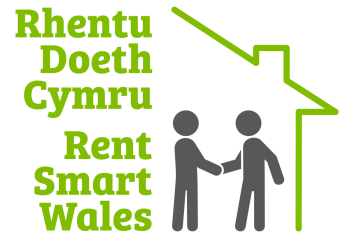


# Agent Licence granted under section 21 of the Housing (Wales) Act 2014



## Agent Licence Information

<b>Clockwork Property Ltd (T/A Webb and James)</b>	is licensed for letting and property management work as an Agent (as defined in sections 9 to 12 of the Housing (Wales) Act 2014)
Licence Number	<b>#LR-07094-59484</b>
Date Licence Granted	20/01/2020
Date Licence Expires	19/01/2025

**Your attention is drawn to the conditions of your licence which are overleaf. These conditions contain important requirements that you must comply with in order to continue to hold your licence and to secure renewal in the future.**

If you disagree with any of the conditions as part of this licence, other than the condition to comply with the code of practice issued by the Welsh Ministers, you are able to submit an appeal within 28 days of the notification date on this licence. Appeals must be addressed to: Welsh Tribunals Office, Oak House, Cleppa Park, Celtic Springs, Newport, NP10 8BD [www.rpt.gov.wales/](http://www.rpt.gov.wales/)

Bethan Jones, Operational Manager, Rent Smart Wales

Notification Date 20/01/2020

If this licence is revoked it must be returned to Rent Smart Wales. Any reference to Rent Smart Wales in this document relates to the County Council of the City and County of Cardiff who are designated as the Licensing Authority for the whole of Wales under the Housing (Wales) Act 2014

Name of Licence Holder  
Clockwork Property Ltd (T/A Webb and James)

Date Licence Granted  
20/01/2020

Licence Number  
#LR-07094-59484

Date Licence Expires  
19/01/2025

**Your agent licence is awarded under the provisions of Part 1 of the Housing (Wales) Act 2014; subject to the following conditions:**

1. The licensee must keep their licence details up to date either within their Rent Smart Wales account at [www.rentsmart.gov.wales](http://www.rentsmart.gov.wales) or by notifying Rent Smart Wales by telephone on 03000 133344 or by post at Rent Smart Wales, PO Box 1106, Cardiff. CF11 1UA. These details must be updated within 28 days of the change. This includes removing the name of connected persons if they are no longer employed by the licensee and informing Rent Smart Wales of any change of Company Directors or Trustees.
2. You have been awarded an agent licence even though you currently do not let or manage rental property in Wales. You have however indicated that you intend in future to let and manage rental property in Wales on behalf of landlords (as an 'agent') and have duly signed a declaration dated 10th Jan 2020 to this effect. If in the future you take on letting and management of properties on behalf of a landlord, you must update the list of managed properties on your Rent Smart Wales account within 6 weeks of beginning these activities. Furthermore, if in the future you take on letting and management of properties not owned by family members (family members as defined in section 258 of the Housing Act 2004), you must take out and maintain throughout the period of your licence Client Money Protection, professional indemnity insurance, membership of an independent letting and management redress scheme (as accepted by Rent Smart Wales) and a complaints procedure. You must supply the details of each to Rent Smart Wales within 6 weeks of taking on letting and management of these additional properties.
3. If the licensee employs additional connected persons (employees; who are on its payroll, etc) in future who do letting and/or management work as defined in the Act as part of their contract of service they must be suitably trained within 3 months of: a. starting the position or b. if currently employed, within 3 months of this licence being awarded
4. The licensee must comply with the Code of Practice for Landlords and Agents licensed under Part 1 of the Housing (Wales) Act 2014. A copy of the Code can be viewed online on our [Downloads](#) Page. The Code contains two elements. First and foremost, it sets out what agents must do to keep to the conditions of this licence. All requirements given as 'musts' are already contained in legislation and are requirements the licensee should already be aware of due to the training completed to obtain this licence. The second element of the Code is information on what can be done to raise standards above the minimum level required by law. This is described as "Best Practice", and is shown in shaded boxes throughout the document. These are carried out at the discretion of landlords and agents. Failure to meet Best Practice would not be a reason for Rent Smart Wales to revoke a licence.
5. The licensee must only act on behalf of Landlords of rental properties in Wales who have registered with Rent Smart Wales. The licensee must notify their client landlords about the requirements under Part 1 of the Housing (Wales) Act 2014. If after notifying a landlord of the need to register they have failed to do so within 12 weeks, the licensee must provide the name, correspondence information and the address in Wales for which they are the landlord and where the licensee acts on their behalf at to Rent Smart Wales.
6. The licensee must provide up to date details of all the rental properties in Wales and their landlord's which the licensee carries out management work at on their behalf at least once a year from the date of this licence, or on request from Rent Smart Wales. The details can be uploaded directly using the template provided in the 'managed properties' section of the Rent Smart Wales Agent account. Alternatively, you can contact Rent Smart Wales on 03000 133344 or by post at Rent Smart Wales, PO Box 1106, Cardiff, CF11 1UA to provide the information.
7. This licence has been granted on the condition that the licensee is considered fit and proper. Should this change and the licensee or anyone associated with the licensee is convicted of an offence during the period of the licence the licensee must notify Rent Smart Wales within 14 days of being convicted. Please note driving offences are exempt.
8. The licensee is permitted to use the Rent Smart Wales logo to market themselves as a licensed

agent. However, this must be used in accordance with the brand guidelines at all times. A copy of the brand guidelines can be viewed online on our [Downloads](#) page or the licensee can request a copy to be sent.

9. a. If a licensee's main residence/business address is outside England, Scotland or Wales, the licensee must employ a locally\* based member of staff to assist in the management of the rental property(s).  
b. If a licensee's main residence/business address is located in England, Scotland or Wales but is 200\*\* or more miles from the rental property, the licensee must employ a locally\* based member of staff to assist in the management of the rental property(s).  
Should either of these conditions apply, the licensee will have 8 weeks from the date their licence is granted, or from the date this condition applies, to put such person(s) in place.  
\*locally based / local means somebody who lives in England, Scotland or Wales and is within 200 miles (i.e. less than) of the rental property. \*\*the mileage is calculated through the use of Google maps using the shortest distance calculator. The mode of transport considered is by car and the time the route will take between the licensee's home or business address and the rental property at the furthest distance must be reasonable and viable.
10. If all of the connected users are away/unable to manage the property(s) it lets and manages for more than 4 consecutive weeks, they must employ a locally\* based member of staff to assist in the management of the property(s) they let and/or manage. \*locally based / local means somebody who lives in England, Scotland or Wales and is within 200 (i.e. less than) of the rental property.
11. Licensees are subject to an audit by Rent Smart Wales within their licence term. This audit will determine compliance with a licensee's legal obligations and their licence conditions. Should a licensee be subject to a Rent Smart Wales audit, the licensee must co-operate fully and comply with the requirements of the audit. Note that this audit may be undertaken by Rent Smart Wales and/or the licensee's local authority acting on behalf of Rent Smart Wales.