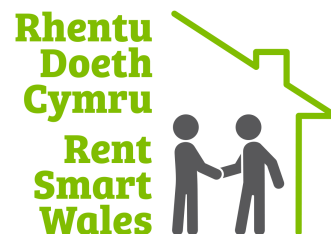


Agent Licence granted under section 21 of the Housing (Wales) Act 2014



Agent Licence Information

Trevor Palmer	is licensed for letting and property management work as an Agent (as defined in sections 9 to 12 of the Housing (Wales) Act 2014)
Licence Number	#LR-84006-35771
Date Licence Granted	30/08/2016
Date Licence Expires	29/08/2021

Your attention is drawn to the conditions of your licence which are overleaf. These conditions contain important requirements that you must comply with in order to continue to hold your licence and to secure renewal in the future.

If you disagree with any of the conditions as part of this licence, other than the condition to comply with the code of practice issued by the Welsh Ministers, you are able to submit an appeal within 28 days of the notification date on this licence. Appeals must be addressed to: Residential Property Tribunal Wales, 1st Floor, West Wing, Southgate House, Wood Street, Cardiff, CF10 1EW www.rpt.gov.wales/

A handwritten signature in black ink, appearing to read 'Bethan Jones'.

Bethan Jones, Operational Manager, Rent Smart Wales

Notification Date 30/08/2016

If this licence is surrendered or revoked it must be returned to Rent Smart Wales. Any reference to Rent Smart Wales in this document relates to the County Council of the City and County of Cardiff who are designated as the Licensing Authority for the whole of Wales under the Housing (Wales) Act 2014

Name of Licence Holder
Trevor Palmer

Date Licence Granted
30/08/2016

Licence Number
#LR-84006-35771

Date Licence Expires
29/08/2021

Your agent licence is awarded under the provisions of Part 1 of the Housing (Wales) Act 2014; subject to the following conditions:

1. You must keep your licence details up to date either within your agent account on www.rentsmart.gov.wales or by notifying Rent Smart Wales by telephone on 03000 133344 or by post at Rent Smart Wales, PO Box 1106, Cardiff, CF11 1UA. These details must be updated within 28 days of the change.
2. You must have and maintain throughout the period of your licence Client Money Protection, professional indemnity insurance, membership of an independent letting and management redress scheme (as accepted by Rent Smart Wales) and a complaints procedure.
3. This licence has been granted based on the following connected persons being appropriately trained: Mrs Janet Marie Bignall, Mr David John Palmer and Mrs Lisa Jane Williams. If the licensee employs additional connected persons (employees; who are on its payroll, etc) in future who do letting and/or management work as defined in the Act as part of their contract of service they must be suitably trained within 3 months of:
 - a. starting the position or
 - b. if currently employed, within 3 months of this licence being awarded
4. The licensee must comply with the Code of Practice for Landlords and Agents licensed under Part 1 of the Housing (Wales) Act 2014. A copy of the Code can be viewed online on our [Downloads](#) Page. The Code contains two elements. First and foremost, it sets out what agents must do to keep to the conditions of this licence. All requirements given as 'musts' are already contained in legislation and are requirements the licensee should already be aware of due to the training completed to obtain this licence. The second element of the Code is information on what can be done to raise standards above the minimum level required by law. This is described as "Best Practice", and is shown in shaded boxes throughout the document. These are carried out at the discretion of landlords and agents. Failure to meet Best Practice would not be a reason for Rent Smart Wales to revoke a licence.
5. You must only act on behalf of Landlords of rental properties in Wales who have registered with Rent Smart Wales (*you have until the 23 November 2016 to comply with this condition*). You must notify your client landlords about the requirements under Part 1 of the Housing (Wales) Act 2014. If after notifying a landlord of the need to register they have failed to do so within 12 weeks, you must provide the name, correspondence information and the address in Wales for which they are the landlord and where you act on their behalf at to Rent Smart Wales.
6. You must provide up to date details of all the rental properties in Wales and their landlord's which you carry out management work at on their behalf at least once a year from the date of this licence, or on request from Rent Smart Wales. The details can be uploaded directly using the template provided in the 'managed properties' section of the Rent Smart Wales Agent account Alternatively you can contact Rent Smart Wales on 03000 133344 or by post at Rent Smart Wales, PO Box 1106, Cardiff, CF11 1UA to provide the information.
7. This licence has been granted on the condition that the licensee is considered fit and proper. Should this change and the licensee or anyone associated with the licensee is convicted of an offence during the period of the licence the licensee must notify Rent Smart Wales within 14 days of being convicted. Please note driving offences are exempt.
8. The licensee is permitted to use the Rent Smart Wales logo to market themselves as a licensed agent. However, this must be used in accordance with the brand guidelines at all times. A copy of the brand guidelines can be viewed online on our [Downloads](#) page or you can request a copy to be sent to you.
9. All fee payments must be made in full and on time. If a fee payment is missed the licensee must notify Rent Smart Wales within 3 days of failing to make the payment.