



SECTION A - YOUR FIRM'S DETAILS

1. Name and address of firm.

.....
.....
.....
..... Postcode:

Tel: Fax: Website:

Contact Email:

Email (to display on the NALS 'Find an Agent' online directory):

Limited Company Registration No. (if applicable):

2. Names and addresses (home and business) of all principals, partners and directors of the firm (please add details on a separate sheet if more space required). Credit reference checks will be carried out. Dates of birth are required for this purpose.

✧ Name: Date of Birth:

Address (home):

If you have lived at the above address for less than 2 years please provide previous address:

.....
Address (business) if different from Q1:

.....

✧ Name: Date of Birth:

Address (home):

If you have lived at the above address for less than 2 years please provide previous address:

.....
Address (business) if different from Q1:

.....

3. Additional trading names of firm or organisation:

.....
.....

(if more please attach separate list)

4. How long has your firm been trading? Years Months



Licence Application Form

(Non-affiliated firms)

5. Name and address of contact person for NALS application / licence

Name: Job Title:

Address

..... Postcode:

Tel: Fax: E-Mail:

6. Additional offices of the firm offering residential lettings and management services

1 Contact Name

Address

Postcode Tel: E-Mail

2. Contact Name

Address

Postcode: Tel: E-Mail

If more please attach a separate list to this form as each office is assigned a unique NALS licence no.

Total number of offices:

7. Professional References

Please supply details of two professional referees - your solicitor and your accountant who we will contact to take up references in relation to your application.

Solicitor

Name:

Address

.....

..... Postcode:

Tel: E-Mail:

Accountant

Name:

Address

.....

..... Postcode:

Tel: E-Mail:



Licence Application Form

(Non-affiliated firms)

8. Membership of a Professional Body

Has any principal, partner or director of your firm at any time been a member of the Association of Residential Letting Agents (ARLA), The National Association of Estate Agents (NAEA) or the Royal Institution of Chartered Surveyors (RICS)?

Yes No

If Yes, please state which body and the reason for leaving

.....
.....
.....
.....
.....
.....
.....
.....
.....

SECTION B - PROFESSIONAL INDEMNITY INSURANCE (PII)

All NALS licensed firms are required to have Professional Indemnity Insurance (PII) with a minimum limit of indemnity of £100,000 per claim.

If your firm currently has PII with Kerry London Ltd who is NALS preferred provider tick here.
NALS will contact Kerry London for confirmation. If you do not have PII currently contact Kerry London to explore the competitive rates they offer for NALS firms. For a quotation call 0800 634 7384

If you have an alternative PII provider please ask your broker/insurer to complete the NALS PII Compliance Certificate that can be downloaded from the application section of the website. To help you tell your broker/insurer what you need use the specimen letter, also downloaded from the website.

SECTION C - CLIENT MONEY PROTECTION (CMP)

It is a condition for firms applying for or holding a NALS licence that they contribute to the NALS CMP Scheme which protects landlords and tenants in the event of misappropriation by a principal, partner or director of a non-affiliated firm in relation to client monies. The NALS CMP Scheme has an underlying insurance contract in NALS' name. From the application section of the website you can download an information sheet on the NALS CMP Scheme

Your firm's contribution is based on whether or not you hold deposits in your client account or lodge them with a custodial scheme. NALS reserves the right in specific cases to apply alternative charges to those printed below for a firm's CMP contribution. All CMP contribution rates are applied on a pro-rata basis dependent upon which month a firm gains their NALS licence. Payment must be received before your NALS licence number and certificate are issued. The NALS office will confirm the amount payable when the processing of your application has been completed.



Licence Application Form

(Non-affiliated firms)

Client Money Protection Scheme Contribution rates

A. Firms using a custodial deposit scheme

Do you register or (for new start firms) intend to register at least 95% of deposits with a custodial deposit scheme?

Yes / No (If No, proceed to B below)

Single office firm's annual CMP contribution £235

Multi-site office firm's annual CMP contribution (with up to 8 branches) £280

To qualify for this rate please complete the information requested below:

Custodial deposit scheme used (enter name of scheme)

Deposit scheme registration number

Number of deposits registered

Total monetary value of deposits registered

Please tick below to authorise NALS to verify the information provided above with the relevant deposit scheme.

Tick here

B. Firms using an insured deposit scheme

Do you register or (for new start firms) intend to register at least 95% of deposits with an insured deposit scheme?

Yes / No (If No, proceed to C below)

Single office firm's annual CMP contribution £335

Multi-site office firm annual contribution (with up to 8 branches) £425

Insured deposit scheme used (enter name of scheme)

Deposit scheme registration number

Number of deposits registered

Total monetary value of deposits registered

Please tick below to authorise NALS to verify the information provided above with the relevant deposit scheme.

Tick here



Licence Application Form

(Non-affiliated firms)

C. Firms not dealing with deposits

If your firm does not hold, intend to hold, or register deposits, please indicate by ticking here

Single office firm's annual CMP contribution £235

Multi-site office firm's annual CMP contribution (with up to 8 branches) £280

NALS will require confirmation of this information from your Accountant when your Interim or Annual Accountant's Report Form is completed.

D. For details of the annual contribution payable for firms with more than 8 offices, rates will be agreed individually and you should contact NALS for more details T:01242 581712 E: info@nalscheme.co.uk

SECTION D - COMPLYING WITH NALS ACCOUNTING STANDARDS

Compliance with NALS Accounting Standards is one of the key criteria of being a NALS licensed firm. Please indicate by ticking here that you have read our Accounting Standards (download from the application section on the website).

Tick here.

For firms trading for less than 12 months we require an Accountant's Declaration to be provided direct to us from your Accountant confirming that you have appropriate bookkeeping procedures in place for handling clients' money. The completed form must be submitted to us direct from your Accountant by hardcopy or email.

Note: It is a requirement that once you have been licensed for an initial six month period that we receive an Interim Accountant's Report confirming compliance with NALS Accounting Standards.

When your NALS licence is issued we will enclose an Interim Accountant's Report form confirming the period the Report should cover and the due date.

Financial Year end date (please complete)

For firms trading for more than 12 months we require an Accountant's Report covering your last Financial Year to be signed off and sent direct to us from your Accountant.

Once you have gained your NALS licence we will require a completed Accountant's Report to be provided annually on an ongoing basis.

SECTION E - BANK CONFIRMATION ON THE SET UP OF YOUR FIRM'S CLIENT ACCOUNT(S)

When you apply to NALS and also on renewal of your licence annually, we require you to supply a letter from your bank confirming that your Client Account(s) is/are set up correctly. Use the specimen letter (download from the application section on the website) and send to your bank with the wording we require them to supply. If you hold a client account(s) at more than one bank you should supply the appropriate letter for each account.



SECTION F - NALS LICENCE SUBSCRIPTION TERMS

- One-off administration fee £175+VAT (£210) payable on submission of an application.
- Annual licence subscription £145+VAT (£174) for a single office firm. For firms with more than one office each additional office pays £72.50+VAT (£87).

Should your firm either withdraw the application or fail to meet the criteria to become licensed, the administration fee is non-refundable.

You can pay by BACS or forward a cheque when you submit your application.

BACS

Sort Code: 51-50-14

Account No: 80162452

Account Name: Approved Letting Scheme Ltd

By Cheque

Payable to "NALS"

SECTION G - MEMBERSHIP OF A REDRESS SCHEME

All NALS licensed firms must be part of a Redress Scheme operating in the sector and have a Customer Complaints Procedure which meets NALS' requirements. If you do not currently have a Customer Complaints Procedure, use the specimen format (downloaded from the application section of the website) and adapt for your firm and forward a copy on your company letterhead.

You will note from the specimen format that we require the final stage for complaint handling to be adjudication by a Redress Scheme. There are three recognised Redress Schemes open to agents operating in the private rented sector. If you are an established firm, please confirm your registration no:

Ombudsman Services: Property The Property Ombudsman

Property Redress Scheme

If you are a new lettings firm, please indicate which scheme you will be applying to;

- Ombudsman Services: Property** [www.ombudsman-services.org / applications@ombudsman-services.org](http://www.ombudsman-services.org/)
- The Property Ombudsman** [www.tpos.co.uk / admin@tpos.co.uk](http://www.tpos.co.uk/)
- Property Redress Scheme** [www.theprs.co.uk / info@theprs.co.uk](http://www.theprs.co.uk/)

SECTION H - YOUR FIRM'S TERMS OF BUSINESS

All NALS firms commit to offering defined standards of customer service as outlined in the leaflets we supply for landlords 'Thinking of Letting Your Home' and tenants 'Thinking of Renting a Property' (download from the application section on the website). Please supply a copy of your firm's Terms of Business which should encompass the NALS Service Standards.



DECLARATION TO BE SIGNED BY EACH PRINCIPAL PARTNER AND DIRECTOR*

I confirm that: for a period of 10 years prior to this application I have had no conviction for any criminal offence (excluding any motor offence not resulting in a custodial sentence) nor have I been guilty of conduct which would bring the Scheme or myself into disrepute; I am not an undischarged bankrupt nor is there any current arrangement or composition with my creditors; I am not nor have I been a director of a company which has within the period of 10 years prior to this application entered into liquidation whether compulsory or voluntary (save for the purpose of amalgamation or reconstruction of a solvent company) nor had a receiver appointed of its undertaking nor had an administration order made against it nor entered into an arrangement or composition with its creditors; nor have I at any time been disqualified from acting as a Director of a company nor subject to a warning or banning order from the Consumer Markets Authority or the Department for Business, Enterprise and Regulatory Reform.

If I am subject to any current claim or am aware of any impending claim for professional negligence or loss of money or if I have been the subject of any investigation by the Consumer Markets Authority and/or local Trading Standards Office, full details of the circumstances are set out in a report enclosed with the application; all information provided by me in connection with this application is, to the best of my knowledge, correct.

Signature Name (BLOCK CAPITALS)

Signature Name (BLOCK CAPITALS)

Signature Name (BLOCK CAPITALS)

* Where an applicant is unable to sign this Declaration, supporting information should be supplied when submitting the application to NALS. The NALS Board considers all such cases on an individual basis.

SECTION I - UNDERTAKING

The applicant undertakes to the Approved Letting Scheme Limited that the applicant's office(s) as detailed on this form will

- (1) only offer and provide residential lettings and management services which at least meet the standards which have been prescribed* (and which I have read) by NALS and agree to provide clients with a written statement setting out the services our firm provides and the charges.
*Standards as outlined in the leaflets "Thinking of Letting your Home" and "Thinking of Renting a Property (download from the application section of the website)
- (2) maintain and operate an appropriate customer complaints procedure which meets the requirements of NALS and the Redress Scheme of which you are a member
 - (i) at the request of the client complainant refer the complaint to a Redress Scheme once your firm's in-house complaints procedure has been exhausted and comply with any award so determined within the timescale prescribed by the Scheme
- (3) pay the annual subscription within one month of the due date. In the event of a firm terminating their licence or having their licence terminated by NALS, the annual subscription is non-refundable.
- (4) maintain Professional Indemnity Insurance to comply with the requirements described in Section B of this form
- (5) supply an Accountant's Report annually within 6 months of the firm's financial year end satisfying that the firm is complying with the NALS Accounting Standards for the handling of Client Money
- (6) maintain membership of a recognised Client Money Protection Scheme
- (7) display the Scheme's logo where customers can see it, and
- (8) in the event of its withdrawal or removal from the Scheme, nonetheless fulfil the terms of the NALS licence in relation to clients with whom terms of appointment for residential lettings and/or management services were agreed after the applicant joined the Scheme and discontinue use of all material relating to NALS licensing

Expulsion from NALS

A firm's NALS licence may be withdrawn in any of the following circumstances in order to uphold the Scheme's integrity and credibility.

- (a) If a firm does not comply with the prescribed NALS Service Standards
- (b) If a firm no longer has Professional Indemnity Insurance
- (c) If a firm is no longer covered by a Client Money Protection Scheme
- (d) If re-registration fees have not been paid within one month of the due date
- (e) If the firm fails to meet the requirement to provide an Accountant's Report within 6 months of the firm's financial year end or, for new firms, fails to provide an Interim Accountant's Report 6 months after joining the Scheme
- (f) For firms becoming NALS licensed through the "affiliated" route ie where the firm has a principal, partner or director who is a member of NAEA, ARLA, RICS or the Law Society - if membership of the body through which the firm joined NALS has lapsed been suspended or terminated
- (g) If the NALS Board decides upon withdrawal of the licence following a referral by the NALS Chief Executive in the following circumstances or any other circumstances the NALS Chief Executive considers appropriate:
 - Where there is evidence of a firm having a high number of complaints
 - Where a firm fails to comply with a request from the Board to give an undertaking to comply with the terms of the Scheme
 - Where a firm refuses to give an undertaking requested by the Chief Executive in relation to non-compliance with NALS Service Standards following a random customer service audit
 - Where a firm has an unacceptable Accountant's Report showing failure to comply with NALS Accounting Standards
 - Where there is evidence of a false declaration on the firm's application for a NALS licence or on any other material submitted to NALS on an annual basis

In the event of expulsion from the Scheme, NALS Chief Executive will notify the firm's Local Authority of withdrawal of the licence. NALS reserves the right to publish details of expulsions through the media.

SECTION J - ACKNOWLEDGEMENT

The applicant firm acknowledges and agrees that, in the event of ceasing to be licensed by the Scheme as a result of any breach by the applicant of the undertakings set out above, the Approved Letting Scheme Limited may

- (a) contact any relevant authority (including the Consumer Markets Authority and any Trading Standards Officer) of the fact of cessation of the applicant's licence and the circumstances surrounding such cessation; and/or
- (b) publish the fact of the cessation of applicant's licence (and the circumstances surrounding it) by such means as the Company considers appropriate.
- (c) inform the statutory tenancy deposit schemes and Redress Schemes of the termination of the firm's licence.



SECTION K - DECLARATION

I DECLARE that to the best of my knowledge and belief

- a) that statements set out in this application form are correct
- b) I have read and understood and agree to abide by the terms of NALS licensing as set out in this application form.

Signed on behalf of the applicant firm by the Chief Executive, Principal, Partner or Director:

.....
(Signature)

.....
FULL NAME AND POSITION IN FIRM:
(BLOCK CAPITALS)

Date:

CHECKLIST OF ENCLOSURES TO BE RETURNED WITH THIS APPLICATION:

In order to ensure that your application is processed as quickly as possible please ensure you include the following enclosures when returning your form:

- Completed NALS PI Insurance Compliance Certificate (where appropriate)
- Confirmation letter from applicant firm's Bank
- Completed Accountant's Report or Accountant's Declaration (as appropriate). To be provided direct from your Accountant
- Payment (if not by BACS) for Administration fee and Subscription
- Copy of your Customer Complaints Procedure
- Copy of your Terms of Business Agreement

THIS APPLICATION WITH ENCLOSURES SHOULD BE SENT TO:

Licensing Co-ordinator
NALS
Cheltenham Office Park
Hatherley Lane, Cheltenham GL51 6SH
T: 01242 581712 E-mail: info@nalscheme.co.uk