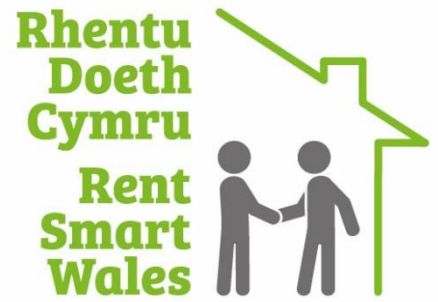


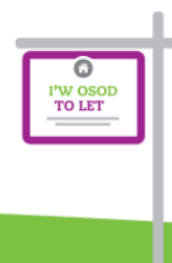
Rent Smart Wales

Customer Guides



Naming Agent responsible for letting/management

Dated 29/11



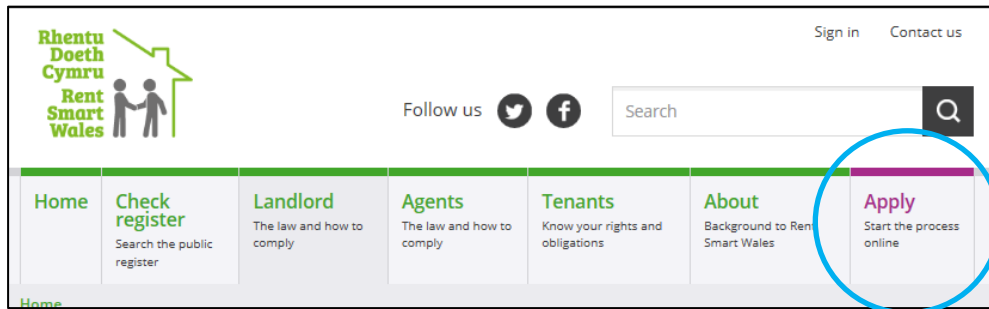
This guide has been created in order to help you successfully connect your agents to your rental properties within our system. There are two sections to this guide. The first will be useful if you have not started a registration as of yet. The second section will be useful if you wish to amend the agent details for any properties you have already registered with Rent Smart Wales, or are adding a new property with an agent to your completed registration.

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1. Starting a registration and adding a property that is managed or let by an Agent.

You will start by going to www.rentsmart.gov.wales. Once you have reached the homepage, you will need to press the “Apply” button on the right hand side of the top menu bar (highlighted by the blue circle on the screenshot below.)



Once you have pressed Apply, you will be taken to a screen that will say Sign Up. You will need to fill out the required information, highlighted by an asterisk (*).

Once you have filled out all the information, you will be required to verify your information by checking your e-mails and clicking the link within the activation e-mail you will receive from us.

Please note: This may take a while, and can take up to two hours. If you have not received this e-mail within 2 hours, please let us know by contacting us on 03000133344.

Sign Up

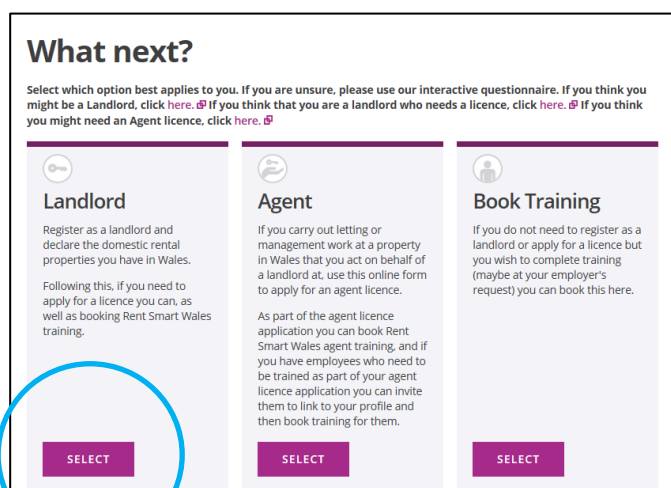
Please create a personal account.

Once created you can start a landlord registration, apply for a licence, book training or link to your employer.

If you have already created an account, please [click here](#) to sign in. Please do not create more than one account per person. If you cannot access your account for any reason, please contact us and we will reset it for you.

Fields marked with an asterisk (*) are required.

Once you have clicked the link within the e-mail you will be brought to the following page, where you will need to click the “Select” button within the Landlord section:



On the first page of the registration form, you will need to select what kind of landlord you are. Your choices are:

Individual: This applies if you are a landlord that owns properties on your own, as in; there is no other person(s) on the deeds of the property besides yourself.

Joint Landlord: This applies if you share the property with one or more people, for example you and your sibling own a property together.

Corporate body: This applies if the properties in question are owned in the name of the company, for example you own a company, House Owners Ltd, and they own 4 properties that they let out.

Trust: This applies if this property is owned by a Trust.

Charity: This applies if the properties in question are owned in the name of a charity.

Please note, this legislation requires the landlord of the rent property in Wales to register it, in most cases this is the owner. However if the owner does not have the power to gain possession of the property back from a tenant then it will be whoever does have the power to take back possession who will need to register it. Also, remember only landlords of properties in Wales let on Assured, Assured Shorthold or Regulated Tenancies need to be registered.

Once you have selected this option, you will need to fill out all the required fields, highlighted by the asterisk. Once you have done this, click next. The system will tell you if you have missed anything that is required.

The next page you reach will be where you add your rental properties:

Rental Properties in Wales

Please add your rental properties relevant to this registration. For example if you selected individual landlord, only add properties you are the sole landlord of (you will need to create a separate registration for each arrangement you might have).

Fields marked with an asterisk (*) are required.

Rental Properties in Wales

Landlord Reference Name	Address	Record Complete
No records to display.		

ADD PROPERTY **IMPORT PROPERTIES**

To begin adding properties, simply click the add property button, highlighted in the picture above with the blue circle.

You will then need to fill out the information regarding the relevant rental property that you are responsible for. Once you have filled out the basic information of the property, you will be greeted by the following questions:

Do you carry out letting or management activities at this rental property? * ?

No Yes

Do you instruct an agent (individual person or company) or local authority letting agency to do letting or management work on your behalf at this property? ?

***** No Yes

If you do not carry out any day to day letting/management activities at the property you are registering, you will need to click **“No”** to the first question and **“Yes”** to the second. The system will then present you with more questions:

Is a local authority letting and/or managing this property on your behalf? *

No Yes

Unless a council in Wales is your agent, you will need to select **“No”**. Then more options will pop up below:

FIND YOUR AGENT

MANUALLY ADD AGENT DETAILS

Agent Name

Is the agent/local authority responsible for letting activities at this property? * ?

No Yes

Is the agent/local authority responsible for managing activities at this property? ?

***** No Yes

Begin by pressing the **“Find Your Agent”** button.

Once you have pressed the “Find your agent” button, you will see the following pop up:

Search

Enter Licence or reference number

Name

SEARCH **CANCEL**

It is vital that you select the correct agent here. We advise that you ensure you have the correct, official company name of your agent. For example, you will see in the example below that even though you may know your agent as one name, they may be trading as something else. It is really important that the information you have is correct to the best of your knowledge, as this can cause future implications for both yourself and your agent.

If you are unsure of the official company name, it may be useful to contact your agent and verify this with them, explaining that you are trying to connect them to your property on Rent Smart Wales. It may be useful to ask them for their Agent reference number, which begins with #A2, as this can make the process much easier.

Also, we suggest doing a broad search on name e.g. Keylet and no more in order to find the correct result.

Name	
Cardiff Property Lettings Limited (T/A Keylet Cathays)	SELECT
Luxury Lets Limited (T/A Keylet Cardiff Bay)	SELECT

Once you have found your agent, you will need to click the green “Select” button. This will then attach the agent to the property in question.

You will then need to fill out the last two questions:

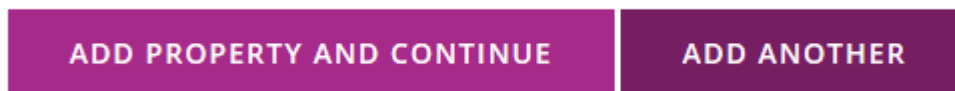
Is the agent/local authority responsible for letting activities at this property? *

No Yes ?

Is the agent/local authority responsible for managing activities at this property?

* No Yes ?

You will need to read the questions carefully and answer them correctly in order to avoid any information being incorrect. If you are unsure what the question is asking, click the pink “?” to read more. Once you have done this, if you have any other properties to add, you will need to click the “**Add Another**” button. If not, simply click “**Add Property and Continue**”.

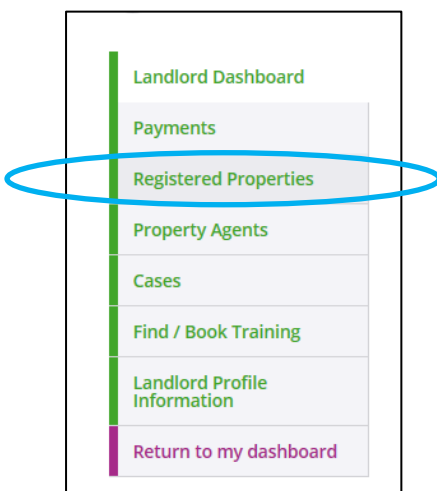


You will then need to continue your registration by completing any further sections and by paying the online registration fee of £33.50.

2. Adding an agent to a property that is already on your registration document/adding another property to completed registration with an agent

If you have a property that you have already added to your registration, but you have added the wrong agent or need to add an agent due to a change in circumstances, this is the process you will need to follow.

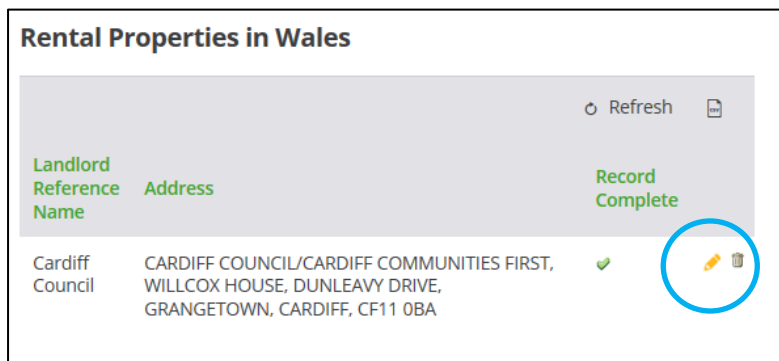
You will first need to go to the Rent Smart Wales website and sign in. Once you have signed in, scroll down and click “Manage Landlord”. You will then be taken to your Landlord profile. From here, you will need to click “Registered Properties” on the left hand side of the screen:



You will then be taken to a list of your registered properties.

To add a new property click “Add property”, seen at the bottom of the page. You will then need to go through the process just as you did when adding your first property.

In order to edit one of the properties already part of your registration to add an agent to it, you will need to click the little yellow pencil next to the relevant property address.



You will then be taken to the following screen, where you will need to scroll down and click add agent.



You will then be taken to this screen:

Invite agent

This form allows you to add any agents that are responsible for letting and/or managing the selected property.
Fields marked with an asterisk (*) are required.

Invite Agent

Is a local authority letting and/or managing this property on your behalf? *

No Yes

Is the agent/local authority responsible for letting activities at this property? *

No Yes

Is the agent/local authority responsible for managing activities at this property? *

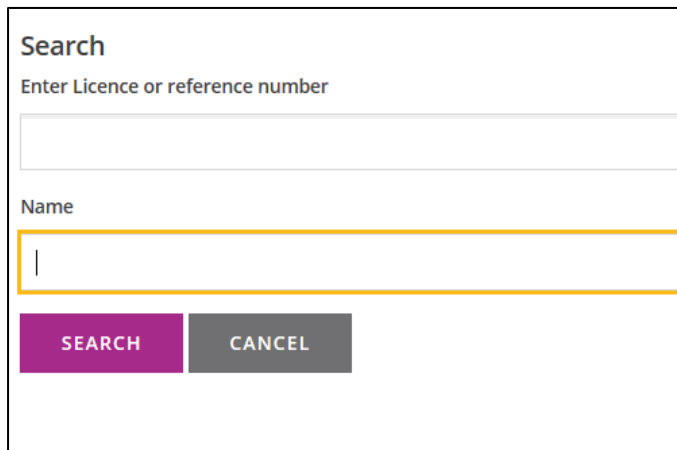
No Yes

The first answer will be “**No**” unless you are aware that your property is being let and/or managed by a Local Authority on your behalf.

Once you have clicked “**No**” the following buttons will appear:

Agent Reference

Once you have pressed the “Find your agent” button, you will see the following pop up:



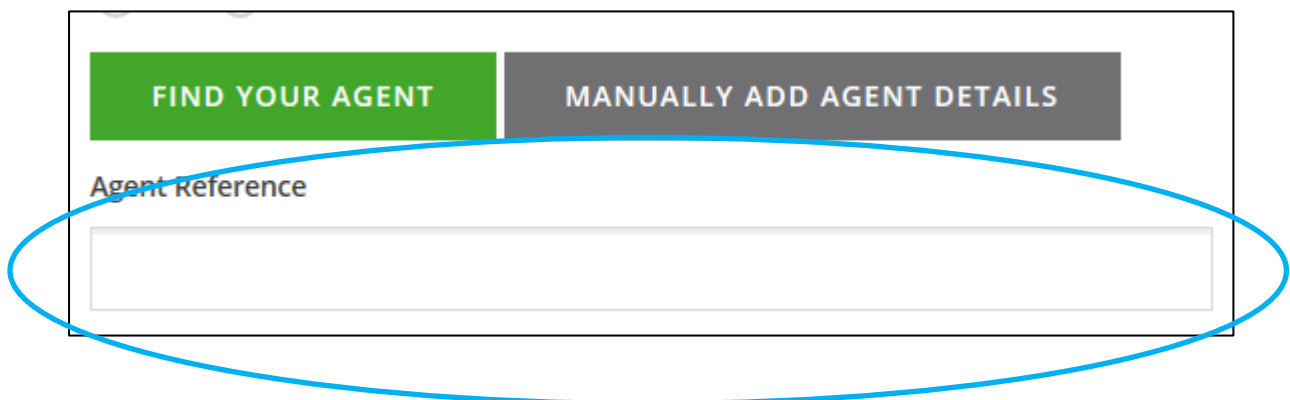
A search pop-up form with a white background and a black border. At the top left, the word "Search" is written in bold. Below it, the text "Enter Licence or reference number" is followed by a white input field. Underneath that, the word "Name" is followed by another white input field with a yellow border. At the bottom, there are two buttons: a purple button labeled "SEARCH" and a grey button labeled "CANCEL".

It is vital that you select the correct agent here. We advise that you ensure you have the correct, official company name of your agent. For example, you will see in the example below that even though you may know your agent as one name, they may be trading as something else. It is really important that the information you have is correct to the best of your knowledge, as this can cause future implications for both yourself and your agent.

If you are unsure of the official company name, it may be useful to contact your agent and verify this with them, explaining that you are trying to connect them to your property on Rent Smart Wales. It may be useful to ask them for their Agent reference number, which begins with #A2, as this can make the process much easier.

We suggest doing a broad search on name e.g. Keylet and no more in order to find the correct result.

If you have the Agent reference number, rather than pressing “**Find your agent**”, simply enter the Agent reference in the Agent Reference box:



An interface for selecting an agent. At the top, there are two buttons: a green button labeled "FIND YOUR AGENT" and a grey button labeled "MANUALLY ADD AGENT DETAILS". Below these buttons, the text "Agent Reference" is followed by a white input field. A blue oval highlights the "Agent Reference" label and the input field.

You will then need to fill out the last two questions:

Is the agent/local authority responsible for letting activities at this property? *

No Yes ?

Is the agent/local authority responsible for managing activities at this property?

* No Yes ?

You will need to read the questions carefully and answer them correctly in order to avoid any information being incorrect. Once you have done this simply click, "Add". This will then send an invite to the agent. You will need to complete this process for each property you need to amend. If you cannot find your agent and choose to manually add agent details, it is vital that you enter all the information correctly to avoid any future implications.

Once the new agent added is correctly you need to delete the old agent information (which will be top agent). You can use the dustbin icon to do this, highlighted by the blue circle below.

Name	Licensed	Responsible for letting	Responsible for managing	Agent accepts responsibility	
Changing Test	•	✓	✗	•	<div style="text-align: right;">INVITE AGAIN </div>
Changing Test	✗	✓	✓	•	<div style="text-align: right;">INVITE AGAIN </div>