An applicant and all relevant connected persons must undertake approved training either delivered by Rent Smart Wales directly or through an authorised provider. If you have completed training with an authorised provider, you should enclose the certificates as part of your application submission.

The requirements for training differ, depending on whether you have completed a first-time licence course in the past. If not, the person needs to complete first-time licence training. If yes, the person can either:

1) repeat the first-time **Agent Licence Training** - within 1 year before submitting a renewal application; OR

2) complete **Agent Re-licensing Training** - within a year of application submission; OR

3) complete **Continued Professional Development (CPD)** training modules over the 5 year period prior to licence application submission (80 points are needed for an agent licence)

If you are applying as a corporate body, or trust, you must ensure you have a suitably trained director, or lead trustee, connected to your application.

To support page 6

Licence fees

All licence applications made to Rent Smart Wales incur a fee. It is important that you pay the correct application fee, as any discrepancy will result in processing delays

Agent licence fees are graduated to reflect the portfolio size. A discount also applies if an Agent is a member of a recognised professional body. These bodies are currently: UKALA, ARLA, RICS, Safeagent, NAEA.

A social letting agency whose total letting and management activity purely relate to delivery in conjunction with a local authority social letting partnership is also eligible for the Professional Membership Discount.

Applications made online benefit from a reduced fee. The fees set out below relate only to paper applications. Most fees can be split into two parts, which incurs an additional administrative charge of £48.00. For further information, view the Fee Policy here: rentsmart.gov.wales/feepolicy/

Application type	Number of properties	Single payment	Split fee
Agent licence - less than 20 managed properties	0-4	£368	Part 1: £156 Part 2: £260
	5-10	£471	Part 1: £194 Part 2: £325
	11-20	£540	Part 1: £220 Part 2: £368
Agent licence - let only (no properties managed)	0-20 (let only)	£368	Part 1: £156 Part 2: £260
	21+ (let only)	See 21 - 50 category below according to professional body membership	
Agent licence – No professional body membership, 21 or more managed properties	21 - 50	£3,850	First instalment: £1,566 Next four: £571
	51 - 100	£4,880	First instalment: £1,986 Next four: £723.50
	101 - 500	£6,170	Part 1: £2,530 Part 2: £3,688
	501 - 1000	£7,890	Part 1: £3,230 Part 2: £4,708
	1001+	£9,010	Part 1: £3,686 Part 2: £5,372

Agent licence – with professional body membership, 21 or more managed properties	21 - 50	£3,465	First instalment: £1,410 Next four: £513.75
	51 - 100	£4,392	First instalment: £1,787 Next four: £651.25
	101 - 500	£5,553	Part 1: £2,279 Part 2: £3,322
	501 - 1000	£7,101	Part 1: £2,909 Part 2: £4,240
	1001+	£8.109	Part 1: £3,319 Part 2: £4,838

To support page 7

Data processing notice

A full copy of Rent Smart Wales Data Processing Notice is available at rentsmart.gov.wales/en/privacy-policy/ or can be provided upon request.

Why personal data is collected and stored as part of Rent Smart Wales:

In order to meet the obligations of Part 1 of the Housing (Wales) Act 2014, the Licensing Authority is required to develop and maintain a system that allows for the collection of information.

What personal data we hold and how we obtain it: The types of personal data held and processed by Rent Smart Wales may include:

- Contact details including name, address, telephone numbers, and email address
- Identifying details, including date of birth, National Insurance number, passport number, driving licence number
- Information about convictions

There is also a voluntary monitoring form to ensure that Rent Smart Wales is making sure that its service is accessible to everyone. This contains additional questions that provide further personal data, however this information is only processed anonymously for statistical and reference purposes.

How we will use your personal data: Rent Smart Wales may process personal data to fulfil its obligations under the Housing (Wales) Act 2014, and this can include the processing of personal data for a number of purposes including the following purposes:

- To make contact
- To issue a landlord with a registration; to grant a landlord a licence, or an agent a licence
- To make an assessment on the fitness and propriety of an applicant as per the licence requirements set out in the Housing (Wales) Act 2014
- For the purposes of enforcing non-compliance with the Housing (Wales) Act 2014
- For the purposes of ensuring and monitoring continued compliance with the Housing (Wales) Act 2014 including licence conditions

- For the purposes of ensuring and monitoring continued compliance with the Code of Practice
- To display (to members of the public who search the Register) if a landlord is registered; and if the landlord or agent (or both) identified as undertaking letting or management tasks at the property is licensed
- To facilitate the delivery of training courses
- To process financial transactions for payments made for registration, licensing and training costs
- To assist Local Authorities and the Licensing Authority to carry out their legal duties under the Housing (Wales) Act 2014
- For statistical and reference purposes
- To address queries and respond to any actual or potential disputes.
- In rare cases or exceptional circumstances Rent Smart Wales may use the Rental Property addresses to correspond directly with tenants (contract-holders) for purposes outside of the Housing (Wales) Act 2014 when required.

Please be aware that Rent Smart Wales works in partnership with the 22 Local Authorities in Wales to fulfil its functions under the Act, and therefore information held by Rent Smart Wales will be accessible by the Local Authorities. In addition, Local Authorities may share relevant information they hold with Rent Smart Wales to help determine whether an applicant is fit and proper to act as a licensed landlord or licensed agent.

Organisations we may share your personal data with: Your information will only be used for the purposes of the Rent Smart Wales Scheme, however on occasions Rent Smart Wales may also share personal data with other organisations. A full list can be obtained on our website.

How long we keep your personal data: Information collected by Rent Smart Wales will not be kept for any longer than necessary. The Rent Smart Wales retention period is 6 + 1 years after licence and/or registration expires. Following the end of this period, the information collected will be securely destroyed.

Who is the Data Controller for Rent Smart Wales: Rent Smart Wales is operated by Cardiff Council. Cardiff Council is therefore the Data Controller in respect of any personal data provided for these purposes. All information provided will be treated in confidence and processed in accordance with the Data Protection Act 2018 at all times. For further information on the Council's data protection requirements please contact the Data Protection Officer, by email on: dataprotection@cardiff.gov.uk.

Your Rights: You are entitled to exercise your individual rights, including access to information, correcting inaccurate information or objecting to the processing of your personal data. For more information on your rights, visit cardiff.gov.uk/ENG/Your-Council/Data-protection-and-FOI/

