



# Partnership Accreditation for Landlords



**Information for Landlords**

**July 2014**



## What is PAL?

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The Partnership for Accreditation for Landlords scheme - abbreviated to PAL, is a voluntary accreditation scheme that recognises and rewards landlords who manage their properties to a good standard. Landlords who can demonstrate that their properties and management standards comply with the [PAL Code of Standards](#) achieve PAL 'Accredited' status.

## Who is behind PAL?

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Welwyn Hatfield Borough Council and the University of Hertfordshire are working in partnership to operate the PAL scheme. The following organisations are supporters of the PAL scheme and provide information useful to PAL accredited landlords:

- Hertfordshire Constabulary
- Fire Service
- Citizens Advice Bureau
- Shelter
- Accreditation Network UK (ANUK)
- Welwyn Hatfield Community Housing Trust

## Our Objective

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To raise the physical and management standards of private rented properties within the Welwyn Hatfield district not only for the benefit of landlords and tenants but also for the local community.



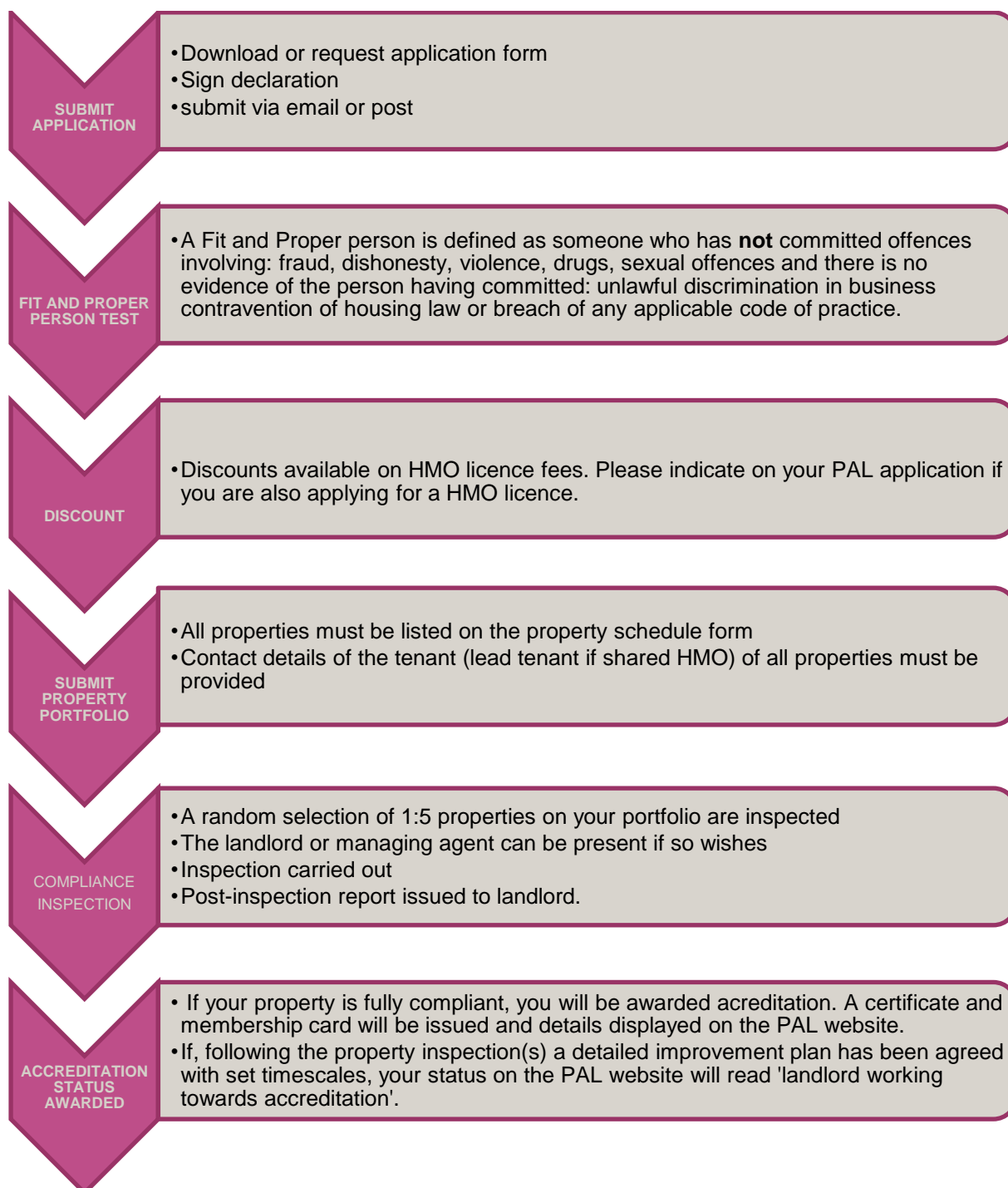
## What we do

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- Actively work with landlords who are willing to achieve and attain good property standards and management practices.
- Offer landlords information that helps them to manage their properties better.
- Provide access to a free independent legal helpline.
- Offer accredited landlords discounts on HMO licence fees.
- Provide landlord training opportunities and forums for continuous professional development.
- Issue a photograph membership card.
- Handle and process all PAL membership applications.
- Conduct a landlord fit and proper test at application stage.
- Conduct inspections for 1 in 5 properties from a landlord's portfolio.
- Publicly recognise landlords who achieve PAL Accredited status or are working towards accreditation.
- Maintain a [website](#) with up-to-date information and a list of PAL landlords.
- Provide useful information and advice for tenants looking to rent in the private sector.
- Work with organisations, trades and businesses who have an interest in housing and property.



## How does the Accreditation process work?





## Our Service Guarantee

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Our clients are at the heart of our service and we aim to consistently deliver the highest level of service at all times. We aim to make the PAL Accreditation process as smooth and straightforward as possible.

## Our Service Standards

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### 1. PAL Application Processing

Our Service	Our commitment to you
Handling and processing all PAL membership applications	- The PAL scheme administrator will acknowledge in writing and notify all applicants to the PAL scheme within <b>one (1) week</b> of receipt of application.
Fit and Proper Test	- Applicants will be notified of the outcome of the fit and proper person test within <b>two (2) weeks</b> of receipt of an application.
Discounts and Offers	- We will work with local trades and organisations to continually solicit offers and discounts on behalf of PAL landlords. - We will publish member offers and discounts on our website and in a quarterly newsletter.

## Our Service Standards



## 2. PAL Compliance Inspections

<p>PAL compliance inspections and reports.</p>	<ul style="list-style-type: none"> <li>- We will communicate with landlords, tenants or agents and endeavour to set inspection appointments that are convenient for those involved.</li> <li>- Our compliance inspections will be as non-disruptive as practically possible.</li> <li>- We will let you know how and when you need to provide information to us.</li> </ul>
<p>Post-inspection reports</p>	<ul style="list-style-type: none"> <li>- We will produce post-inspection reports for all inspected properties.</li> <li>- We will forward copies of post-inspection reports to landlords within <b>two (2) weeks</b>.</li> <li>- Reports will be clear and concise, and highlight any remedial action.</li> </ul>
<p>Awarding of PAL status</p>	<ul style="list-style-type: none"> <li>- We will notify landlords of the PAL status achieved within <b>two (2) weeks</b> of completion of compliance inspections.</li> <li>- We will be transparent in our awarding of PAL status and the following membership categories apply:             <ul style="list-style-type: none"> <li>• Accredited</li> <li>• Working towards Accreditation</li> </ul> </li> </ul>
<p>Post inspection remedial schedule</p>	<ul style="list-style-type: none"> <li>- We will provide you with guideline time-frames to complete any remedial actions.</li> <li>- We continually liaise with landlords while PAL remedial actions are carried out.</li> <li>- We will conduct follow-up inspections to ensure all necessary remedial actions have been completed before 'Fully Accredited' status is awarded.</li> </ul>



## Our Service Standards

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### 3. Communication

Written communication	<ul style="list-style-type: none"> <li>- We will reply to all correspondence in a timely manner using the appropriate contact method – telephone, in person or in writing.</li> <li>- We will acknowledge email request within (1) one working day of receipt and provide a timeframe for a full response if not available at time of acknowledgement.</li> <li>- We will identify ourselves and provide contact details in our written correspondence.</li> <li>- We will use out-of office email messages when away from the office and provide you with alternative contact details where available.</li> </ul>
Information, documents and forms.	<ul style="list-style-type: none"> <li>- We will provide clear, accurate, helpful and consistent information.</li> <li>- We will regularly review and update information to ensure it is current and relevant to tenants and landlords.</li> </ul>

### 4. Your Feedback

Compliments, complaints and suggestions.	<ul style="list-style-type: none"> <li>- We value your compliments, complaints and suggestions.</li> <li>- We will invite feedback and provide appropriate contact details.</li> <li>- We will publicise our complaints procedure on our website.</li> </ul>
Improving our Services	<ul style="list-style-type: none"> <li>- We will monitor all feedback and consider it in reviewing and improving our services</li> </ul>



## How you can help us

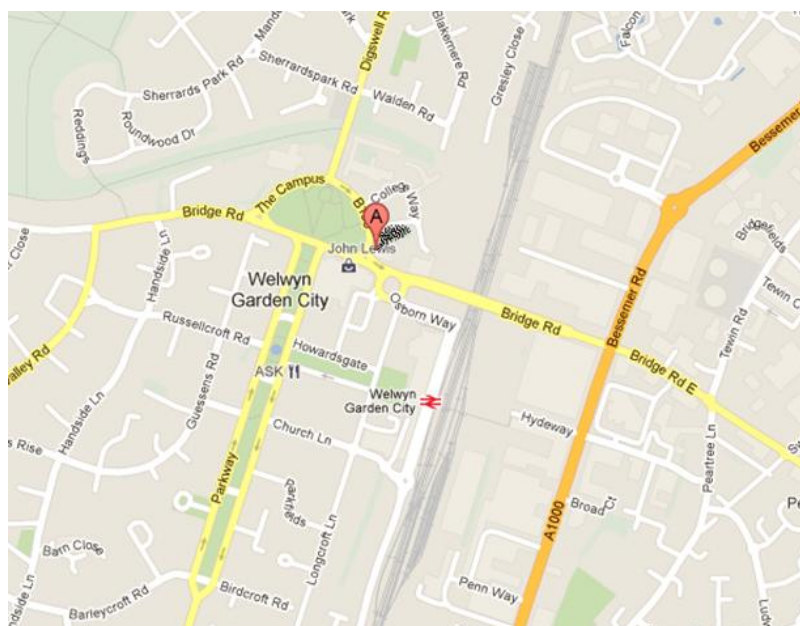
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- Get in touch with your views and comments as they help us to monitor and improve our service.
- Respond with your views and comments to our surveys.
- Attend scheduled meetings and appointments punctually.
- Respond to requests for information accurately and in a timely manner.
- Let us know if your contact or property details change.

## Our Contact Details

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We are based in the Welwyn Hatfield Borough Council offices at Campus East.



The PAL Landlord Accreditation Manager can be contacted as follows:

### Landlord Accreditation Manager

Welwyn Hatfield Council Offices  
The Campus  
Welwyn Garden City  
Herts AL8 6AE

<http://www.pal-online.org.uk>

[www.welhat.gov.uk](http://www.welhat.gov.uk)

Telephone: 01707 357366

Email: [admin@PAL-online.org.uk](mailto:admin@PAL-online.org.uk)