Type of Licence and Conditions Document

For licences issued on or after the 1st September 2025

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

Rhentu Doeth Cymru
Rent Smart Wales

☎ 03000 133344

rentsmart.gov.wales

Licence conditions typically added to landlord licences

1. Licence remit
2. The Code of Practice
3. Compliance with legislation
4. Fitness for human habitation
5. Training
6. Renting Homes (Wales) Act 2016 training
7. Third party liability insurance
8. Tenant information pack
9. Robust management arrangements
10. Emergency arrangements
11. Working together to seek resolution
12. Complaints policy
13. Residing in let / managed property
14. Updating details
15. Reporting fitness and propriety changes
16. Fitness and propriety investigations
17. Brand Guidelines

Annex 1 Bespoke licence conditions
Annex 2 Explanatory Notes

1. Licence remit
   Licensees are only able to carry out letting and management activities at any property in Wales for which they are a landlord. This licence does not permit licensees to let or manage properties (doing any tasks as defined in the Housing (Wales) Act 2014) where they are not the landlord. If a licensee wishes to do this, they must make an application to Rent Smart Wales for an agent licence.

2. The Code of Practice
   Licensees must comply with the 'Code of Practice for Licensed Landlords and Agents' licensed under Part 1 of the Housing (Wales) Act 2014'. A copy of the Code can be viewed online on the Rent Smart Wales website Resources Page. The Code contains two elements.

   First and foremost, it sets out what landlords and agents must do to comply with the law, which is a requirement of this licence. All requirements given as 'musts' are already contained in legislation and are requirements licensees should already be aware of due to the training licensees have completed to obtain this licence.

   The second element of the Code is information on what can be done to raise standards above the minimum level required by law. This is described as Best Practice, and is shown in shaded boxes throughout the document. These are carried out at the discretion of landlords and letting agents. Failure to meet Best Practice would not be a reason for Rent Smart Wales to revoke a licence.

3. Compliance with legislation
   Licensees must ensure that they comply with all legislation that applies. This includes all legislation in force when the licence is approved and any additional legislation that comes into force during the licence period.

4. Fitness for human habitation
   The licensee must ensure that all managed properties within their portfolio are fit for human habitation, as defined within the Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022. Evidence that the fitness for human habitation standard has been met should be recorded on documentation, which can include but is not limited to valid electrical condition reports, start of contract checklists, inventories, routine visit reports and a smoke alarm and carbon monoxide detector record. Templates of these documents can be found on the Rent Smart Wales website Resources Page.

5. Training
   If the licensee employs connected persons (employees; who are on its payroll, etc) who do letting and / or management work as defined in the Act and listed in Annex 3 as part of their contract of service, the licensee must ensure that these connected persons are appropriately trained within 3 months of starting the position and / or commencing letting and management activities.

   Appropriate training is either:

1. 'First time' licence training that has been completed within 12 months prior to this licence's approval date, or on or after this licence's approval date or
2. 'Relicensing' training, where the 'first time' licence training has previously been completed. The 'Relicensing' training must have been completed within 12 months prior to this licence's approval date, or on or after this licence's approval date or
3. CPD. This is an option for connected persons who have previously completed approved 'first time' licence training (which may not meet the date parameters in 1 or 2 above). This can be valid CPD training to the minimum number of points for the licence type, completed within the last 5 years.

Further information on training requirements for each licence type is available via the training page or by searching ‘what training options are best for me’ on the Rent Smart Wales website.

If the licensee is a corporate body, they must ensure that there is always an appropriately trained Director/ Lead Trustee / Partner (if a limited liability partnership), who is also a principal user connected to the licence.

6. Renting Homes (Wales) Act 2016 training
   The licensee and all connected persons are required to complete training which covers the Renting Homes (Wales) Act 2016 (as approved by Rent Smart Wales) within 3 months of the approval date of this licence, or within 3 months of a connected person commencing letting and management activities, if not already completed.

7. Third party liability insurance
   The licensee must have and maintain throughout the period of their licence, an adequate building insurance policy or other such insurance policy containing third party liability cover in the minimum sum of £1 million to cover every rental property managed by the licensee.

   When requested to do so, the licensee must supply Rent Smart Wales with sufficient evidence of this cover. Such evidence may include policy documents, schedule and certificate of cover. This condition does not require the licensee to provide insurance cover for the tenant’s or other occupier’s belongings.

   Where the licensee is not able to secure the appropriate insurance, the licensee must contact Rent Smart Wales, who will consider the licensee’s individual circumstances and advise accordingly.

8. Tenant information pack

   The licensee must provide tenants with the information and documents listed below in accordance with the relevant legal requirements and / or at contract commencement. The information can be provided to the tenant either electronically or in hard copy.

   - Contact details for the licensee, (at contract commencement)
   - Written Statement of the Occupation Contract, (before the end of the period of 14 days of the occupation date, electronic copy can be given if agreed with the tenant)
   - Notice of an address to which tenants may send documents that are intended for the landlord RHW2 form, (before the end of the period of 14 days of the occupation date, electronic copy can be given if agreed with the tenant)
   - Energy Performance Certificate for the dwelling, (on request or at viewing, whichever is earlier)
   - Gas Safety Record for the dwelling where there is gas in the property, (before the tenant occupies the premises and within 28 days of the annual checks thereafter)
   - Electrical Condition Report for the dwelling and written confirmation of any remedial works completed that were required by the report. (before the end of the period of 14 days of the occupation date, and before 14 days after which the inspection was completed for further reports, electronic copy can be given if agreed with the tenant)
   - Security deposit prescribed information, (before the end of the period of 30 days starting with the day on which the deposit is paid)
   - The licensee's written complaints procedure, (at contract commencement)
   - A copy of the Tenant Guide published by Welsh Government entitled ‘A Home in the Private Rented Sector: a Guide for Tenants in Wales’ which can be viewed online on the Rent Smart Wales website Resources Page, (at contract commencement)
   - Details of local waste collection services and collection dates and provide all waste receptacles appropriate to the property, used by the local Council to manage and collect waste and encourage recycling, (at contract commencement)
   - Any relevant information for all appliances supplied by the landlord at the rental property, this could include but is not limited to user manuals (where available), written general safety guidance or if not available, a written record of a demonstration. (at contract commencement).

9. Robust management arrangements

   The licensee must ensure that robust management arrangements are in place throughout the period of the licence and in particular ensure that suitably qualified contractors competent in their area of expertise are available to deal with emergencies if / when they arise at the property(s). Emergencies include but are not limited to gas / electric, locksmith and general building issues.

The licensee must ensure that the rental property(s) for which they have management responsibilities are visited at appropriate intervals determined by the licensee, taking into account property condition and tenant risks, while protecting the tenant's right to quiet enjoyment. Minimum routine visit intervals must be:

- **Annually** for dwellings let on single contracts, excluding houses in multiple occupation let on single contracts, with the first routine visit taking place within the first **2-6 months** of the contract.
- Every **6 months** for a House in Multiple Occupation (HMO), with the first routine visit taking place within the first **2-6 months** of the contract.

In addition, the licensee must respond to all matters that arise in between routine visits appropriately and in accordance with the licensee's reporting maintenance procedure and where applicable, the licensee's complaints procedures.

Property visits must be documented, signed and dated by the licensee or an appropriately trained user connected to this licence. The licensee must retain the documentation for a minimum period of **two years** or for the duration of the contract whichever is longer and provide the information to Rent Smart Wales when requested.

Where the robust management arrangements and / or routine visits frequency cannot be fulfilled by the licensee, the licensee must appoint a licensed agent able to demonstrate robust management practices. This condition must be met within 8 weeks from the date the licence is approved and in addition, within 8 weeks of the landlord being unable to meet the requirement or being notified by Rent Smart Wales of the requirement, where it has been determined that the licensee has failed to demonstrate robust management practices / or routine visit frequency cannot or has not been fulfilled.

For further guidance about how to schedule, conduct and document routine visits to rental properties please see the 'Routine Visit Checklist for RSW licensees' which can be viewed online on the Rent Smart Wales website Resources Page.

10. Emergency arrangements
    Licensees may only appoint an unlicensed person to be the main point of contact and make any decisions relating to their rented properties for an unplanned event out of the licensee's control, such as a medical emergency, and for a maximum duration of **4 weeks** per calendar year.

11. Working together to seek resolution
    The licensee must engage with the tenants of the rental property(s) for which they have management responsibilities and interested parties including public bodies, with the aim of resolving complaints and issues where they arise, including in respect of anti-social behaviour.

12. Complaints policy

    The licensee must manage any complaints from those involved in their business practices in a professional and coherent manner and have a written procedure in place appropriate to the licensee's business model. This should include how to make a complaint and explain how and when the complaint will be responded to.

    The licensee must ensure that the written procedure is accessible to service users which includes prospective tenants, tenants and landlords. This includes but is not limited to the procedure being available in any office, on any website and ensuring that it is provided on a request from any service user which includes prospective tenants and tenants. The licensee will provide a copy of their written complaint handling procedure to Rent Smart Wales on request.

    A template complaints procedure/policy for Rent Smart Wales licensees can be viewed online on the Rent Smart Wales website Resources Page.

13. Residing in let / managed property

    The licensee must ensure that any person who is connected to the licence (as a Director, Employee or other connected person) does not reside at any property where they undertake letting and / or management activities on behalf of the licensee unless Rent Smart Wales have been notified of the arrangement.

14. Updating details

    The licensee must keep their licence details up to date either within their Rent Smart Wales account at www.rentsmart.gov.wales or by notifying Rent Smart Wales by telephone on 03000 133344 or by post at Rent Smart Wales, PO Box 1106, Cardiff. CF11 1UA. These details must be updated within **28 days** of the change.

    The licence details that must be kept up to date are:

    - name,
    - correspondence address,
    - registered office, where applicable,
    - telephone number,
    - email address,
    - the letting and / or management arrangements,
    - the acquisition / disposal of rental properties,
    - connected persons, where connected persons are no longer employed by the licensee, or do not complete letting and management activities for the licensee,
    - connected persons, who commence letting and management activities for the licensee,
    - Company Directors, Limited Liability Partnership Partners or Trustees, if applicable.

15. Reporting fitness and propriety changes
    This licence has been granted on the condition that the licensee is considered fit and proper. Should this change and the licensee or anyone associated with the licensee is convicted of an offence during the period of the licence, the licensee must notify Rent Smart Wales within **14 days** of being convicted. Please note driving offences are exempt.

16. Fitness and propriety investigations
    Where Rent Smart Wales has cause for concern in relation to fitness and propriety or breach of licence conditions, the licensee must assist Rent Smart Wales or the Local Authority (acting on behalf of Rent Smart Wales) by providing all requested relevant information and official documentation and assist Rent Smart Wales or the Local Authority (acting on behalf of Rent Smart Wales) to secure access to any properties let and / or managed by the licensee in accordance with legal requirements giving at least 24 hours' written notice.

17. Brand guidelines
    The licensee is permitted to use the Rent Smart Wales approved landlord logo (where a valid landlord licence is held) or approved agent logo (where a valid agent licence is held) to market themselves. However, this must be used in accordance with the brand guidelines at all times. A copy of the brand guidelines can be viewed online on the Rent Smart Wales website Resources Page or the licensee can request a copy to be sent.

Annex 1 Bespoke licence conditions

No bespoke licence conditions have been added to this licence.

Annex 2 Explanatory notes

Tenant / contract-holder

The use of the word tenant has been used throughout licence conditions for simplicity, where the word tenant is used, tenant relates to contract-holders in respect of occupation contracts issued under the Renting Homes (Wales) Act 2016 and tenants in respect of regulated tenancies issued under the Rent Act 1977.

Training requirements for connected persons

A connected person is required to undertake Rent Smart Wales approved training, if they undertake **any** of the activities listed below:

Landlord Letting Activities:

- arranging or conducting viewings with prospective tenants;
- gathering evidence for the purpose of establishing the suitability of prospective tenants (for example, by confirming character references, undertaking credit checks or interviewing a prospective tenant);
- preparing, or arranging the preparation, of a tenancy agreement;
- preparing, or arranging the preparation, of an inventory for the dwelling or schedule of condition for the dwelling.

Landlord Property Management Activities:

- collecting rent;
- being the principal point of contact for the tenant in relation to matters arising under the tenancy;
- making arrangements with a person to carry out repairs or maintenance;*
- making arrangements with a tenant or occupier of the dwelling to secure access to the dwelling for any purpose;
- checking the contents or condition of the dwelling, or arranging for them to be checked as part of a current tenancy or for one which has ended;
- serving notice to terminate a tenancy.

* Unless purely undertaking repairs at a property and not involved in any other letting and management activities.

Licence conditions typically added to agent licences

1. Licence remit (A&L)
2. The Code of Practice (A&L)
3. Compliance with legislation (A&L)
4. Fitness for human habitation (A&L)
5. Training (A&L)
6. Renting Homes (Wales) Act 2016 training (A&L)
7. Appointing sub-agents (A&L)
8. Obtaining and maintaining business safeguards (A)
9. Displaying business safeguards (A)
10. Information to display on the agent's published list of fees (A)
11. Tenant information pack (A&L)
12. Robust management arrangements (A)
13. Discharging of duties to a landlord (A)
14. Working together to seek resolution (A&L)
15. Complaints policy (A&L)
16. Residing in let / managed property (A)
17. Provision of documentation to the Landlord (A)
18. Updating Details (A&L)
19. Provision of a List of Managed Properties (A)
20. Client landlord compliance (A)
21. Audit requirements (A)
22. Reporting fitness and propriety changes (A&L)
23. Fitness and propriety investigations (A&L)
24. Brand Guidelines (A&L)
25. Licence Fee Instalment Payments (A)

Annex 1 Bespoke Licence conditions

Annex 2 Additional licence conditions which apply where the licensee is also a landlord

1. Third party liability insurance – Landlord (L)
2. Robust Management Arrangements – Landlord (L)
3. Emergency arrangements – Landlord (L)
4. Residing in let / managed property (L)

Annex 3 Explanatory Notes

1. Licence remit (A&L)
   Licensees are able to carry out letting and management activities at any property in Wales for which they are an agent or a landlord.

   If a licence condition is identified as (A), it is applicable for the letting and management activities an agent completes,

   If a licence condition is identified as (A&L), it is applicable for the letting and management activities an agent completes for others and it also applies where the licensee is a landlord, completing the letting and management activities at their own properties.

   Where the licensee is a landlord, completing the letting and management activities at their own properties, the licence conditions in Annex 2 identified with (L) are also applicable.

2. The Code of Practice (A&L)
   Licensees must comply with the 'Code of Practice for Licensed Landlords and Agents' licensed under Part 1 of the Housing (Wales) Act 2014'. A copy of the Code can be viewed online on the Rent Smart Wales website Resources Page. The Code contains two elements.

   First and foremost, it sets out what landlords and agents must do to comply with the law, which is a requirement of this licence. All requirements given as 'musts' are already contained in legislation and are requirements licensees should already be aware of due to the training licensees have completed to obtain this licence.

   The second element of the Code is information on what can be done to raise standards above the minimum level required by law. This is described as Best Practice, and is shown in shaded boxes throughout the document. These are carried out at the discretion of landlords and letting agents. Failure to meet Best Practice would not be a reason for Rent Smart Wales to revoke a licence.

3. Compliance with legislation (A&L)
   Licensees must ensure that they comply with all legislation that applies. This includes all legislation in force when the licence is granted and any additional legislation that comes into force during the licence period.

4. Fitness for human habitation (A&L)
   The licensee must ensure that all managed properties within their portfolio are fit for human habitation, as defined within the Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022. Evidence that the fitness for human habitation standard has been met should be recorded on documentation, which can include but is not limited to valid electrical condition reports, start of contract checklists, inventories, routine visit reports and a smoke alarm and carbon monoxide detector record. Templates of these documents can be found on the Rent Smart Wales website Resources Page.

5. Training (A&L)
   If the licensee employs connected persons (employees; who are on its payroll, etc) who do letting and / or management work as defined in the Act and listed in Annex 3 as part of their contract of service, the licensee must ensure that these connected persons are appropriately trained within 3 months of starting the position and / or commencing letting and management activities.

   Appropriate training is either:

   1. 'First time' licence training that has been completed within 12 months prior to this licence's approval date, or on or after this licence's approval date or
   2. 'Relicensing' training, where the 'first time' licence training has previously been completed. The 'Relicensing' training must have been completed within 12 months prior to this licence's approval date, or on or after this licence's approval date or
   3. CPD. This is an option for connected persons who have previously completed approved 'first time' licence training (which may not meet the date parameters in 1 or 2 above). This can be valid CPD training to the minimum number of points for the licence type, completed within the last 5 years.

   Further information on training requirements for each licence type is available via the training page or by searching ‘what training options are best for me’ on the Rent Smart Wales website.

   If the licensee is a corporate body, they must ensure that there is always an appropriately trained Director/ Lead Trustee / Partner (if a limited liability partnership), who is also a principal user connected to the licence.

6. Renting Homes (Wales) Act 2016 training (A&L)
   The licensee and all connected persons are required to complete training which covers the Renting Homes (Wales) Act 2016 (as approved by Rent Smart Wales) within 3 months of the approval date of this licence, or within 3 months of a connected person commencing letting and management activities, if not already completed.

7. Appointing sub-agents (A)
   Where the licensee discharges to a subagent rent collection or more than one of their other letting and management responsibilities, e.g: check out inspections, for which a licence would not be required, the licensee must ensure that the subagent meets Rent Smart Wales standards for training and compliance within the 'Code of Practice for Licensed Landlords and Agents' and all other relevant licence conditions attached to the licensee's licence. The licensee will be required to provide evidence that these standards are being met upon request, evidence could be the contract.

   The relevant letting and management responsibilities can be found in Annex 3.

8. Obtaining and maintaining business safeguards (A)
   The licensee must have and maintain throughout the period of their licence client money protection, professional indemnity insurance and membership of an independent letting and management redress scheme (as accepted by Rent Smart Wales) unless an exemption or concession has been granted in writing by Rent Smart Wales.

   All cover / membership must be of an appropriate scope, as detailed in the document entitled "Agent Licence Conditions - Business Safeguards" which can be viewed online on the Rent Smart Wales website Resources page, in relation to:

   - the letting and management activities the licensee completes,
   - the branches the agent operates out of, and
   - the size of the licensee's portfolio.

   The licensee must supply the details of each, which proves the licensee is covered, to Rent Smart Wales within 6 weeks of the licence being awarded, and annually thereafter upon renewal of the cover / membership by uploading onto the licensee's Rent Smart Wales account. Should the evidence provided be insufficient, the licensee must provide detailed evidence of the cover / membership held when requested to do so by Rent Smart Wales. Sufficient evidence may include policy documents, schedules or certificates of cover which prove that the licensee has the safeguard in place.

   Details of professional indemnity insurance cover must specifically evidence that:

   - The licensee is covered by the policy,
   - The letting and management activities completed by the licensee are covered and
   - The level of cover

   Where the licensee is not able to secure the appropriate insurance, the licensee must contact Rent Smart Wales, who will consider the licensee's individual circumstances and advise accordingly.

9. Displaying business safeguards (A)
   Where this licence requires the licensee to provide and maintain the business safeguards of client money protection, professional indemnity insurance and / or membership to an independent letting and management redress scheme (as accepted by Rent Smart Wales), the licensee must display information regarding their current and valid certification.

   This information must be displayed at all of the premises where the licensee completes letting and / or management activities, on their website and be provided to any person on request.

10. Information to display on the agent's published list of fees (A)
    The licensee, where required by the Consumer Rights Act 2015 to display and publish a list of their relevant fees payable by a landlord or tenant, must include a statement on the list which indicates that:

    - The agent is a member of a redress scheme and gives the name of the scheme.
    - The agent has client money protection and gives the name of the client money protection provider.

11. Tenant information pack (A&L)
    The licensee must provide tenants with the information and documents listed below in accordance with the relevant legal requirements and / or at contract commencement. The information can be provided to the tenant either electronically or in hard copy.

    - Contact details for the licensee, (at contract commencement)
    - Written Statement of the Occupation Contract, (before the end of the period of 14 days of the occupation date, electronic copy can be given if agreed with the tenant)
    - Notice of an address to which tenants may send documents that are intended for the landlord RHW2 form, (before the end of the period of 14 days of the occupation date, electronic copy can be given if agreed with the tenant)
    - Energy Performance Certificate for the dwelling, (on request or at viewing, whichever is earlier)
    - Gas Safety Record for the dwelling where there is gas in the property, (before the tenant occupies the premises and within 28 days of the annual checks thereafter)
    - Electrical Condition Report for the dwelling and written confirmation of any remedial works completed that were required by the report, (before the end of the period of 14 days of the occupation date, and before 14 days after which the inspection was completed for further reports, electronic copy can be given if agreed with the tenant)
    - Security deposit prescribed information, (before the end of the period of 30 days starting with the day on which the deposit is paid)
    - The licensee's written complaints procedure, (at contract commencement)
    - A copy of the Tenant Guide published by Welsh Government entitled 'A Home in the Private Rented Sector: a Guide for Tenants in Wales' which can be viewed online on the Rent Smart Wales website Resources Page, (at contract commencement)
    - Details of local waste collection services and collection dates and provide all waste receptacles appropriate to the property, used by the local Council to manage and collect waste and encourage recycling, (at contract commencement)
    - Any relevant information for all appliances supplied by the landlord at the rental property, this could include but is not limited to user manuals (where available), written general safety guidance or if not available, a written record of a demonstration (at contract commencement).

12. Robust management arrangements (A)
The licensee must ensure that robust management arrangements are in place throughout the period of the licence and in particular ensure that suitably qualified contractors competent in their area of expertise are available to deal with emergencies if / when they arise at the property(s). Emergencies include but are not limited to gas / electric, locksmith and general building issues.

The licensee must ensure that the rental property(s) for which they have management responsibilities are visited at appropriate intervals determined by the licensee, taking into account property condition and tenant risks, while protecting the tenant's right to quiet enjoyment. Minimum routine visit intervals must be:

- **Annually** for dwellings let on single contracts, excluding houses in multiple occupation let on single contracts, with the first routine visit taking place within the first **2-6 months** of the contract.
- Every **6 months** for a House in Multiple Occupation (HMO), with the first routine visit taking place within the first **2-6 months** of the contract.

In addition, the licensee must respond to all matters that arise in between routine visits appropriately and in accordance with the licensee's reporting maintenance procedure and where applicable, the licensee's complaints procedures.

Property visits must be documented, signed and dated by the licensee or an appropriately trained user connected to this licence. The licensee must retain the documentation for a minimum period of **two years** or for the duration of the contract whichever is longer and provide the information to Rent Smart Wales when requested.

Where the robust management arrangements and / or routine visits frequency cannot be fulfilled by the licensee, the licensee must advise their client landlord(s) to appoint a licensed agent able to demonstrate robust management practices. This condition must be met within 8 weeks from the date the licence is approved and in addition, within 8 weeks of the agent being unable to meet the requirement or being notified by Rent Smart Wales of the requirement, where it has been determined that the licensee has failed to demonstrate robust management practices / or routine visit frequency cannot or has not been fulfilled.

For further guidance about how to schedule, conduct and document routine visits to rental properties please see the 'Routine Visit Checklist for RSW licensees' which can be viewed online on the Rent Smart Wales website Resources Page.

13. Discharging of duties to a landlord (A)
Where the licensee's legal responsibilities are discharged to a landlord, for example: to secure an Energy Performance Certificate, Gas Safety Record and / or to complete the tenancy deposit requirements, a duty remains on the licensee to ensure and be able to demonstrate that the responsibilities are undertaken within legislative requirements, the duty includes:

- requesting copies of the documentation,

- checking the documentation for legal compliance, and
- retaining records of the documentation.

The licensee must, where the landlord is unlicensed, contact the tenant to make arrangements for these matters and inform the landlord that an unlicensed landlord cannot undertake any letting and / or management activities without a licence to do so.

14. Working together to seek resolution (A&L)
The licensee must engage with the tenants of the rental property(s) for which they have management responsibilities and interested parties including public bodies, with the aim of resolving complaints and issues where they arise, including in respect of anti-social behaviour.

15. Complaints policy (A&L)
The licensee must manage any complaints from those involved in their business practices in a professional and coherent manner and have a written procedure in place appropriate to the licensee's business model. This should include how to make a complaint and explain how and when the complaint will be responded to.

The licensee must ensure that the written procedure is accessible to service users which includes prospective tenants, tenants and landlords. This includes but is not limited to the procedure being available in any office, on any website and ensuring that it is provided on a request from any service user which includes prospective tenants, tenants and landlords. The licensee will provide a copy of their written complaint handling procedure to Rent Smart Wales on request.

A template complaints procedure/policy for Rent Smart Wales licensees can be viewed online on the Rent Smart Wales website Resources Page.

16. Residing in let / managed property (A)
The licensee or connected person must not reside at any dwelling where they undertake letting and / or management activities on behalf of the landlord unless the landlord is a direct relative of the licensee and unless Rent Smart Wales have been notified of the arrangement. If the licensee's situation changes, the licensee must notify Rent Smart Wales.

A direct relative is defined by Rent Smart Wales to mean a parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew, niece or cousin, with any relationship of the half-blood being treated as a relationship of the whole blood. Please see Section 258, Housing Act 2004: https://www.legislation.gov.uk/ukpga/2004/34/section/258

17. Provision of documentation to the landlord (A)
The licensee must ensure that all relevant paperwork and information is provided to the landlord during the course of the contract or at termination of the contract. This should include but is not limited to electrical condition reports, gas safety records and deposit information.

18. Updating details (A&L)
The licensee must keep their licence details up to date either within their Rent Smart Wales account at www.rentsmart.gov.wales or by notifying Rent Smart Wales by telephone on 03000 133344 or by post at Rent Smart Wales, PO Box 1106, Cardiff. CF11 1UA. These details must be updated within **28 days** of the change.

The licence details that must be kept up to date are:

- name,
- correspondence address,
- registered office, where applicable,
- telephone number,
- email address,
- the letting and / or management arrangements,
- the acquisition / disposal of rental properties,
- connected persons, where connected persons are no longer employed by the licensee, or do not complete letting and management activities for the licensee,
- connected persons, who commence letting and management activities for the licensee,
- Company Directors, Limited Liability Partnership Partners or Trustees, if applicable, and
- where the licensee is an agent, the letting and management activities for every property in their portfolio by responding to all property invites within **28 days** and removing responsibility for letting and management activities where the agent is no longer responsible.

19. Provision of a list of managed properties (A)
The licensee must provide up to date details of their landlords and all the rental properties in Wales for which the licensee has letting or management responsibility. This must be completed at least once a year from the date of this licence, and on request from Rent Smart Wales.

The details must be uploaded directly onto the licensee's Rent Smart Wales agent account 'list properties' page using the template provided on the Resources Page of the Rent Smart Wales website entitled ‘Managed Property List Template For Agents’. The template must be completed in full and provided within an excel editable spreadsheet.

Alternatively, the licensee can contact Rent Smart Wales on 03000 133344 or by post at Rent Smart Wales, PO Box 1106, Cardiff, CF11 1UA to provide the information.

20. Client landlord compliance (A)
The licensee is required to ensure that client landlords are compliant with the Housing (Wales) Act 2014. Specifically, the licensee must:

- Ensure any properties managed by the licensee are registered by the landlord. The licensee is required to notify a landlord of the need to register/re-register and if the landlord fails to register within 12 weeks of the agent's agreement to manage the property or to re-register within 12 weeks of the expiry; the licensee must provide the landlord's name, landlord's correspondence address, telephone number, email address and the rental property address to Rent Smart Wales.
- Inform landlords that they cannot undertake any letting and / or management activities without a licence to do so. Where an unlicensed landlord undertakes letting and / or management activities, the licensee must report this to Rent Smart Wales within **14 days** of receiving the information.

The notifications should be made directly to Rent Smart Wales by telephone, email or post.

The letting and management activities that landlords must be licensed to undertake are specified in the Housing (Wales) Act 2014, Sections 6 and 7. Further information can also be found on the Rent Smart Wales website on the licensing page.

21. Audit requirements (A)
Licensees may be subject to an audit by Rent Smart Wales within their licence term. This audit will determine compliance with a licensee's legal obligations and licence conditions. Should a licensee be subject to a Rent Smart Wales audit, the licensee must co-operate fully and comply with the requirements of the audit. Note that this audit may be undertaken by Rent Smart Wales and / or a Welsh Local Authority acting on behalf of Rent Smart Wales.

22. Reporting fitness and propriety changes (A&L)
This licence has been granted on the condition that the licensee is considered fit and proper. Should this change and the licensee or anyone associated with the licensee is convicted of an offence during the period of the licence, the licensee must notify Rent Smart Wales within **14 days** of being convicted. Please note driving offences are exempt.

23. Fitness and propriety investigations (A&L)
    Where Rent Smart Wales has cause for concern in relation to fitness and propriety or breach of licence conditions, the licensee must assist Rent Smart Wales or the Local Authority (acting on behalf of Rent Smart Wales) by providing all requested relevant information and official documentation and assist Rent Smart Wales or the Local Authority (acting on behalf of Rent Smart Wales) to secure access to any properties let and / or managed by the licensee in accordance with legal requirements giving at least 24 hours' written notice.

24. Brand guidelines (A&L)
    The licensee is permitted to use the Rent Smart Wales approved landlord logo (where a valid landlord licence is held) or approved agent logo (where a valid agent licence is held) to market themselves. However, this must be used in accordance with the brand guidelines at all times. A copy of the brand guidelines can be viewed online on the Rent Smart Wales website Resources Page or the licensee can request a copy to be sent.

25. Licence fee instalment payments (A)
    If the licensee is paying the licence fee by instalments, all fee payments must be made in full and on time. If a fee payment is missed the licensee must notify Rent Smart Wales within 3 days of failing to make the payment and pay the missed fee payment within 14 days of the date the payment was due.

Annex 1 Bespoke licence conditions

No bespoke licence conditions have been added to this licence.

Annex 2 Additional licence conditions which apply where the licensee is also a landlord

The following licence conditions also apply, where the licensee is a landlord, in respect of the letting and / or management activities they complete at properties where they are the landlord.

1. Third party liability insurance (L)
   The licensee must have and maintain throughout the period of their licence, an adequate building insurance policy or other such insurance policy containing third party liability cover in the minimum sum of £1 million to cover every rental property managed by the licensee.

   When requested to do so, the licensee must supply Rent Smart Wales with sufficient evidence of this cover. Such evidence may include policy documents, schedule and certificate of cover. This condition does not require the licensee to provide insurance cover for the tenant's or other occupier's belongings.

   Where the licensee is not able to secure the appropriate insurance, the licensee must contact Rent Smart Wales, who will consider the licensee's individual circumstances and advise accordingly.

2. Robust management arrangements (L)
   The licensee must ensure that robust management arrangements are in place throughout the period of the licence and in particular ensure that suitably qualified contractors competent in their area of expertise are available to deal with emergencies if / when they arise at the property(s). Emergencies include but are not limited to gas / electric, locksmith and general building issues.

   The licensee must ensure that the rental property(s) for which they have management responsibilities are visited at appropriate intervals determined by the licensee, taking into account property condition and tenant risks, while protecting the tenant's right to quiet enjoyment. Minimum routine visit intervals must be:

   - **Annually** for dwellings let on single contracts, excluding houses in multiple occupation let on single contracts, with the first routine visit taking place within the first **2-6 months** of the contract.
   - Every **6 months** for a House in Multiple Occupation (HMO) with the first routine visit taking place within the first **2-6 months** of the contract.

In addition, the licensee must respond to all matters that arise in between routine visits appropriately and in accordance with the licensee's reporting maintenance procedure and where applicable, the licensee's complaints procedures.

Property visits must be documented, signed and dated by the licensee or an appropriately trained user connected to this licence. The licensee must retain the documentation for a minimum period of **two years** or for the duration of the contract whichever is longer and provide the information to Rent Smart Wales when requested.

Where the robust management arrangements and / or routine visits frequency cannot be fulfilled by the licensee, the licensee must appoint a licensed agent able to demonstrate robust management practices. This condition must be met within 8 weeks from the date the licence is approved and in addition, within 8 weeks of the landlord being unable to meet the requirement or being notified by Rent Smart Wales of the requirement, where it has been determined that the licensee has failed to demonstrate robust management practices / or routine visit frequency cannot or has not been fulfilled.

For further guidance about how to schedule, conduct and document routine visits to rental properties please see the 'Routine Visit Checklist for RSW licensees' which can be viewed online on the Rent Smart Wales website Resources Page.

3. Emergency arrangements (L)
   Licensees may only appoint an unlicensed person to be the main point of contact and make any decisions relating to their rented properties for an unplanned event out of the licensee's control, such as a medical emergency, and for a maximum duration of **4 weeks** per calendar year.

4. Residing in let / managed property (L)
   The licensee must ensure that any person who is connected to the licence (as a Director, Employee or other connected person) does not reside at any property where they undertake letting and / or management activities on behalf of the licensee unless Rent Smart Wales have been notified of the arrangement.

Annex 3 Explanatory Notes

Tenant / contract-holder

The use of the word tenant has been used throughout licence conditions for simplicity, where the word tenant is used, tenant relates to contract-holders in respect of occupation contracts issued under the Renting Homes (Wales) Act 2016 and tenants in respect of regulated tenancies issued under the Rent Act 1977.

Letting and management activities for the training and appointing sub-agents licence conditions

Training licence condition

A connected person is required to undertake Rent Smart Wales approved training, if they undertake **any** of the activities listed below:

Sub-agent licence condition

A sub-agent is required to complete training and abide by the 'Code of Practice for Licensed Landlords and Agents', if they undertake the activity of rent collection or more than one of the other letting and management responsibilities listed below:

Agent letting activities

- publishing advertisements or disseminating information;
- providing a means for prospective landlords (or their agents) and tenants to contact each other and communicate
- arranging and conducting viewings with prospective tenants;
- preparing, or arranging the preparation of, the tenancy agreement;
- preparing, or arranging the preparation of, any inventory or schedule of condition;

Agent management activities

- collecting rent
- being the principal point of contact for the tenant in relation to matters arising under the tenancy;
- making arrangements with a person to carry out repairs or maintenance*;
- making arrangements with a tenant or occupier of the dwelling to secure access to the dwelling for any purpose;
- 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;
- serving notice to terminate a tenancy.

* Unless purely undertaking repairs at a property and not involved in letting and management activities.