

Grow your letting agency with UKALA

UKALA Membership Team
Skyline House-2nd Floor
200 Union Street, London SE1 0LX



Thank you for applying to join the UK Association of Letting Agents.

Please read these Guidance Notes carefully.

You are just three steps away from becoming a member:

Step 1: Complete your application online

Step 2: Return the required supplementary documents

Step 3: We will confirm your membership, if successful

Inside you will find information about:

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By applying to become a member of UKALA you and your business are agreeing to be bound by our Terms and Conditions of Membership, Code of Practice and Accounting Standard.

These can be downloaded from the UKALA website at www.ukala.org.uk/agents/resources

If you have any questions relating to your application please do contact us:

UKALA Membership Team

T: 020 7820 7900

E: info@ukala.org.uk

HOW TO COMPLETE YOUR APPLICATION ONLINE

If you are joining for the first time

Start your application by going to the UKALA website at www.ukala.org.uk/agents/join-us and clicking on 'Apply to Join Online Now'.

Once you have completed and saved Section A you will receive an email with your unique UKALA membership number and security code. These details can be used to log into your application in order to complete it and will also be your member credentials.

If you are renewing your membership

We will unlock your application and email the lead account holder two months before your membership renewal date.

Access your application by going to the UKALA website at www.ukala.org.uk/agents/join-us and clicking on 'Renew Your Membership'.

Only the lead account holder will be able to access the application, by entering their unique UKALA member number and security code.

Completing your application

It is your agency that is applying for membership and not the individual.

Please complete all relevant sections. If you are applying to renew your membership please check the information provided and update where required.

You can move to the next section of the application, view the application as a pdf or save the application by clicking on the buttons at the bottom of each page.

When you save your application you can return to the applications homepage at www.ukala.org.uk/agents/join-us and review your progress. You can also come back to it later and finish it at a time more convenient to you.

Material facts

It is the duty of the applicant to disclose all material facts to UKALA. Where information is omitted, which we subsequently discover, we reserve the right to cancel your membership of UKALA.

A material fact shall be deemed to be one that would likely influence our judgement and acceptance of your application. If you are in any doubt as to what you consider should be disclosed, you should inform us of this at the time of completing your application.

Business Controllers and Branches

We require applicants to provide details of all Principals, Partners, Directors and or the Company Secretary of the business.

You are also required to include the head office and all branches within membership of UKALA. This includes administration offices that may not be open to the general public.

Adding and removing Principals, Partners, Directors or Company Secretaries

You can add people by clicking on 'Add a new contact' in the Business Controllers and Branches section.

To edit an existing contact click on the contact number and change the details as required. Once you have made the changes scroll to the bottom of the contact page and click on 'Save'.

To delete an existing contact click on the contact number, scroll to the bottom of the contact page and click on 'Delete'.

We reserve the right to check the financial suitability of all business controllers with credit organisations and or request accountant's reports or declarations where necessary to clarify matters arising from our enquiries. People listed as Principals, Partners, Directors or Company Secretaries will be held responsible for the business in accordance with the UKALA Terms and Conditions of Membership, UKALA Code of Practice and UKALA Accounting Standard.

Adding and removing Additional Branches

You can add additional branches by clicking on 'Add a new branch' in the Business Controllers and Branches section.

To edit an existing branch click in the branch number and change the details as required. Once you have made the changes scroll to the bottom of the contact page and click on 'Save'.

To delete an existing branch click on the branch number, scroll to the bottom of the contact page and click on 'Delete'.

All branches approved by us are bound by the UKALA Terms and Conditions of Membership, UKALA Code of Practice and UKALA Accounting Standard.

Submitting your application

Once you are happy that the form has been fully completed and all the information is correct please print off a copy of your application for your files. You can also save a copy of the pdf to your computer.

To submit your application click on 'Submit' at the bottom of the form to lock and submit it. You will not be able to go back into the form to make changes once it has been submitted.

Once you have submitted your application you will be taken to the payment page and asked to enter your billing information.

Payment Selection

You can choose to pay monthly by direct debit or annually by direct debit, card, cheque or bank transfer.

Instead of paying the total amount in one go, why not commit to a small monthly fee as part of your day to day running costs?

If you select payment by card, cheque or bank transfer, we will contact you to collect payment if your application is successful.

If you select payment by direct debit, we will collect payment if your application is successful.

Head Office Membership Fees

The rate your business pays for your head office is subject to the amount of clients' money that your agency holds. If your agency holds over £1.8 million clients' money, please contact us for a bespoke quotation.

	MONTHLY (Direct Debit only)	ANNUALLY
£0 - £499,999 clients' money	£55.00 (£66.00 including VAT at 20%)	£595.00 (£714.00 including VAT at 20%)
£500K - £1M clients' money	£64.00 (£76.80 including VAT at 20%)	£695.00 (£834.00 including VAT at 20%)
£1M - £1.8M clients' money	£76.00 (£91.20 including VAT at 20%)	£825.00 (£990.00 including VAT at 20%)
£1.8M plus clients' money	Please contact UKALA for a quote Call 020 7820 7900 or email info@ukala.org.uk	

Additional Branch Membership Fees

The additional branch membership fee is payable for each additional branch added to your membership. If your agency has 26 or more branches, please contact us for a bespoke quotation.

	MONTHLY (Direct Debit only)	ANNUALLY
1 – 25 branches (per additional branch)	£18.00 (£21.60 including VAT at 20%)	£195.00 (£234.00 including VAT at 20%)
26 branches or more	Please contact UKALA for a quote Call 020 7820 7900 or email info@ukala.org.uk	

You may add additional branches to your membership if your branch meets the following criteria:

- The branch must have the same legal identity as the head office (i.e. if the head office is set up as a limited company, the head office and branch must be part of the same limited company).
- The branch must use the same segregated client money account as the head office, with money movements controlled by the head office.

If a branch fails to meet the criteria as specified above, then the premises must apply to join UKALA in its own right.

If you are unsure whether your branch qualifies as an additional branch please contact us for more information by calling 020 7820 7900 or email info@ukala.org.uk.

All branches approved by us are bound by the UKALA Terms and Conditions of Membership, UKALA Code of Practice and UKALA Accounting Standard.

REQUIRED SUPPLEMENTARY DOCUMENTS

Once you have submitted your application we require the following supplementary documents to be sent to us in order to complete your application.

All agencies applying to join or renew membership

Sign and return the Membership Declaration

The Membership Declaration must be signed by a Principal, Partner or Director of the agency. A copy can be found on page 7.

Complete, sign and return the UKALA Clients' Money Questionnaire

Please complete and return the UKALA Clients' Money Questionnaire. This must be signed by a Principal, Partner or Director of the business.

This questionnaire is designed to help agencies assess their understanding of clients' money and how it should be handled. We expect all member businesses to adhere to some basic practices when handling clients' money, these are outlined in the UKALA Accounting Standard.

When we ask you to complete this questionnaire, the answers you provide will form part of your application to join or renew your membership of UKALA and for which we rely on. We reserve the right to reject your application if we consider you cannot or do not comply with these best practices when handling clients' money.

Provide for the specific period requested:

- **Bank statements for all clients' money bank accounts**
- **Screen shots for all tenancy deposit scheme summary of accounts showing live number of protections and their value.**

Once we have received your application we will contact you with specific dates. Please provide copies of both of the following for the specific period requested:

- Bank statements for all your clients' money bank accounts
- Screen shots for all tenancy deposit scheme summary of accounts showing live number of protections and their value.

If you are renewing your membership we must receive these at least 6 working days before your membership renewal date.

**If you are applying to join for the first time and have been trading for less than 6 months, you can apply to join UKALA straight way. We will require you to provide the bank statements and screen shots after you have been trading for 6 months.*

If you are applying to join for the first time you will also need to

Obtain a letter from your bank confirming that your clients' money bank account is correctly set up

We require agencies to set up and utilise segregated ring-fenced clients' money bank account. To confirm these are set up correctly, you must provide a letter signed on behalf of your bank on the bank's headed paper and quoting the correct wording. Template bank letters for you and your bank to use can be found on page 8.

Obtain proof of adequate professional indemnity insurance cover for your agency

Your professional indemnity insurance cover must meet our minimum requirements as specified on page 6.

If you are not insured with Let Alliance, please provide a copy of your insurance certificate and schedule. These must include the name of the business insured and state the limit of indemnity and policy start date. If you have 12 months cover, the policy must have started within the past 10 months at the date of your application. If you have continuous cover, please also provide evidence that it has been renewed, such as a receipt or confirmation from your insurance broker.

Once you have completed and obtained all relevant documents

Please scan and email them to: info@ukala.org.uk.

You can also post them to: UKALA Membership Team, Skyline House-2nd Floor, 200 Union Street, London, SE1 0LX.

WHAT HAPPENS NEXT, ONCE WE HAVE RECEIVED YOUR APPLICATION?

Stage 1: Processing and assessment

Once you have submitted your application online we will undertake a 'fitness and propriety assessment' of your agency using the information supplied.

Stage 2: Verify your clients' money handling

If your application is successful, we will verify your clients' money handling.

Stage 3: Check all relevant supplementary documents have been received

We will check all the supplementary documents that you have provided before confirming your membership.

Stage 4: Confirm membership

All successful applicants (and each additional branch) will receive confirmation of membership in writing.

If an application is unsuccessful, we will contact you at the appropriate stage in the process.

Voluntary disclosure by the Principal, a Partner, Director or Company Secretary

If you are the Principal, a Partner, Director or Company Secretary of the business applying to join or renew membership and have recognised that there is a shortfall or potential misappropriation of clients' money it is imperative that you disclose the issue to UKALA as soon as is reasonably possible. Disclosure may allow UKALA to provide guidance on steps the business can take to resolve the issue. Failure to notify UKALA regarding a shortfall or potential misappropriation of clients' money will result in cancellation of UKALA membership.

Voluntary disclosure by an employee

If you are an employee of a business applying to join or renew membership (but not the Principal, a Partner, Director or Company Secretary) and have recognised that there is a shortfall or potential misappropriation of clients' money you may request to speak to UKALA in confidence.

If you are contacting UKALA on behalf of the Principal, a Partner, Director or Company Secretary of the business you are strongly advised to seek their authority to speak to UKALA in writing, before contacting us.

If you are unable to seek the authority of the Principal, a Partner, Director or Company Secretary for whatever reason you are strongly advised to seek appropriate independent advice, before contacting us.

PROFESSIONAL INDEMNITY INSURANCE REQUIREMENTS

We require all new and renewing members to provide evidence of adequate Professional Indemnity Insurance (PII) cover for their business. This requirement ensures that your business is protected against compensation sought by a client if you have made mistakes or are proven to have been negligent in some or all of the services that you provide for them. PII cover must also provide cover for fidelity (staff dishonesty) and legal costs.

UKALA members are required to have and maintain appropriate Professional Indemnity Insurance cover for their business for the duration of their membership.

Your PII cover must meet the UKALA minimum limits of indemnity for it to be acceptable to us and must include provision for cover:

- that is on civil liability basis;
- that includes claims arising from dishonesty and fraud by a Principal, Partner or Director of the Business, up to the full limit of indemnity;
- that provides indemnity arising out of all work carried out since inception of the business; and
- that provides cover for liability arising out of all aspects of your business, not just lettings and property management.

The minimum limit of indemnity must be:

- £100,000 for members whose fee income in the last financial year did not exceed £99,999.
- £250,000 for members whose fee income in the last financial year exceeded £100,000 but was no more than £199,999.
- £500,000 for members whose fee income in the last financial year exceeded £200,000 but was no more than £399,999.
- £1,000,000 for members whose fee income in the last financial year exceeded £400,000 but was not more than £999,999.
- £2,000,000 for members whose fee income in the last financial year exceeded £1,000,000.

The uninsured excess shall not be more than 2.5% of the limit of indemnity or £10,000 whichever is the greater.

All applications must meet the minimum sum insured stated earlier according to the level of your annual fee income. If the applicant is authorised and regulated by the Financial Conduct Authority (FCA) then their minimum limit of indemnity should comply with the minimum Professional Indemnity Insurance cover required by the FCA.

The proof of professional indemnity insurance cover must include the name of the business insured and state the limit of indemnity and policy start date. If you have 12 months cover, the policy must have started within the past 10 months at the date of application. If you have continuous cover, please provide evidence that it has been renewed, such as a receipt or written confirmation from your insurance broker.

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MEMBERSHIP DECLARATION

Business name: as entered on the Application	
Business address: as entered on the Application	
UKALA membership number: of the lead account holder	

1. I confirm that I have submitted an Application to join UKALA on behalf of the Business named above.
2. To the best of my knowledge and belief, the information provided in connection with the Application, whether in my own hand or not, is true and I have not withheld any material facts. I understand that non-disclosure or misrepresentation of relevant facts may entitle UKALA to terminate my membership of UKALA immediately and without appeal.
3. I confirm that you can rely on all information contained the application and I have had the opportunity to ask for help and seek independent advice if I did not understand any question.
4. I confirm that the head office and any additional branches named in the application have the same legal identity and operate a single client account with money movements controlled by the head office.
5. I understand UKALA reserves the right to check the financial suitability of those persons names as the Principal, Partners, Directors and or Company Secretary with credit organisations. UKALA also reserves the right to request accountant's reports or declarations where necessary to clarify matters arising from our enquiries.
6. I understand that UKALA have appointed The Property Redress Scheme to be the provider of independent dispute resolution in England, Wales, Scotland and Northern Ireland. In the event that The Property Redress Scheme accept a complaint I agree:
 - a. to be subject to the jurisdiction of the Property Redress Scheme
 - b. to fully cooperate with any investigation carried out by The Property Redress Scheme
 - c. to comply with any binding decision (including any remedy) which is made by The Property Redress Scheme
 - d. to pay the case fee to The Property Redress Scheme as set out on the UKALA website at www.ukala.org.uk
 - e. that The Property Redress Scheme may pass on any relevant information relating to the complaint to UKALA.
7. I agree that in the event that The Property Redress Scheme accept a complaint that UKALA may pass on a copy this Declaration and the application to The Property Redress Scheme, upon written request by The Property Redress Scheme
8. I understand that in the event that a complaint is received by UKALA, UKALA will pass on details of the complaint to The Property Redress Scheme. I understand UKALA may also pass this information on to other third parties, where appropriate. For example, Let Alliance, Hiscox, other trade bodies and tenancy deposit protection schemes.
9. I have read, understood and agree to abide by the **UKALA Terms and Conditions of Membership, UKALA Code of Practice and UKALA Accounting Standard.**
10. I accept that by signing this declaration that the Business and the Principal, Partners, Directors and or Company Secretary are bound by the contractual terms of Membership under the **UKALA Terms and Conditions of Membership, UKALA Code of Practice and UKALA Accounting Standard.**

The UKALA Terms and Conditions of Membership, UKALA Code of Practice and UKALA Accounting Standard can be downloaded at: www.ukala.org.uk/agents/resources

Signature: *Only the signature of the Principal or a Partner or Director will be accepted.*

	Print name:	
	Date:	

I am a: *Tick one only*

Principal

Partner

Director

Please tick this box if you and your business are happy to receive information from carefully selected third parties

BANK LETTER TEMPLATES

It is a requirement that you set up and utilise segregated ring-fenced client money bank accounts. In order to confirm that these are set up correctly, all agents applying for the first time must provide a letter signed on behalf of your bank on the bank's headed paper and quoting the correct wording as provided by UKALA below. Existing members applying to renew membership are not required to provide these letters unless you have changed your bank account.

These letters are available to download from the UKALA website at www.ukala.org.uk/agents/resources.

Template bank letter for use by an applicant

You can use this letter when writing to your bank to request confirmation about your segregated client accounts.

Dear **[UKALA applicant's bank contact name]**

Re: UKALA Scheme Membership requirement for a Segregated Client Money Account

We are currently applying for membership with UK Association of Letting Agents (UKALA). They require us to hold all our tenants' and landlords' funds in a segregated and ring fenced client money account so that it, at no time, forms part of the assets of our business.

Accordingly we must supply UKALA with a letter from our bank on your headed paper in the form shown on the specimen attached.

We would be grateful if you would forward the appropriate letter to us as soon as possible to enable us to progress our membership application.

Thank you for your assistance and we look forward to hearing from you.

Yours sincerely

For and on behalf of

[Name of applicant]

Template bank letter for use by a bank

This wording should be used by your bank when confirming your segregated client account arrangements.

Dear **[UKALA applicant's contact name]**

**Re: [UKALA applicant's business name]
Client Money Account(s) No(s):**

We, **[Name of bank]**, confirm that the above account(s) is/are set up as (a) client money account(s). All money standing to the credit of the above account(s) is held by **[UKALA applicant's business name]** as nominees and we are not entitled to combine the named account(s) with any other account(s) or to exercise any right of set off or counterclaim against money in that (those) client account(s) in respect of any sum owed to us on any other account of **[UKALA applicant's business name]** or any of its subsidiary companies.

Yours sincerely

For and on behalf of

[Name of bank]

A QUICK GLANCE OF BENEFITS AVAILABLE TO YOU AND YOUR BUSINESS:

	Head Office	Additional Branch	Comments
CAMPAIGNING & LOBBYING	All UKALA members benefit from the work of UKALA and NLA.		
Route to Landlords with the National Landlords Association			
Invitation to Landlord Meetings	✓	✓	
Tax Investigation Insurance Cover	Terms and conditions apply		
Join the NLA Recognised Agent Scheme at no extra charge	✓	✓	An application form to join the scheme will be sent to new and renewing members
Peace of mind for your landlords and tenants			
Client Money Protection Cover	✓	✓	Total loss clients' money protection, subject to successful application
Independent dispute resolution	✓	✓	Membership of UKALA includes membership of The Property Redress Scheme
Tenant Checks	✓	✓	Charges apply. Preferential rates available
Tenancy agreements and forms	✓	✓	Free service
mydeposits Deposit Protection	✓	✓	Charges apply. Preferential rates available
Professional development and support for your staff			
UK Landlord Magazine	✓	✓	1 free subscription for the duration of your membership
Access to Telephone Advice Line	✓	✓	
Access to Online Library	✓	✓	
Access to Courses at discounted rates	✓	✓	
Multiple Accounts for your staff	✓	✓	Add up to 5 additional accounts giving each person an individual CPD log, access to the both the online library and advice line.
Helping you stand out from the crowd			
Use of the UKALA logo	✓	✓	Available on request
UKALA window stickers Start-up selection pack	✓	✓	Additional packs of 2 (various formats and sizes) available to purchase from the online store
UKALA Wall Posters Start-up selection pack	✓	✓	Additional packs of 2 (various formats and sizes) available to purchase from the online store
UKALA Business Cards	Sample included in welcome pack		Packs available to purchase from the online store
Business listing and profile on the UKALA website	✓	✓	
Membership certificate	✓	✓	

Membership of UKALA is subject to successful application. Terms and conditions apply.

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ukala.org.uk



info@ukala.org.uk



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