



# Cornwall Responsible Landlord Scheme

## A Guide for Tenants

## Benefits of the scheme?

- Improves the condition of accommodation and property management helping those who rent
- Landlords and Agents are made aware of the standard their properties need to meet with the new 'Cornwall Rented Property Standard'
- Provides help to reach this standard
- Providing landlords with the right information to make the right choices
- Access to the advice of the Council's Private Sector Housing Team
- On-line resource featuring the latest information and guidance

## What does it cost?

Free Membership

## Need more help?

For more information, advice and details on how to join the scheme please contact:

Telephone: 01209 615629

Email: [rlsc@cornwall.gov.uk](mailto:rlsc@cornwall.gov.uk)

This scheme is being administered on behalf of the partnership by Private Sector Housing, Housing Service, Cornwall Council.

If you want help or advice on how to produce information in alternative formats or interpreter services please phone **01872 322594** or email [equality@cornwall.gov.uk](mailto:equality@cornwall.gov.uk).

If you would like this information in another format please contact:

**Cornwall Council**  
**County Hall**  
**Treyew Road**  
**Truro TR1 3AY**

Telephone: **0300 1234 100**

Email: [enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk)

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)



## What is the Cornwall Responsible Landlord Scheme?

The scheme is a voluntary registration scheme for landlords and lettings agents operating in the private rented sector in Cornwall. The scheme is designed to support private landlords and lettings agents and promotes high standards when letting or managing accommodation.

### How does it help tenants?

Landlords who are members of the scheme have made a commitment to meet the 'Cornwall Rental Standard' and are provided with guidance and support to achieve this.

Members also demonstrate that they are willing to improve their management skills and conduct their business in a professional manner.

### How will the scheme raise standards?

The scheme sets a minimum property standard for the private rented sector.

The 'Cornwall Private Rental Standard' generally reflects the minimum threshold the Council will accept to demonstrate legal compliance.

## What are the incentives for private landlords to belong to this scheme?

- Celebrates quality, safe and compliant private rented property.
- Helps to raise the standard of poor private rented accommodation.
- Cornwall Council and Landlord Associations are working together to provide this online resource.
- Improved access to training and education.
- Landlords, tenants and community members can enjoy the benefit of good dwelling conditions and competent management.
- Scheme members will receive details of any funding opportunities and will be provided with information on incentives, government grant schemes and other financial assistance.
- Disputes with tenants can be reduced and any problems that do occur can hopefully be resolved more quickly.
- Scheme members are able to distance themselves from rogue landlords and letting agents.

## Why does the scheme exist?

Cornwall has a high percentage of poor quality private rented homes. This scheme has been developed to work in partnership with landlords and lettings agents to help ensure privately rented homes in Cornwall meet minimum legal standards on a voluntary basis.

### What happens if I rent a property and find that the rental standard is not met or I am dissatisfied with the management?

Landlords and agents who become scheme members and are found not to comply with the rental standard or code of conduct may be removed from the scheme. In such instances it is recommended that you first raise the issue with the property or management with your landlord or letting agent. This should be done in writing and a copy kept. If you feel it has not been resolved then get in touch using the details overleaf.