

# inside letting

EDINBURGH'S LINK WITH LANDLORDS

ISSUE 17 AUTUMN 2008

## EDINBURGH LANDLORD DAY 2008

**Tuesday 28 October**  
**12.00 noon to 7.00 pm**  
**Assembly Rooms**  
**George Street**

**Edinburgh Landlord Day 2008 is now approaching and we would like to invite you to what we hope will be our biggest and best event yet!**

Over twenty five stalls will be exhibiting at the event this year, offering a range of trades and services that will help you run your business in the most effective way possible. Information and advice will be available on a wide variety of topics including energy performance, finance and investment and HMO licensing.

Many exhibitors will be joining us for the first time, but we have also made sure that the popular stall holders from our previous events will be attending. Last year, 97% of those that attended rated the event 'good' or 'excellent.'

We will also have a diverse speaker programme taking place at the event. Throughout the day there will be a guest speaker on the hour, every hour, ensuring that you can get all the information and skills that you need to let property.

For more information about the speakers, please see page 3 which provides the full programme.

In the evening you are also invited to attend the Edinburgh launch of Landlord Accreditation Scotland. This will be an opportunity to find out about the benefits of being accredited and how the new national scheme will operate in association with Edinburgh Landlord Accreditation.

You don't need to book to attend any part of the day. Just drop in to ensure that you are not missing out!

We hope you will agree that the third Edinburgh Landlord Day is shaping up to be an exciting event in the rental market calendar. We look forward to seeing you there.

For more information go to [www.edinburgh.gov.uk/landlordday](http://www.edinburgh.gov.uk/landlordday) or call letwise on 0131 529 7454.

### INSIDE:

**WHAT ARE YOU LETTING?**

PAGE 4

**MARKET REPORT**

PAGE 5

**BRING OR BUY**

PAGE 6

**PETS AND THE CITY**

PAGE 8

**LETWISE TRAINING COURSES**

PAGE 9

# welcome

Welcome to the Autumn edition of Inside Letting

With the summer now over, landlords are reporting that it was a disappointing season for the short term let market.

It looks like poor weather and competition from the Olympics meant that many attending the festivals were actually Edinburgh residents, leading to a dip in demand for holiday accommodation.

However, our market report from letting portal Citylets demonstrates something of a renting resurgence in Edinburgh and experts are advising that now is the time to make sure you are managing your portfolio as efficiently as you can.



Lindsay Souter  
EDITOR

Edinburgh Landlord Day is the perfect opportunity to speak to suppliers and service providers and ensure that you are making the most of business opportunities and help available.

On page 3 you can see details of the exciting speaker programme that will take place throughout the day.

This edition also brings you information about the new Edinburgh Furniture Initiatives' showroom on Logie Green Road (page 6), and highlights the current debate on allowing pets in private rented properties (page 8).

We hope you enjoy the read! Don't forget to send any article suggestions to [insideletting@edinburgh.gov.uk](mailto:insideletting@edinburgh.gov.uk) and we look forward to meeting you at Edinburgh Landlord Day.

## Your chance to influence LHA



### As rent levels increase it is important that the Local Housing Allowance (LHA) keeps pace.

The Scottish Government's Rent Registration Service is responsible for determining the amount of LHA that is paid across Edinburgh. To ensure that LHA rates are set at a realistic level they are asking landlords and letting agents to supply information on rents that have been achieved in the open market where the tenant does not receive housing benefit.



In addition to informing the LHA levels, this key data builds the picture of Scotland's rental market and helps the Rent Registration Service provide valuations for tenants and landlords for fair rent registrations in regulated tenancies.

All landlords can help by keeping the Rent Registration Service informed of their Market Rent Data.

We've added the form to the letwise web pages – you can find it at [www.edinburgh.gov.uk/letwise](http://www.edinburgh.gov.uk/letwise) on the useful forms and downloads page.

For more information about the Rent Registration Service visit [www.scotland.gov.uk/rrs](http://www.scotland.gov.uk/rrs)



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# Landlord Day 2008 Seminar Programme – 28 October

## Top 10 Tips for new landlords

12.00 noon to 12.45 pm

Are you new to letting property or thinking about becoming a landlord? This seminar will give you the top 10 things you need to consider when first starting out.

- John Blackwood  
Scottish Association of Landlords

## Top 10 Tips for achieving a high energy performance rating on your property

1.00 pm to 1.45 pm

From 4 January 2009 all rented property must have an Energy Performance Certificate. This seminar will give you the top 10 tips on how to achieve a high energy performance rating for your property.

- Bob Barnham  
Changeworks



## Private Rented Housing Panel update

2.00 pm to 2.45 pm

The Private Rented Housing Panel (PRHP) came into effect on 3 September 2007. The Panel has received many applications from tenants unhappy with their landlord not carrying out repairs according to the Repairing Standard. This seminar will give you an update on the progress of the PRHP and will highlight some sample cases and outcomes.

- Isabel Montgomery  
Private Rented Housing Panel

## Common letting problems and how to avoid them

3.00 pm to 3.45 pm

This seminar highlights the most common pitfalls when renting property out and provides practical solutions to make sure you can avoid them.

- TC Young Solicitors



## Resolving a common conflict

4.00 pm to 4.45 pm

In this seminar you will explore the impact of communication and how to be effective in difficult circumstances. Together with the trainers - who act too - you will investigate a late rent payment issue, a common problem that often arises between landlords and tenants. The session will encourage discussion on how best to handle this conflicting situation and illustrate best practice.

- Creative Training Unlimited

## Maximising the market

5.00 pm to 5.45 pm

In the context of a changing market, this session delivers clear insights into what tenants really want and how landlords can provide it, avoid the credit crunch's pinch and prosper instead.

- Emma Fursman  
Dunpark Ltd

## Edinburgh launch of Landlord Accreditation Scotland

6.00 pm to 7.30 pm

Landlord Accreditation Scotland (LAS) is a new national accreditation scheme for both landlords and agents. This seminar will provide information on the benefits of joining the scheme and how it will work in association with Edinburgh Landlord Accreditation.

- John Blackwood  
Landlord Accreditation Scotland

No booking is necessary, just arrive for the beginning of each seminar to make sure of your place.



**JIM BAULD**  
TC Young Solicitors

## CASE NOTES: WHAT ARE YOU LETTING?



In Scotland, four essential elements are needed to create a lease:

**THE PARTIES** –  
landlord/agent and tenant

**THE SUBJECTS** –  
the property which is being let

**THE RENT** –  
the cost of the lease

**THE DURATION** –  
how long the period of let  
will be initially

Normally there is not much difficulty in clearly identifying these four elements. However, there have been some cases in which disputes have arisen regarding the extent of the subjects being leased.

It is important when creating a lease that you properly specify the extent of the property which is included.

Normally it is easy to identify the subjects of let simply by a postal address. In a flat property the flat location also needs to be specified.

It is vital that the extent of the property is clearly and accurately described in order that tenants know what is being leased to them. In some situations you may even wish to include a description of the property as it is registered in either the Register of Sasines or the Land Register. A plan may also be appropriate and useful.

It is important to identify what is and is not included in the property, including external areas as well as internal.

Let's take an example of a flat with three bedrooms. You as a landlord have let this property to three individuals. However, none of them know each other and they all arrive at different times.

You have had each tenant sign up to an identical lease for the flat, with rent of £300 per month. While all three tenants are in the flat you receive £900 in rent every month.

“ **It's worth pointing out that leaving personal items within a property, even in a locked room, can be a very bad idea.** ”

What happens if two tenants then leave? You are left with one single tenant whose lease agreement entitles them to a three bedroom flat at a rental of £300 per month!

To avoid this, you must state that you are letting a particular room to each tenant and that they will have shared access to other parts of the property.

Common problems arise when landlords decide to rent out their own home while they are travelling or working away from home.

Many landlords in that situation wish to leave personal possessions in the property, either in a locked room or the attic. In this case your tenancy agreement should specifically exclude “the locked area” from the description of the property. If not, the tenant is entitled to assume that they have leased the entire subjects and have access to all of the rooms.

It's worth pointing out that leaving personal items within a property, even in a locked room, can be a very bad idea. In one case, a landlord rented her own luxury home to a tenant whilst working abroad. She left some belongings in the property thinking that they would be secure. The tenant discovered personal papers belonging to the landlord and used them to commit a number of frauds, and also attempted to sell the property twice!

Although it would appear that it is very easy to understand what is being leased, it is a matter which does require some care and attention.

Please ensure that when creating tenancy agreements you give careful consideration to the description of the extent of the property which you are leasing. As always, professional advice at an early stage can be very helpful.



# Market Report



**Edinburgh based Citylets is Scotland and Northern Ireland's original residential lettings web portal**

## **HIGH ACTIVITY IN THE EDINBURGH RESIDENTIAL LETTINGS MARKET LOOKS LIKELY TO CONTINUE FOR THE REMAINDER OF 2008.**

There is no doubt that the climate of uncertainty, both in the housing market and the economy, twinned with severely restricted mortgage availability, has fuelled a rise in demand for rental property.

Citylets first detected evidence of this rising demand in November of 2007 when traffic to the site began to rise. Gaining momentum through the first quarter of 2008, traffic surged (almost 50% higher than in the first quarter of 2007) resulting in a 40% increase in the number of Edinburgh properties let in the first quarter of 2008 than in the previous year.

**“ Citylets expects rents will continue to grow. ”**

High tenant demand throughout the second quarter meant that Edinburgh properties let on average 20% faster than in the same period of 2007.

Rents in Edinburgh are growing, on average up 4.0% on the second quarter of 2007. It may not sound like much but is somewhat healthier than the 1.5% year-on-year growth recorded at the same stage last year.

Surprisingly, it is one bedroom flats that have recorded the lowest growth with average rents rising to £529 – only 2.9% higher than in 2007. Investigation of individual postcode areas shows that EH7 and EH11 may be weighing down the Edinburgh average recording 2.1% and 1.7% growth (respectively). The low rent rise in EH7 is a bit of a puzzle as one bed flats there let very quickly – at an average of 19 days, 28% faster than last year. By contrast, average rents in EH1, 3, 6, and 8 have risen by more than 6%.

It's a similar story for two bedroom flats with EH7 and 11 postcodes giving growth below the city average of 5.6%. Two bed flats in EH10 let 40% faster in the second quarter than in the same period in 2007 – and, at £727, for 9% more. In EH3 rents at £817 are considerably higher than the city average (£676) – having seen rental growth of typically 12%.

Larger properties have also been in demand with three bed flats in areas popular with students such as Marchmont and Bruntsfield (EH9 and 10) rising more than 7.5% to an average of £983 per month. Elsewhere in the city, increases for three bed flats have been closer to the average of 4.2%, giving an average income of £936.

Student demand for four and five bedroom properties meant that they let very quickly in the second quarter with 47% letting in less than two

weeks. Average rents for four beds increased to £1305 (a rise of 3.8%). For five bed properties the median rent of £1600 is up £100 on last year – an increase of 6.7% over the same period in 2007. (For statistical reasons the median is a better measure than the mean.)

Edinburgh house price growth has slowed to almost zero over quarter two, and with mortgage finance unlikely to free up in the near future it's likely that demand for rental property will remain strong for the rest of the year – although a growth in the number of properties on the rental market may impact on yields.

With an increasing rate of inflation across the consumer market, and increased costs of buy-to-let mortgages, Citylets expect that while demand remains high, landlords will push through larger rent increases and rents will continue to grow at a faster rate than in previous years.

[www.citylets.co.uk/reports](http://www.citylets.co.uk/reports)

**“ Edinburgh properties let 20% faster than in 2007. ”**



## Bring or Buy

**The Edinburgh Furniture Initiative (EFI) has opened a furniture showroom offering high quality, low cost second-hand furniture and appliances.**

With items arriving on a daily basis, the EFI stock furniture that landlords can use to furnish a tenancy. All the soft furnishing is checked to ensure that it complies with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 and the electrical goods are given both a function and Portable Appliance Test (PAT).

If you can't take the items away with you on the day, and can't arrange your own delivery, EFI can deliver your purchases. Within a mile radius of their base at 67 Logie Green Road, there is no delivery charge. For delivery in Edinburgh there is reasonable and competitive charge made.

EFI is just one of the services that the charity Four Square runs. In Edinburgh they operate The Cowgate Centre and Stopover, as well as the EFI. The main work of the EFI is to reuse donated furniture and appliances to help new tenants who have previously been homeless, furnish their new tenancies.

Statistics show that tenancies are more likely to be sustained if tenants have furniture and appliances when they move into a new home. Tenants are referred to the project by a wide range of housing support agencies.

The furniture that reaches the showroom for sale are those items that are not suitable for the tenants that have been referred to the project.

Kevin O'Shaughnessy, Project Manager, explains: "A dining set with six chairs is ideal for an HMO or large family home but not so appropriate for a single tenant in a studio flat. A large fridge freezer is no use to a single person as they couldn't afford to fill it."

"Landlords often ask what they should do with furniture they are replacing in their properties or what to do with appliances left by foreign students who have returned home."

When taking items to any of the Community Recycling Centres, look out for the Reuse cabins which have been introduced to all centres for the donation of reusable household items. Operated by the EFI, items such as furniture, linens and working electrical appliances can be donated to the project.

### **Furniture Showroom**

67 Logie Green Road  
Edinburgh EH7 4HF  
Tel: 0131 557 7900  
[www.foursquare.org.uk](http://www.foursquare.org.uk)

### **Opening Hours**

Monday to Friday  
9.30am to 4.30pm  
Saturday  
10.00am to 4.00pm

Landlords and tenants can also take advantage of the free uplift service that EFI provide.

If you think that you have furniture that is too good to bin, contact the EFI to discuss your donation. They have experience of uplifting large quantities of furniture so if you are clearing out a large portfolio; consider reducing your waste with EFI.

As Kevin says: "It's astonishing the generosity of individuals and how much they think about not wasting, and supporting people."

**Staff from EFI will be available to discuss any aspect of their service at Edinburgh Landlord Day on 28 October.**

# 'A' Grade Answer to Boiler Efficiency

**Did you know it is mandatory to fit a condensing model when replacing or fitting a new gas or oil-fired boiler?**



Building Regulations in Scotland now state that all newly-fitted and replacement boilers must be a condensing model with either an 'A' or 'B' SEDBUK (Seasonal Efficiency of a Domestic Boiler in the UK) efficiency rating, with an A rating being 90% and a B rating 86% - 90% efficient.

Introduced to help improve efficiency and reduce the amount of domestic carbon dioxide emissions produced, condensing boilers are the most energy-efficient central heating boilers available on the market today.

A condensing model typically produces lower flue gas temperatures, lower flue gas emissions and delivers reduced fuel consumption.

It is estimated there are approximately five million cast-iron, permanent pilot boilers in the UK that need to be replaced with new condensing models.

Martyn Bridges, director of marketing and technical support at Worcester, Bosch Group – a leading manufacturer of domestic high-efficiency boilers and renewable heating technologies comments: "Although the new laws state that SEDBUK A and B grades do meet the requirements for condensing boilers, we believe that anything less than A-rated simply doesn't make sense for the environment or for fuel bills.

"The benefits of condensing boilers are clear, not only do they contribute to fuel conservation – a hot topic as the price of fuel escalates – but they also help to reduce CO2 emissions into the environment.

"A-rated technology is the here and now, so let's make the most of it."

For more information on Building Regulations go to [www.sbsa.gov.uk](http://www.sbsa.gov.uk)

## Energy Performance Certificates Deadline January 2009

Don't forget that from January 2009 Energy Performance Certificates will be required for all new tenancies in Scotland.

An EPC will provide information on the energy efficiency of a property and must be carried out by a qualified EPC surveyor.

The Scottish Government have published an EPC information sheet for private landlords. It gives the current information available on EPCs for the private rented market.

[www.sbsa.gov.uk/pdfs/Info\\_sheet\\_landlords\\_priv\\_sector2.pdf](http://www.sbsa.gov.uk/pdfs/Info_sheet_landlords_priv_sector2.pdf)



# PETS AND THE CITY

**A report commissioned by the charity Dogs Trust has revealed that 78% of pet owners experienced difficulties finding privately rented accommodation that allowed pets.**

Many of the 16,000 dogs the Trust cares for each year have been reluctantly handed over by owners who cannot find pet-friendly rental property.

Lets with Pets is the latest Dogs Trust campaign helping dogs whose owners are facing a serious housing crisis because private rental landlords do not allow pets. Set to launch early next year it will provide advice to help landlords and tenants forge a mutually beneficial relationship.

The nationwide survey report also revealed that in regard to tenants:

- 54% did not find anywhere suitable that allowed pets
- 14% kept their pet without landlord's knowledge or consent
- 11% rented an unsuitable property in order to keep their pet
- 9% rehomed their pet to friends, family or a rescue centre
- 8% bought property, did not move or are still looking.

The Scottish Association of Landlords (SAL) is well aware of the issues. In 2007, 13% of their calls were in connection with damage caused to properties by pets that were often left in small flats for long periods of time.



SAL comment that "landlords would be more sympathetic to taking on tenants with pets, if the owners were more accepting of their responsibilities of repairing damage caused by irresponsible pet ownership.

Sadly, only too often do we hear of tenants leaving properties without repairing damage caused by pets, or even abandoning pets in empty properties once they have vacated their tenancy."

In the first six months of 2008, SAL's helpline have had to advise 10 landlords where tenants have vacated properties and abandoned their pets, leaving the landlord to find alternative homes for them.

Edinburgh's rental market is predominantly tenements or flats, which are not necessarily considered ideal accommodation for dogs. However, a standard 'no pets' clause in a lease agreement excludes all pets in all property types, and it is recommended that landlords should consider pet requests on a case by case basis.

## POINTS TO CONSIDER

If you are thinking about allowing tenants to have pets in the property, you should consider the following:

- if you think that there is an increased risk of damage to the property you can take extra deposit money (but still no more than the equivalent of two months rent).
- at the end of the tenancy you may need to allow extra time for carpet shampooing and deep cleaning.
- do the title deeds permit pets at the property?
- does the type of pet have the potential to upset the neighbours?

The charity has now launched an additional survey to give lettings agencies and landlords a chance to share their experiences both positive and negative.



To take part in the survey go to [www.dogstrust.org.uk](http://www.dogstrust.org.uk)

For more information on pets and housing, visit [www.pathwaypetsandhousing.org.uk](http://www.pathwaypetsandhousing.org.uk)

For more information about pet rehoming centres, contact the Scottish SPCA on 03000 999 999.



Letwise offer a programme of training and briefing events for private landlords in Edinburgh. These courses are designed to inform landlords about the various aspects of property and tenancy management and to update on any changes which impact on the private rented market.

## Landlord Training Programme: January 2009 – March 2009

### TRAINING SESSIONS AT A GLANCE

#### JANUARY

- **Safety Requirements for your Property**  
Thursday 22 January 1.00pm to 4.00pm  
2B Bankhead Crossway South
- **Dealing with Deposits**  
Thursday 29 January, 5.45pm to 8.30pm  
European Room, City Chambers

#### FEBRUARY

- **Finance Matters**  
Thursday 5 February, 5.45pm to 8.30pm  
Business Centre, City Chambers
- **Tenancy Agreements**  
Thursday 26 February, 1.00pm to 4.00pm  
European Room, City Chambers

#### MARCH

- **Recovery of Possession**  
Thursday 5 March, 1.00pm to 3.30pm  
European Room, City Chambers
- **The Law of Repairs**  
Thursday 12 March, 1.00pm to 3.30pm  
Business Centre, City Chambers
- **Resolving Conflicts Positively**  
Thursday 26 March, 5.45pm to 9.00pm  
Business Centre, City Chambers

### **Safety Requirements for your Property**

Thursday 22 January 2009, 1.00pm to 4.00pm  
Venue: Contract Heating, 2B Bankhead Crossway South, Edinburgh EG11 4EX

This course, delivered by Contract Heating (members of NICEIC, the Fire Protection Association, and CORGI approved) will give delegates practical experience on how to identify problems and faults within their property in relation to heating systems, water supplies and electrical systems. It will also show delegates how to read various safety certificates and identify what needs to be actioned.

#### **Course objectives**

By the end of the course delegates will:

- have gained practical experience on identifying problems and faults within their property
- have an awareness of what is required to provide safe accommodation for their tenants
- know what procedures to follow in a gas emergency
- understand how to read safety certificates and identify any actions that are required to be taken.

#### **Is it for you?**

This course is intended for both new and experienced landlords and letting agents.

**Please note as this is a workshop based practical course, numbers are limited to eight delegates per course. It is advised that you book early!**

NEW  
COURSE

## Dealing with Deposits

Thursday 29 January 2009, 5.45pm to 8.30pm  
Venue: European Room, City Chambers, High Street, Edinburgh EH1 1YJ

This course will cover best practice when dealing with tenants' deposits and will address the many varied problems relating to creating holding deposits and making deductions from security deposits. Other aspects covered will include dealing with guarantors and distance selling regulations.

### Course objectives

By the end of the course delegates will:

- understand the legal implications if they let a property without the tenants actually viewing the property (Distance Selling Regulations)
- understand the legalities and implications of requesting a rent guarantor
- understand the legal requirements around deposits
- be aware of how to deal with disputes around deposits.

### Is it for you?

This course is beneficial both for newcomers to the private renting business and experienced landlords and letting agents alike.

## Finance Matters

Thursday 5 February 2009, 5.45pm to 8.30pm  
Venue: Business Centre, City Chambers, High Street, Edinburgh EH1 1YJ

This course will give an overview of the issues which should be considered when buying, renting and disposing of property in order to maximise the benefits of current tax legislation. It will also cover how to maintain effective financial and bookkeeping records.

### Course objectives

By the end of the course delegates will:

- understand the implications of current taxation legislation as it affects landlords
- understand the most effective ways to structure finances to maximise benefits
- understand how to maintain effective financial and bookkeeping records.

### Is it for you?

This course is aimed at both new and experienced landlords and letting agents or those considering how to maximise tax benefits from current legislation and those who would like more information on effective bookkeeping.

**All of these courses are free of charge.**

**You can book a place by contacting letwise on 0131 529 7454 or e-mailing: [letwise@edinburgh.gov.uk](mailto:letwise@edinburgh.gov.uk)**

**For further information about these courses or future training events, contact our Training and Development Officer, Rachel Fleming on 0131 529 2177 or e-mail: [rachel.fleming@edinburgh.gov.uk](mailto:rachel.fleming@edinburgh.gov.uk)**

Due to the high level of non attendance at courses recently, we have changed our policy. Delegates who fail to cancel their place on the course and subsequently do not attend, will be excluded from all remaining courses in the quarter. This is to enable us to maximise capacity and make sessions as cost effective as possible. This does not prevent delegates from booking on courses within the next advertised quarter.



## Tenancy Agreements

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Thursday 26 February 2009, 1.00pm to 4.00pm  
Venue: European Room, City Chambers, High Street,  
Edinburgh EH1 1YJ

This course will identify the key elements for inclusion in tenancy agreements, and suggest good practice issues in establishing assured and short assured tenancies.

### Course objectives

By the end of the course delegates will be able to:

- be aware of the legal requirements and pitfalls in creating assured and short assured tenancies
- be aware of unfair contract terms in leases and how to avoid these
- be aware of the legal rights and obligations of landlords and tenants
- understand what action can be taken against tenants if things go wrong
- be aware of what could be construed as harassment.

### Is it for you?

This course is intended for private landlords and letting agents involved in creating tenancy agreements whether let to individuals/families or shared occupancy. It is intended to cover assured and short assured tenancies, and is not intended to address resident landlords or protected tenancies.

## Recovery of Possession

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Thursday 5 March 2009, 1.00pm to 3.30pm  
Venue: European Room, City Chambers, High Street,  
Edinburgh EH1 1YJ

This course will enable delegates to understand the legal requirements and pitfalls in successfully recovering possession of their property under the assured and short assured tenancy regime.

### Course objectives

By the end of this course delegate will:

- understand the mandatory and discretionary grounds for repossession
- understand the legal requirements to successfully regain possession at the end of a lease
- be aware of the notices and procedures required in repossession
- be aware of what can go wrong when seeking possession, and how to avoid these problems
- understand court processes.

### Is it for you?

This course is intended for both new and experienced landlords and letting agents. It is not designed for resident landlord.

## The Law of Repairs

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Thursday 12 March 2009, 1.00pm to 3.30pm  
Venue: Business Centre, City Chambers, High Street,  
Edinburgh EH1 1YJ

This course will look at the rights and duties landlords and tenants have in cases of disrepair and from where these rights and duties come.

### Course objectives

By the end of this course delegate will:

- be aware of statutory and common law repairing obligations
- understand the requirements of the Repairing Standard
- be aware of how the Private Rented Housing Panel operates
- have an understanding of gas safety, furniture and fire safety regulations, and electrical safety.

### Is it for you?

This course is designed for both new and experienced landlords and letting agents.

## Resolving Conflicts Positively

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Thursday 26 March 2009, 5.45pm to 9.00pm  
Venue: Business Centre, City Chambers, High Street,  
Edinburgh EH1 1YJ

This course will explore techniques for resolving conflicts to everyone's satisfaction. Typical disputes between landlord/tenant and tenant/neighbours will be examined and delegates will learn straight forward practical techniques for helping to ensure conflicts are handled productively.

### Course objectives

By the end of the course delegates will:

- be aware of how conflicts arise
- have a better understanding of how conflicts escalate
- be aware of how not to make conflicts worse
- be familiar with some constructive negotiating techniques
- be familiar with some practical skills for handling conflicts positively
- be aware of how mediation can help.

### Is it for you?

This course is suitable for all private landlords and letting agents.

You can get this document on tape, in Braille, **large print** and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number 08763. ITS can also give information on community language translations.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے متعلق  
معلومات کیلئے انٹرپرائزیشن اینڈ ٹرانسلیشن سروس کو 0131 242 8181  
پر فون کریں اور ریفرنس نمبر 08763 کا حوالہ دیں۔

欲得到本文件的中文翻譯資訊，請  
致電愛丁堡市議會傳譯及翻譯服務  
部(ITS)及說明檔案編號 08763，  
電話：0131 242 8181。

এই দলিলপত্রের অনুবাদ আপনার সম্প্রদায়ের ভাষায়  
পেতে হলে ইন্টারপ্রিটেশন এ্যান্ড ট্রান্সলেশন  
সার্ভিস-এর সাথে 0131 242 8181 নম্বরে ফোন  
করে রেফারেন্স নম্বর 08763 উল্লেখ করুন।

إذا كنت ترغب في معلومات عن ترجمة هذا  
المستند الى لغة جاليتك نرجو الاتصال هاتفيا  
بمكتب الترجمة على الرقم 0131 242 8181  
وذكر الرقم . 08763

letwise

TEL: 0131 529 7454  
E-MAIL: [letwise@edinburgh.gov.uk](mailto:letwise@edinburgh.gov.uk)  
[www.edinburgh.gov.uk/letwise](http://www.edinburgh.gov.uk/letwise)



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