

Landlords' Legal Solutions

Statement of Customer Demands and Needs

Please consider the following questions in order to decide whether ARAG Landlords' Legal Solutions meets your demands and needs. This statement is not a summary of cover.

- Do you own and let out (or intend to let out) private residential property to tenants who have a right to rent?
- Would you like to be able to access free legal advice on landlord and tenant law by telephone or online, and/or to download legal documents such as a tenancy agreement, legal notices to serve on your tenant, or letters to chase rent arrears?
- Is your property let or do you intend that it should be let:
 - under an assured shorthold tenancy or assured tenancy agreement in England and Wales
 - under a Scottish private residential tenancy, short assured tenancy or assured tenancy in Scotland, or
 - under the Private Tenancies (NI) Order 2006 for property in Northern Ireland, or
 - to a business for its employees to live in?
- At the start of the tenancy will you correctly protect your tenant's deposit and give the tenant a "How to rent guide"? (Failure to do this will affect your legal right to seek repossession.)
- Would you be able to correctly issue the necessary legal notices to obtain vacant possession of your property if you have a mandatory ground to repossess, or at the end of a fixed-term tenancy? (Please note that you can download the necessary notices for free and find guidance notes to help you once you have registered to use our legal services website.)
- Would you wish to be protected against legal costs to seek repossession and recover rent arrears if your tenant fails to vacate your property at the end of the tenancy agreement, or falls into arrears with the rent?
- Would you wish to get help from a solicitor to recover losses arising from tenant dilapidations if the retained deposit is insufficient to pay for such losses?
- Would you wish to use mediation or to pursue a legal claim against the party responsible if your property is damaged by a third party, or if you suffer nuisance or trespass - and get all of the costs covered?
- Would you wish to have legal representation if you are prosecuted relating to the letting of your property?