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PROTECTED

# Why use an ARLA Propertymark Protected Agent?

RESIDENTIAL LETTINGS

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# ARLA PROPERTYMARK PROTECTED MEMBERS OFFER MORE

- Backed by Propertymark Client Money Protection Scheme  
This means that if your agent goes bust or misuses your rent, deposit or other funds, Propertymark will reimburse you.\*
  - Experienced professionals required to undertake regular training.
  - Up to date with all the legislative and safety changes and best practice guidance.
  - Independent rulings on complaints.
  - Adhere to the Letting Agents Code of Practice.
  - Money held in a separate client money account with accounts independently inspected annually.
  - Hold Professional Indemnity insurance
- \* Subject to scheme limits.
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## HOW IMPORTANT IS YOUR HOME AND THE MONEY PAID IN RENT?

ARLA Propertymark has fought for improvements and set higher standards for tenancies in Scotland. We persuaded the Scottish Government, with other agencies, that tenants and landlords need more safeguards.

If you are a landlord, you need professional service and the confidence that your agent will manage your investment in your best interests.

As a tenant you need the reassurance that maintenance issues will be dealt with promptly and your tenancy will run smoothly for as long as suits you.

ARLA Propertymark Protected letting agents have always worked to a Code of Practice, looked after tenants and been accountable. They know they are meeting high professional standards and have nothing to hide.



# ARE LETTING AGENTS PROFESSIONAL?

Every year tenants and landlords suffer through dealing with agents who don't do all of the required safety checks and follow the law. In the worst cases financial losses add up to millions of pounds.

We believe that taking responsibility for people's homes and rent money demands a professional qualification and the Scottish Government has finally

agreed, bringing other agents into line with Propertymark's membership requirements.

ARLA Propertymark agents are independently regulated to ensure that they work to a higher standard than the law currently demands.

Make sure your letting agent is offering you Propertymark Protection.

## GOVERNMENT REGULATION

ARLA Propertymark has long campaigned for financial protection for tenants and landlords.

The Scottish Government listened to our concerns and passed the Letting Agent Code of Practice (Scotland) Regulations 2016. This means that from early 2018 all letting agents will need to register and be qualified.

We think that makes perfect sense: ARLA Propertymark agents have always voluntarily chosen to do just that.

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[propertymark.co.uk](https://propertymark.co.uk)



## IS YOUR AGENT KEEPING YOU SAFE AND COMPLYING WITH THE LAW?

If your agent is not up to date you could be missing out on protections provided by law. Check that your letting agent is Propertymark Protected.

For guidance on all aspects of your property journey and to find an ARLA Propertymark agent, visit [propertymark.co.uk](https://propertymark.co.uk)

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