

Addendum

Level 2 Introduction to Residential Property Management Practice

December 2020

Unit 3

Minor changes throughout to clarify text

Section 1 – added EICR as necessary

Section 3 – added comment regarding COVID-19 and demand and rental value

Section 4 – added reference to unfair terms in agency contracts

Section 7 – added details of EICR

amended details about smoke and CO alarms

Section 8 – added EICR details

Section 9 – minor amendments to reflect tenant fees ban

added comment about virtual viewings

Section 10 – added comment about indirect discrimination where benefit claimants excluded from renting

Section 11 – added section on tenant's ability to take action against the landlord

Section 12 – amended requirements for selective licensing schemes to update
added requirement for EICRs

Section 14 – added comment regarding CMP

Unit 4

Section 1 – added comment on CMP and clarified position of client bank account
slight amendment to overseas landlord section to clarify

Section 2 – added comment on Homes (Fitness for Human Habitation) Act 2018

Section 3 – added comment on data protection

Section 5 – made reference to providing a copy of the company complaints procedure

made reference to the 'How to Rent' guide giving information on independent advice

Section 7 – made reference to pre-action protocol before court action

Section 8 – minor changes to costs to be charged by agents

Section 11 – minor text changes to tenancy deposit schemes section to clarify
minor changes to redress scheme section to clarify