

# ASTLL7

## Visit tenanted properties



---

### Overview

This standard is about performing routine visits of let properties. During visits there may be maintenance issues which come to light. It is important to ensure that visits are well planned and that consent of the tenant is gained to enter the property in accordance with the terms of the agreement.

# ASTLL7

## Visit tenanted properties

---

### Performance criteria

*You must be able to:*

- P1 Check the terms of the tenancy agreement for the amount of notice which is required to be given to tenants and other relevant information
- P2 Ensure that visits are undertaken in line with the terms of the tenancy agreement
- P3 Contact the tenant to make arrangements to undertake the visit
- P4 Familiarise yourself with the inventory for the property
- P5 Ensure that you provide formal identification to the tenant on arrival
- P6 Gather information from the tenant relating to any problems they may have with the property and advise them of what actions you are able to take
- P7 Check the general condition of the property
- P8 Maintain acceptable professional standards of appearance and conduct in all dealings with tenants
- P9 Ensure that any outstanding issues have been dealt with appropriately
- P10 Confirm the results of the visit to the tenant and complete documentation

# ASTLL7

## Visit tenanted properties

---

### Knowledge and understanding

*You need to know and understand:*

- K1 Legislation, guidelines and codes of practice relevant to tenancies and their impact for you
- K2 How to organise visits to tenanted properties and the length of time between visits which is acceptable
- K3 The general terms of the tenancy agreement
- K4 The principal types of risks to yourself, when visiting properties, both vacant and occupied, and the actions appropriate to minimising these risks
- K5 The responsibilities between yourself and tenant and who is responsible for what according to the tenancy agreement and relevant legislation
- K6 How to make arrangements for access to properties and what to do if access is denied
- K7 Reporting arrangements for any issues which may arise as the result of a visit
- K8 The importance of maintaining acceptable standards of appearance and conduct in all dealings with tenants
- K9 The general condition of the property at the last visit including the broad contents of the inventory e.g. any existing damage at the start of the tenancy

# ASTLL7

## Visit tenanted properties

---

**Developed by** Asset Skills

---

**Version number** 1

---

**Date approved** February 2012

---

**Indicative review date** February 2017

---

**Validity** Current

---

**Status** Tailored

---

**Originating organisation** Asset Skills

---

**Original URN** ASTRL17

---

**Relevant occupations** Residential landlord

---

**Suite** Residential Landlords

---

**Key words** Tenant; letting; property; visit