

The pack HouseComply assembles for you, on demand

One click produces the full submission bundle an RSW auditor asks for.

What's included in this pack:

1. DC1.0 — Agent Audit questionnaire

auto-filled from your portfolio data

2. DC1.1 — Certification & supporting evidence

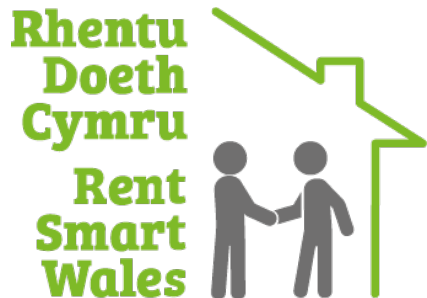
each answer mapped to the evidence

3. Supporting certificates

gas, EICR, EPC, fire risk, alarms — gathered & labelled

4. Working-practice policies

your attested policy documents, bundled in



Rent Smart Wales Agent Audit Pre-Audit Questionnaire

Audit Reference Number: **[LICENCE-REF]**

Name of Agent:

Cariad Lettings Ltd (TA Cariad And Lettings)

Date Issued: 09/02/2026

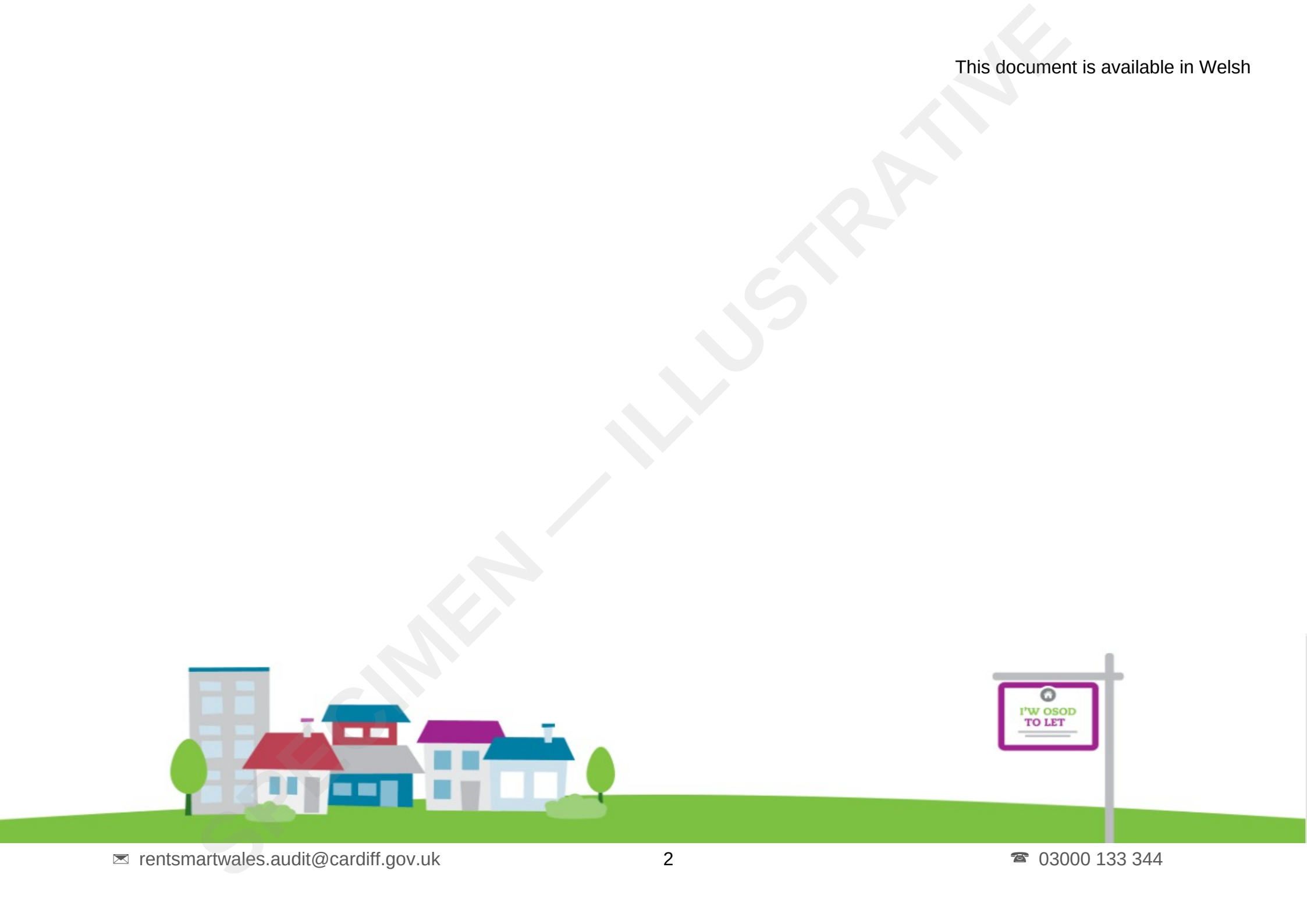
Latest Date for Response: 02/03/2026

It is essential that you provide as much information, evidence and documentation as possible to explain your agency's working practices and compliance with:

- [Licence Conditions](#),
- [The Code of Practice for Licensed Landlords and Agents](#), and
- Legislative Requirements.

Failure to provide clear information, evidence and required documentation could affect the audit grade your agency is awarded.

Mae'r ddogfen hon ar gael yn Gymraeg /



AGENT INFORMATION				
BUSINESS ARRANGEMENTS				
Select the legal entity that best matches your agency's business structure:	Individual / Individual Trading as			
	Partnership / Partnership Trading as			
	Limited Company / Limited Company Trading as			
	Limited Liability Partnership (LLP) / LLP Trading as			
	Charity / Charity Trading as			
	Trust / Trust Trading as			
	Registered Social Landlord (RSL) / RSL Trading as			
List the addresses of the branches in Wales from where you conduct letting and / or management activities:	Correspondence / Branch / Registered Office Addresses		Does this branch conduct Letting and / or Management Activities?	
			Yes	No
If you use subagents to complete any letting and / or management activities, list the subagents you use:	Subagent Name		Describe the Letting and / or Management Activities Completed	

Certification and Supporting Evidence for Cariad Lettings Ltd (TA Cariad And Lettings)

Reference Number: SRDEMO-1042

The following documentation is required as supporting evidence to the answers you have provided in the Pre-Audit Questionnaire.

BUSINESS DOCUMENTATION	
Item ¹	Document
1	Business Safeguards In the name of the licensee for the past five years (if agent has been operating for less than five years, provide evidence from the date letting and management activities commenced to present). • Client Money Protection, • Professional Indemnity Insurance (evidencing the level of cover and the business activities covered), • Membership of an independent letting and management redress scheme (as accepted by Rent Smart Wales).
2	Client Landlord's Legal Obligation to Register / Licence Documentary evidence advising your client landlords of their legal obligations, under Part 1 of the Housing (Wales) Act 2014.
3	Current Managed Property List (MPL) Completed in full on the correct template, if not provided in the last 12 months.
4	Complaints Procedure For service users which includes prospective tenants, tenants and landlords.
5	Equality & Diversity Policy For service users which includes prospective tenants, tenants and landlords.
6	Published List of Client Landlord Fees Photographs showing fees displayed in your office and a dated screenshot of the fees published on your website.
7	Client Landlord Contract / Terms of Business This can be provided as a blank template.
8	Published List of Tenant (Contract-Holder) Fees Photographs showing fees displayed in your office and a dated screenshot of the fees published online. This includes your website and any third party advertising platform used.
9	Written Statement of an Occupation Contract This should be the most recent blank template that you use.
10	Evidence of Membership to a Security Deposit Protection Scheme Provide a screenshot when logged into your Deposit Protection Scheme account to show your account number and evidence that an Agent Account is held.

¹ Please label the required documents according to Item Number / Letter.

BUSINESS DOCUMENTATION FOR THE PROPERTY:

69 Clos Caradog, Llandeilo SA19 1DB

If you are unable to provide the required documentation, please provide your representations as to the reason and provide evidence from an alternative property in your portfolio.

Item ¹	Document	Provide representations if evidence is unavailable?
A	The Published Property Advert A copy of the property advert and any Template Used to Produce Property Adverts	
B	Holding Deposit Information Documentation that evidences the information that was issued to the current tenant(s) prior to the tenant(s) being required to pay a holding deposit to reserve this evidentiary property. Where a Holding Deposit is not taken, provide an explanation and supporting documentation according to Question 5.2 in the Pre-Audit Questionnaire.	
C	Holding Deposit Refund Documentation that evidences that the holding deposit was refunded appropriately in respect of the property.	
D	Tenant (Contract-Holder) Information Pack Documentation that evidences any information provided to the tenant(s) (contract-holder(s)) of this evidentiary property including, but not limited to Gas Safety Records, Energy Performance Certificates, etc.	
E	Property Inventory (where applicable) A copy of the completed inventory given to the current tenant for this evidentiary property (where applicable).	

¹ Please label the required documents according to Item Number / Letter.

Electrical Installation Condition Report

EICR · 5-year

Property: 1 Baseline Cottage, TE1 1ST

Inspection date: 20 June 2023. **Next inspection:** by 19 June 2028.

Overall assessment: SATISFACTORY.

Inspector: B. Volt · NICEIC enrolment 778899.

Competence evidence (NICEIC registration) attached. Sample report for testing only.

Document reference: TEST-EICR · Generated for HouseComply QA trial · Cariad Property Management Ltd (T/A Cariad Lettings)



Cariad Lettings

<https://www.cariadlettings-example.co.uk>

Equality & Diversity Policy

Version 1 · adopted 2026-06-16 · review by 2027-06-16

Commitment

We treat all service users fairly and without discrimination, in line with the Equality Act 2010. We do not discriminate on the basis of any protected characteristic: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Reasonable adjustments

We make reasonable adjustments for disabled service users on request. [Describe how — e.g. alternative formats, accessible viewings.]

Consistent criteria

We apply the same objective referencing and affordability criteria to all applicants. [Describe your criteria.]

Staff awareness

[Describe any equality and diversity awareness your staff complete, and how often.]