

Where do I get information about the Scheme?

Full details of the scheme are available at www.dashservices.org.uk.

If you would like a brochure about the scheme please phone the scheme operator on 01332 641111, or write to

DASH Landlord Accreditation Scheme
Council House
Corporation Street
Derby
DE1 2FS



Look out for the scheme logo in advertisements and in properties and ask the landlord to show you his Certificate of Accreditation.

DASH Landlord Accreditation Scheme



A Tenants Guide

What does Accreditation mean?

The DASH Landlord Accreditation Scheme awards a quality mark to those landlords who can demonstrate good management skills and whose properties meet basic legal standards.

Accreditation is available to all landlords who own and manage properties.

Confidence

Landlords sign up to the schemes Code of Conduct and we monitor them through training courses and property inspections. All this gives you confidence in your landlord and their professional ability.

How do I know if a landlord is accredited?

Ask the landlord to show you their accreditation scheme membership card.

If you have any doubts then check online at www.dashservices.org.uk or contact DASH on 01332 641111.



Benefits to Tenants

- Good properties will be easily identifiable by the quality mark logo that the scheme awards.
- Tenants of accredited properties can expect the property to be safe and in good repair.
- You can be confident that the landlord has made a commitment to the health, safety and the welfare of his/her tenant.

- The property will be properly managed by a landlord who must deal fairly with tenants and comply with all tenancy related laws.
- An assurance that repairs will be completed efficiently and to agreed timescales.
- A no cost, independent means of dealing with complaints and resolving disputes.

What happens if I have a problem with the accommodation?

Tenants first raise their concern with their landlord. The landlord should remedy any defect. If a repair is not carried out, tenants can refer their problem to DASH who will help to resolve the dispute.



How will complaints be dealt with?

Complaints sent to the scheme must be in writing and clearly state:

- Details of the breach of standards
- The action taken to bring this breach to the attention of the landlord or letting agent
- The relevant dates concerning the particular problem
- A contact address and telephone number for the person making the complaint

If the tenant is not satisfied with the decision they may refer the matter to a Review Panel. Details are available from the DASH.