



## A BREAKDOWN OF THE ACCREDITATION SCHEME

The aim of the scheme is to promote and encourage the good management of student houses in Canterbury.

This should benefit all accredited landlords, their tenants and the local community and also help to reduce disputes between these parties.

All landlords **MUST** ensure that their properties comply with the regulations set out by the Council. If you are unsure, visit the website at: <http://www.canterbury.gov.uk/cgi-bin/buildpage.pl?mysql=524>

Landlords who join the scheme must also:

- Provide a fair, clear Tenancy Agreement, or use the Accreditation Scheme approved tenancy agreement
- Carry out an inventory at check in and check out. If this is not possible, landlords should encourage the tenants to carry one out and send them a copy. You can make full use of the Accreditation Scheme draft inventory
- Not make unreasonable deductions from deposits, and if deductions are to be made they should be documented to the tenant. The deposit should always be returned in good time.
- Deal quickly and efficiently with any problems their tenants might cause, i.e. noise, rubbish being put out incorrectly.
- Keep their properties in a satisfactory state of repair and deal with any maintenance issues in good time.
- Take the responsibility for maintaining the exterior and visual appearance of their property in keeping with the surrounding area. This should avoid problems with neighbours.
- Deal with any complaints fairly and effectively.

If a landlord does not comply with any of these, they may be suspended from the scheme. The scheme administrator will always take reasonable steps to help landlords achieve these aims.

More information, a standard tenancy agreement, inventories, tips for tenants, complaints procedures etc can be found on the [Landlords Accreditation](#) web page.

Any tenants who believe that their accredited landlord is not fulfilling their obligations should in the first instance contact their landlord. If you cannot reach agreement you should [contact us](#).