

# Thinking about renting a flat? Make sure you're clever like Pat.

## Things to consider

- **Does the property exist? Many adverts for flats to rent are scams. Always visit the property and verify the landlord or agent are genuine before handing over any money.**
- **Does the Letting Agent belong to a redress scheme – either The Property Ombudsman or the Property Redress Scheme? All Property Agents that carry out Estate, Lettings and Property Management Work, as defined by legislation, must join a government authorised consumer redress scheme.**
- **Does the agent have Client Money Protection – they must tell you if they do?**
- **Check what fees are payable, inclusive of VAT and what they are for.**
- **Is the “holding deposit” refundable and what are the conditions for a refund? Make sure you consider them, are they fair?**
- **Is there a tenancy agreement? Read this carefully before handing over any money!**

FLAT 1



**For further advice on renting a flat,  
visit [www.shelter.org.uk](http://www.shelter.org.uk)**

It is important for you to know what you can afford and understand the kind of rental agreement you are entering into.

Find out about your rights and responsibilities as a tenant so that you can follow the rules.

For more advice contact

**Citizens Advice Consumer Service on  
03454 040506**