



A private company, limited by guarantee, registered in England & Wales reg. No. 3468194

The Eastern Landlords Association (ELA) was originally formed in 1989 as the Norfolk & Norwich Landlords Association. As the Association grew both in numbers and by reputation it began to accept members throughout East Anglia which is reflected in the change of name, introduced on January 1st 1998.

At the same time the ELA became a company limited by guarantee in order to protect members from the risks of belonging to an unincorporated body. Since that date in 1998 all our existing and new members consent, on the application form, to be bound by a £10 guarantee, which is the maximum amount that could be recovered from each member in the unlikely event that the ELA should become insolvent.

As a company limited by guarantee, the ELA is registered with Companies House and has the requisite Memorandum and Articles of Association. Any members wishing to view these documents may do so at the Association's registered office, by prior arrangement at any meeting of the Association, or by requesting copies by post from the office.

The ELA is governed by the Executive Committee which comprises the Directors of the company who are either landlords themselves or derive the majority of their living from an involvement in the private rented sector. The Executive employ staff to deal with such aspects of the running of the association and its office as are necessary to service the needs of the members.

Eastern Landlords Association  
1 Sprowston Road  
Norwich  
NR3 4QL  
☎ **01603 767101**  
Email [info@easternlandlords.org.uk](mailto:info@easternlandlords.org.uk)



# EASTERN LANDLORDS ASSOCIATION RULES

## **RULES OF THE EASTERN LANDLORDS ASSOCIATION ('The Association')**

1. The name and objects of the Association shall be stated in the Memorandum and Articles of Association.
2. There shall be three categories of membership:
  - (a) Member - open to all private residential landlords with letting properties within Great Britain. Each member will be entitled to attend and vote at all general meetings in accordance with the Articles of Association.
  - (b) Corporate Member - open to all companies, partnerships, and other business entities who have a significant proportion of business generated by the letting of properties within Great Britain. Each Corporate Member shall be entitled to have up to two of its officers attend all general meetings save that they will be entitled to a maximum of one vote in all.
  - (c) Honorary Member - where the position of Honorary President, Vice President, or Member may be awarded in recognition of services given or to be given to the Association. Each Honorary Member shall be entitled to attend all general meetings but will not be entitled to vote.
3. Any person, partnership or company who is a bona fide landlord may apply for membership and shall, upon being approved by the Executive Committee be elected upon payment of the annual subscription from time to time in force. The Executives may, in their absolute discretion, suspend membership if any member fails to comply with the Rules of the Association or any Code of Practice adopted by the Executive Committee from time to time.
4. Membership subscriptions payable by each Member and or Corporate Member shall be decided upon by the Executive Committee. Subscriptions shall be payable on the anniversary of joining.
5. **BRANCHES AND APPOINTMENT TO THE EXECUTIVE COMMITTEE**

The Executive Committee may at its discretion authorise the establishment of a branch or branches of the Association in specific areas of East Anglia to represent local interests of Members

Proposing Branch Members shall apply to the Executive Committee in writing, setting out details of the area which the proposed Branch is to serve and such application shall be signed by no less than six Members and shall nominate one Member to be Chairman of the Branch

If the proposed Branch is authorised by the Executive Committee then the Executive Committee shall forthwith appoint the nominated Chairman as an Executive of the Association and such appointee shall hold office until the next Annual General Meeting of the Association

Members may join more than one Branch and membership of any Branch is on a voluntary basis

At any time, if Branch Members shall notify the Executive Committee in writing that a majority in number of the Branch Members wish to appoint some other person to the office of Branch Chairman then, upon receipt of the resignation of the outgoing Chairman, the Executive Committee shall appoint the nominated replacement Chairman as an Executive of the Association and such appointee shall hold office until the next Annual General Meeting of the Association
6. The financial year of the Association shall end on the 31st December of each year.

## 7. GUIDING PRINCIPLES

1. Integrity – A member must conduct their business with integrity.
  2. Skill, Diligence, Tolerance, and Care – A member must conduct business with skill, diligence, tolerance, and care.
  3. Management and Control – A member must take reasonable care to organise and control their affairs responsibly and effectively.
  4. Financial Prudence – A member must maintain adequate financial resources to meet their obligations.
  5. Conduct – A member must observe proper standards of conduct and behave in a fit and lawful manner.
  6. Tenants Interests – A member must pay due regard to the interests of tenants and treat them fairly and with due consideration.
  7. Communications with Tenants – A member must pay due regard to the information needs of tenants and communicate information to them in a timely manner, in a way which is clear, fair and not misleading.
  8. Relationships of Trust – A member must take care to ensure the relationship with a tenant is built on trust and transparency.
  9. Tenants Assets – A member must arrange protection for tenant deposits and any other assets where the member as a landlord is responsible,
- Relations with The Eastern Landlords Association (ELA) and Others – A member must deal with the ELA and any other relevant professional or legal bodies in an open and cooperative way, and must disclose to the ELA appropriately, anything relating to their membership of which the ELA would reasonably expect notice.

## 8. COMPLAINTS PROCEDURE

The Eastern Landlords Association (ELA) require a complaint against a member to be made in writing, and include the name, contact details and, where appropriate, the position of the complainant. The Office Manager will acknowledge a complaint within 10 working days.

The Office Manager will request the assistance of one Director to assist in the handling of the complaint. The Director will be chosen by the Office Manager as being the most appropriate Director to assist.

The complaint will initially be investigated with a view to ensuring it is relevant, appropriate, and if it is likely to be breach of the ELA Guiding Principles. This will include checking that the landlord's membership of the ELA was valid at the time of the complaint.

If the complaint is considered inappropriate, the ELA will inform the complainant of the reason for rejection. If a complaint is considered valid, the Office Manager will advise the complainant that it will be investigated. This will be communicated to the complainant within 20 days from the date of the initial complaint.

The investigation procedure will be as follows:

- a. At first, an attempt will be made to resolve the issue by mediation.
- b. If mediation fails, a comprehensive report from the Office Manager and the assigned Director, with a recommendation will be submitted to the Board of the ELA, which will consider the report at the earliest reasonable opportunity, but no more than 40 days after the receipt of the initial complaint.
- c. If the Board of the ELA accepts a recommendation that the member concerned is in breach of the ELA Guiding Principles, the Office Manager will write to the member concerned Informing them of the Board's final decision.  
If the Board accepts a recommendation that the member concerned is not in breach of the ELA Guiding Principles, the Office Manager will write to the member informing them that no further action will be taken.
- d. If the Board accepts a recommendation that a member is in breach of the ELA Guiding Principles, and decides that the breach is of sufficient gravity to warrant exclusion of that member from the ELA, the Office Manager will write to the member concerned advising them that the Board is to exclude them, and that the decision of the Board is final. All final rulings will be communicated to the complainant within 45 days from the receipt of the initial complaint.

# **EASTERN LANDLORDS ASSOCIATION**

(A private company limited by guarantee. Registered in England and Wales - Company No. 3468194)

## **MISSION STATEMENT**

This Association exists to represent the interests of private residential landlords who seek to conduct their operations to a professional standard of practice and conduct for the benefit of the private rented sector as a whole.

## **AIMS AND OBJECTIVES**

To represent the general views of member landlords either living in Eastern England or having private residential rented accommodation in Eastern England, to local or national authorities, parliament or any other body which has jurisdiction over or an interest in the letting of private properties.

To provide a forum for consideration of matters relating to the letting of private properties and to promote a professional standard of practice and conduct by all Association members for the benefit of the private rented sector as a whole.

To consider any matters which affect private landlord members in general and to promote such actions that will benefit Association members and safeguard their interests.

To provide mutual advice and assistance to members in connection with problems relating to the letting of private properties,

To promote the professional standing of the Association within the private rented sector.

To negotiate, where possible, competitive rates for advertising, insurance, services and supplies for the benefit of members.

To establish, where possible, good working relationships between the Association and Local Authorities, voluntary bodies and other organisations within the eastern counties as determined by the Executive Committee.

To represent equally all landlords both large and small.

Eastern Landlords Association

1 Sprowston Road  
Norwich NR3 4QL  
Tel: 01603 767101

Email: [info@easternlandlords.org.uk](mailto:info@easternlandlords.org.uk)

Website: [www.easternlandlords.org.uk](http://www.easternlandlords.org.uk)

**[Registered Office]**