

Checklist of points you should ask the landlord or letting agency before registering with them

You should find out the following information from an agency before registering with them to avoid future problems:

- details of the services it provides
- full details of the charges it makes
- whether it is a member of a trade body such as ARLA, NAEA, RICS or NALS as it must have a complaints procedure and protect your money if the agency goes out of business
- whether the agency has a complaints procedure and whether it is a member of The Property Ombudsman Scheme
- details of the tenancy deposit protection scheme it uses.

Checklist of points you should ask the landlord or letting agency before signing up to a tenancy

You should find out the following information from the agency before signing a tenancy agreement:

- the terms of the tenancy agreement
- the amount of rent you have to pay and whether the rent includes any service charges
- the amount of the security deposit/rent in advance
- details of the tenancy deposit protection scheme it uses
- whether the landlord has the lender's permission to rent out the property. If not, you could be evicted with minimal notice if your landlord gets into arrears with their mortgage and the property is repossessed
- the procedure for getting repairs done.