



## **LOCAL LETTING AGENCY STANDS UP FOR STANDARDS**

### **NALS, the National Approved Letting Scheme, aims to rid the private letting industry of cowboys**

Prominent local lettings agent Lawson Rutter is the latest company to join the NALS nationwide letting scheme - set up to provide a much-needed scheme to enable landlords and tenants to avoid the pitfalls of dealing with 'cowboy' letting agents. Lawson Rutter with immediate effect is now fully licensed operator under the NALS scheme and will bear the NALS logo.

NALS (The National Approved Letting Scheme) ensures that agents comply with defined service standards and has in place a customer complaints procedure offering independent redress through an ombudsman scheme, Professional Indemnity Insurance, Client Money Protection cover and access to Tenancy Deposit Protection.

The scheme is supported by some of the most powerful voices in the property industry and the scheme is open to any firm operating in the lettings sector who meets NALS' strict criteria.

NALS Chief Executive Isobel Thomson comments: "NALS service standards are the consumer's benchmark against which to judge the performance of letting and management agents operating in the private rented sector and we are delighted to welcome (your name) into the scheme.

"Agents such as Lawson Rutter are in the vanguard of a drive to establish uniform service standards in the industry. Those agents who are not prepared to meet the standards required by NALS and, most importantly, the public, will not survive for long."

Alex Maile managing director at Lawson Rutter adds: "We see being a NALS licensed firm as an excellent opportunity to increase business within our letting and management department. This visible assurance provided by the NALS logo gives

prospective landlords and tenants the confidence of knowing the service they can expect from dealing with us.”

More information on The National Approved Letting Scheme and details of how to contact your local NALS agent can be obtained by calling NALS on 01242 581712, emailing [info@nalscheme.co.uk](mailto:info@nalscheme.co.uk) or visiting the NALS website [www.nalscheme.co.uk](http://www.nalscheme.co.uk)

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### **Notes to editor:**

#### About NALS

NALS is an independent licensing scheme for lettings and management agents operating in the private rented sector.. NALS offers a reliable benchmark for landlords and tenants to compare the standards of service they receive from residential letting agents. All licensed firms commit to providing clearly defined levels of customer service, have client money protection cover, and maintain professional indemnity insurance.

#### The National Letting Scheme Board comprises:

Sheila Drew Smith (independent Chair), representatives from Communities and Local Government (CLG), the British Property Federation, the Guild of Letting and Management as well as the Peabody Trust.

### **PRESS INFORMATION:**

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### **Who can join NALS?**

NALS is open to all letting and management firms that can meet the strict criteria.

NALS is also open to Registered Social Landlords.

### **Minimum service standards**

All members are required to agree to the accreditation criteria, which are:

- Meet agreed service standards which should be set out in writing with a clear statement of charges
- Maintain Professional Indemnity insurance and (except for housing associations) Client Money Protection cover
- Offer Tenancy Deposit Protection to tenants and landlords in-line with new legislation that came into effect in April 2007
- Maintain an internal complaints procedure open to both landlords and tenants
- Independent redress to landlords and tenants through The Property Ombudsman

**For more information on any aspect of The National Approved Letting Scheme or to speak to Isobel Thomson, NALS' Chief Executive call 01242 581712**