

The Association of Residential Letting Agents



The Association of Residential Lettings Agents (ARLA) is a professional membership and regulatory body for letting agents and letting agencies in the UK. ARLA recognised the requirements of the residential lettings market were so detailed and specific that a separate organisation was required to promote standards in this important sector of the property industry. The ARLA are the only professional self-regulating body to be solely concerned with lettings and letting agents.



That the agency has Professional Indemnity Insurance.

This ensures you are financially covered for successful claims relating to members' negligence, bad advice or mishandling of data.

To be consulting with a qualified and trained agent who can give you professional up-to-date advice and guidance.

All members are required to carry out at least a minimum level of Continuous Professional Development (CPD) each year and many do more.

That you are dealing with an agent who voluntarily follows the Code of Practice and Rules of Conduct laid down by their professional body.

If an agent does not follow the code, they can be fined or in the worst cases expelled from membership of ARLA. Our disciplinary process includes everything from cautions and warnings right through to more severe penalties of up to £5000 for each rule breached. You can be sure that the highest standards are upheld by our members.

You have a route to redress should something go wrong.

It is a mandatory requirement that all our members belong to an independent redress scheme, the choice being either the Ombudsman Services: Property or the Property Ombudsman Service. This gives you the consumer an added level of protection. The Property Ombudsman Service can award payments of up to £25,000.

As a member of the public:

You can be sure you are dealing with an experienced and professional agent, by choosing an ARLA member.

Membership of the Association is through formal qualification ensuring that ARLA member agents have the knowledge and experience to guide you through your property transaction as smoothly and painlessly as possible. Operating under strict rules of conduct, members must meet certain standards relating to professional and ethical practice. Under the rules, agents are required to protect and promote their client's interests, while at all times acting in a fair and proper manner. If you are unfortunate enough to suffer at the hands of malpractice by an ARLA letting agent, the Association can take disciplinary action on your behalf.

You are better protected and will get higher standards from ARLA members!

Why use an ARLA member?

Every year, unlicensed agents cause Britain's homebuyers and sellers unnecessary stress and hassle - and sometimes loss of money - by giving incorrect or misleading advice or offering poor standards of customer service.

By using a Licensed ARLA agent you are guaranteed:

That the agency is covered by our Client Money Protection (CMP) Scheme.

The ARLA have the ability to make discretionary grants (up to pre-set limits) if you suffer financial loss due to the bankruptcy or dishonesty of the member and/or their firm.



Independent sales & lettings agents who think outside the box

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