

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, providing evidence of business safeguards and paying a fee. On approval, your licence will be valid for another 5 years.

[Find out more about licensing.](#)

Who needs a licence?

You need an agent licence if you let and/or manage property in Wales on behalf of others. 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.

[Find out more about registration.](#)

What do I need to do?

[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.

I no longer let and/or manage

If you 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 are not able to sign in, 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.



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.

