
Overview

This standard is about gathering and providing information and relevant paperwork to tenants / licensees as a landlord or as an agent acting on behalf of a landlord.

It includes getting the final documents signed and dated and the administration which needs to be completed following sign up.

**Performance
criteria**

- You must be able to:
- P1 provide the tenant/licencee with all relevant documents in accordance with current relevant legislation
 - P2 receive payments of sign up monies in accordance with procedures
 - P3 ensure that all relevant documents are signed and dated by all relevant parties, including where applicable any guarantor, and copies given to all relevant parties in line with procedures
 - P4 set up future rent payments
 - P5 ensure that the tenant / licencee is given keys to the property and that records of keys given are taken
 - P6 ensure that there is agreement with any inventory provided for the property
 - P7 maintain acceptable standards of appearance and conduct in all dealings with tenants/licensees
 - P8 register the tenant's/licensee's deposit in line with current relevant legislation where applicable
 - P9 ensure that meter readings are recorded on entry

Knowledge and understanding**You need to know and understand:**

- K1 current relevant legislation, guidelines and codes of practice relevant to handing over residential property to tenants/licensees and their impact for you
- K2 procedures for handing over property to tenants/licensees
- K3 procedures for dealing with sign up monies and the security arrangements for this
- K4 methods of payment which are acceptable
- K5 the documents which should be signed and dated by all relevant parties including where applicable any guarantor
- K6 to whom copies of documentation should be passed
- K7 procedures for setting up future rent payments and when these apply
- K8 procedures for dealing with keys for tenanted/licenced properties
- K9 procedures for dealing with inventories
- K10 procedures for registering tenant/licencee deposits and where this applies
- K11 the importance of maintaining acceptable standards of appearance and conduct in all dealings with tenants/licensees
- K12 the importance of explaining carefully any technical terms or abbreviations, avoiding jargon and ensuring that you have been understood
- K13 why it is important to gain accurate meter readings when a property is handed over
- K14 procedures for recording meter readings

Developed by	Asset Skills
Version number	2
Date approved	November 2013
Indicative review date	October 2018
Validity	Current
Status	Original
Originating organisation	Asset Skills
Original URN	ASTLL6; ASTRL16
Relevant occupations	Managers; Managers and Proprietors in Other Service Industries; Managers and Senior Officials; Property Managers; Contract Managers
Suite	Residential Property Letting and Management; Residential Landlords
Key words	Letting of property; Tenancy agreements; Tenants; Licensees; Landlords; Letting Agents; Inventory; Deposits