

ASTLL3

Progress applications to rent property



Overview

This standard is about obtaining information regarding prospective tenants / licencees relevant to assessing their suitability towards renting property.

It includes arranging checks and undertaking referencing. During this process it is important to take into account applicable legislation.

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Performance criteria

- You must be able to:*
- P1 Confirm that the property is still available to let
 - P2 Confirm information regarding the prospective tenant / licensee appropriate to establishing their circumstances relevant to renting property, explaining clearly and accurately the reasons for your request
 - P3 Explain any administration fees charged, the purpose of these and the times at which they will be charged
 - P4 Obtain the prospective tenant / licensee's permission for you to seek further information, where relevant, from other organisations in line with legislation
 - P5 Obtain relevant information regarding the prospective tenant / licensee from other organisations
 - P6 Determine all relevant information, including the prospective tenant / licensee's preferred timescale for moving in
 - P7 Identify promptly any problems with obtaining the information required, and take the appropriate actions to address these
 - P8 Undertake referencing taking into account legislation
 - P9 Report the results of the referencing process to relevant people
 - P10 Listen actively, encourage questions and check for understanding
 - P11 Maintain acceptable standards of appearance and conduct in all dealings with prospective tenants / licensees
 - P12 Maintain clear, accurate and up to date records
 - P13 Comply with all relevant legislation, guidelines and codes of practice

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Knowledge and understanding

You need to know and understand:

- K1 Legislation, guidelines and codes of practice relevant to arranging and conducting viewings involving prospective tenants / licencees of residential property, and their impact for your activities
- K2 The principal types of health, safety and security issues that may need to be addressed during accompanied viewings, and how to address these
- K3 Typical rental values in your local property area, and how readily different types of property are being let
- K4 The types of tenants / licencees of residential property, including students, professionals, and families and the factors likely to be important in their respective renting decisions
- K5 The purpose and importance of compliance with statutory information requirements relating to letting property (e.g. Energy Performance Certificates)
- K6 The information required regarding prospective tenants / licencees in order to match their requirements to your available properties
- K7 The factors to consider when matching available properties to the requirements of prospective tenants / licencees
- K8 How to contact prospective tenants / licencees
- K9 The information that can be provided to prospective tenants / licencees
- K10 The types of viewing conditions and restrictions that might apply to different properties
- K11 Typical questions asked by prospective tenants / licencees when viewing a property, and how to address these
- K12 The importance of maintaining acceptable standards of appearance and conduct in all dealings with prospective tenants / licencees
- K13 The importance of explaining carefully any technical terms or abbreviations, avoiding jargon and ensuring that you have been understood

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Suite Residential Landlords

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