



Information for Tenants

Many landlords across the Bay operate a professional service when it comes to renting out property; however there are always exceptions to the rule. Torbay Landlord Accreditation Scheme (TLAS) has been developed by landlords for landlords, to promote good practice and give peace of mind to tenants.

How does TLAS benefit tenants?

Tenants choosing to rent a property from an accredited landlord can be assured that the property will be well maintained and their tenancy will be well managed. Accreditation requires landlords to sign up to a code of practice stating that they will manage the tenancy and the property in a certain way. By signing up to this code of practice your landlord will:

- Always act in a fair, honest and reasonable way
- Not discriminate in their dealings with you
- Give you reasonable notice when access to the property is required
- Provide you with a tenancy agreement, inventory and contact number
- Acknowledge any communication received from you
- Notify you should proceedings be commenced due to breach of tenancy agreement
- Not harass or illegally evict you
- Ensure your deposit is safeguarded
- Ensure your property is safe to live in



- Promptly attend to any disrepair or defect
- Be fit and proper

You can obtain a detailed version of the code of practice by visiting the website at www.torbay.gov.uk/codeofpractice

How will I know if my landlord is accredited?

The best way to find out is to ask your landlord; if your landlord is accredited he/she will have an accreditation certificate with his/her name on and the address of the accredited property – ask to see it.

Some landlords use letting agents to manage their properties; ask the agent if they are accredited and if they are, do they manage the property you are considering. If the answer to both of these is yes then you will benefit from the scheme. However if the answer to either of these questions is no, then the landlord nor the property is accredited.

In addition you can contact Torbay Council on (01803) 208069 and we can check our records to let you know if the landlord and the property have been registered.

How do I find an accredited landlord?

Visit our website at www.torbay.gov.uk/landlordaccreditation and you will find details of landlords and their properties which have been accredited.

What if my landlord is accredited but I believe he/she isn't working to the code of practice?

By signing up to the code of practice your landlord is stating his or her intentions to manage your tenancy effectively and ensure the property is safe. If you have experienced differently then please contact Torbay Council on (01803) 208069 and we will look into it for you.



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