

# Smart Moves Student Guide

*For students on the move*



# Time to move?

Starting university is difficult enough without trying to remember everything about the properties you go to view for next year. After the first few, details get a bit blurry, so we've taken the stress out of the situation by creating our new Smart Moves cheat-sheets.

Using these, you can:

- Record the most important details of the properties – the rent, deposit and what EPC rating it has.
- Check for essential safety features required by law
- Record what you like and dislike about the property, and any repairs which need to be done before moving in.
- Use the completed sheet to compare properties against each other, to decide which is most suitable for you and your future housemates.

We've also created this Smart Moves guide to go along with the sheet. In this guide you can find an explanation of everything you see on the sheet, as well as other useful things to think about when you're looking for a place to live.

Confused by EPCs? Never heard of a Gas Safety Certificate? Worry not, as all the information you need is here, along with some information about who we are and why we've made this guide.

We hope this makes choosing your next rental property easier.

All the best,



Lewis Greenaway  
TPAS Cymru



Tim Thomas  
RLA Wales

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## How to Use the Property Profiles

The property profile sheets are double-sided, with two property boxes on each side. On the left of each property box you'll find space to record details about the properties such as address, EPC rating, and the rent charged. On the right of each box is a space to record important safety features, and to write in your observations on each property. While you're looking around, think about the features of the property, and whether they would be suitable or unsuitable for you and your prospective housemates. If there are any repairs which would need to be done before you move in, write them down.

Also, look at the end of this guide for additional ideas on what to ask the person showing you around. You may want to think about things like waste/recycling collection days or whether the property can only use certain internet/TV providers.

## What's on the sheet?

### Property Details

#### 1. Address and Contact Details

*Use this section to make a record of who is the main contact for your property, and where it is.*

If the property is being offered by an individual landlord, ask for their phone number and email address. If the property is being offered by an agent, ask for the main contact, their phone number and email address. It is worth asking also for their opening hours, and whether their head office is located somewhere other than where your contact is located. This will make it easier to arrange more viewings or start the process of renting the property if you like it.

#### 2. What is an Energy Performance Certificate?

*Use this section to record the property's EPC rating. Landlords and agents must provide this before renting a property.*

#### Top tips

- New legislation has banned properties with an EPC rating of F or G from the rental market. If you see a property with an F or G rating, don't rent it, as the landlord or agent is acting illegally.
- To avoid big energy bills, look for properties with high EPC ratings.
- The landlord or agent must be able to show you the EPC rating of a property before you visit. Usually, it will be displayed on the advert for the property. If it's not, make sure the landlord or agent has one before you go to see the property.

An **Energy Performance Certificate (EPC)** is used to measure the energy efficiency of a property from an A to G with an A rating being the most efficient to a G being the least efficient.

### Why is this important to you?

The cost of many student lets do not always cover the cost of utility bills. Those properties with a lower efficiency rating are likely to cost you more in gas and electricity, and they are also more likely to be uncomfortable when you are studying and living in the property.

The majority of student lets in the private rented sector require an EPC, although they are not required for bedsits, individual rooms in halls of residence, or situations where you rent a single room without signing a tenancy agreement with your housemates.

## 3. What is Rent Smart Wales?

Rent Smart Wales is a register of all rental properties in Wales. By law, all landlords and agents have to complete training on their rights and responsibilities, housing law, and managing their properties well. It helps to regulate the rental housing sector in Wales and provides protections for tenants.

If your landlord has not registered with Rent Smart Wales, then they should not be renting their property. It is always a good idea to ask your potential landlord if they have registered before viewing.

You can check whether a property, landlord or agent is registered by following the steps below:

- Usually, you'll only need to check a property. To do so, go to [www.rentsmart.gov.wales/en/check-register](http://www.rentsmart.gov.wales/en/check-register) and enter the details of the property (only the postcode is required). Choose the relevant one from the list to see whether it is registered, and if so, who is the landlord or agent.
- To check whether an individual landlord or an agency is registered, ask them for their Registration Number or Licence Number. The number will follow the format "#RN-00000-00000" or "#LR-00000-00000", with the zeros being replaced by other digits. Enter this number under the "Reference Number" section on [www.rentsmart.gov.wales/en/check-register](http://www.rentsmart.gov.wales/en/check-register).

## 4. Rent and Deposits

*Use this section to record the amounts you'll need to pay for a holding deposit, how much each month in rent, and how much you will need to pay at the beginning of the tenancy for the security deposit.*

### Holding deposits

When you decide on which property you'd like to rent, you may be asked to pay a holding deposit to the agent or landlord. This is a fee to take the property off the market and reserve it for you. As of the 1st of September 2019, this is now capped. It should be no more than one week's rent.

When you then sign a contract to rent that property, the holding deposit will be returned to you.

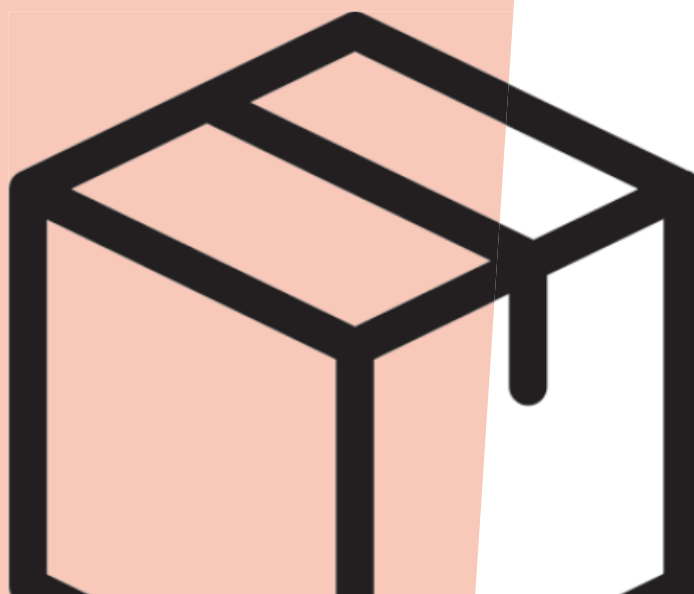
### Security Deposits

When you begin a tenancy, you will need to pay a security deposit, which is an amount of money held by a deposit scheme to pay for any damage you cause while you live in the property. You won't need to worry about paying for most small bits of damage - e.g. scuff marks on the walls, fraying carpets etc. as these will be considered "wear and tear", and are a normal part of living somewhere. Instead, security deposits go towards any damages you cause which aren't considered a normal part of renting - e.g. broken furniture, structural damage etc.

Before moving into the property, the deposit will be taken. Each agent or landlord has a slightly different way of calculating deposits, however, common methods include:

- One month's rent
- One month's rent + £100
- Six week's rent

This payment will be taken by the landlord or agent, and is legally required to be registered with one of the three deposit schemes in operation. In some cases, the landlord or agent keeps the money, and pays for insurance to cover their ability to return the deposit. In the case of the Tenancy Deposit Scheme Custodial deposits, the money is transferred directly to the scheme, who look after it until you move out.



When you leave the property, the landlord or agent will assess its condition and your deposit will be returned to you, minus the cost of any damages you've made. If you think that your landlord or agent is taking money from your deposit unfairly, you have the opportunity to dispute the charges, which will be adjudicated by the deposit scheme itself.

For more information on standard security deposits and how they operate, click here: [custodial.tenancydepositscheme.com/tools-and-guides/faqs/tenants](https://custodial.tenancydepositscheme.com/tools-and-guides/faqs/tenants)

## Different Types of Deposits

Whilst what's written above is the standard way of paying and storing a security deposit, more and more agents/landlords are looking for different ways to do things. There are a number of different methods either in use now, or going to be introduced in the near future, for example, insurance-based deposits or "passporting" some of your old deposit into a new one. For more information on alternative deposits, follow this link: [www.tpas.cymru/blog/new-ideas-for-security-deposits-in-the-private-rental-sector](http://www.tpas.cymru/blog/new-ideas-for-security-deposits-in-the-private-rental-sector)

## **5. Utilities Bills**

*Use this section to record which (if any) bills are included in the cost of rent.*

### Top Tips

- If bills are included, ask which ones?
- Find out whether the agency/landlord offers a "bills included" package, remember this will be more expensive than doing it yourself.
- Don't worry about council tax. If everyone in the house is a student, you won't need to pay it. If someone in the house stops studying and starts working, you may need to look at it then.

There are a number of questions to think about when looking at bills. Some properties are advertised as "bills included". In these cases, you need to ask, "which bills"? Gas, water and electricity usually would be, but telephone and/or internet connection might not be. Some agencies offer a "bills included" package for an additional fee, but this is likely to cost more than setting it up yourself.

Next, you'll want to ask what utilities the property is connected to. Is there a gas connection? If so, the central heating and oven is likely to be gas. If not, those things are likely to be electric. Is the water bill the same every month or is it on a meter (meaning it will change depending on how much you use)? Is the property restricted to only using certain companies or services? E.g. Cable-only internet.

Finally, you'll want to know whether the utilities are already connected to companies, and whether you can take over the accounts. Again, you may be able to minimise your bills by looking for your own utilities deals, but it could be easier just to continue with the companies which are already connected.

# Safety Details

## 6. Gas Safety Certificates

*Use this section to record whether the property has a current Gas Safety Certificate, or if it still needs to be done. Also ask the person showing you around the property where the gas tap is, as it's important to know in case of an emergency.*

### Top Tips

- If you get a visit from a Gas Safe Registered Engineer, it is always a good idea to be helpful, but always ask for identification as some fraudsters target student areas. Why not also check with your landlord to see if they are expecting an engineer?

Gas safety might not be at the top of the list of priorities when moving into a property, but by following a few checks you can make sure the property is safe and could save lives in the event of gas faults.

Fortunately, your landlord has a legal obligation to ensure you and your flatmates are safe from any faulty gas appliances. They need to have a Gas Safety Certificate, which should be renewed every year.

This includes checks to ensure:

- Chimneys are free from fumes.
- Appliances are burning gas properly with fresh air circulating appliances.
- All safety appliances are working properly.
- If there is a fault, mechanisms are in place to shut down systems.

Ask your landlord for a copy of the Gas Safety Certificate, ensure that it is still in date and consider when it is due for renewal. If your landlord can not provide this whilst you are a tenant in the property, then they are committing a criminal offence and could be liable for prosecution from the Health and Safety Executive.

### Is there anything else I can do to ensure my safety?

You can ensure that you and your flatmates are safe by investing in a carbon monoxide monitor, which can be bought for as little as £15 in most good DIY stores. Carbon monoxide poisoning acts fast and the early symptoms can be mistaken for a hangover or light headedness.



## 7. Electrical safety

Use this section to record whether an electrical safety check has been carried out for this property. It must be carried out at least every 5 years.

### Top Tips

- Ask your landlord for an Electrical Installation Report, which should be carried out at least every 5 years.
- If you have reported a problem to your landlord and he or she has refused to act upon it, speak to your local council to investigate.

Although electrical safety has improved over the years, there are still around 30 deaths and several thousand injuries each year. The major dangers to health from electrical incidents are shock, burns, and electrical explosion. In addition, just over 10% of fires are due to the electrical installation. The Grenfell Tower fire in June 2017, which killed 71 people, was thought to have started in a faulty fridge.

That might sound worrying, but there are pieces of legislation and codes of practice in place that all good landlords follow. These include the general safety and maintenance of electrical appliances, and safety of plugs and sockets. The bottom line is that under a residential tenancy the landlord is obliged to keep the electrical installations in good repair and proper working order and you as a tenant have the opportunity to flag electrical defaults.

The obligations on landlords are either enforced by you and your flat mates reporting issues or from inspections from the local council, Fire Authority or the Health & Safety Executive.

## 8. Fire safety

Use this section to record information about the fire safety features in the property. Any property being advertised for rent **must** have a fire risk assessment, fire resistant furniture, and fire alarms on each floor. You can ask the landlord or agent for a copy of the fire risk assessment, and you can check the tags of fabric furnishings to see whether they are fire resistant. It might seem obvious, but if a property does **not** have a fire alarm on each floor, do **not** rent it.



We have already considered the impact both gas and electricity can have on fire safety, but there are general fire safety precautions you should consider and obligations that your landlord should adhere to. As always there are a few simple steps you can take to protect yourself and your flatmates.

### **Your landlord's responsibilities**

- Your landlord should carry out a Fire Risk Assessment, which will identify escape routes, serious hazards and risks.
- Your landlord is responsible for ensuring that smoke detectors are installed on every floor of the property, are fully maintained and they are obliged to sign a declaration to the local authority that they are in working order.
- Landlords need to make sure any furniture and furnishings they provide meet the fire resistance regulations.
- Many organisations recommend that landlords install good quality fire doors to stop the spread of fire and that landlords should keep a record of smoke alarm tests.

### **Your responsibilities**

But like anything involving safety, there are always precautions you and your flatmates should take:

- A major fire hazard in student properties is from cigarette smoking, especially when smokers fall asleep. Other hazards are unattended cooking and lack of knowledge in dealing with kitchen fires.
- Be careful how you store rubbish bags as this can be a major source of fire.
- Do not overload plug sockets by linking more than two extension cables together.
- Use extraction fans when cooking.
- If your smoke alarm beeps, it means its battery is low. Do not ignore this and replace the battery as soon as possible.
- Many student lets use portable heaters especially in the winter months. Never leave these heaters unattended and never cover them. Definitely don't dry your clothes on one.

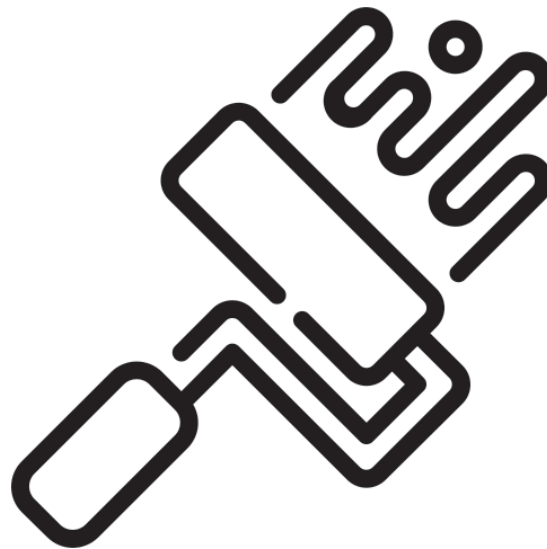
## **9. Garden Responsibilities**

*Record whose responsibility looking after the garden or other outdoor space is. Students are usually responsible for maintaining back gardens of houses. If you're in flats, it could be either the students or the landlord. It's always best to check.*

### **Top Tips**

- If it's the landlord's responsibility, you just need to make sure to keep the area rubbish-free.
- If it's the tenant's responsibility, you might need to cut the grass, keep the place free from weeds. Nothing too strenuous.

Depending on what type of property you're looking for, you may be responsible for keeping the garden or other external areas clean and tidy. It's worth asking whoever is showing you around who is responsible for the upkeep of the garden and other outdoor areas. There will usually be an expectation that you will keep the area clear of rubbish, but who needs to mow the grass and things like that will be written into the contract. If the contract says that it is the tenants' responsibility, you will only need to worry about tidying, mowing grass, making sure it doesn't get overgrown with weeds etc. No-one will expect you to enter the Chelsea Flower Show (though it depends on how good a job you do!).



## 10. Property Conditions, Features and Repairs

*Use this section to record information about the property which will help you make the decision on which property to rent. Write in any interesting or useful features of the property such as which appliances it has, and whether it suits your needs as an individual or group of people.*

*You can also use this section to record any problems with the property, and whether there are any repairs which would need to be done before you move in. Pay careful attention to the section below, as condensation/damp is an issue to look out for.*

### Condensation and damp

#### Top tips

- For large areas of mould, your landlord should contact a professional cleaning company.
- Soft furnishings should be shampooed and clothes professionally dry-cleaned.
- Always seek your landlord's advice if you wish to clean mould. Official NHS advice is only to attempt a DIY clean if you are sure the mould is covered by condensation (and not, for example, by contaminated water), and only if it covers an area of less than one square metre.

During the colder months, damp and mould can be a common problem in student let properties and is often perceived by landlords as notoriously difficult to deal with. A number of landlords would prefer to wait to tackle the problem in between tenancies or during term breaks, but as damp and mould can be potentially unhealthy for you and your flat mates, there are measures that they should take while you are living in the property.

Landlords should bear in mind that condensation and mould growth are not problems that can be treated with sprays or redecoration – they will simply continue to occur. Without preventative action being taken, the situation only gets worse, causing damage to the building as well as potential harm to the occupants' health.

### **Actions you and your landlord can take**

- If possible, open windows to ensure ventilation of the property.
- Ask your landlord to provide ventilation systems in kitchens and bathrooms, before moisture spreads to bedrooms.
- You can help your landlord by taking simple steps such as covering pans when cooking, avoid drying clothes indoors, and avoiding using the heating for short amounts of time (less than one hour).
- Do not block extraction fans.

## *Additional Information – Other Things to Consider*

### **Waste Management/Recycling**

*It's always useful to know the collection days for different types of waste. If the person showing you around the property doesn't know, use the details below to find out.*

#### Top Tips

- You can get bin bags for free at local libraries, community centres etc.
- Don't put your rubbish out before 16:30 on the day before collection.
- Make sure you put the right things in each type of bag/box. Don't worry if you make a few mistakes, but if you're putting out rubbish when there's no collection or if you're making a mess in the street, you could be fined.



The rules around recycling and getting rid of waste are a small, but very important part of your new property. You'll need to know on which days different types of waste are collected, and what you'll need to put them in. Refuse bags can be collected from local libraries or community centres.

You'll also need to know how to separate your waste. Generally, garden waste goes into a green bin, card and cans into a green bag. In some areas, food is put into a green or brown caddy, and glass goes into a blue bin. All other waste goes into black bins or bags.

In order to find out which types of recycling are collected in your area, where you can pick up bags from, or what days your collections are, visit Cardiff Council's website at: [www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling](http://www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling).

## Internet Connectivity

*It might be useful to find out the average internet speed for this property, and whether you are restricted to certain service providers - e.g. some properties can only get cable internet. If the person showing you around doesn't know, you can always check with service providers.*

### Top Tips

- The larger the property, the more routers you will need to get Wi-Fi in all of it.
- You need telephone sockets to plug the router into.
- If there's only one router, you can buy special Wi-Fi extenders.

It's worth checking out what sorts of internet speeds the property receives at the moment, so that you can look at what internet package you take out when you move in. While gas, water and electricity are usually already set up when you arrive, the internet package tends to be cancelled by the previous tenants before they leave. You could also look around the property when viewing it to see where the telephone sockets for plugging in the router are. If it's a large property, you may end up needing more than one router.

## Asking for Repairs

*Ask the person showing you around the best way to arrange standard repairs. Emergency repairs will usually have a 24-hour phone number.*

### Top Tips

- The person showing you around the property should know the procedure for arranging repairs, so it's a good idea to ask them while you're there.
- Don't forget that if you smell gas, turn it off at the tap, exit the building, and call the emergency number provided.

We all hope that things will run smoothly throughout the duration of your tenancy, but the unfortunate truth is that things can break, and will need to be repaired. Whilst issues such as changing light bulbs are usually the responsibility of the tenant, fixing boilers, radiators and ovens, for example, is down to the landlord. It's a good idea to check with the landlord or agent what their procedure is for requesting repairs.

In most situations, you will be provided with phone numbers for emergency situations such as gas leaks or boiler problems. For scheduling non-emergency repairs, some landlords use online systems, some use dedicated phone lines, and some request tenants to contact them directly. Finding out the expected method of communication will save you time further down the line.

## Legionella Risk Assessment

*While this hasn't been included on the Property Profile sheet, it's still an important thing to check before moving into the property. Legionnaires' Disease is a dangerous pneumonia-like bacterial infection which can be fatal. Legionella Risk Assessments **must** be carried by landlords every 2 years.*

### Top Tips

- Ask your landlord if they have carried out a Legionella Risk Assessment and how often they review it.
- If you suspect they haven't, ask them to comply. If they do not to act, your local authority will take necessary action.

Landlords have responsibilities for combating Legionnaires' Disease. Health and safety legislation requires that landlords carry out risk assessments for the Legionella bacteria which cause Legionnaires' Disease. Most rented premises will be low risk, but it is important that risk assessments are carried out and measures taken to keep tenants safe. Legionnaires cannot be passed from person to person but is spread by bacteria in water.

To minimise the risk, your landlord must flush out water systems that have not been used for a while, remove redundant pipework and ensure hot and cold water is stored correctly. Of course, the longer a property is unoccupied the greater the risk. Landlords will need to review the risk assessment periodically, especially if there are any changes to the system.

The consequences of skipping this can be serious. Landlords are legally required to minimise risk to tenants, residents and visitors. If not, heavy fines or even imprisonment can be imposed. Landlords can be prosecuted even if there is an exposure to risk without anyone actually becoming ill.



## Things to Remember

### Inventories

Use the “Property Conditions and Features” box to record any repairs to be done before you move in. This will help ensure that when you receive your inventory, you are confident that it is correct. Any issues left off the inventory could cause problems further down the line.

### Top Tips

- It’s a good idea to request a copy of the inventory as soon as you sign your contract.
- When you move into the house, take a photograph of each room so that you can ensure you leave the property in the same condition.
- Check that the state of the property matches what is written on the inventory. If it doesn’t, query this with the landlord or agent.
- If you have written any repairs to be done in the “Property Conditions and Features” box on the property profile sheet, make sure that these are added to the inventory (if they’re not completed before you move in).

An inventory is a document which lists the condition of the property and any furniture provided. It’s important to get a copy of this, as you’ll need to make sure you leave the property in the same condition you found it in order to get your security deposit back. Remember, landlords or agents cannot charge you for a copy of the inventory.

### Mental Health Support



#### What is Open Doors?

Open Doors was a project set up in 2017 to reduce instances of discrimination and mistreatment in the private rented sector. This was a unique partnership between Tai Pawb and the Residential Landlords Association and was funded by the National Lottery Community Fund.

In two years, they engaged with tenants and landlords to upskill them on their rights and responsibilities. Over the course of the project, they had input from a variety of Landlord and Tenant Champions. For information on your rights as a

tenant, check out the [Open Doors Tenant Guides](#).

One of the Tenant Champions, Steven, faced especially difficult circumstances with his private landlord whilst studying in Cardiff. Read more about his experiences [here](#).

**If you have questions, contact [info@taipawb.org](mailto:info@taipawb.org)**

## Student Mental Health

While mental health problems can occur at any stage of life, the statistics for university students are particularly alarming. Research has shown that [one in every four students](#) experience mental health issues at some point during their time at university, with nearly half of those saying they struggle to complete daily tasks as a result.

Anxiety and depression are the most common types of mental illness reported, and studying is the primary [cause of stress](#). 71% said workload had the biggest impact on their mental health, but friendship groups and employability and housing situations were also cited as major concerns.

With one in five students now making use of their university mental health support service, it's clear that if you're struggling with your mental health at university, you're certainly not alone.

## Mental Health Support

As a student, if you are experiencing poor mental health then we encourage you to reach out for support. Support can come from many avenues, for instance;

**1) Your GP** – much like with a physical illness, your GP can help with a mental health issue. If you're not registered, use the [NHS directory](#) to find your nearest surgery, or do some research to see if any practices near you offer more specialist mental health treatment.

**2) University Support Services** - Universities will generally be set up with Support Services relating to health, mental health, counselling and financial support. Welsh Government have also announced that they will be providing £2 million of new funding to support students' mental health and wellbeing.

**3) External Organisations** – In addition to University provided support services, there are a number of support organisations that can provide you with support, advice and guidance.

To find a local support service, visit the [DEWIS Cymru](#) directory and type in 'mental health' and your postcode to find support services near you. Alternatively, we have listed some useful organisations below.

[Mind Cymru](#) provide advice and support to empower anyone experiencing a mental health problem. They also campaign to improve services, raise awareness and promote understanding.

[Platform](#) work with people who are experiencing challenges with their mental health, and with communities who want to create a greater sense of connection, ownership and wellbeing in the places that they live.

You may also want to speak with [Samaritans Cymru](#) on 111 123 who are available 24 hours a day, every day.



## Having your opinion heard - TPAS Cymru



I wanted to work with the RLA to create something of use to students entering private renting because it meets a fundamental goal of TPAS Cymru, which is to provide renters with the information they need to feel in control, and that they have a voice.

My hope is that by using this resource you'll feel prepared to view properties to live in, and that you'll have a better understanding of necessary safety features required by law. The law which

came into force on the 1st of September, the Renting Homes Wales Act, was influenced by private tenants such as myself. It's a group of people you will be joining soon, and who need to have a stronger voice when it comes to changing the law.

The laws which govern private renting are changing rapidly in Wales at the moment, and it's essential for private tenants to be able to influence the changes being made. TPAS Cymru has been working for over 30 years to ensure that tenant's wishes are put at the heart of housing decisions on a local and national level. By taking part in the debate with other tenants from all over Wales, you can help to improve the regulations around property standards, rent and fees, and a variety of other issues. At TPAS Cymru, we work to create policy suggestions on every matter of importance to housing. In order to build a strong voice for private tenants, we need your help.

We run an online and post survey panel for all people who rent their homes in Wales. We offer between four and six surveys every year, publish reports and write policy proposals based on what tenants tell us. If you want to be able to influence laws on the fees landlords and agents charge, the conditions of the homes you live in, and safety from unfair eviction, this is your chance. You can sign up for free at [www.tpas.cymru/pulse](http://www.tpas.cymru/pulse), or by following the QR code below. We will send you surveys as soon as they go live, and for each survey you complete, you'll be entered into a prize draw for £50.

We really want your help to make renting better for everyone.



## The Residential Landlords Association (RLA)



The Residential Landlords Association (RLA) represents the interests of landlords in the private rented sector (PRS) across England and Wales including landlords who rent to students during their time at further education. With over 30,000 subscribing members and an additional 20,000 registered guests who engage regularly with the Association, the RLA is the leading voice of private landlords. Combined, the RLA members manage over a quarter of a million properties.

The RLA provides support and advice to members and seeks to raise standards in the PRS through its code of conduct, training and accreditation. Many of the RLA's resources are available free to non-member landlords and tenants.

The Association campaigns to improve the PRS for both landlords and tenants, engaging with policymakers at all levels of Government to support its mission of making renting better.

<https://www.rla.org.uk/>

# Useful contacts

## Cardiff Council

Telephone: 029 2087 2087

## Cardiff Nightline

Telephone: 02920 870555

## Cardiff Students Union

Telephone: 029 20 78 1400

Email: [studentsunion@cardiff.ac.uk](mailto:studentsunion@cardiff.ac.uk)

## Cardiff University

General enquiries: 029 2087 4000

## Health and Safety Executive

Telephone: 0300 003 1647

## Rent Smart Wales

Telephone: 03000 133344

Email: [rentsmartwales@cardiff.gov.uk](mailto:rentsmartwales@cardiff.gov.uk)

## Residential Landlords Association (RLA)

Telephone: 03330 142 998

Email: [info@rla.org.uk](mailto:info@rla.org.uk)

## Samaritans

Telephone: 0808 164 0123

Email: [Jo@samaritans.org](mailto:Jo@samaritans.org)

## Shelter Cymru

Telephone: 0345 075 5005

## Tai Pawb

Telephone: 029 2053 7630

## Tenant Deposit Scheme (TDS)

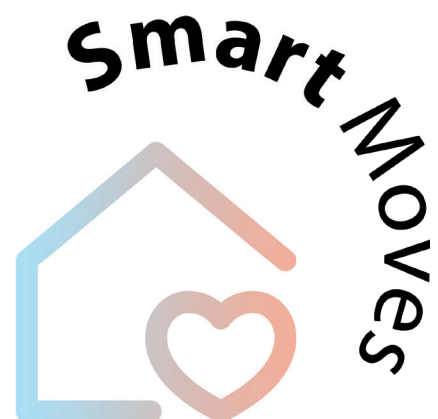
Telephone: 0300 037 1000

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A TPAS Cymru and RLA project.

