

**Letting Agent Responsibility**

Ref	Description	Further Detail	Included (Y/N)	Tenderer Comment
<b>1</b>	<b>Advertising / Marketing</b>			
1a	Identify where advertised			
1b	Example of advert provided			
1c	Adverts include floorplan			
<b>2</b>	<b>Sign up</b>	<b>Provide copy of all checks to Association for approval of tenant</b>		
2a	References (to include Right to Rent verification)	Provide details of Tenderer's reference process / external provider		
2b	Affordability Check / identity check	Affordability check cannot exclude those in receipt of HB/UC		
2c	Processing of Bond / Deposit to DPS			
2d	Use of Leeds Federated Assured Shorthold Tenancy Agreement			
2e	Inventory			
<b>3</b>	<b>Tenancy Management</b>			
3a	Rent Collection / Credit Control			
3b	Day to Day contact for tenant			
3c	Dispute Management	Through to court / eviction if necessary		
3d	Anti-Social Behaviour Management			
3e	Property Inspections	At end of each 6month tenancy/renewal		
3f	Renewal process / review of rent	Agent to recommend potential change to rent, for Association approval		
<b>4</b>	<b>Maintenance</b>			
4a	Minor repairs (up to £250)	Refer repairs over £250 to Association. Repairs due to misuse/damage to be charged to the tenant.		
4b	Gas Servicing & issuing of certificate	Copy of Certificate to be provided to Association within 5 Working Days		
4c	Electrical Safety Certificate	Copy of Certificate to be provided to Association within 5 Working Days		
4d	Portable Appliance Testing	Copy of Certificate to be provided to Association within 5 Working Days		
<b>5</b>	<b>End of Tenancy</b>			
5a	Issuing of Notice where applicable	Within 2 Working Days of request by Association		
5b	Receipt / acknowledgement of Notice from tenant	Within 2 Working Days of receipt by Agent		
5c	Inventory / Condition check			
5d	Deposit/Bond repayment	Evidence of collection / payment into DPS and repayment to be provided		
5e	Co-Attendance at handover / Pre-termination Visit			
5f	Collect keys	Agent to consider lock change if applicable		
<b>6</b>	<b>Liaison with Association</b>			
6a	Recommendation of tenant for approval (see 2 above)			
6b	Provide copy of signed AST & associated documents (e.g. inventory)	Within 2 working days of signature		
6c	Mutually agreed Pre Termination visit			
6d	Payment of rent received to the Association with associated breakdown of addresses	Within 3 days of receipt by Agent		
6e	Invoice for Management Fees and other charges (e.g. repairs) with supporting documentation	Monthly in arrears		
6f	Advise if disputes have escalated to pre-Court action			
6g	Provide copy of Notice if received from tenant	Within 2 Working Days of receipt by Agent		
6h	Attendance at review meetings & provision of data for these.			
6i	Named contact for day-to-day queries and escalation.			
<b>Association Responsibility</b>				
<b>1</b>	<b>Advertising / Marketing</b>			
	None			
<b>2</b>	<b>Sign up</b>	<b>Provide copy of all checks to Association for approval of tenant</b>		
2a	Approve / Reject potential Tenant upon receipt of information from Agent	Within 2 Working Days		
2b	Provide Leeds Federated Assured Shorthold Tenancy Agreement			
<b>3</b>	<b>Tenancy Management</b>			
3a	Dispute Management	From point of pre-Court action		
3b	Anti-Social Behaviour Management	From point of pre-Court action		
3c	Approve / Reject suggested rent change provided by Agent	Within 2 Working Days		
<b>4</b>	<b>Maintenance</b>			
4a	Consent for Repairs (over £250)			
4b	Fire Alarm Testing			
4c	Cleaning of Communal Areas			
<b>5</b>	<b>End of Tenancy</b>			
5a	Co-Attendance at handover / Pre-termination Visit	Where possible		
<b>6</b>	<b>Liaison with Agent</b>			
6a	Attendance at review meetings & provision of data for these.			
6b	Named contact for day-to-day queries and escalation.	Within 2 days of signature		
6d	Payment of Invoice for Management Fees and other charges (e.g. repairs) within 30 days of receipt			