

Checklist for choosing a professional letting agent



Award winning agent Cobb Amos has created a FREE checklist to help landlords ensure the protection of both their money and property when selecting a letting agent.

The legalities

Are they a member of a professional body?

Agents must adhere to set standards in order to be members. Membership can be checked on the relevant body website.

Cobb Amos are members of ARLA

Association of Residential Lettings Agents (ARLA)



Do they belong to a redress scheme?

It gives consumers the right to forward complaints to an objective third party. Legal requirement for agents to belong to a redress scheme.

Cobb Amos are members of The Property Ombudsman

The Property Ombudsman (TPO)



Do they have a tenant deposit protection in place?

This is a legal requirement. Ask for details of who they use and who is responsible for protecting the deposit.

Cobb Amos are members of the Tenancy Deposit Scheme

Tenancy Deposit Scheme (TDS)



Are their fees transparent?

Landlord fees - it is a legal requirement to advertise all fees.

Ask for a full list of landlord fees and be clear on which fees are applicable for the different service options.



Tenant Fees Act 2019

Online checks

- Do they have a live website with plenty of properties listed?
- Do they have property listings on Rightmove, OnTheMarket and / or other property portals?



Do the due diligence

- | | |
|--------------------------------------------------------------------------------------|-----------------------------------|
| How long have they been operating for? | Letting property since 2005 |
| Do they have a strong local presence with boards up in the area? | We are No.1 in our area |
| Do they have Professional Indemnity Insurance (PII) to cover if bad advice is given? | Yes we do |
| Do they have a computerised admin system? | Yes we do |
| Is the company literature well presented and of high quality? | Yes it is |
| Do staff attend regular training to keep them up to date with latest legislation? | Yes we do |
| Do they have out of hours emergency numbers for tenants? | Yes we do |
| Do they have a high street office or are they online only? | Yes we have 4 high street offices |
| Do they have a specialist lettings team? | Yes we do |

It is vital that you are clear on how much responsibility, time and hassle you are prepared to take on yourself and how much you want to delegate to an agent.