

Where do I get information about the Scheme?

Full details of the scheme are available at www.emlas.org.uk.

If you would like a brochure about the scheme please telephone the scheme operator on 01332 256475 or write to

East Midlands Landlord Accreditation Scheme (EMLAS)

Bio House

Derwent Street

Derby

DE1 2ED



Look out for the scheme logo in advertisements and in properties and ask the landlord to show you his Certificate of Accreditation.

East Midlands



Landlord Accreditation Scheme

A Tenants Guide



What is EMLAS?

The East Midlands Landlord Accreditation Scheme (EMLAS) accredits landlords who have good property management and whose properties meet basic legal standards.

Accreditation is available to all landlords and managing agents who own or manage property in the East Midlands region.

To become accredited, landlords agree to comply with legal requirements of property management, condition and tenant related matters.

The accreditation scheme operator and local authorities check that landlords conform to the requirements of the scheme through a combination of property checks, landlord training and canvassing of tenants' experiences. Landlords who fail to comply can be removed from the scheme.

How do I know if a landlord is accredited?

Ask the landlord to show you their accreditation scheme membership card.

If you have any doubts then check online at www.emlas.org.uk

or contact the scheme operator on 01332 256475



Benefits to Tenants

- Good properties will be easily identifiable by the quality mark house logo that the scheme awards.
- Tenants of accredited properties can expect the property to be safe and in good repair.
- The Tenant can be confident that the landlord has made a commitment to the health, safety and the welfare of his/her tenant.

- The property will be properly managed by a landlord who must deal fairly with tenants and comply with all tenancy related laws.
- An assurance that repairs will be completed efficiently and to agreed timescales.
- A no cost, independent means of dealing with complaints and resolving disputes.

What happens if I have a problem with the accommodation covered by the Scheme?

Tenants first raise their concern with their landlord. The landlord should remedy any defect. If a repair is not carried out, tenants can refer their problem to the scheme operator who will help to resolve the dispute.



How will complaints be dealt with?

Complaints sent to the scheme must be in writing and clearly state:

- Details of the breach of standards
- The action taken to bring this breach to the attention of the landlord or letting agent
- The relevant dates concerning the particular problem
- A contact address and telephone number for the person making the complaint

If the tenant is not satisfied with the decision by the scheme operator they may refer the matter to a Review Panel. Details are available from the scheme operator.