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**Overview**

This standard is about obtaining information regarding prospective tenants/ licensees relevant to assessing their suitability towards renting property either as a landlord or as an agent acting on behalf of a landlord. It includes arranging checks and undertaking referencing. During this process it is important to take into account current and relevant 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/licencee 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/licencee's permission for you to seek further information, where relevant, from other organisations in line with current relevant legislation
  - P5 obtain relevant information regarding the prospective tenant/licencee from other organisations
  - P6 determine all relevant information, including the prospective tenant/licencee'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 current relevant 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 current relevant legislation, guidelines and codes of practice

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**Knowledge and understanding**

**You need to know and understand:**

- K1 current relevant legislation, guidelines and codes of practice relevant to arranging and conducting viewings involving prospective tenants/licensees 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/licensees 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 including Energy Performance Certificates
- K6 the information required regarding prospective tenants/licensees 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/licensees
- K8 how to contact prospective tenants/licensees
- K9 the information that can be provided to prospective tenants/licensees
- K10 the types of viewing conditions and restrictions that might apply to different properties
- K11 typical questions asked by prospective tenants/licensees 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/licensees
- K13 the importance of explaining carefully any technical terms or abbreviations, avoiding jargon and ensuring that you have been understood

ASTRL13  
Progress applications to rent property



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