

Cheshire West & Chester Council

# Private Landlord Service

## Service information



Working in partnership to deliver a sustainable private rented sector, and provide quality housing for our residents.



West Cheshire  
**Homes**



Cheshire West  
and Chester

## What is the Private Landlord Service?

The Private Landlord Service provides a range of services for landlords including: **latest news about the private rented sector, tenant finding service, tenancy support/sign up services, training; and access to property improvement grants.**

In exchange, landlords will work with our staff and help provide much needed housing. Delivered by the Council's West Cheshire Homes lettings and housing advice team, the Private Landlord Service is free of charge and available to private landlords across Cheshire West and Chester.

## How does the Private Landlord Service work?

We will provide you with a specific service offer, tailored to your chosen level of involvement.

The three levels of involvement are:

**Bronze** – Is our standard service offer that enables us to keep you up to date with the latest news affecting the sector as well as keeping you abreast of any new housing initiatives

**Silver** – Is our enhanced service offer for landlords who wish to provide housing for applicants on our housing waiting list and are either working towards and/or have gained full accreditation with the Cheshire Landlord Accreditation Scheme

**Gold** – Is our premium service offer for landlords who are fully accredited and are willing to issue a 12 month tenancy and help provide housing to applicants who are homeless.





## Private Landlord Service

### What are the benefits?

Signing up to our Bronze service will provide you with the following benefits:

- Regular e-newsletter containing the latest news from the sector
- Free access to the National Landlord Association's online advice and support portal
- Access to the Landlord Forum
- Access to Cheshire Landlord Accreditation Scheme
- Discounted landlord training events
- Access to the Bond Guarantee Scheme which covers either rent arrears or damage up to the equivalent of one month's rent

Signing up to our Silver service will provide you with the benefits detailed in Bronze, plus the following benefits:

- Tenant finding service
- Free advertising of properties via West Cheshire Homes website - accredited landlords only
- Photographic inventory of the property
- Full affordability checks on all prospective tenants
- A named contact to help resolve any tenancy related problems such as: anti-social behaviour or rent arrears
- Accompanied new tenant visits
- Housing Benefit advice for tenants
- Active tracking of a tenant's Local Housing Allowance claim (with authority from the tenant)
- Assistance in applying for Discretionary Housing Payments
- Free to join Cheshire Landlord Accreditation Scheme



**West Cheshire  
Homes**



## West Cheshire Homes



**Signing up to the Gold service will provide you with those benefits detailed in Bronze and Silver, plus the following benefits:**

- Access to the Enhanced Bond Guarantee Scheme which covers either rent arrears or damage up to the equivalent of two month's rent
- Guaranteed rent paid directly to you the landlord – Terms and Conditions apply
- Comprehensive written and photographic inventory of the property
- Access to ongoing advice and support for the duration of the tenancy
- Access to the Empty Homes Matching Service
- Access to Financial Assistance Programme e.g. grants/loans - subject to availability
- Contribution towards the cost of the Local Housing Allowance Premium component of your landlord insurance for the first year of the tenancy
- Advice and support concerning licensing, disrepair, damp and other environmental health issues

### **Want more information?**

If you would like more information, simply contact West Cheshire Homes now on 0300 123 2442 and ask to speak to someone from the Private Landlord Service who will explain how the service can help you.

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