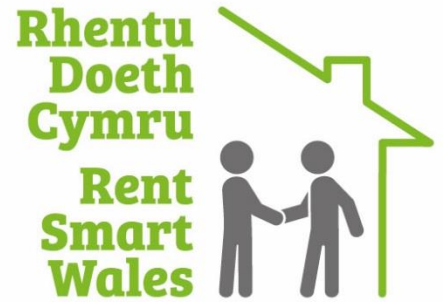


Rent Smart Wales Official Guide:



How to apply online for an agent licence

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg
Dated: June 2016



Quick Guide to applying for an agent licence online with Rent Smart Wales

An individual person must be the lead for the agent application.

The individual firstly sets up a personal account via the Apply page on www.rentsmart.gov.wales

Once this individual has set up a personal account, they then set up the Agent Profile.

Once this is complete, landlords adding their agent's to their registration can find the agent in a search. This will also generate emails to the agent to confirm the association with the properties that a landlord is stating they act at in Wales.

Once an agent profile is set up, the licence application can be started. It can be completed in any order and over a period of time. It involves the following:

- Adding and linking all staff to the agent application that are involved in letting and managing rental properties in Wales
- Booking staff on training/uploading linked staff's training evidence
- Uploading a spreadsheet template of all properties the agent manages in Wales (including details of client landlords) or making a declaration no properties are 'managed' in the case of 'let only' agents.
- Paying the agent licence fee ([click to view fees policy](#))
- Declaring the agent is fit & proper (or uploading evidence to inform Rent Smart Wales's decision)

Once the application is fully complete, the agent must submit the application and wait for its determination. This can take up to 8 weeks.

Once Rent Smart Wales has made its decision it will email the agent with the licence (this is a legal document and must be read carefully). The licence contains the conditions that the agent must comply with during the 5 year licence period. The agent will also receive a credit card sized licence in the post, a window sticker for any office locations they have and permission to use the Rent Smart Wales licensed agent logo.

The licence is always retrievable from the agents account.

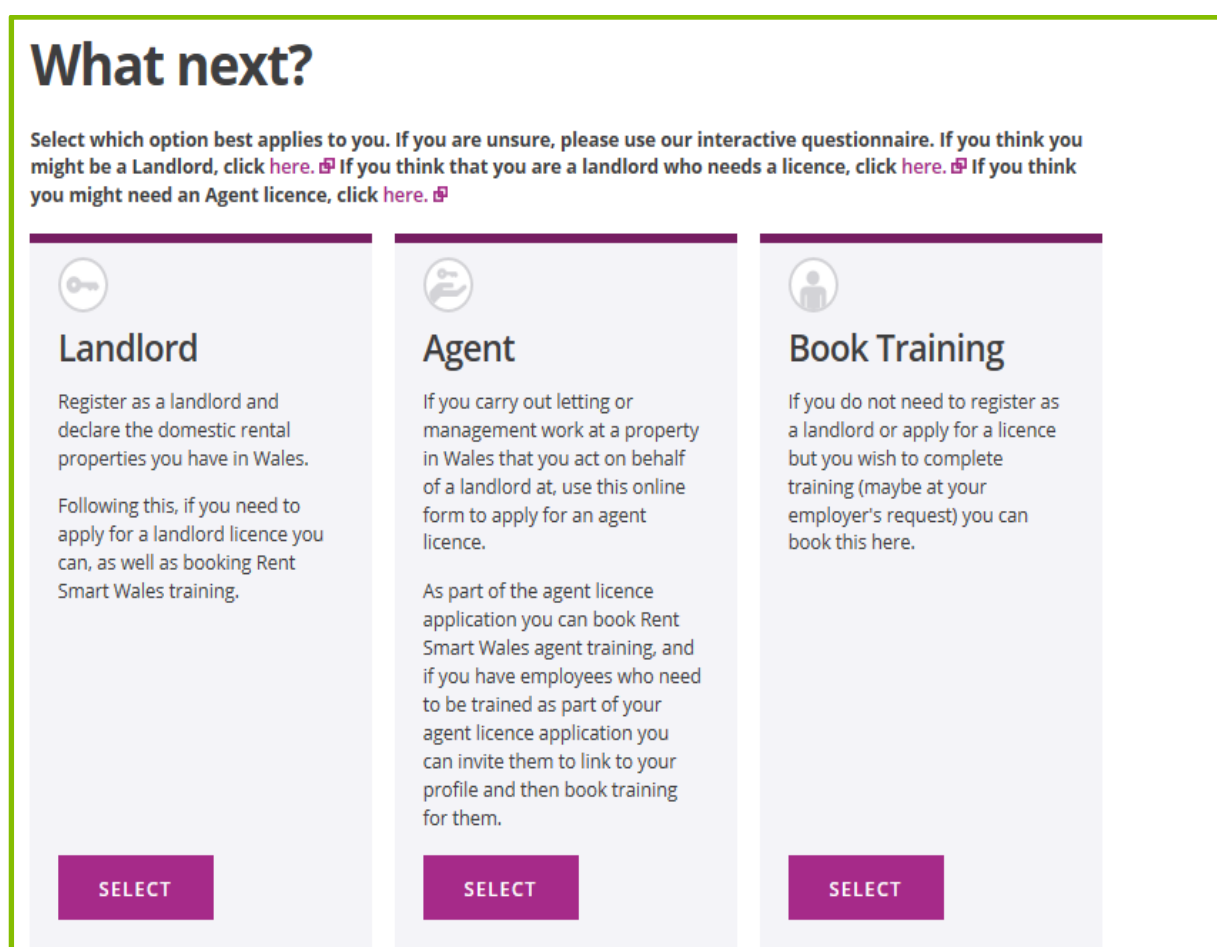
Detailed instructions on how to apply for an agent licence

The process of setting up an **agent profile** and doing the agent licence application online is as follows:

Whoever is going to lead the application process firstly creates a personal account on the Rent Smart Wales website using the following link:

<https://www.rentsmart.gov.wales/en/security/login?fdReturnURL=%2fen%2fdashboar d%2f%3fdSignup%3dtrue&fdSignIn=False&fdSignUp=True>

Once created and the activation email is actioned, the user will find the following landing page:



What next?

Select which option best applies to you. If you are unsure, please use our interactive questionnaire. If you think you might be a Landlord, click [here](#). If you think that you are a landlord who needs a licence, click [here](#). If you think you might need an Agent licence, click [here](#).

Landlord	Agent	Book Training
<p>Register as a landlord and declare the domestic rental properties you have in Wales.</p> <p>Following this, if you need to apply for a landlord licence you can, as well as booking Rent Smart Wales training.</p>	<p>If you carry out letting or management work at a property in Wales that you act on behalf of a landlord at, use this online form to apply for an agent licence.</p> <p>As part of the agent licence application you can book Rent Smart Wales agent training, and if you have employees who need to be trained as part of your agent licence application you can invite them to link to your profile and then book training for them.</p>	<p>If you do not need to register as a landlord or apply for a licence but you wish to complete training (maybe at your employer's request) you can book this here.</p>
SELECT	SELECT	SELECT

On this page, they will select 'Agent'.

The first step in the process is to create an 'agent profile' and provide information on the applicant (stating what type of applicant they are e.g. Individual; Body Corporate*; Charity; Trust or Residential Social Landlord).

*Note: if a person is trading as a company name, but not actually a Body Corporate (e.g. a Limited Company, a Limited Liability Partnership or any other entity registered at Companies House), then we cannot issue a licence to the company name as it is not a legal entity. Therefore you must complete an individual licence application in the name of the lead person for the agent and the licence will be issued to that person. However, we can accept the words (T/A) after the applicant's surname e.g. Joe Bloggs (T/A Bloggs and Brothers) if that is what you would like the licence to state.

The second step to set up the Agent Profile is to give all the office addresses used by the agent in Wales (one must be identified as for correspondence; and if a Body Corporate one also must be given as the Registered Company address).

The third step to set up the agent profile is to 'invite connected users' to link into the agent profile. The screen shot below explains what this page entails.

The screenshot shows a four-step progress bar at the top: 1. Agent details, 2. User details (highlighted), 3. Further info, and 4. Complete. Below the progress bar, it says 'Responsible for application' and 'Date of Birth 01/01/001'. The main heading is 'Invite Connected Persons'. Below this is a paragraph: 'All employees or principals who undertake letting or management work for this agent at rental properties in Wales must be associated with this profile. Please take this opportunity to invite, via e-mail, such people to sign up and connect with you.' Another paragraph follows: 'If you do not have anyone else who works for this agent at rental properties in Wales, please proceed by clicking 'next''. A note states: 'Fields marked with an asterisk (*) are required.' The form section is titled 'Invite users to join' and contains the following fields: 'Name *' with the example 'e.g. David James Jones', 'Email *' with the example 'e.g. name123@hotmail.co.uk', 'Role *' with a dropdown arrow, and 'Job title'. Below these are two radio button questions: 'Will this person be responsible for letting activities? *' and 'Will this person be responsible for management activities? *', both with 'No' and 'Yes' options. At the bottom is a purple 'ADD' button.

At this point, add any 'connected users'. This will involve providing details of all of the staff of the agent who do letting and management work at rental properties in Wales. Once their information is input, they will receive an email invite to 'sign up/sign in' to connect to the agent's profile, which **they must action**.

Once all of your staff have an individual user account on the website, linked to the agent, they can upload any external training certificates they may have completed, or they can be booked on RSW training/complete online training. Equally, once their individual accounts are linked to the Agent account, the main agent applicant user can upload the staff's training records, book and pay for them to attend RSW run training, etc.

Once any 'connected users' that need to be added have been, the user continues to the end of the process, when they will get to the screen below.

1 Agent details 2 Further info 3 Complete

Responsible for application

Date of Birth 01/01/001

You have now created an agent profile with Rent Smart Wales.

Please now proceed to apply for an agent licence by going to your dashboard below and starting the process.

DASHBOARD

Did you know? Once at this point in the process, landlords who are completing their registrations can find the agent in a search function and name the agent at the properties in Wales where they do letting/management work at. As an agent, you will then start to receive emails to officially confirm these links with your client landlords ***you must action these emails; they are very important***.

Once an agent profile has been set up, then the user should navigate to the agent dashboard and start the agent licence application process. This can be dipped into and out of up until the time all the information required is input (and the fee paid; read our fee policy [here](#)>) and then the application can be submitted Rent Smart Wales.

Once the application is submitted, Rent Smart Wales will assess the application, contact the agent if anything is outstanding and then make a decision to grant the licence within 8 weeks.

For further information or advice, visit our website www.rentsmart.gov.wales or contact us on 03000 133344.