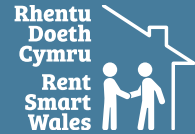


Renewing your licence

Guidance for agents



What is renewal?

Every licence lasts for 5 years. If you still need your licence, you must apply to renew it before it expires.

Renewal involves updating your information, completing training and paying a fee. On approval, your licence will be valid for another 5 years.

Who needs a licence?

You need an agent licence if you let and/or manage property in Wales on behalf of other landlords. Letting and managing activities include, but are not limited to, organising tenancies, collecting rent and dealing with any issues raised during the tenancy.

If you only let and/or manage your own property, you only need a landlord licence.

If you own property you let out on a domestic tenancy you need to complete a registration.

For more information about registration or licensing visit our website or contact us.

What do I need to do?

Online application

Sign in to your Rent Smart Wales account to review your account details. From your user dashboard select the 'renew now' button on your agent licence to start the renewal process.

Paper application

If you would prefer to complete a paper application you can download an agent licence application form from the Rent Smart Wales website or contact us to request a form by post.

I no longer let and/or manage

If you are no longer need a licence it is important you let Rent Smart Wales know.

Sign in to your account, select 'I am no longer an agent' and follow the instructions. If you do not have an account, complete a 'licence no longer required notification' form.

What happens if I don't renew?

If you don't renew on time, you or the landlord may face consequences. These could include:

- a fixed penalty
- not being able to serve a valid eviction notice
- legal action leading to criminal conviction
- rent repayment/ stopping orders



What is the application process?

There are five parts to an agent licence application:



Profile

Check and update personal details.



Licence application

Confirm the licence type, enter any employee details, sign the 'fit and proper' declaration and attach your business safeguards.



Training

Plan ahead so you have enough time to complete training before your licence expires. Read our training guidance for more information.



Managed properties

Use our template to provide a list of properties that you manage as an agent.



Fee payment

Submit the correct fee for your application.

How much does an agent licence cost?

The cost of your agent licence varies based on the number of properties you manage. Discounts are available if you are a member of a professional body and some fees can be paid in instalments. For more information, view our fee policy.

What support is available to me?

If you need help with your licence renewal, contact Rent Smart Wales. We will guide you through the process.

You can reach us by:



Website

Complete a 'Contact Us' form: rentsmart.gov.wales/en/contact/



Phone

Call us on
03000 133344



Post

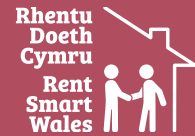
Write to
Rent Smart Wales
PO Box 1106
Cardiff
CF11 1UA

You can find more renewal information and resources on our website.



Training options for renewal

Guidance for agents



Do I need to complete training?

Training must be up to date before you submit a licence application. This includes your own training and the training of anyone else who is part of the application. Completing the training will make sure you have the knowledge to manage your tenancies effectively and comply with the law. Plan ahead so you have enough time to complete training before your licence expires.

Do I need to complete training?

1. Pick a learning option



Agent Licensing / Re-licensing Training

All the information you need to meet your training requirement in a single course.

- ✓ Only one booking
- ✓ Covers the essentials
- ✓ Complete within one year before your application is submitted



Continued Professional Development (CPD) courses

Complete the 80 CPD points needed to submit an agent licence by combining a core course with supplementary courses.

- ✓ Shorter online courses
- ✓ Tailor your learning
- ✓ Build your knowledge over 5 years before you submit your application

2. Choose a training delivery type

Online

Self-guided online training courses you can access on your user account



Virtual classroom

Real-time online learning led by one of our expert trainers



Classroom

Face-to-face learning with one of our expert trainers



Check for virtual classroom and in-person classroom courses near you on our training page. Don't see your area listed? Register your interest by contacting us.

Available courses and fees

You can complete agent licensing training:

- online for £60
- in a classroom for £140

Online CPD courses vary in cost. You must select a core course and a selection of supplementary courses. View a sample list below, or see a full list on our training page.

Online CPD course	Points	Fee
Safe and Healthy Homes (core)	30	£15
Managing Student Lets	20	£10
Fire Safety	10	£5
Flood Management	10	Free

What if I have staff?

Staff who are part of the application and let and/or manage property will need to complete training.

Company, limited liability partnership, charity or trust agent licences

In addition to all those completing letting and/or management activities, training needs to be completed by a:

- director for a company licence
- partner for a limited liability partnership licence
- trustee for a charity or trust licence

This applies even if they do not complete letting and management activities.

Approved providers

For a list of Rent Smart Wales approved training providers, visit our website or contact us.

What support is available to me?

If you need help with your training options, we can help.

You can reach us by:



Website

Complete a 'contact us' form: rentsmart.gov.wales/en/contact/



Phone

Call us on
03000 133344



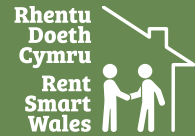
Post

Write to
Rent Smart Wales
PO Box 1106
Cardiff
CF11 1UA

You can find more renewal information and resources on our website.

Changes to licence conditions

Rent Smart Wales has made changes to standard licence conditions. These will apply to your new licence once it has been renewed.



New and amended conditions for all licences



Fitness for human habitation (new)

You must make sure all your managed properties are fit for human habitation: www.gov.wales/fitness-homes-human-habitation-guidance-landlords-html



HMO routine inspections to be every 6 months (amended)

HMOs let on a single contract must be inspected every 6 months in line with all other types of HMOs (previously every 12 months).



Training for limited liability partnerships changed to match corporate bodies (amended)

Where the licence is issued to a limited liability partnership, a partner must be connected as a principal to the licence and must complete training (whether or not they are directly undertaking lettings and/or management). This brings it in line with corporate bodies.



Tenant information pack (amended)

At the start of a tenancy, tenants must now be provided with a written occupation contract and an address to which they can send documents that are intended for the landlord (RHW2 form).

New condition for agent licences



Providing documents to landlords

Agents must give landlord important documents relating to the tenancy, like safety certificates and deposit information.

Other changes to licence conditions

Other changes include a new condition about working together to tackle antisocial behaviour, stronger rules on keeping your details updated, and the need to give fitness and propriety information on request.

Where can I find my licence conditions?

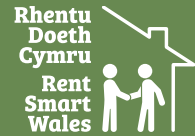
Licence conditions are sent to you when your licence is approved. You can request your current licence conditions at any time by contacting Rent Smart Wales. Your current conditions will stay in place until your licence is renewed.

Find out more

Read the Rent Smart Wales standard licence conditions: rentsmart.gov.wales/en/resource-library/

Licence conditions

Guidance for licence holders



Why is a licence important?

A licence makes sure that people who let or manage property are fit and proper, let out homes that meet the minimum standards and treat their tenants professionally.

To keep a licence for its full five years, you must follow a set of licence conditions.

Standard licence conditions

Make sure you read and understand the standard licence conditions. They say you should:

- ✓ meet the minimum property standards
- ✓ have lawful management practices such as using a deposit protection scheme
- ✓ put insurances in place
- ✓ complete the right training
- ✓ give tenants the right documents at the right times
- ✓ give tenants clear arrangements for reporting repairs
- ✓ complete routine inspections

Additional conditions

Different conditions apply depending on whether you are a landlord or agent and the type of entity you are part of, such as individual, joint, corporate body, charity or trust.

The code of practice

The Rent Smart Wales code of practice sets out most of the legal requirements you must meet. It is a useful guide to make sure you get things right the first time.

Fitness and propriety

You must be deemed fit and proper before being granted a licence. If you or anyone associated with you is convicted of an offence during the period of the licence, you must notify Rent Smart Wales within 14 days of being convicted.

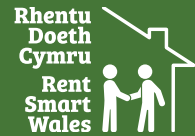
What happens if I don't comply?

We receive reports of non-compliance from tenants and other organisations. This could lead to you:

- being investigated
- having additional licence conditions
- losing your licence
- not being able to let or manage property

Business safeguards

Guidance for agents



What are the requirements?

All licences granted by Rent Smart Wales are issued with a set of licence conditions that the licensee will need to meet throughout the term of the licence.

All agent licences issued have the 'Obtaining and Maintaining Business Safeguards' licence condition (unless an exemption has been granted).

Which safeguards are needed?

The 'Obtaining and Maintaining Business Safeguards' licence condition requires that all agents licensed with Rent Smart Wales will need to obtain and maintain throughout the period of their licence:

- client money protection (where client money is handled)
- professional indemnity insurance (the level of cover based on portfolio size)
- membership to an independent letting and management redress scheme (as accepted by Rent Smart Wales)

Overview

This document provides a brief overview of the three business safeguards required by agents.

For more information, see the business safeguards document on the Rent Smart Wales resource library under 'licencing':

rentsmart.gov.wales/en/resource-library/

Evidence of safeguards

A valid agent licence application must include evidence of business safeguards (unless an exemption has been granted). An incomplete application will not be accepted.

The agent must also display evidence of their current and valid certification at all premises where the licensee completes letting and/or management activities, on their website and provide it to any person on request.

Client money protection

This is an insurance that protects a client (usually the landlord and the tenant) if the company holding the money was to either go bust or misappropriate the money.

Client money includes rent, deposits or other funds (whether cash, cheque, draft or electronic transfer) which an agent holds or receives, for or from a client, and which is not

immediately due and payable on demand to the agent for its own account.

The agent must supply evidence that they hold valid client money protection when applying for a Rent Smart Wales agent licence and annually thereafter. The agent must also ensure that the policy is in the correct legal name.

Professional indemnity insurance

This insurance covers the legal costs and expenses in defending a claim against an agent, as well as compensation payable to a client, tenant and/or third party to rectify the mistake should the agent breach a professional duty of contract. An example is giving incorrect information, which the client, tenant and/or third party feels aggrieved against.

The agent must supply evidence that they hold valid professional indemnity insurance when applying for a Rent Smart Wales agent licence and annually thereafter. The agent must also ensure that the policy is in the correct legal name.

The professional indemnity insurance must cover the letting and management activities the agent completes. For example, if the policy only specifies 'estate agency work' or 'surveyor', it will not be sufficient.

The minimum level of cover required is based upon an agent's combined portfolio of let and managed properties:

- 100 properties or less - £100,000
- 101 properties or more - £500,000

Membership to a redress scheme

Redress schemes provide an impartial and independent redress service to resolve disputes with the agent's service users which includes prospective tenants, tenants and landlords.

The membership must be for residential lettings activities and must cover every branch from which the agent completes letting and management activities.

The agent must supply evidence that they hold valid membership, in the correct name, to an independent letting and management redress scheme when applying for a Rent Smart Wales agent licence and annually thereafter.