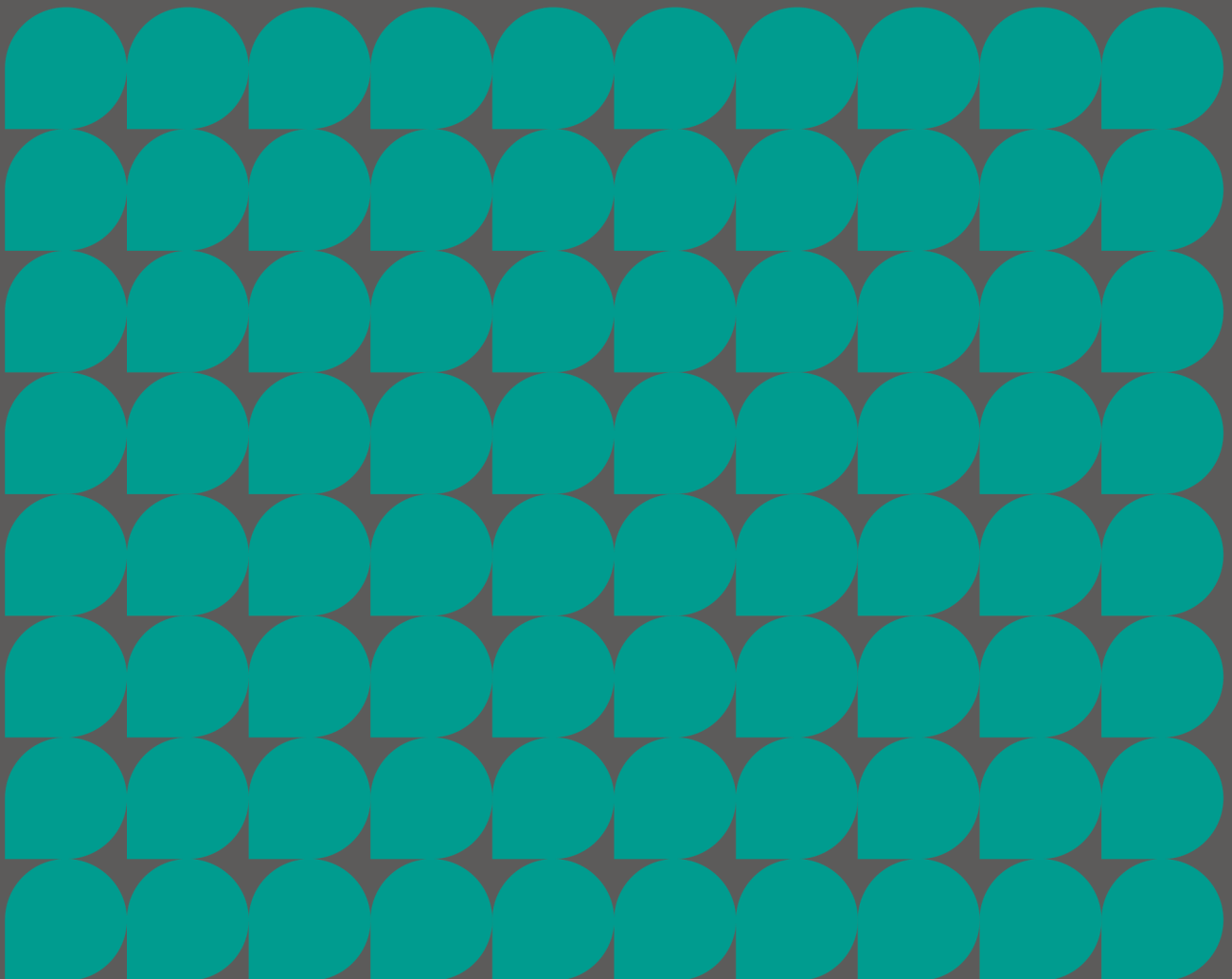


# Landlord Accreditation Scheme Literature Review

Contact officer: Miles McCrave - Lead Analyst (Planning & Housing)

[Miles.McCrave@greatermanchester-ca.gov.uk](mailto:Miles.McCrave@greatermanchester-ca.gov.uk)

December 2023



# Introduction

This report is a literature review of existing landlord accreditation schemes for the purpose of seeing how wide or narrow the scope of expectation is on landlords for carrying out their responsibilities, such as housing quality, housing management and tenant relationships, and summarising the different ways in which schemes for accrediting landlords are run. The schemes reviewed by this report are exclusively for the private rented sector. Accreditation schemes are offered as a means to promote best practice, meet a set of standards and create accountability between landlords and their tenants. There is a range of legislation that landlords are required to be compliant with<sup>1</sup>, including the [Housing Act 2004](#), and accreditation schemes generally go beyond the minimum legal requirements. The [Renters \(Reform\) Bill](#) passing through Parliament seeks to add new legal requirements for landlords, such as ending 'no fault' evictions and reforming landlord possession grounds.

This report explores the commonalities and differences between a range of accreditation schemes, it does not assess the success of each scheme. Firstly, the codes of practice of the schemes have been reviewed to provide a summary of the conduct that is typically expected of landlords in the schemes. The codes of practice cover a wide scope of areas, with some being very detailed, such as housing quality, and other areas with a narrow but consistent set of standards across the schemes, such as professionalism, management and repairs.

Secondly, how the schemes are run has been reviewed to provide an overview of the commonalities and differences between the model, cost, incentives, compliance and standards of the accreditation schemes. This section will not classify each of the schemes into categories, it compares and summarises the features across the schemes whilst highlighting examples of differing features and types of accreditation scheme. There are two main models for landlords to join accreditation schemes, property inspection and skills based, while across the schemes there are many common incentives for landlords to join an accreditation scheme.

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<sup>1</sup> [House of Commons Library - Housing conditions in the private rented sector Government Publication - Landlord and tenant rights and responsibilities](#)

# Methodology

Twelve accreditation schemes (see Appendix C) were reviewed, accessed through a national directory of accreditation scheme in the UK by [Accreditation Network UK](#), by looking at a range of features in each scheme. These features are categorised either into how the accreditation schemes are run or as aspects of the codes of practice. The way the schemes are run is categorised by the model of the scheme, meaning property inspection or skills based, the cost and duration of the scheme, the incentives to join a scheme, compliance with the scheme, and standards, meaning whether the scheme aims to recognise or raise standards, or both. The codes of practice are categorised into housing quality, landlord professionalism, management and communication, security, financial features, and discrimination, complaints and eviction.

Reviewing twelve schemes provided an appropriate sample size for coverage of different geographies, scheme ownership, landlord and tenant type, and tenure. This is a sample of schemes across the country, as not all local authority areas are covered by a specific scheme. The schemes reviewed covered the whole of the UK and ranged from city level schemes to whole countries. Almost all of the schemes reviewed are voluntary accreditation, with Wales's national scheme being compulsory licensing. Some local authority schemes overlap with selective licensing areas, for instance Sefton Council Property Accreditation Scheme is voluntary for most of the local authority area, with a selective licensing area in parts of Bootle, a town in Sefton.

The accreditation scheme review matrix table (Appendix A) is provided along with this report. The accreditation scheme codes of practice are listed in Appendix C.

# Codes of practice

## Housing quality

Housing quality is typically an area of the accreditation scheme codes of practice with the most detail, thus showing a wide range and level of expectation for landlords to provide an appropriate standard of property. The outlier from the reviewed schemes is the National Residential Landlords Association's (NRLA) code of practice which focusses less on housing quality compared to other accreditation scheme codes, which typically split up the housing quality section into various elements. The common elements are: state of repair; hazards; gas appliances and safety; electrical installations and appliances; fire and carbon monoxide detection and safety; heating; energy performance; waste and recycling; lighting; and ventilation. Specifically, the codes of practice usually state that properties must be clear of any Category 1 hazards as defined by the Housing Health and Safety Rating System (HHSRS) and are in a satisfactory state of repair. The codes of practice usually require that properties have a minimum Energy Performance Certificate of grade E as per the [Domestic private rented property: minimum energy efficiency standard](#) legislation and comply with the legal Gas Safety Regulations, therefore being a legal requirement. Unipol (Leeds) states that new electrical appliances should have an energy efficiency rating of B. Accreditation scheme codes typically cover similar areas in relation to housing quality, resulting in both a wide scope and consensus regarding the expectation on landlords to be responsible for this area.

The accreditation schemes have some additional elements of housing quality that are important but not typically mentioned across the codes of practice. For instance, with it being illegal for properties to become overcrowded ([Shelter England: overcrowding](#)), both Northumberland and Scotland's codes state that landlords should ensure that properties are not overcrowded, with it being a legal requirement in Scotland that requires landlords to have a mechanism for monitoring the occupancy of the property. DASH (Decent & Safe Homes) Landlord Accreditation's code says, "Landlords must take all reasonable measures to prevent vermin at their rented properties", an element missing from the other reviewed schemes. The London Landlords Accreditation Scheme's (LLAS) code displays an additional level

of scope of expectation on housing quality by having landlords agree to prepare an improvement plan if a property does not meet the standards, therefore requiring details and accountability of how a landlord will improve housing quality for private rented properties.

## **Professionalism, management and repairs**

The accreditation schemes expect landlords to act professionally and manage the property well, which is reflected in the codes of practice requiring landlords to conduct their business in a fair, honest and reasonable way. For instance, the majority of the codes of practice state that legal minimum reasonable notice of 24 hours must be given to tenants before a landlord visits the property for inspection, repairs or any other reason.

Regarding repairs, there is a consistent set of guidelines that most of the schemes follow in order to categorise the priority of issues, as shown below. There are no key differences between the scheme codes of practice on professionalism and management, with a noteworthy additional element being in the London Landlords Accreditation Scheme (LLAS) code which states that landlords “will not act in such a manner that brings the Scheme into disrepute”. Therefore, the scope of expectation on landlords to be professional and manage the property well is narrow but consistent in that all accreditation schemes typically require similar appropriate behaviour from landlords and set out the same guidelines for repairs.

Figure 1: Guidelines for categorising repair issues, [Cheshire Landlord Accreditation Scheme Codes of practice, page 5.](#)

Repairs should ideally be categorised using a priority system, an example of a repairs priority system is detailed as follows:

- **Emergency Repairs:** Any disrepair that poses a risk to the health and safety of the tenants or serious damage to the property or tenant's belongings for example: no electrics, no heating, no hot water, breach of security. To be actioned within 24 hours of defect being reported
- **Urgent Repairs:** Any disrepair that materially affects the comfort or convenience of the tenant for example: heating faults, electrical faults, cracked sanitary ware. These repairs would aim to be completed within 5 working days of the defect being reported.
- **Non Urgent day to day repairs:** Reactive repairs not falling within the above categories for example: dripping tap, refit kitchen cupboard door. These repairs would aim to be completed within 28 days of the defect being reported.

## Information, communication and support

Another area of the accreditation scheme codes of practice that broadly give the same set of requirements is information, communication and support. All of the schemes require that a tenancy agreement is provided, written in clear English, to set out the terms of the occupancy. It is common for several of the schemes to ask landlords to provide the agreement in advance of the tenancy, allowing tenants time to obtain independent advice. Under half of the schemes also request that an inventory is provided, along with information about the responsibility of utility charges, and the need to provide emergency contact telephone numbers. A notable additional aspect in the codes of practice regarding information, communication and support is that the NRLA's code states "Members shall inform tenants of any change to ownership or management of their home without delay". Similarly to professionalism and management, the scope of expectation on landlords to provide information, communication and support is not widely ranged but is consistent as all accreditation schemes require landlords to provide written tenancy agreements and inform tenants about necessary responsibilities.

## Privacy and security

The accreditation schemes are explicit in the expectation for landlords to provide privacy and security for tenants in terms of the physical property and personal data. The majority of the codes of practice require landlords to ensure that properties have secure external doors and frames, of strong construction and fitted with a safe locking system, and some additionally require that all houses and ground floor flats have a burglar alarm, which is beyond the legal minimum requirement.

The scope of expectation for this area goes further than physical privacy and security in some schemes. The NRLA and Northumberland, mention the need to be compliant with General Data Protection Regulation (GDPR) legislation in order to protect tenants' personal data. Additionally, the Landlord Accreditation Scotland states that all landlords who hold personal data must be registered with the Information Commissioner's Office (ICO). Two of the reviewed schemes did not mention anything specific about privacy and security, Landlords' Association for Northern Ireland (LANI) and LLAS (London). Of the schemes that mention expectation of landlord responsibility for privacy and security, there are consistent requirements for physical property security along with wider scope for personal information security.

## Marketing and advertising

A large minority of the scheme codes of practice did not mention any expectation on landlords regarding marketing and advertising of properties. Out of the rest of the schemes that did, almost all mention expectation on landlords to accurately report the property details without misrepresentation to prospective tenants and to provide opportunity for tenants to view the property whilst giving due notice and regard to the existing tenants. The expectation on landlords regarding marketing and advertising is therefore set at a consistent standard. Additionally, the scope of Unipol (Leeds) and the NRLA goes beyond the standard expectation on landlords by requiring that when marketing properties members should include reference to the respective scheme membership.

## Financial features

The accreditation scheme codes of practice cover a number of financial features: deposits; rent; agents & fees; and affordability.

### Deposits

Almost all of the codes require landlords to use a government approved Tenant Deposit Protection scheme, which is a legal requirement, while only Northern Ireland's code of practice does not mention any expectation about deposits. It is typical for most of the codes to require that information regarding the deposit protection scheme is provided to the tenant within 30 days of the landlord receiving the deposit. A small minority of the schemes require that landlords set out the details for when a deposit may be withheld or reduced upon return, such as rent arrears, damages or cleaning, which is not a legal requirement, but it is a requirement for landlords to tell tenants which scheme their deposits are protected by. Additionally, two of the schemes include setting a limit for deposits, with there being a legal limit on deposits. Scotland set a limit of no more than the equivalent of two months' rent, and West of England Rent with Confidence's code sets a limit of no more than five weeks rent if the total annual rent for the property is less than £50,000 or six weeks if it is more than £50,000, which is written in law.

### Rent

Most of the accreditation scheme codes of practice mention expectation on landlords regarding rent, with the content being varied across the codes, therefore offering a wide scope. Two of the codes, Cheshire and DASH, reiterate the legal requirement that the landlord will carry out all necessary checks on the tenant and ensure that they have the Right to Rent in line with Section 22 of the Immigration Act 2014. Scotland and Wales's codes state that a rent book must be provided when rent is paid weekly, while Sefton and Cheshire require that written receipts are provided for all cash payments. Manchester Student Homes recommend that landlords should offer a range of payment options for rent, with no demand for cash or post-date cheque unless requested by the student, whilst the West of England states that rent should not be increased more often than every 12 months.



## **Agents & Fees**

Similarly, expectation on landlords regarding agents & fees is included by most of the codes of practice, with the content being varied and giving a wide scope. Two of the schemes, DASH and Unipol (Leeds), make reference to the Tenant Fees Act 2019 with compliance of any fees charged and that except for a holding deposit, prospective tenants are not asked to pay any money before they enter into a written agreement to rent a specific property. Sefton and Cheshire's codes require that landlords inform prospective tenants of any fees that may be charged, fees such as key replacement. Furthermore, Manchester Student Homes say that all property agents are required to be part of an approved Client Money Protection Scheme, which is a legal requirement, West of England say that agents must be compliant with trading laws and the Competition and Markets Authority Guidance for Letting Professionals, and Wales's code of practice states that when appointing an agent, a landlord must ensure that the agent holds a licence under the Rent Smart Wales scheme.

## **Affordability**

The expectation on landlords regarding affordability across the accreditation scheme codes of practice is limited as it is not mentioned by most of the schemes, only three do so. Northumberland sets out that a Private Sector Housing Team officer will do an initial sift of property applicants, which includes ensuring the property is affordable. Both Sefton and Cheshire state that if Housing Benefit is paid directly to the Landlord and there is an overpayment, then it should be repaid to the Housing Benefit Section once they have been notified of the amount due, subject to the landlord's right of appeal.

## **Discrimination**

Discrimination is another area of the codes of practice that sets out the same expectation on landlords across the schemes. A large majority of the codes mention discrimination, of which all require the same expectation that in all aspects of the service provided by landlords, no person or group will be treated less favourably than any other person or group because of their race, colour, ethnic or national origin, gender, disability or sexual orientation, as defined by the Equalities Act 2010. The

schemes all set out the same guidance without any additional elements. The expectation on landlords regarding discrimination is narrow but consistent.

## Complaints

Across the codes of practice, the area of complaints gives a wide range and level of expectation for landlords to provide an appropriate standard of procedure. Several of the schemes - Sefton, Cheshire and Unipol (Leeds) - require that where disputes arise between the landlord and tenant a written response to correspondence from tenants or their agents is to be made within 3 weeks and all settlements and agreements reached are honoured within 3 weeks. Most of the codes include varied, specific procedures for their own scheme, therefore showing a wide scope of expectation on landlords regarding complaints. For instance, in terms of assessing complaints, Manchester Student Homes allow students tenants to raise a complaint about any aspect of their tenancy, the rented property or interaction with the landlord, and then it is assessed whether it falls within the code of practice. Before commencing with DASH's complaints procedure, it is recommended that landlords attempt to resolve any problems with their tenants directly and should only refer tenants to DASH after all lines of negotiation have been exhausted. The scope of Unipol (Leeds) goes beyond tenants, stating that in matters regarded as anti-social behaviour, neighbouring residents can use the complaints procedure, and define a neighbour as a resident living within 400 metres of the property. In addition, the NRLA sets a time limit: a complaint may usually only be accepted if it is made during a tenancy, or within three months of the tenancy being brought to an end, and within 12 months of the alleged breach of the code of practice.

## Eviction

Finally, all of the accreditation scheme codes of practice mention eviction, with a large majority of the codes stating that landlords must refrain from illegal eviction. Any eviction must be carried out by the correct legal procedure, by serving correct notices, in a written form and on prescribed forms, in a timely manner should they wish to terminate a tenancy for a legitimate reason. The codes of practice cover eviction in a consistent way, with a couple of schemes providing additional elements. West of England's code states that retaliatory evictions must not be carried out as a

result of a tenant's reasonable request for repairs. Scotland's code recommends the landlord should, before taking any action to recover possession of the property, inform the local authority and if the outcome of the landlord taking possession is to render the tenant homeless, discuss with the local authority ways in which the tenant could remain in the property.

# How accreditation schemes are run

## Model of the scheme

There are two main models for landlords to join the accreditation schemes reviewed: property inspection based and skills based. There are schemes which have a combination of the two models and schemes which have additional elements to their model outside of property inspection and skills. The way to join all twelve accreditation schemes falls within either or both of property inspection and skills, except for Northern Ireland's (LANI) scheme, which sets out that full membership costs £75 per year and begins immediately, therefore having no mention of property inspection or skills. However, out of the schemes reviewed it is notably the one with the least content on their online accreditation scheme pages.

Property inspection based accreditation schemes utilise the checking of properties to ensure a landlord's rented properties meet the scheme requirements. There are different levels of inspection across the schemes, as Sefton Council states they intend to inspect all licensed properties during the period of license, whilst Northumberland inspects properties at the time of application to ensure the scheme is robust and quality assured. However, most of the property inspection based schemes do not require all of a landlord's properties to be checked. Schemes may set the criteria for checking properties based on a ratio. Unipol (Leeds) previously inspected properties at a sample ratio of 1 in 5 every 3 years, however from January 2023, Unipol altered existing inspection ratios to try and focus resources on properties which haven't been inspected previously. Manchester Student Homes aims to inspect approximately 10% of properties each year.

There are also differences between property inspection based schemes with regard to whether the scheme accredits landlords or their properties, or both. For instance, DASH accredits landlords, so they will have one membership and list all the properties they own and let. Alternatively, Northumberland accredits both, so landlords gain membership to the scheme and then individual properties can fail to be accredited. Altogether, property inspection-based accreditation schemes normally check a sample of properties to ensure they are in satisfactory condition and consequently accredit landlords.

Skills based accreditation schemes utilise training and property management skills to ensure a landlord is suitable to meet the scheme requirements. For instance, after successful registration for the NRLA's accreditation scheme, the member must earn 5 core CPD (continuous professional development) points to become accredited. Members then need to earn 5 standard CPD points each year, which can be earned via attending NRLA training, NRLA webinars, reading NRLA Property Magazine, and from relevant external course, meetings and conferences. Similarly, to property inspection based schemes, there are different levels of skills based requirements across the schemes, as in Wales all applicants must complete approved Rent Smart Wales training before submitting a license application. In contrast, Scotland's application consists of a self-certification accreditation checklist allowing landlords to confirm that they meet the required standards (full compliance with the Scottish Core Standards for Accredited Landlords) whilst requiring that landlords who manage their own properties attend any one of the scheme's webinars or information sessions in each year of accreditation.

Several of the accreditation schemes combine property inspection and skills. DASH requires landlords complete the DASH Landlord Development Course and then a percentage of a landlord's rented properties are checked. The training is intended to follow the natural progression of a tenancy from beginning to end and will cover all the main areas a landlord should know: pre tenancy; roles & responsibilities; inspecting your property; setting up & during a tenancy; ending a tenancy; HMOs. Manchester Student Homes inspects properties and has a skills element by offering a higher level of accreditation called "Accreditation Plus", where landlords can demonstrate a commitment to continuous professional development through attendance at appropriate training events within the sector. Accreditation schemes may utilise the benefits of both property inspection and skills verification.

## **Cost and duration of scheme membership**

The cost of joining an accreditation scheme is varied, ranging from no joining fee, a fixed price or by number of properties. Selective licenses may also be included, such as in Sefton where the property accreditation scheme is free to join but with the mandatory selective licensing scheme in parts of Bootle, a town in Sefton, costing £695. It is free to join accreditation schemes in Cheshire, London, Northumberland

and Scotland. A couple of these schemes with free membership have other costs. In London there is a cost for training and in Scotland webinars and information are accessed on a pay as you go basis. In comparison, membership with the NRLA is from £85 per year and a subscription to Northern Ireland's scheme is £75. The West of England's scheme cost is set by each organisation that a landlord is required to join in order to become accredited, the NRLA or South West Landlords Association (SWLA). Conversely to a set fee, the cost of advertising with Manchester Student Homes is set by the number of properties a landlord wishes to advertise. Discounts are available if a landlord has more than 5 properties or one can advertise an entire property portfolio with unlimited adverts for £2,518 ([Manchester Student Homes Prices and Payment](#)).

The duration of landlord accreditation scheme membership ranges from a single academic year (Manchester Student Homes) to 5 years (five schemes: Cheshire, London, NRLA, Sefton and Wales). Three schemes (DASH, Northumberland and Unipol (Leeds)) last for 3 years. West of England's scheme duration is also set by each organisation that a landlord is required to join in order to become accredited, the NRLA or SWLA. In terms of renewing accreditation, the DASH renews process involves landlords reconfirming commitment to accreditation, a further inspection and further training. In Wales, the renewal application can be submitted 84 days before expiry of the current licence, whilst a subscription to Northern Ireland's scheme will renew automatically each year.

## **Incentives to join a scheme**

There are many common incentives to join the accreditation schemes reviewed. Landlord membership to a scheme provides tenant confidence in landlords, boosting their ability to attract tenants, in turn leading to lower turnover of tenants and reduced void periods. Landlords are encouraged to use logos and branding from the accreditation scheme to "badge" themselves as scheme members when advertising properties, signalling they meet a set of professional standards and resulting in a market advantage over non-accredited landlords. The schemes also provide support and advice on running an efficient lettings business, with assistance navigating regulations to remain compliant in all aspects of tenancy management. Other

incentives are access to training courses, with first access or reduced cost, and reduced House in Multiple Occupation (HMO) license fees.

Several of the schemes have specific additional incentives to join, such as Northumberland offering four weeks free advertising for accredited properties on Northumberland Homefinder, after which a charge is applicable. Accreditation with Unipol (Leeds) entitles landlords to discounts on advertising with Unipol and local authority licencing fees of £150 per applicable property in Leeds. DASH members are automatically passported into the Nottingham Rental Standard which also entitles members to discounts on licencing fees with Nottingham City Council, providing a direct financial incentive. Manchester Student Homes accredited landlords, agents and private halls have exclusive access to advertising on the Manchester Student Home website. Accreditation schemes cover a wide range of incentives for landlords to join a scheme.

## Compliance

As well as property inspection and skills based assessment for gaining accreditation, the accreditation schemes have further mechanisms for determining compliance with the scheme. Several of the schemes, such as DASH and the NRLA, require that a landlord commits to upholding a code of conduct or code of practice. The NRLA says that 'contents of the CoP [Code of Practice] form an integral part of the conditions of membership', but if there are any inconsistencies between the code and relevant legislation then legislation will take precedence. The NRLA also encourages members to assist the organisation in relation to any allegations of misconduct or breaches of their code. In this regard, accreditation schemes can use an element of "goodwill" to determine compliance.

However, other accreditation schemes utilise an audit to confirm compliance, such as Northumberland's scheme where a compliance audit is carried out by the County Council's Private Sector Housing Team across all properties on a regular basis. This audit will select properties to be checked and the landlord will then on request need to provide all necessary certificates. In London, where a landlord or agent is in breach of the code of conduct, the scheme (LLAS) will ask to see and monitor an improvement plan, otherwise accreditation will be withdrawn. Scotland's scheme has additional conditions for being compliant with the scheme, as both the landlord and

property being let must be registered with the local authority's Private Landlord Registration Scheme in which the property is located. Furthermore, following initial training with the West of England's scheme, continuing development enables landlords to reduce exposure to the risk of legal non-compliance and its possible consequences. Altogether, accreditation schemes have a wide range of mechanisms for determining compliance.

## **Standards: recognise or raise**

The majority of the accreditation schemes seek to raise standards while promoting current best practice. DASH's aim is 'to improve housing conditions in the Private rented Sector', the NRLA code of practice 'is intended to raise and maintain standards', and Unipol (Leeds) codes 'drive up standards in student accommodation and promote good quality, safe housing'. Most of the other schemes include similar statements that seek to raise standards. A couple of the schemes only mention recognising standards. Wales's accreditation scheme states that it is 'recognising compliance to standards', with the license ensuring landlords are suitable and appropriately trained in their rights and obligations, and Manchester Student Homes 'recognises and promotes student properties that are safe, secure, well maintained and well managed'. Overall, the majority of the accreditation schemes seek to raise standards.



# Appendices

## Appendix A: Accreditation Scheme Matrix

Accreditation scheme review matrix table, which is provided along with this report. The reviewed schemes were accessed through a national directory of accreditation scheme in the UK by [Accreditation Network UK](#).

## Appendix B: Features of Accreditation Schemes

The following features of the accreditation schemes were reviewed, making up the matrix table.

- Location
- Cost
- Duration
- Launch date
- Geography (e.g. selective licensing area or a whole local authority area) and whether voluntary
- Who runs it (A local authority, more than one local authority, university or college, independent body set up, or landlords)
- Services: the purpose, goals and functions of the organisation running the scheme
- Model (skills-based or property inspection-based)
- If the model is skills based, what range of skills and depth of knowledge are covered by the training programme?
- If the model is property inspection-based, one set of standards covering every scheme, or a tiered system with a higher level of standard available above the base standard
- If the model is property inspection-based, will the scheme accredit landlords or their properties individually/separately, or accredit both together
- Compliance (Legislation)
- How will compliance with scheme requirements be verified?
- Landlords targeted

- What incentives are provided to persuade landlords to join?
- Tenants targeted
- Tenure
- Type e.g. student housing
- Dwelling type
- HMOs covered?
- Recognising or raising standards
- Evaluation of scheme
- Relationship with other forms of action

What does the scheme cover? (Codes of practice)

- Agents/fees
- Marketing and Advertising
- Housing quality
- Privacy and security
- Affordability
- Information, communication and support
- Deposit
- Rent
- Professionalism and management
- Discrimination
- Eviction
- Complaints

## Appendix C: Scheme Codes of practice

Cheshire Landlord Accreditation Scheme:

[code-of-standards-311018 \(cheshirewestandchester.gov.uk\)](https://www.cheshirewestandchester.gov.uk/code-of-standards-311018)

DASH (Decent and Safe Homes) Landlord Accreditation:

[12.04.21 DASH scheme manual 2020v.f.pdf \(dashservices.org.uk\)](https://dashservices.org.uk/12.04.21-DASH-scheme-manual-2020v.f.pdf)

Landlord Accreditation Scotland:

[Scottish Core Standards 2021 update June 2021 1.5.indd \(landlordaccreditationscotland.com\)](#)

Landlords' Association for Northern Ireland (LANI):

[Resources - Landlords Association for Northern Ireland \(lani.org.uk\)](#)

London Landlords Accreditation Scheme (LLAS):

[londonlandlords.org.uk/declarations/code-of-conduct/](#)

Manchester Student Homes:

[MSH Code of Standards by Manchester Student Homes - Issuu](#)

National Residential Landlords Association (NRLA):

[Code of Practice | NRLA](#)

Property and Landlord Accreditation Northumberland (PLAN):

[Accreditation-Policy-2022-FINAL.pdf \(northumberland.gov.uk\)](#)

Rent Smart Wales:

[Code-of-practice-ENG.pdf \(gov.wales\)](#)

Sefton Council Property Accreditation Scheme:

[Property Code of Conduct \(sefton.gov.uk\)](#)

Unipol Code of Standards (Leeds):

[Leeds-Code-Document-\(2021-2024\)-\(1\).pdf.aspx \(unipol.org.uk\)](#)

West of England Rent with Confidence:

[Rent with Confidence – The Rental Standard – The West of England Rent with Confidence Accreditation Scheme](#)