



The Letting Agent

Not just tenancy deposit protection – essential services

LETTING AGENT TOOL KIT

Using mydeposits for your tenancy deposit protection requirements is a way of ensuring that you not only comply with the law but that you also show your landlord and tenant clients you are a professional and well run letting agency. There are other products and services that can help put your agency one step ahead of your competition and provide the peace of mind your clients seek when choosing a lettings professional.

The people behind mydeposits, Hamilton Fraser and the National Landlords Association, are long established organisations operating within the private rented sector with expertise in promoting best practice to landlords and letting agents. This booklet outlines a selection of their products which as a member of mydeposits you can access at reduced cost.



For more information on each of these offers, please contact the mydeposits Business Development Team directly on **0333 321 9404**

We are here to support you.

Eddie Hooker

Eddie Hooker, Chief Executive Officer, mydeposits



Property Redress Scheme

It is a legal requirement for all Property Agents to join a government authorised consumer redress (ombudsman) scheme.

The Property Redress Scheme is a new, easy to join and use, low cost redress scheme appointed by government to help resolve consumer complaints made against letting, property management and estate agents and other property professionals.

The scheme is administered by HF Resolution Limited and is governed by an independent Advisory Council consisting of experienced representatives from all areas of the property industry.

Flexible annual membership fees are available to members of mydeposits starting at just £95 plus VAT per office.

www.theprs.co.uk



UK Association of Letting Agents (UKALA)

In an expanding private-rented sector, landlords and tenants increasingly need a letting agent that offers quality of service and peace of mind.

UKALA is dedicated to representing the interests of letting and management agents in the UK, whilst also safeguarding the interests of both landlords and tenants. Membership includes Client Money Protection Insurance and an independent consumer redress scheme.

In addition, UKALA members have access to reliable, cost effective products and services including discounts on mydeposits, tenant checks, tax protection, and professional indemnity cover. Training and development are also available to help you build credibility and stand out from your competition. Expert support and guidance on problem issues is available to members via a dedicated advice line.

UKALA is the only trade body to offer a low-cost monthly instalment payment plan to help manage the cost of running your business.

www.ukala.org.uk



No Letting Go

There is now firm evidence from mydeposits that many deposit disputes are won on or lost on the quality of the inventory taken at the start of the tenancy. No Letting Go are the premium provider of inventory management reports with availability in every major city throughout England, Scotland and Wales. All clerks are APIP qualified and using state of the art report technology, can offer property inventory, check-in/check-out services, damage and dilapidation reports, property viewings and visits, key-holding services and post work inspections.

mydeposits and the National Landlords Association enjoy a long standing relationship with No Letting Go and consider them experts in their field. Prices can be negotiated depending on the service provided and volumes of inspections required.

www.nolettinggo.co.uk



CM Protect

CM Protect is a provider of Client Money Protection Insurance aimed at agents that wish to access this valuable protection without the need to join a trade body.

Client Money Protection Insurance is a specialised insurance that protects landlord and tenant monies against theft or misappropriation by the owners of a letting agent whilst in their custody or control. CM Protect is a standalone Membership Scheme operated by Hamilton Fraser, being a Member entitles you to discounted deposit protection fees with mydeposits.

www.cmprotect.co.uk



Hamilton Fraser Insurance

Hamilton Fraser Insurance has been supplying the private rented sector with industry specific insurance products since 1996. Apart from being the Scheme Administrators for mydeposits, CM Protect and the Property Redress Scheme, Hamilton Fraser also offer standalone policies to protect your business from a wide range of risks.

Professional Indemnity Insurance

If one of your clients believes that the advice you have given has caused them a financial loss they could issue legal proceedings against you. This Professional Indemnity insurance provides you with defence costs on a civil liability basis for all work carried out since inception of the business and covers dishonesty and fraud by employees up to the limit of indemnity.

Office Insurance

You can extend your Professional Indemnity Insurance to include cover for your business premises, equipment, laptops and other portable equipment, liabilities and business interruption.

Hacker Insurance

Hacker Insurance protects your business against unauthorised access to your website, intranet, computer system, network, telephony equipment or data you hold electronically.

Directors and Officers Insurance

In the unlikely event of a claim from an employee, shareholder, customer or regulatory body in diverse areas such as Health & Safety, racial, sexual and age discrimination or corporate manslaughter, this policy is designed to protect you from such risks if you personally are held liable.

www.hamiltonfraser.co.uk