

## **Training and Information Courses for Private Landlords and Letting Agents**

### **Entry Level Training: New to Letting: Your Obligations as a Landlord**

This course is designed to give those who are considering becoming a landlord and those who have recently become landlords the information and basic requirements to being a responsible landlord in the Scottish private rented sector.

The topics listed below will be discussed giving practical examples with delegates signposted to where they can find essential information.

Having undertaken this course, landlords are encouraged to attend the Core Standard Training Level 1 courses which deal with the topics in more depth.

#### **Course Topics:**

- Pre-tenancy checks
  - Landlord safety & certification responsibilities
  - Setting up a tenancy – standard documents
  - Tenancy Deposit Schemes
  - Tenancy Management - getting it right
  - Ending a Tenancy
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### **Core Standard Training Level 1: Property Condition & Property Management**

All courses offered by LAS are relevant to private landlords, letting agency staff & land managers with responsibility for rental properties in Scotland and are an excellent way to keep up to date with legislative and best practice requirements in the day to day management of rental accommodation.

This course is designed to give a broad overview of the topics listed below and is suitable for landlords/letting agency staff of all levels of experience.

#### **Course Topics:**

- Minimum Property Condition
  - Repairing Standard
  - Providing Clear Statements & Detailed Inventory
  - Repairs & Maintenance
  - Health, Safety & Home Security
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## **Core Standards Training Level 1 – Tenancy Management**

This course looks at a number of topics from starting a tenancy to communication with tenants throughout a tenancy.

The course is suitable for landlords regardless of the number of properties managed and length of time in the industry

### **Course Topics:**

- Communication with tenants
  - Pre-letting procedures
  - Tenancy Deposit Administration
  - Equalities issues, complaints and disputes
  - Dealing with antisocial behaviour
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## **Core Standards Training Level 1 – Tenancy Agreements and Notices**

This course looks at what information should be included in a short assured tenancy agreement or lease document to ensure that the landlord is providing a relevant document for the tenant whilst protecting their interests as a private landlords. The course also provides guidance on preparing and serving notice documents.

The course is suitable for all private landlords and letting agency staff regardless of length of time within the industry. For those who have been dealing with tenancy agreements for some time this course will serve as a refresher. For those who are new to the industry this course will give you valuable information on both topics.

### **Course Topics:**

- Executing the Short Assured Tenancy Agreement
  - Grounds for Repossession of Assured Tenancies
  - Serving Notice
  - Unfair Terms in Consumer Contracts Regulations
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## **Core Standards Training Level 2: Tenancy Agreements & Repossession**

This course deals with the process involved if a tenant does not leave a property on the stated end date despite all the appropriate notices having been served correctly. The course requires delegates to have a good understanding of end of tenancy procedures prior to attending the course and ideally delegates should have attended Level 1 training course, Tenancy Agreements and Notices.

### **Course Topics:**

- What happens when your tenant refuses to leave after the notices have expired?
- Understanding grounds for eviction
- Using breach grounds for repossession

- What happens when you go to court?
  - Understanding the court process
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## **Core Standards Training Level 2 – Dealing with Complaints & Disputes**

### **COURSE OVERVIEW:**

The course is devised to help landlords & letting agency staff learn key skills to deal with challenges raised by difficult calls and face to face situations. Those attending will learn how to stay in control and de-escalate these situations whilst maintaining high customer service standards

### **WHO SHOULD ATTEND?**

Letting agency staff and landlords would benefit from hearing how to deal with what can, in some cases, be highly confrontational situations.

### **COURSE BENEFITS:**

Those attending the course will find themselves better able to:

- recognise patterns of conflict unique to communicating by telephone
  - use specific skills to manage/control each call
  - understand the impact of “trigger” words and phrases
  - manage high tenant expectations
  - defuse difficult situations with tenants (both face to face and on the telephone)
  - ensure staff/landlords maintain good relationships with tenants.
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## **Core Standard Training Level 2: Managing Common Repairs**

A landlord who lets flat property, whilst solely responsible for the repairs and maintenance of that property, also takes on joint responsibility for the repairs and maintenance of the common parts of the building.

This course has been designed to provide landlords with a guide to the regulations involved in joint repairing responsibilities that come with the ownership of property with communal obligations.

Landlords should have attended the Core Standards Level 1 course, Property Condition and Property Management, prior to attending this course.

### **Course Topics:**

- Rights and Obligations of tenement flat owners
  - Managing common repairs
  - Working with Property Factors
  - Managing payment for common repairs
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## **Best Practice Training: Small Claims Actions – Chasing the Debt**

This course focuses on raising a Small Claims Action against a tenant who leaves the property owing the landlord money whether that is unpaid rent or for damages. The course tutor is Ruth O'Hare, Partner with TC Young Solicitors. Ruth regularly represents landlords in the Private Rented Sector in all aspects of tenancy law.

### **Course Topics:**

- Recovering Debt
  - Raising Court Action
  - What is a Small Claim?
  - Overview of Procedure
  - Hearing of Evidence
  - Extract Decree & Enforcement
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## **Best Practice Training Course: Dealing with Abandonment**

This is a specially tailored training session designed as a practical guide to dealing with abandonment cases highlighting both a landlord's legal position and employing best practice in problem solving.

### **Course Topics**

- Establishing Abandonment
  - Abandonment Checklist
  - Considering 'Surrender'
  - Terminating the Tenancy
  - Tenant Notification
  - Abandonment Clauses
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## **Best Practice Training: Creating Inventories**

A well written, concise inventory is essential for any landlord who wishes to avoid lengthy disputes at the end of a tenancy over property condition and return of deposits. It is also essential in aiding all landlords of private rented accommodation to comply with the Repairing Standard 2007.

With the introduction of Tenancy Deposit Schemes to Scotland a detailed inventory will be of the utmost importance in supporting a landlord in any dispute with a tenant regarding return of deposit that may arise.

Attendance at the course will provide you with a framework for preparation of a relevant inventory document and guidance on using that document at your final inspection.

### **Course Topics:**

- Inventory Preparation & Writing
  - Routine Visits/Inspections
  - Tenancy deposit scheme evaluation process
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## **Best Practice Training: Landlord Tax - Obligations & Entitlement to Claim**

Carl Bayley, author of a number of excellent publications dealing with tax matters is presenting this course for LAS. The course will take a 'back to basics' approach and aims to provide landlords with an understanding of both their tax obligations as well as their entitlement to legitimate deductions.

The course is suitable for all those involved in letting residential property in Scotland and will run for 2.5 hours dealing with the following topics:

- When and how to inform HMRC
- Record keeping requirements
- Capital expenditure
- Allowable/Non-allowable expenses
- The Tax Return – filing & payment
- Non-resident landlords