

Terms and Conditions of Membership



QUALIFYING CRITERIA FOR MEMBERSHIP

Membership of the Landlord Accreditation Scheme: North Staffordshire (the Scheme) is open to any individual or company owning residential property within the boundaries of Stoke-on-Trent City Council and Newcastle-under-Lyme Borough Council whether they be locally based or not. Applications will also be considered from any person or company being a lessee of the premises or any person or company having full management control – a copy of the lease or management agreement will need to be submitted.

The Scheme is not open to registered social housing providers, letting or managing agents, or university run accommodation as these are subject to existing regulatory control.

Membership will be awarded for a 2-year period subject to the qualifying conditions being met, submission of a valid application, copies of all relevant certificates and payment of the relevant membership fee.

Qualifying Criteria:

- The Scheme operators must consider evidence as to whether a person or company is a fit and proper person to be a member of the Scheme. Therefore, applicants must confirm that they are a fit and proper person - see the [Fit & Proper Person Declaration](#)
- A copy of a valid Gas Safety Certificate (where applicable), a copy of a valid EICR certificate and an Energy Performance Certificate (EPC) that meets current legislation must be submitted for each property with the application and on renewal of membership
- Applicants are required to inform the Scheme operators of all the private rented properties they own which are located within the boundaries of the Scheme and to advise the Scheme operators of any changes to their property portfolio during the membership period
- Applicants must agree for the primary landlords' name, business name (if provided), Landlord Accreditation Scheme membership number and expiry date of membership only to be published on the Scheme website for members of the public or other agencies to confirm membership
- Agree to inclusion on the Scheme's mailing list for the purpose of receiving key information in relation to the Scheme such as updates and changes to legislation
- Be aware of and agree for your information to be used and shared as detailed in the [Fair Processing Notice](#)
- Applicants must agree to conform to the **Members Code of Conduct** of the Landlord Accreditation Scheme: North Staffordshire as detailed below

MEMBERS CODE OF CONDUCT

Property standards

Members must:

- a) Ensure that their properties are compliant with all statutory or legal requirements including but not limited to planning, building control, fire authority and HMO licensing
- b) Hold copies of all relevant safety certificates in respect to gas installation and appliances and electrical installation condition reports for the property that have been provided to the tenant
- c) Take all reasonable steps to ensure that the accommodation provided does not fall below the current minimum legal standards, in that it is in a reasonable state of repair, has adequate fire safety and amenities and meets good standards of management
- d) Attend to all disrepair or defects in the property promptly when notified by your tenant or agent
- e) Upon request, arrange access for authorised officers to inspect any of their properties they own within the Scheme boundaries. These inspections are to ensure that they meet current legal and scheme requirements
- f) Comply with all requests from the local authorities to improve the property conditions following a formal or routine inspection where defects were noted. Failure to do so could result in an enforcement notice being served and removal from the Scheme

Management Code

- g) To act fairly, legally, honestly and reasonably in all dealings with tenants and respect their rights to peaceful and quiet enjoyment of the property
- h) Not to discriminate against people with 'protected characteristics' under the Equality Act 2010. This means landlords or their agents must not treat prospective and/or existing tenants less favourably than others just because of their age, sex, disability, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or gender reassignment
- i) To promptly acknowledge all communications received from the tenant and respond appropriately
- j) Apart from emergencies, give the tenant reasonable notice (at least 24 hours, in writing, stating reasons) when access to the property is required by the landlord, agent or contractor)
- k) To provide tenants with a written tenancy agreement, together with a current inventory, a contact telephone number and details of an emergency contact
- l) To ensure that all legislation is complied with in relation to the start of a tenancy including but not limited to Tenancy Deposit, How to Rent guide
- m) Not to cause or allow harassment to a tenant or instruct or undertake any action that involves the tenant being illegally evicted or harassed
- n) Not to include any terms or conditions in the tenancy agreement that could be classed as potentially unfair under the Unfair terms in Consumer Contracts Regulations 1999 (the regulations) and must not charge any fees apart from those determined as allowable under the Tenant Fees Act
- o) To ensure that all tenancies are advertised with transparency and free from misrepresentation
- p) In cases where you are a resident landlord, the lodger should be made fully aware that you are occupying the property as your principle home

- q) Without good legal cause, promptly return any deposit at the end of the tenancy to the tenant. Where possible, a written statement accounting for and excluding any deductions should be provided

General

- r) Ensure that any changes to contact details (phone, postal address, email address etc) are reported to the Scheme Operator within 14 days of the change
- s) New members (or their representative) must attend a Core Membership event that covers both tenancy management and property standards within the first 6 months of membership or complete the e-learning
- t) Existing members who have renewed their membership are required to attend a further Core Membership event at least once throughout the 2-year membership renewal period
- u) The requirement to attend a Core Membership event may be waived if a member has completed a similar level course with a recognised association within the last two years (certification/proof must be provided)
- v) Members must be willing to take steps to maintain and improve knowledge of current relevant legislation and good practice such as attending Professional Development Events organised by the Scheme
- w) Members must comply with all reasonable requests made by the Scheme Operators in relation to property and management standards
- x) Members must not act in such a manner that brings the Landlord Accreditation Scheme: North Staffordshire into disrepute.

The Scheme Operators may, through the Steering Group, make amendments to these Terms and Conditions as required.

The Landlord Accreditation Scheme: North Staffordshire is a partnership between



For further information, please contact the Landlord Accreditation Team at;

Stoke-on-Trent City Council
Private Sector Housing Team
Civic Centre
Glebe Street
Stoke-on-Trent
Staffordshire ST4 1HH

Tel: 01782 232271

Email: accreditation@stoke.gov.uk
Website: www.landlordaccreditation.co.uk



www.twitter.com/LandlordAc