

haart

Guide to lettings agents



With so many lettings agents in the marketplace, knowing which one to use can sometimes be difficult. To help in your search, haart has produced a guide to lettings agents

- Before you do anything make sure any letting agent you use is a member of the Association of Residential Letting Agencies (ARLA) and subscribes to their code of practice like haart does.
- Make sure that properties available to rent are listed on an easy-to-use website and regularly updated. You can then quickly see if the property is worth viewing before agreeing to give up any of your time.
- If you want a property quickly then leave your details and requirements with all the local agents.
- If an agent has nothing available immediately, they will usually put your details on file. If you are not successful in the initial stages of your search, contact your agent regularly to see what is available.
- Rental properties are in huge demand, so phone everyday if you want to know about what is and isn't available.
- If you do find a suitable property and the property has been on the market for longer than expected then the landlord may consider reducing the price.
- Letting agents will charge for checking your references, preparation of inventory, drawing up tenancy agreements and administration costs, etc. Depending on the area in which you are living, agency and property charges can amount to £200-£500. Make sure that they don't charge you for looking at properties or holding your details.
- A deposit is always taken from a tenant prior to the moving in date in line with the Tenancy Deposit Scheme (part of the Housing Act 2004). The deposit remains the property of the tenant throughout the tenancy and it is recommended that the money is held by the letting agent. The agent will not release the funds until the landlord is satisfied with the check out report at the end of the tenancy.
- haart is a member of The Dispute Service (TDS), an independent not-for-profit organisation founded in 2003 to resolve disputes in the private rented sector.
- Always look for a letting agent that carries the SAFE Agent kite mark such as haart as this will ensure that your deposit is protected at all times. haart are members of the National Approved Letting Scheme (NALS).

To find out more about lettings agents call haart on 0845 899 9999 8am - 10pm everyday