

**Rhentu
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**Rent
Smart
Wales**



Rent Smart Wales Fee Policy

April 2025



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Introduction

Revised with effect from the 1st of April 2025.

Set out below is the Fee Policy for Rent Smart Wales (RSW). The fees collected are used to resource the provision of the service which includes landlord registration, landlord and agent licensing and delivery of associated training. RSW is a non-profit organisation.

Regulation 9 (1) of The Regulation of Private Rented Housing (Information, Periods and Fees for Registration and Licensing) (Wales) Regulations states that where a Licensing Authority charges a fee for registration or licensing it should prepare and publish a fees policy.

Regulation 9 of The Regulation of Private Rented Housing (Training Requirements) (Wales) Regulations 2015 states that where the Licensing Authority charges a fee for an authorisation of a training provider or an approval of a course it must prepare and publish a fees policy.

In setting the fees for registration, licensing and training, the Licensing Authority:

- Must act in accordance with its policy;
- May fix different fees for different cases or descriptions of cases; and
- May determine that no fee is required to be paid in certain cases or descriptions of case.

The Licensing Authority may review its fees policy and where it does so must publish the policy as revised. The Licensing Authority retains the right to amend fees at its discretion.

Set out below are the fees that will apply to activities delivered under the provisions of Part 1 of the Housing (Wales) Act 2014 from the 1st of April 2025.

Registration

Under the Housing (Wales) Act 2014, all landlords with privately rented property let out on a domestic tenancy in Wales are legally required to register with Rent Smart Wales to comply with the law. A registration involves providing a landlord's personal details, rental property addresses owned by that landlord, and the details of those responsible for the letting and/or management activities at the rental property.

Fees

A registration will be revoked after five years unless an application to renew is submitted with the relevant fee.

Discounts are applied to the standard fee in the following circumstances

- If the application is made online
- If an application for registration renewal is made prior to the expiry of the initial term. To take advantage of the renewal discount, the landlord must apply for renewal within the 84 days before the registration expires.

Registration	Standard Fee	Online
New registration	£102.00	£60.00
Registration renewal	£87.00	£48.00

Additional Information

If a registration is allowed to expire, the new registration fee will apply, not the renewal fee.

If property ownership changes from one entity to another e.g. an individual person to a body corporate, a new registration and associated fee is required.

Refunds

Once a registration is completed the associated fee cannot be refunded except in the following circumstances:

- Where a joint landlord dies and the remaining landlords must re-register appropriately, a partial refund will be made from the date of death to the expiry date of the original registration.
- Where an invalid/incorrect registration has been made. However, where the landlord still requires a registration, a refund will be processed only after legal compliance has been achieved.

Landlord Licensing

Landlords who undertake letting and/or management work at rental properties are legally required to have a Rent Smart Wales licence, ensuring that they are fit and proper and appropriately trained in their rights and obligations. A set of licence conditions governs the way in which they then interact with their tenants.

Fees - principles that apply to all landlord licence fees

A landlord licence is valid for five years. Renewing a landlord licence ensures it is valid for an additional five years. Applications to renew can be made in the 84 days prior to expiry and the anniversary date is protected.

Discounts are applied to the standard fee in the following circumstances

- If the application is made online
- If payment is made in full on application submission*
- If an application for renewal is submitted between 42 and 84 days before expiry of the licence a 10% early compliance reward is applied.

*Applicants have the option to pay the licence fee in full when the application is submitted or in two parts. First part payment to be made on submission of licence application, second part payment to be paid prior to the licence being issued and within 2 weeks of being requested. If payment is made in two parts an additional administration charge of £48.00 applies to all licence application fee types (except where payment is being made by instalments). To assist customers to choose the right option, the licensing authority advise that it has 8 weeks to process an application, but in most cases, it takes between 2-4 weeks.

Landlord Licence	Standard Fee		Online	
Landlord Licence	£327.00		£254.00	
Landlord Licence (Split Fee)	Part 1	Part 2	Part 1	Part 2
	£234.00	£141.00	£188.00	£114.00
Landlord Licence - Early Compliance Reward	£302.00		£230.00	
Landlord Licence - Early Compliance Reward (Split Fee)	Part 1	Part 2	Part 1	Part 2
	£218.00	£132.00	£173.00	£105.00

Additional Information

- Licence applications are assessed for validity on application and will always require evidence of appropriate and approved training. Information on

approved training course fees delivered by Rent Smart Wales is available on page 12.

- Once a licence application is approved, the application type cannot be changed. A new licence application and fee will be required if application type is later found to be incorrect.
- If an application for a licence is refused, the fee due is equivalent to the Part 1 fee (excluding split fee administration charge of £48) only. If a higher amount has been paid at application stage, the difference will be refunded.
- Once approved, if a licence is no longer required, the licence can be revoked by mutual agreement.

Refunds

Once a licence has been approved but is no longer required and/or revoked the associated fee cannot be fully refunded. In consideration of the refund amount applicable, the following rules will apply:

- The equivalent of the Part 1 fee is never refundable. For applications paid in full at application, this means the Part 1 payment detailed above minus £48.
- Calculation of refund will be based on the Part 2 fee divided by 5 and multiplied by the number of full years which remain on the licence.
- Where another licence is required to replace the licence to be revoked, the refund will not be issued until full compliance has been achieved.

Agent Licensing

Agents who undertake letting and/or management work at rental properties are legally required to have a Rent Smart Wales licence, ensuring that they are fit and proper and appropriately trained in their rights and obligations. A set of licence conditions governs the way in which they then interact with their tenants and landlords. An agent is defined (for the purposes of Rent Smart Wales) as someone who undertakes letting and/or management work at rental properties for which they are not the landlord.

A note on agent tiers

The agent licence fee structure is based on the number of properties managed by the agent. These are grouped into 3 tiers:

- 20 and less managed properties
- Let only agents
- 21+ managed properties (split into five categories)

Fees - principles that apply to all agent licence fees

An agent licence is valid for five years. Renewing an agent licence ensures it is valid for an additional five years. Applications to renew can be made in the 84 days prior to expiry and the anniversary date is protected.

Discounts are applied to the standard fee in the following circumstances

- If the application is made online
- If payment is made in full on application submission*

*Applicants have the option to pay the licence fee in full when the application is submitted or in two parts. First part payment to be made on submission of licence application, second part payment to be paid prior to the licence being issued and within 2 weeks of being requested. If payment is made in two parts an additional administration charge of £48.00 applies to all licence application fee types (except where payment is being made by instalments). To assist customers to choose the right option, the licensing authority advise that it has 8 weeks to process an application, but in most cases, it takes between 2-4 weeks.

Additional information which applies to all agent licence tiers

- Licence applications are assessed for validity on application and will always require evidence of appropriate and approved training. Information on approved training course fees delivered by Rent Smart Wales is available on page 12.
- If the agent manages any property(ies) where the agent is also the landlord (i.e. landlord and agent are the same legal entity) the landlord properties will be excluded from the total managed properties that determine the licence fee.
- Once a licence application is approved, the application type cannot be changed. A new licence application and fee will be required if application type is later found to be incorrect.

- If an application for a licence is refused, the fee due is equivalent to the Part 1 fee only (excluding split fee administration charge of £48). If a higher amount has been paid at application stage, the difference will be refunded.
- Once approved, if a licence is no longer required, the licence can be revoked by mutual agreement.
- If the properties let and/or managed significantly increases in the year following approval of the licence, the licensing authority reserves the right to require an additional charge equivalent to the category appropriate at that time.

Refunds

Once a licence has been approved but is no longer required and/or revoked the associated fee cannot be fully refunded. In consideration of the refund amount applicable the following rules will apply:

- The equivalent of the Part 1 fee is never refundable. For applications paid in full at application, this means the Part 1 payment detailed above minus £48.
- Calculation of refund will be based on the Part 2 fee divided by 5 and multiplied by the number of full years which remain on the licence.
- Where another licence is required to replace the licence to be revoked, the refund will not be issued until full compliance has been achieved.

Agent Licence – 20 or less managed properties

The following fees apply where the agent lets/manages 0 - 20 properties inclusive.

The letting and management work that triggers the need for an agent licence is set in the Housing (Wales) Act 2014. This is prescribed in sections 10 (Letting work) and 11 (Management work) of the Act [which can be viewed here](#).

Agent Tier	Standard Fee		Online	
0-4 Managed Properties	£368.00		£299.00	
0-4 Managed Properties (split fee)	Part 1	Part 2	Part 1	Part 2
	£156.00	£260.00	£130.00	£217.00
5-10 Managed Properties	£471.00		£368.00	
5-10 Managed Properties (split fee)	Part 1	Part 2	Part 1	Part 2
	£194.00	£325.00	£156.00	£260.00
11-20 Managed Properties	£540.00		£471.00	
11-20 Managed Properties (split fee)	Part 1	Part 2	Part 1	Part 2
	£220.00	£368.00	£194.00	£325.00

Agent Licence – 21 or more managed properties

The following fees apply for agents with 21 or more managed properties.

Fees

- A professional membership discount is applied if the agent is a member of one of the following bodies:
 - Association of Residential Letting Agents (ARLA)
 - National Association of Estate Agents (NAEA)
 - Royal Institute of Chartered Surveyors (RICS)
 - safeagent
 - The UK Association of Letting Agents (UKALA)
 - Other as determined by the Licensing Authority
- 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.

Agent tier 21 or more managed properties				
21-50 Managed Properties	Standard Fee		Online	
No professional body membership	£3,850.00		£2,730.00	
With professional body membership	£3,465.00		£2,457.00	
21-50 Instalments	Year 1	Years 2-5	Year 1	Years 2-5
No professional body membership	£1566.00	£571.00	£1111.00	£404.75
With professional body membership	£1410.00	£513.75	£999.00	£364.50
51-100 Managed Properties	Standard Fee		Online	
No professional body membership	£4,880.00		£3,590.00	
With professional body membership	£4,392.00		£3,231.00	
51-100 Instalments	Year 1	Years 2-5	Year 1	Years 2-5
No professional body membership	£1,986.00	£723.50	£1,461.00	£532.25
With professional body membership	£1,787.00	£651.25	£1,315.00	£479.00
101-500 Managed Properties	Standard Fee		Online	
No professional body membership	£6,170.00		£4,670.00	
With professional body membership	£5,553.00		£4,203.00	
101-500 with Split Fees	Part 1	Part 2	Part 1	Part 2
No professional body membership	£2,530.00	£3,688.00	£1,920.00	£2,798.00
With professional body membership	£2,279.00	£3,322.00	£1,730.00	£2,521.00
501-1000 Managed Properties	Standard Fee		Online	
No professional body membership	£7,890.00		£6,100.00	
With professional body membership	£7,101.00		£5,490.00	
501-1000 with Split Fees	Part 1	Part 2	Part 1	Part 2
No professional body membership	£3,230.00	£4,708.00	£2,502.00	£3,646.00
With professional body membership	£2,909.00	£4,240.00	£2,253.00	£3,285.00
1001+ Managed Properties	Standard Fee		Online	
No professional body membership	£9,010.00		£7,050.00	
With professional body membership	£8,109.00		£6,345.00	
1001+ with Split Fees	Part 1	Part 2	Part 1	Part 2
No professional body membership	£3,686.00	£5,372.00	£2,888.00	£4,210.00
With professional body membership	£3,319.00	£4,838.00	£2,601.00	£3,792.00

Agent Licence – Let Only

The following fees apply where an agent undertakes only lettings work for properties within Wales. These agents are described as a let only agent for the purposes of this Policy. This means that the agent does no management work.

The letting and management work that triggers the need for an agent licence is set in the Housing (Wales) Act 2014. This is prescribed in sections 10 (Letting work) and 11 (Management work) of the Act [which can be viewed here](#).

Additional fee discount

A professional membership discount is applied if the agent is member of one of the following bodies and lets 21 or more properties:

- Association of Residential Letting Agents (ARLA)
- National Association of Estate Agents (NAEA)
- Royal Institute of Chartered Surveyors (RICS)
- safeagent
- The UK Association of Letting Agents (UKALA)
- Other as determined by the Licensing Authority

Let Only Agent Tier	Standard Fee		Online	
0-20 Let Only				
0-20	£368.00		£299.00	
Split fee	Part 1	Part 2	Part 1	Part 2
	£156.00	£260.00	£130.00	£217.00
21+ Let Only				
No professional body membership	£3850.00		£2730.00	
With professional body membership	£3465.00		£2457.00	
21+ Let Only Instalments	Year 1	Years 2-5	Year 1	Years 2-5
No professional body membership	£1566.00	£571.00	£1111.00	£404.75
With professional body membership	£1410.00	£513.75	£999.00	£364.50

Instalments

The option to pay by instalments is available only to agents managing between 21 and 100 properties (including let only agents that let 21 or more properties) unless exceptional circumstances apply and these will be subject to Operational Manager approval.

Payment by instalments is only available if:

- A Direct Debit is set up at application stage
- A commitment to pay the full amount is established at the outset
- There is no evidence of poor payment history or cancellation of previous payment plans

When instalment arrangements are cancelled/not paid the licence will be revoked and the applicant will need to submit a new licence application if required. This will incur a new application fee, whatever is appropriate at the time of application. The ability to pay a licence fee through set up of an instalment plan is at the discretion of Rent Smart Wales and can be withdrawn at any time.

Training For Applicants

Course fees for landlords and agents

The Licensing Authority delivers its own training to meet the requirements of the legislation. The courses available directly from Rent Smart Wales and fees associated with each are listed below:

Course Title	Method of delivery	Duration	Fee
Landlord licence course	Classroom*	6.5hrs	£100
Agent licence course	Classroom*	7.5hrs	£140
Landlord licence course	Online	Est 5hrs	£35
Agent licence course	Online	Est 7.5hrs	£60
Landlord licence Course	Paper	Est 5hrs	£55**
Agent licence course	Paper	Est 7.5hrs	£80**
Landlord re-licensing course	Classroom*	6.5hrs	£100
Agent re-licensing course	Classroom*	7.5hrs	£140
Landlord re-licensing Course	Online	Est 5hrs	£35
Agent re-licensing course	Online	Est 7.5hrs	£60
Agent supplementary course	Online	Est 2.5hrs	£25
Landlord top-up course	Online	1hr	No charge
CPD courses	Classroom*	Variable hours	Up to £100 depending on course type and duration
CPD courses	Online	Variable hours	Up to £60 depending on course type and duration
Webinars	Online	Variable hours	Up to £70 depending on course type and duration

*Classroom course fees may change when the existing training provider contract ends. At that time a new fee will be set for relevant courses (to ensure cost recovery).

**Not available at publication date, launch expected during 2025/26.

Applicants not able to complete the online or classroom-training course due to disability or ill-health will be offered alternative options where possible. Fees will reflect the cost of course delivery and be subject to Operational Manager approval.

Training course bookings made but not attended/online courses booked and not completed within a year will be cancelled and a refund will not be made, unless exceptional circumstances are proven.

Any online training course booked in error and not accessed, is refundable upon request if that request is made within 28 days of course booking date.

Training Providers

The Licensing Authority can authorise other organisations to deliver training that meets the requirements of the legislation.

All course approvals and training provider authorisations are valid for five years from the date of approval except for training provider authorisation – top up to all course options which is valid for 5 years from the date of amendment.

To deliver training to meet licensing requirements the course requires approval, and the training provider needs to be authorised by way of Course Approval and Training Provider Authorisation.

Additional information about training approval and authorisation for training providers can be viewed [here](#).

Application type	Fee
Training Provider Authorisation / provider – All course types	£1003
Training Provider Authorisation / provider – CPD only *	£488
Training Provider Authorisation / provider – Licensing Full Courses *	£515
Course Approval – Full Course (per course) <ul style="list-style-type: none"> • Online landlord course • Online agent course • Classroom /virtual course (all options) 	£1,561 £1,693 £1,732
Course Approval – CPD <ul style="list-style-type: none"> • Topic CPD course • Basic CPD course • Advanced CPD course 	£211 £310 £480

* Can qualify as a top up

Where application is made for more than one Course Approval - Full Course, where content across the courses is shared and therefore economies of scale can be recognised, a discount may be applied following assessment of overlap in course content.

Additional Information

Additional Charges and Discounts

Service detail	Amount	Further advice and limitations
Updating information	No charge	Unless stated otherwise in policy.
Printed Registration	£15	
Printed licence	£15	
Printed training course materials	£20	Free if customer has paid for classroom course with RSW.
Change from online to paper application	Variable.	If a landlord/agent has applied for a licence online and wishes to receive correspondence by post, then the applicant will need to pay the difference between the discounted and standard application fee.
CPD course approval economy of scale	10% discount	If a provider is submitting more than 5 or more advanced or basic CPD course applications simultaneously a 10% discount on the total course approval cost will be applied.