



LOCAL LETTING AGENCY STANDS UP FOR STANDARDS

NALS, the National Approved Letting Scheme, aims to rid the private letting industry of cowboys

Otley property management agent Easy Location Ltd is the latest company to join the NALS nationwide letting scheme - set up to provide a much-needed scheme to enable landlords and tenants to avoid the pitfalls of dealing with 'cowboy' letting agents. Easy Location Ltd with immediate effect is now fully licensed operator under the NALS scheme and will bear the NALS logo.

NALS (The National Approved Letting Scheme) ensures that agents comply with defined service standards and has in place a customer complaints procedure offering independent redress through The Property Ombudsman's scheme, Professional Indemnity Insurance, Client Money Protection cover and access to Tenancy Deposit Protection.

The scheme is supported by some of the most powerful voices in the property industry. The British Property Federation (BPF), Sanctuary Shaftesbury Housing, the National Union of Students (NUS) and the Guild of Letting and Management are all Board members. Whilst the National Federation of Property Professionals (NFOPP) and RICS endorse NALS. The scheme is open to any firm operating in the lettings sector who meets NALS strict criteria.

NALS Operations Director Isobel Thomson comments: "NALS service standards are the consumer's benchmark against which to judge the performance of letting and management agents operating in the private rented sector and we are delighted to welcome Easy Location Ltd into the scheme.

"Agents such as Easy Location Ltd are in the vanguard of a drive to establish uniform service standards in the industry. Those agents who are not prepared to meet the standards required by NALS and, most importantly, the public, will not survive for long."

Chris Hendy, Managing Director of Easy Location Ltd adds: “We see being a NALS licensed firm as an excellent opportunity to increase business within our letting and management department. This visible assurance provided by the NALS logo gives prospective landlords and tenants the confidence of knowing the service they can expect from dealing with us.”

More information on The National Approved Letting Scheme and details of how to contact your local NALS agent can be obtained by calling NALS on 01242 581712, emailing info@nalscheme.co.uk or visiting the NALS website www.nalscheme.co.uk

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Notes to editor:

About NALS

NALS is backed by the Government and the professional bodies in the lettings sector. NALS offers a reliable benchmark for landlords and tenants to compare the standards of service they receive from residential letting agents. All licensed firms commit to providing clearly defined levels of customer service, have client money protection cover, and maintain professional indemnity insurance.

NALS partners with The Property Ombudsman Scheme (TPOS) to ensure impartiality and early resolution to any issues. For more information visit www.nalscheme.co.uk

The National Letting Scheme Board comprises:

Caroline Pickering (independent Chair), representatives from Communities and Local Government (CLG), British Property Federation, Sanctuary Group, the National Union of Students, the Guild of Letting and Management with a NALS accredited firm representative.

NFOPP and RICS attend meetings as Observers

PRESS INFORMATION:

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Who can join NALS?

NALS is open to all letting and management firms that can meet the strict criteria.

NALS is also open to Registered Social Landlords.

Minimum service standards

All members are required to agree to the accreditation criteria, which are:

- Meet agreed service standards which should be set out in writing with a clear statement of charges
- Maintain Professional Indemnity insurance and (except for housing associations) Client Money Protection cover

- Offer Tenancy Deposit Protection to tenants and landlords in-line with new legislation that came into effect in April 2007
- Maintain an internal complaints procedure open to both landlords and tenants
- Independent redress to landlords and tenants through The Property Ombudsman

For more information on any aspect of The National Approved Letting Scheme or to speak to Isobel Thomson, NALS' Operations Director call 01242 581712