### Appendix C

**Letting Agents Rating Scheme:**

**Request for a re-rating visit**

**Notes for businesses:**

- As the business operator of a lettings agent you have a right to request a re-visit for the purposes of re-rating if you have taken action to rectify the non-compliances identified at the time of inspection.
- You can make the request for a re-visit for each planned statutory inspection by the local authority and you can make this at any time after the statutory inspection provided that you have made the required improvements. There is a charge of £130 for this request for a re-rating. You will receive a letter informing you of the outcome of the re-visit and re-assessment and the new rating will be published on Newham’s website.
- You must provide details of the improvements made with your request, including supporting evidence where appropriate.
- If the Newham considers that you have provided sufficient evidence that the required improvements have been made, and provided that a 6 week ‘stand still’ period has passed since the statutory inspection, Newham will make an unannounced visit. This will take place within 6 weeks of the end of the 6 weeks ‘stand still’ period or within 6 weeks of the request if this made after the ‘stand still’ period.
- Newham’s trading standards officer will give you a ‘new’ rating based on the level of compliance that is found at the time of the re-visit - you should be aware that your rating could go up, down or remain the same.
- To make a request for a revisit, please use the form below and return it to the Strategic Enforcement Manager (Specialist Operations) from Newham – contact details are provided at the end of this form.

### Business details

Lettings Agent business operator/proprietor

Business name

Business addresses

Business tel. number

Business email

### Inspection details

Date of inspection

Rating given

### Action taken

Please describe the remedial action you have taken with reference to the issues identified in the inspection letter/report provided to you by your local authority with your score:

- **Full Compliance with legal requirements and standards**

- **Membership of a professional body (organisation and membership number)**

- **Evidence of No Tenant Fees or details of Credit Rating Service for Tenants**

- **Other (please specify)**
Please provide any other supplementary evidence to support your claims

Signature

Name in capitals

Position

Date

Please now return this form and the fee of £130 to:

Trading Standards Team
Newham Council,
East Ham Town Hall Annexe,
330-354 Barking Road,
London
E6 2RT