

**CLAS**

The logo features the letters 'CLAS' in a bold, purple, sans-serif font. The letter 'A' is replaced by a stylized graphic consisting of three stacked, upward-pointing chevrons, each with a white outline, creating a 3D effect.

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**COMMERCIAL LANDLORDS  
ACCREDITATION SCHEME**

# Congratulations – you have chosen a CLAS landlord!

The landlord you are commencing lease negotiations with is a member of the Commercial Landlords Accreditation Scheme (CLAS) - a self-regulatory scheme that promotes good practice in the commercial property industry

Members of the scheme agree to adhere to a set of rules and the Scheme Code of Standards, which requires them to:

- 1** Inform you at the start of negotiations that they are scheme members.
- 2** Provide prospective small business tenants with some basic information that explains the risks and pitfalls when taking a commercial lease.
- 3** Communicate to you whether there are any scheme requirements that the landlord is unable to fulfil in this case and if so, explain to you why.
- 4** Supply you with their written complaints procedure and a named contact.
- 5** Abide by the Leasing Business Premises: Landlord Code 2007.

The last of these means that scheme landlords are agreeing to comply with a Government-backed Code, which sets out how a landlord should conduct themselves in the negotiations and drafting of your lease. This is an important document, which you should read before entering into your lease. It can be found at [www.leasingbusinesspremises.co.uk](http://www.leasingbusinesspremises.co.uk), or obtained from the Scheme Operator, whose details are on the reverse.

## Does the Scheme have teeth?

The Scheme is governed by an independent board, which will adjudicate in cases where there has been a serious breach of the Scheme. The Scheme cannot put right disputes, but will encourage its members to resolve complaints. Where the landlord has breached the scheme rules or Code of Standards, there are a series of sanctions that can be applied and for serious breaches the board can name and shame the landlord and withdraw their scheme membership.

## What if I have a complaint?

Your first step should be to pursue this through the landlord's complaints procedure, which you should have. A contact for complaints to your landlord should be listed on this postcard. If you are unhappy with the result, you should pursue your complaint with the Scheme Operator whose contact details are also below and on the reverse.

TO FIND OUT MORE DETAILS about the Scheme,  
see our website [www.clascheme.org.uk](http://www.clascheme.org.uk)

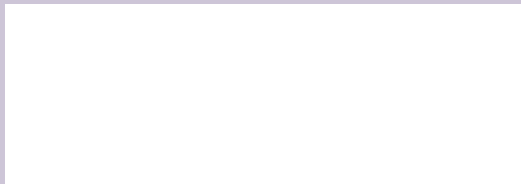
Or contact us at:  
CLAS Scheme Operator  
1 Warwick Row, 7th Floor  
London, SW1E 5ER

**Tel:** 020 7802 0112 **Fax:** 020 7834 3442

**Email:** [clas@bpf.org.uk](mailto:clas@bpf.org.uk)



LANDLORDS should insert their contact for  
complaints here:



**Whatever amount of property you are renting – make sure your landlord is 1st CLAS!**

# Congratulations you have chosen a CLAS landlord!

CLAS Scheme Operator, 1 Warwick Row, 7th Floor, London, SW1E 5ER

**Tel:** 020 7802 0112 **Fax:** 020 7834 3442 **Email:** [clas@bpf.org.uk](mailto:clas@bpf.org.uk) **www:** [www.clascheme.org.uk](http://www.clascheme.org.uk)



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