



**PRIVATE**

# LANDLORDS & AGENTS

**SAVE TIME  
GO ONLINE**  
[www.glasgow.gov.uk](http://www.glasgow.gov.uk)

## Welcome to the Autumn/Winter newsletter

The newsletter contains information that you need to be aware of as a landlord or agent. If you have any news or views that you would like included in future editions please let us know!

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# Landlord Registration



## Remember to update your details

It is important to notify us of changes to information contained in your registration including your email address. All correspondence is now issued via email, where we hold this address, including reminders of when to renew your registration.

Find out more about Landlord Registration  
[www.glasgow.gov.uk/index.aspx?articleid=18272](http://www.glasgow.gov.uk/index.aspx?articleid=18272)

## Renewal of registration - how to do this online

To renew your registration online you should visit  
[www.landlordregistrationscotland.gov.uk](http://www.landlordregistrationscotland.gov.uk)

If you experience any difficulty in accessing your account or having difficulty matching your property addresses please contact the landlord registration team at  
[privatelandlordregistrationunit@glasgow.gov.uk](mailto:privatelandlordregistrationunit@glasgow.gov.uk)  
or on **0300 343 0414**

**We will be pleased to help.**

The screenshot shows the Glasgow City Council website's 'Private Sector Landlords' page. At the top, there is a navigation bar with 'Sign in / Register' and a search box. Below the navigation is a large image of a modern apartment building. The main content area is titled 'Private Sector Landlords' and contains a table with four columns: 'I'd like information on', 'I'd like guidance', 'How do I', and 'More'. The table lists various topics such as Landlord Registration, Who has to Register, When to Register, Landlords and Letting Agents, and Tenants of Private Landlords, with corresponding links for guidance and information. Below the table is a 'Help us improve this page' section and an 'A to Z' index. At the bottom, there is a 'Council Services' section with links to various departments like Council Tax/Benefits, Roads and Parking, Registrars, Bins and Recycling, Business, Parks and Leisure, Schools and Learning, Planning and Building, and Social Care and Health.

# Private Landlord Support Officer



## A new resource for Private Landlords and Tenants across the city

The Private Landlord Support Officer (PLSO) has been appointed by Glasgow City Council to work with Private Landlords across the city. This officer works as part of our Private Sector Housing Team which includes the Houses in Multiple Occupation (HMO) Team and Landlord Registration. The main aims of the PLSO are to help landlords improve the standards of private rented accommodation. All landlords should understand their responsibilities. All private rented properties must meet the tolerable and repairing standard. The PLSO will assist landlords in meeting and maintaining these standards.

For more information visit  
[www.glasgow.gov.uk/index.aspx?articleid=21518](http://www.glasgow.gov.uk/index.aspx?articleid=21518)

The screenshot shows the Glasgow City Council website's 'Private Landlord Support' page. At the top, there is a navigation bar with 'Sign in / Register' and a search box. Below the navigation is a large image of a modern apartment building. The main content area is titled 'Private Landlord Support' and contains a 'What is it' section with a dropdown arrow, a 'Contact us' section with an email form and a phone number (0141 418 1366), and a 'How can they help' section with a dropdown arrow. There are also sections for 'Related content', 'Related documents', and 'Related links'. At the bottom, there is a 'Share this page' section with social media icons for Facebook, Twitter, and Email.



# A step-by-step guide to letting out your property



As a landlord how can you be sure that you are meeting your responsibilities?

There is a lot to think about when letting out a property so to assist you a checklist is available on the Glasgow City Council website. Search private landlord support or click this link [www.glasgow.gov.uk/CHttpHandler.ashx?id=38809&p=0](http://www.glasgow.gov.uk/CHttpHandler.ashx?id=38809&p=0) for more information.

## Private Landlord Checklist A Step by Step Guide to Letting Properties

This checklist covers what you need to do before letting a property. Click on the highlighted text to get more information and sample forms where applicable.

Glasgow City Council has a dedicated **Private Landlord Support Officer (PLSO)** who can offer advice and guidance to Landlords and Tenants regarding Housing in the Private Rented Sector.

Email [plsupportofficer@glasgow.gov.uk](mailto:plsupportofficer@glasgow.gov.uk) or Phone 0141 418 1366

You can also get more information by visiting the [Glasgow City Council website](http://Glasgow City Council website)

Who should I notify that I intend to rent out my property	Yes/No
Inform your mortgage lender and HMRC as there may be implications renting your property	
Contact your insurance provider to make sure you have the correct landlord insurance for the property. Having tenants in your property can affect your insurance. You should ask about building, contents and property owner's liability insurance cover.	
All private landlords (with few exceptions) must register as a landlord. Everyone named on the title deeds must register. Failure to do so is a criminal offence and can result in a fine. Find out more and register as a landlord <a href="#">here</a>	
If you intend to rent to 3 or more unrelated tenants in the same property, this will be classed as a house of multiple occupancy (HMO) and you will require an additional licence. Check if you need a HMO licence and how to apply <a href="#">here</a>	
Standards my property must meet	Yes/No
When you are renting your property it must meet a state of repair known as the <a href="#">tolerable standard</a> and also the <a href="#">repairing standard</a> . Check that your property meets these standards	
Your property must have <a href="#">satisfactory provision for detecting and warning of fires</a> . The repairing standard includes a duty to have smoke and heat detectors which requires more than one alarm. All alarms must be interlinked and mains wired with a battery back-up.	
Arrange an Energy Performance Certificate (EPC) for your property. You have to include the rating in any advertising and to show the certificate if any prospective tenants ask to see it. <a href="#">Get more information here</a>	
The Repairing Standard includes the duty for adequate Carbon Monoxide (CO detector(s) to be in each room where there is a gas appliance, except a cooker.	

# Landlord Forums



Glasgow City Council would like to hold a landlord forum in your area.

These forums would provide/discuss:

- Updates to changes to legislation that landlords need to be aware of
- Information on initiatives ongoing in the city
- The need for rigorous fire safety checks and presentations from the Scottish Fire and Rescue Service
- Forums tailored to HMO landlords and Agents.

The screenshot shows the Glasgow City Council website interface. At the top, there is a search bar and navigation links like 'Sign in / Register'. Below that, the breadcrumb trail reads 'Glasgow City Council > More Services > Private Sector Landlords > Landlord Forums'. The main heading is 'Landlord Forums'. Underneath, there is a section 'What is it?' with a dropdown menu set to 'Contact Private Landlord Unit'. A sub-section 'Previous forums we have held included:' lists several bullet points about legislative updates and guest speakers. Below that, there are two questions: 'Why should you attend a landlord forum?' and 'What would you like to hear about?'. Each question has a dropdown menu and a 'Contact Private Landlord Unit' button. The 'Contact Private Landlord Unit' button is expanded, showing an 'Email' field and a 'Phone' field with the number '0141 418 1366'. At the bottom, there is a 'Share this page:' section with social media icons and a 'Help us improve this page:' section with a feedback icon. A navigation bar at the very bottom lists 'Council Services' with links to various departments like 'Council Tax/Benefits', 'Bins and Recycling', 'Schools and Learning', etc.

## Why would you attend a landlord forum?

Forums provide an opportunity for the council to engage with landlords and letting agents working in their area. They also provide an opportunity to discuss legislative changes and also other matters which affect landlords. They can be tailored to take into account local projects or to discuss broader developments in the private rented sector.

## What would you like to hear about?

Please click [www.glasgow.gov.uk/index.aspx?articleid=21860](http://www.glasgow.gov.uk/index.aspx?articleid=21860) to let us know why you would attend a forum?





## Enhanced Enforcement Area (EEA)



Glasgow City Council secured enforcement powers under Section 28(2) of the Housing Scotland Act 2014 to tackle housing conditions and improve regulation in the private rented sector in the Govanhill area of Glasgow. Following these powers being granted, an Enhanced Enforcement Area was designated to four blocks within South West Govanhill in September 2015.

Glasgow City Council recently applied for a further 14 blocks within the Govanhill area to be designated as an Enhanced Enforcement Area and the request has been approved by the Scottish Government.

The extension of the EEA designation will apply for a minimum period of five years and consists of an additional 14 blocks bounded by Calder Street, Victoria Road, Dixon Avenue and Cathcart Road.

Get more information on what this will mean for landlords here [www.glasgow.gov.uk/index.aspx?articleid=21862](http://www.glasgow.gov.uk/index.aspx?articleid=21862)





# New 'Private Residential Tenancy' comes into force on Friday 1 December 2017



The introduction of the new Private Residential Tenancy means that it will no longer be possible to create an assured or short assured tenancy from 1 December 2017 onwards (existing tenancies that were taken out before 1 December 2017 will continue to operate under their current status).

The Scottish Government has produced the following useful links:

## Landlord Information

### [Private residential tenancies: information for landlords](#)

It is the law that a landlord must give their tenant(s) a written tenancy agreement. The Scottish Government has produced a 'Model Private Residential Tenancy Agreement' to help do this which includes both mandatory clauses and discretionary terms which a landlord may or may not choose to include. A link to the new model tenancy is below.

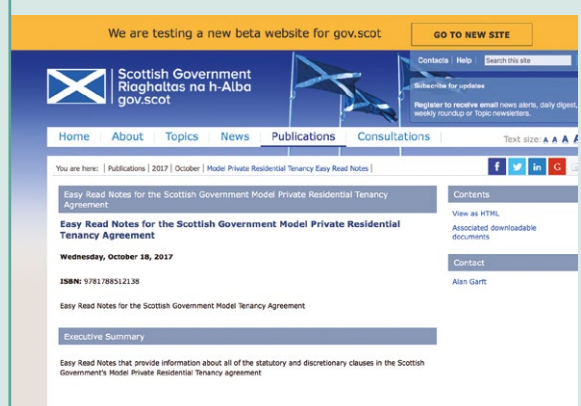
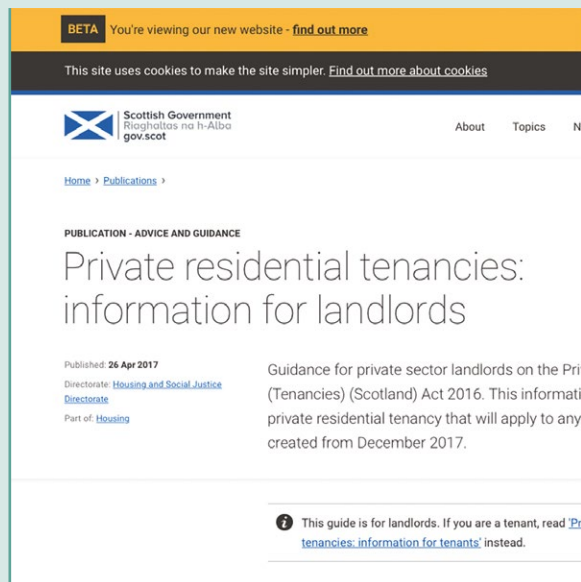
[www.gov.scot/Publications/2017/10/3669](http://www.gov.scot/Publications/2017/10/3669)

When a landlord uses the 'Model Private Residential Tenancy Agreement' they must also provide their tenant(s) with a copy of the 'Easy Read Notes for the Scottish Government Model Private Residential Tenancy Agreement' which explain all of the different parts of your tenancy agreement. A link to the Easy Read Notes is provided below.

[www.gov.scot/Publications/2017/10/3671](http://www.gov.scot/Publications/2017/10/3671)

A digital version of the Scottish Government Model Private Residential Tenancy Agreement that can be completed online, is also available on the Scottish Government website.

If you have any questions please send them to [PRSTenancies@gov.scot](mailto:PRSTenancies@gov.scot). New 'Private Residential Tenancy' comes into force on 1 December 2017



# Welfare Reform - Universal Credit



There have been lots of changes to the social security system in the past few years and there are more changes on the way. Universal Credit is due to go live in most of Glasgow in October 2018 and some of the benefits which currently sit with UK Government in Westminster are being devolved to Scotland.

Below are links to information on these changes and on the information and support services available to your tenants, if they need some assistance.

A Guide on Universal Credit aimed at landlords has been developed by the Department of Work and Pensions and can be found at [www.gov.uk/government/publications/universal-credit-and-rented-housing--2/universal-credit-and-rented-housing-guide-for-landlords](http://www.gov.uk/government/publications/universal-credit-and-rented-housing--2/universal-credit-and-rented-housing-guide-for-landlords).

GOV.UK Search

Home > Universal Credit and landlords

Department for Work & Pensions

Guidance  
**Universal Credit and rented housing: guide for landlords**  
Updated 25 October 2017

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2. Universal Credit payments and helping tenants prepare
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5. Calculating rent
6. Paying for 2 homes
7. Service charges
8. Support and Alternative Payment Arrangements
9. Recovering rent arrears from a Universal Credit claim
10. Budgeting support
11. Discretionary housing payments
12. Specialist accommodation needs

**1. Introduction**

This document provides private and social sector landlords with information about Universal Credit to help them understand what they can do to help their tenants prepare for:

- their move to the single Universal Credit benefit payment
- making direct payments of their housing costs (rent) direct to their landlord themselves

It explains how Universal Credit will ensure that the appropriate protections and safeguards are in place – both the trigger points for intervention by the Department for Work and Pensions (DWP) and recovery of arrears where they occur.

It also explains what budgeting and payment support is available for tenants who may need help moving to the new system.

This includes alternative payment arrangements if claimants are finding it hard to manage their Universal Credit payment and pay their landlord themselves.

Universal Credit is being introduced in stages across Great Britain by postcode area. There are 2 types of Universal Credit services:

- Universal Credit full service
- Universal Credit live service

**1.1 Universal Credit full service**

Universal Credit full service is available to all types of claimants in certain areas of Great Britain. You can identify a full service area if it has an asterisk (\*) in the list of [fscs centres](#)

# Letting Agent Code of Practice and Registration



From the 31 January 2018, letting agency work in Scotland must be delivered in a way that complies with the Letting Agent Code of Practice. The Code sets out the standards of practice that must be met, and includes specific requirements around how clients' money should be handled. It also makes it compulsory for the letting agency to have Client Money Protection and Professional Indemnity Insurance.

Agencies will also be required to undertake training and must also apply to be registered as a letting agent. This registration scheme will be managed by the Scottish Government.

You can get more information at [www.mygov.scot/letting-agent-registration/](http://www.mygov.scot/letting-agent-registration/)





# Private Rented Sector Enforcement



Within the Private Sector Housing team both Houses in Multiple Occupation (HMO) Officers and Landlord Registration Officers have enforcement powers available to them.

The HMO team can issue Suspension of Rent Notices where a property is found to be in HMO use without being licensed and Amenity Notices which can compel landlords to carry out repairs and other work.

The Private Landlord Registration Unit can issue Rent Penalty Notices where a property is found to be privately let and is not registered. These notices can be used where a landlord's registration expires and they fail to renew it. Since July 2017 over 1000 Rent penalty Notices have been issued in respect of expired applications.

Where landlords continue to operate unlicensed or unregistered premises they will be referred for prosecution.



## Committee Decisions

Reports on the fit and proper status of landlords have been considered by the licensing and Regulatory Committee since April 2016. The most recent committee hearing in March 2017 examined 11 cases and the outcome was that three cases were withdrawn, four cases were continued and four cases resulted in the landlord's application for registration being refused or removed from the register. The main concerns surrounding these four cases were criminal convictions and property conditions, including fire, electrical and gas safety.

## Appeals to Sheriff

A decision from Glasgow Sheriff Court in August 2017 upheld the Licensing committee's decision to remove a landlord from the register. The court considered the matters which the committee had regard to and agreed the decision was appropriate and proportionate.

