

Landlords and Private Properties

This guide is provided to help you get the most from the CardiffHousing website where you can advertise your properties free of charge.

Registration

The first step to advertising your properties is to register on the site. Registration only takes a few minutes.

There are a few fields on the form that may need some explaining:

- Username – choose a username that you will use to log in
- Password – choose a memorable password
- Accredited? – If you are an accredited landlord, choose YES
- About you – this is a free text field where you can write a little about yourself. You do not have to write anything in this box.

If you miss anything out you will get a warning message at the top of the page. Most fields are mandatory.

Once you have completed all mandatory fields and submitted the form by pressing the Register button an email will be sent to the email address you supplied. The email will contain a link that you must use to verify your email address.

YOU MUST CLICK THE LINK BEFORE YOUR ACCOUNT IS VERIFIED.

Once verified, we will review your application and approve it manually, normally within 48 hours. Once approved you may start to list your properties.

Logging In

To log into your account visit the Landlords page and then follow the 'Log In' link on the right side of the page.

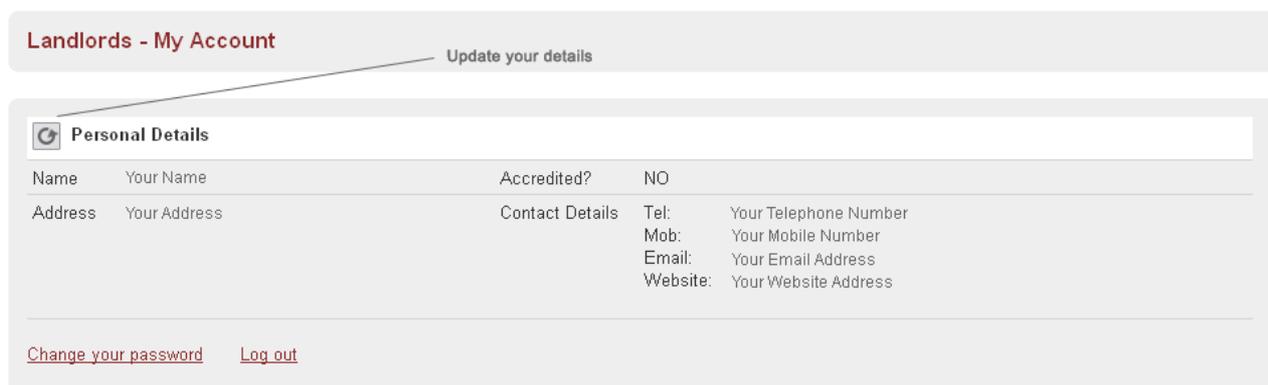
Forgotten your log in details?

There's no need to worry about lost log in details – from the log in page, click the link on the right to 'get a reminder'. Type in the email address you entered when registering and we'll send you a reminder of your username.

For security reasons we store your password in an encrypted manner and we have no way of retrieving it so we will send you a new password that you can change once you have successfully logged in.

Your Account

Once you have logged in you can go to your account. The top section of the page shows a summary of your details. Any properties you add to your online portfolio will show underneath.



The screenshot shows a user interface for 'Landlords - My Account'. At the top, there is a header with the text 'Landlords - My Account' and a link 'Update your details'. Below this is a section titled 'Personal Details' with a refresh icon. The details are presented in a table-like format:

Name	Your Name	Accredited?	NO
Address	Your Address	Contact Details	Tel: Your Telephone Number Mob: Your Mobile Number Email: Your Email Address Website: Your Website Address

At the bottom of the account page, there are two links: [Change your password](#) and [Log out](#).

From this page you may update your details (name, address, telephone number etc.). If you need to change your email address please use the Contact link in the navigation bar to write in to CardiffHousing.

You may also change your password and log out from this page.

Your Properties

When you first log into your account you won't have any properties in your portfolio. To add a property click either the 'Add' button or the 'add one here' link.



The 'add property' form asks for full details of the property you wish to advertise. Please remember that once the property has been added to your portfolio you may switch it off when it is let and back on when it becomes available again – you'll only have to add each property once.

The 'add property' form is broken down into three main sections:

1. Property address and details
2. Financial and other information
3. Property description

Section 1

Self-explanatory and can be filled in quickly and easily.

Section 2

This section deals with rents and bonds etc.

- When entering amounts, please do not use the pound sign or a comma to separate thousands.
- The 'Available from' field is a date-picker. When you click in the field a small calendar will pop up to allow you to choose a date.
- You may also choose a photograph to upload in section 2. The photo should be in jpeg (.jpg, .JPG) format and should be no bigger than 4 megabytes in size.

Section 3

This section can be used to give a good description of the property and the surrounding area. Are there shops or schools close by? Is it on a bus route? You should try and think about what a prospective tenant would want to know about your property.

Once you have added all the information about the property, have a read through the terms and conditions and, if you agree, press the 'Add property' button to submit.

If there are any errors with your form you will be notified at the top of the page.

Once your property has been submitted we will review it and, as long as we have no queries, will make it live within 48 hours.

Update your property

Once you have added a property you can make small changes to it by clicking on the update button alongside the property. The update form is very similar to the 'add property' form but there is an additional section.

This new section has been added so that you may switch a property on and off – if you don't want it to appear on the site (for instance because it has been let) then choose 'NO'. If you do, choose 'YES'.

You may also replace the photo you have uploaded for a property. Leave this field blank if you want to keep the existing photo.

How long will my property show on the site?

All properties submitted to the site are listed for 14 days. You will receive an email from us on day 10 to say that your listing will expire soon and another reminder will be sent on day 13 advising that you can extend the advertising period if necessary. If you have not renewed the advert a final email is sent on the 14th day advising that the listing has ended and the property has been turned off.

Renewing a property is a simple one-click procedure. Alongside each of your properties is a renew button . Once you click this button for a property you will see a notice stating that your property has been renewed above the

property list. You should also notice a new expiry date underneath the address of the property you have just renewed.

Why hasn't my property been approved?

There could be several reasons why a property hasn't been approved. We carry out certain checks before allowing any property to be listed on the CardiffHousing site. If there are any problems we will contact you as soon as possible.

Please bear in mind that the process of approving properties can take a short while and we ask that you allow 48 hours to pass before contacting us.

If you see a question mark in the Approved column against a property, hover the mouse cursor over it and you should see any non-approval reason in the pop up text. In most cases this will indicate that it is awaiting approval.