

Renters' Rights Act Toolkit

Understand the changes.
Act with confidence.



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Let
without
limits

The Renters' Rights Act Toolkit

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Find out where your agency stands and what to tackle next.

The Renters' Rights Act will reshape how every letting agency operates, from contracts and compliance to renewals, rent reviews, and maintenance.

This system helps you pinpoint where you're most exposed and which areas to prioritise.

Work through the questions on the reverse of this card. Your answers will guide you to the right section, whether you need to get clarity on the new rules, understand their consequences, see how they play out in practice, or focus on the actions required to stay compliant and confident.

* This deck helps agents deal with the transition from AST to AT on rents under 100K per year.

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Start here. Answer each question honestly. Your first "No" shows where to go next in the deck.

- 1 Do you clearly understand what the Renters' Rights Act changes?**
If No → Start with: CHANGE 
Get clear explanations of the new rules and requirements.
- 2 Do you understand what these changes mean for your agency, landlords, and tenants?**
If No → Go to: IMPACT 
The commercial, operational, and compliance consequences.
- 3 Do you know how these changes show up in real situations?**
If No → Go to: SCENARIO 
Short, practical scenarios that illustrate the change and impact.
- 4 Do you know what you need to do next?**
If No → Go to: ACTION 
The workflows, updates, processes, training, and actions required.

Use this card any time you feel stuck or uncertain.

Wherever you answer "No" that's your entry point into the deck and the fastest way to get Renters' Rights Ready. If you're new to the Renters' Rights Act, read the **MINDSET**  cards first. They give you the mental models and principles you'll use throughout this deck.

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About Goodlord

Your partner for seamless, compliant tenancies.

Goodlord is a platform that helps letting agents, landlords and tenants manage the entire tenancy lifecycle in one place: from contracts, to referencing to rent reviews.

Our mission is to be the gold standard platform for renting – helping agents let without limits, while removing the admin, risk, and compliance barriers that slow everything down.

As the Renters' Rights Act reshapes the industry, Goodlord helps you stay ahead with automated legal updates, audit-ready records, and protection for your agency and landlords.

We combine technology, expertise and industry insight to give agents confidence, compliance, and control, no matter how complex the regulations become.

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Goodlord solutions	How we help
Contracts and Compliance	Automatically update tenancy agreements and terms of business without extra admin
Rent Protection Insurance & Goodlord Guarantor	Cover landlords' income during arrears or delayed evictions under Section 8 reform
Annual Tenancy Reviews and Section 13 Tools	Manage rent reviews and maintain renewal income with compliant rent increases
Tenant Referencing	Affordability checks and robust referencing options. Keep decisions compliant and inclusive
Payments and Rent Collection	Automated rent and deposit handling to eliminate timing errors & reduce manual workload
Communication and Guides	Support where needed, including automatic delivery of updated "How to Rent" guides

Stay compliant.

Get Renter's Rights ready with Goodlord.

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MINDSET

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Evidence beats opinion

Guiding principle #1: Documentation wins disputes before they start.

This Renters' Rights Act principle is supported by the legislation's reliance on mandatory written records, detailed statutory criteria for eviction, and the use of verifiable documentation in enforcement proceedings.

Example:

For certain possession grounds, such as Ground 4A (student accommodation), the landlord must give the tenant a written statement of the landlord's wish to recover possession.

Why this principle matters

Every RRA escalation – from repairs to rent increases to possession – hinges on what you can prove, not what you thought or intended.

What it demands from you

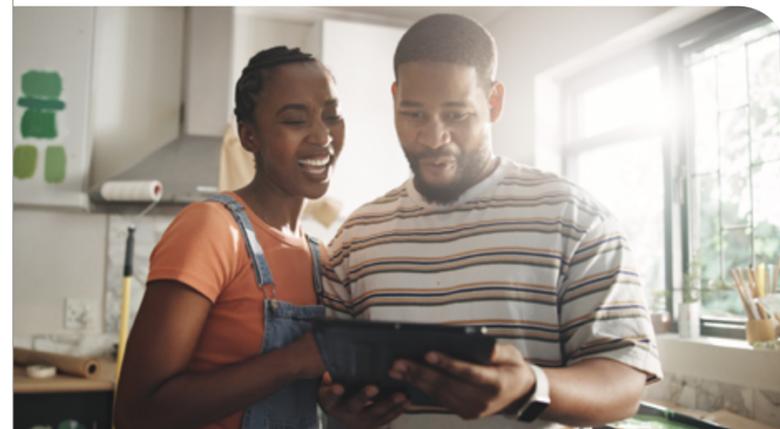
- Log everything.
- Timestamp everything.
- Store everything accessibly.

Risks it removes

- Failed possession claims.
- Rent challenge reversals.
- Repair disputes.
- Ombudsman escalation.

How Goodlord can support you

- ✓ Automated compliance documents
- ✓ Digital audit trail
- ✓ Centralised documentation



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Transparency protects everyone

Guiding principle #2: Having greater clarity lowers conflict.

This underlying Renters' Rights Act principle is addressed in the legislation by mandating clear statutory procedures that must be followed, eliminating opaque contractual terms and enabling information sharing.

Example:

The Act amends the process for rent increases (Section 13) and mandates that the landlord give at least two months' notice for any rent increase.

Why this principle matters

The RRA prioritises fairness and accountability through clear procedures. Agents who communicate early and clearly will avoid most complaints.

What it demands from you

- Transparent rent reviews.
- Honest timelines.
- Clear expectations.
- Zero jargon.

Risks it removes

- Tenant disputes.
- Misunderstanding around notice.
- Complaints tied to "surprise" outcomes.

How Goodlord can support you

- ✓ Automated notices
- ✓ Updated contracts
- ✓ Auto-populated documents



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Compliance is continuous

Guiding principle #3: It's not a moment, it should be a habit.

This Renters' Rights Act principle is established through requirements in the new legislation for ongoing registration, mandatory scheme membership, and enhanced penalties for persistent breaches.

Example:

Landlords are prohibited from marketing or letting a dwelling for a residential tenancy unless there is an active landlord entry and an active dwelling entry in the Private Rented Sector Database.

Why this principle matters

The RRA shifts compliance from "annual housekeeping" to "always on." You must maintain accurate processes throughout the tenancy lifecycle.

What it demands from you

- Regular updates.
- Consistent documentation.
- Ongoing training.
- Automated version control.

Risks it removes

- Outdated guides.
- Invalid notices.
- Missed deadlines.
- Regulatory scrutiny.

How Goodlord can support you

- ✓ Automated compliance reminders
- ✓ Centralised documents
- ✓ Contract updates



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Fairness is now the default

Guiding principle #4: Equal treatment is the new standard.

The definition of discrimination in the Renters' Rights Act will extend to people with children and those on benefits, while pets will become easier to request as part of a tenancy agreement.

Example:

A relevant person must not, on the basis that an applicant is or may be a benefits claimant, prevent that applicant from enquiring, viewing, or entering into a tenancy.

Why this principle matters

The RRA aims to give tenants security, landlords clarity, and agents codified processes.

What it demands from you

- Inclusive referencing.
- Reasonable repairs.
- Balanced decisions.
- Objective criteria.

Risks it removes

- Discrimination claims.
- Biased decision-making.
- Escalations based on inconsistent practice.

How Goodlord can support you

- ✓ Unbiased referencing
- ✓ Audit trails
- ✓ Legislation-aligned documentation



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Processes must work under pressure

Guiding principle #5: If a process fails when it's urgent, it's not a process.

This principle means that legal and operational frameworks established by the Renters' Rights Act must enable quick, decisive action when urgent situations arise.

Example:

If a landlord is in breach of the requirement to have an active dwelling entry - Section 82(3)(a) - the court is generally restricted from granting a possession order.

Why this principle matters

Shorter timelines, stricter standards, and strengthened tenant rights demand processes that can withstand volume, stress, and scrutiny.

What it demands from you

- Automated workflows.
- Clear escalation paths.
- Pre-agreed service levels.
- Rapid contact logs.

Risks it removes

- Missed Awaab's Law deadlines.
- Rent review errors.
- Notice disputes.
- Emergency failures.

How Goodlord can support you

- ✓ Section 13 automation
- ✓ Rent collection automation
- ✓ Rent protection



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Abolition of Section 21 evictions

The end of "no-fault" evictions (and what replaces them).

The Renters' Rights Act abolishes Section 21, meaning landlords can no longer evict tenants without a valid reason.

All evictions must now be processed through Section 8 grounds – a slower, court-processed system that increases administrative and financial pressure on agents and landlords.

This is one of the most significant shifts in the private rental sector in decades and one that fundamentally changes how possession works. Get clarity on new possession rules and income-protection options.

Use this card when:

You need to advise landlords or your own staff on how to serve eviction notices from May 1, 2026.

- 1 What's changed**
 - "No-fault" (Section 21) evictions are abolished.
 - Landlords must rely on Section 8 grounds to regain possession.
 - Evictions will now require you to cite grounds and provide evidence to the courts.

- 2 What it means for agents**
 - More complex and time-consuming eviction processes.
 - Higher risk of rent arrears during possession delays.
 - Increased need for clear landlord communication and expectation management.

- 3 The Goodlord advantage**

Our [Rent Protection Insurance](#) upgrade ensures landlords continue receiving rent even if a tenant defaults or eviction is delayed, and agents' fees are protected when the landlord gets paid. Tenancies created in Goodlord come with clear audit trails, helping you serve accurate Section 8 notices while reducing compliance risk and admin.

- 4 Actions to take**
 - Train staff on Section 8 grounds, notice periods, and procedures.
 - Educate landlords on how to use relevant Section 8 grounds to regain possession.
 - Encourage landlords to adopt Rent Protection for financial peace of mind.

58% of agents say abolishing fixed terms will negatively impact tenancies.

Source: State of the Lettings Industry 2025

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When tenants push back on rent increases

How to balance compliance, communication, and confidence.

Under the Renters' Rights Act, tenants can challenge rent increases at the First-tier Tribunal without fear of eviction. This means rent reviews now demand more transparency, stronger justification, and better communication.

Approached with a practical decision flow for handling rent increases fairly and confidently under the new rules, this is your chance to build trust and retain good tenants, while keeping landlords aligned and compliant.

Use this card when:

You're reviewing rents or facing tenant pushback on affordability.

- 1 What's changed**
 - Tenants can dispute rent increases via tribunal.
 - Eviction can't be used as leverage in disputes.
 - Agents must mediate, justify increases, and maintain compliance.

- 2 Decision flow: How to respond**

If: A rent increase is justified
Issue a compliant Section 13 notice via Goodlord and provide supporting evidence.

If: The tenant disputes affordability
Negotiate and document an agreement.

If: The landlord insists on raising rent further
Advise on tribunal risk and use Goodlord market rate reports as a yardstick.

If: The dispute escalates
Keep detailed records, ensure all notices are valid, and use Goodlord's compliance trail.

- 3 The Goodlord advantage**
Goodlord's Section 13 and Annual Tenancy Review tools let you manage rent reviews, generate compliant notices, and store communication records automatically.

- 4 Actions to take**
 - Gather market data to justify rent changes.
 - Train staff on Section 13 and tribunal processes.
 - Communicate rent increases early to avoid disputes (2 months' minimum notice).

22% of tenants will appeal any rent increase regardless of whether they think it's fair.

Source: State of the Lettings Industry Report 2025

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Update every contract, stay effortlessly compliant

Future-proof your terms before the Renters' Rights Act deadline.

The Renters' Rights Act changes what every tenancy agreement and terms of business looks like, with updates to notice periods, advance payments, renewals, and more.

Doing this manually across every document is risky and time-consuming. Using Goodlord contract templates automates it, keeping you compliant without lifting a finger.

Use this card when:

You're reviewing tenancy templates, landlord agreements, or fee clauses.

- 1 What's changed**
 - Remove fixed-term and renewal references.
 - Reflect new tenant notice period (two months).
 - Remove clauses allowing rent in advance.
- 2 What it means for agents**
 - Massive admin load and legal exposure if anything is missed.
 - Teams may need to manage both old and new contract versions temporarily.
 - Landlords will expect you to lead – not lag behind – on compliance.
 - Legal costs of reviewing and updating contracts.
- 3 The Goodlord advantage**

Goodlord Contracts and Terms of Business automatically update with every legislative change. That means:

 - No manual edits or lawyer reviews per template.
 - Instant compliance alignment across your whole agency.
 - Version control and digital audit trail for every tenancy agreement.
- 4 Steps to take**
 - Identify all current contract templates and fee clauses.
 - Update renewal and rent review language in line with Section 13.
 - Remove "advance rent" and "fixed-term" language.

52% of agents list improving compliance as a top priority.

Source: State of the Lettings Industry 2025

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From fixed-term to fluid

Why every tenancy is now "always on."

Under the Renters' Rights Act, all new and existing tenancies will automatically roll on – no fixed end date, no renewal paperwork.

That means ongoing management, annual rent reviews, and a shift in how agents think about lifecycle value.

Handled well, this change is a chance to build stronger, longer landlord relationships. Handled badly, it's a compliance and admin headache. To prepare, get clarity on what periodic now means, how you can stay compliant, and how you can start automating the ongoing workloads.

Use this when:

You're mapping out how to manage tenancies that never "end."

1 What's changed

- All Assured Shorthold Tenancies (existing and new) move to rolling, periodic agreements.
- No fixed end date = no renewal event.
- No more tenant swaps. A co-tenant can unilaterally give notice and end a tenancy (with 2 months' notice).
- Agents must manage rent reviews, notices and documentation on a continuous cycle.

2 What it means for agents

- Extra admin from ongoing tenancy management.
- New need for automated reminders and rent-review scheduling.
- Legal requirement to notify existing tenants of their new rights.

3 The Goodlord advantage

Goodlord's Complete Tenancy Management automatically aligns with periodic tenancy requirements – updating language, rent cycles, and notice periods.

4 Actions to take

- Update your tenancy management workflow to handle open-ended contracts.
- Set reminders for rent reviews and inspections.
- Notify tenants and landlords of their new rights.
- Use Goodlord to manage rolling agreements and rent schedules.
- Train staff to treat tenancies as ongoing.

16% of tenants say they'd serve notice earlier under the new rules.

Source: State of the Lettings Industry 2025

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Shifting rent in advance rules

What happens when tenants can't pay in advance? How to keep deals moving...

Tenants can't be asked to pay more than one month's rent in advance under the new rules.

For agents, that closes a long-used workaround for students, overseas renters, and tenants without UK credit history.

To stay compliant and inclusive, you'll need new ways to qualify tenants and reassure landlords and all without breaking the rules.

On this card, we take a look at a compliant alternative that protects income and keeps your applicant pool open.

Use this card when:

You're handling applications from tenants who'd previously pay several months upfront.

1 What's changed

- Landlords and agents can't request or receive more than one month's rent in advance.
- Rent periods can't be longer than a month or collected until all parties sign the agreement.
- There is a greater reliance/need on having a guarantor for tenants who may not meet affordability without an upfront payment.

2 What it means for agents

- Loss of flexibility for students, international tenants, or those without strong credit.
- Risk of losing viable tenants unless alternative options are available.

3 The Goodlord advantage

Goodlord Guarantor gives tenants without traditional affordability the backing they need to secure a tenancy. Goodlord Rent Protection Insurance has also been updated in line with RRA requirements, so we pay from day 1.

4 How to qualify tenants now

If: Tenant doesn't have a UK guarantor

Use Goodlord Guarantor to secure tenancy.

If: Tenant has overseas income or limited credit history

Offer Goodlord Referencing and Guarantor.

If: Landlord requests multiple months upfront

Explain legal restriction & recommend Guarantor.

20% of tenants paid upfront rent because they couldn't provide a guarantor.

Source: State of the Lettings Industry 2025

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Raising the standard: Decent Homes in the private sector

Minimum quality will be a requirement, not a choice.

The Renters' Rights Act introduces the Decent Homes Standard for private rentals, bringing your landlords in line with social housing rules.

Every property must meet safety, warmth, and maintenance standards, with proof that issues are logged and acted on promptly.

Failing to document inspections or delays could mean enforcement action. Agents need a clear checklist for staying compliant and a system to document every action.

Use this card when:

You're advising landlords or updating maintenance and inspection processes.

1 What's changed

- Private rented homes must meet a legally defined minimum quality standard.
- Agents must advise landlords on compliance and maintain an audit trail of inspections and repairs.
- Enforcement powers for local authorities are expanded.

2 What it means for agents

- Regular inspections will become a compliance requirement.
- Delays or undocumented issues can trigger fines or rent repayment orders.
- Agents will act as the first line of accountability for property quality.

3 The Goodlord advantage

Goodlord continually updates its platform and documentation to reflect legislative changes, keeping you compliant as laws evolve.

4 Actions to take

- Implement a regular inspection schedule across all managed properties.
- Use tools to log and track maintenance reports.
- Keep photos and timestamped records of all actions.
- Advise landlords proactively about upgrade needs.
- Review service-level agreements for repairs.

42% of agents say they already don't have enough time in the day.

Source: The Definitive Guide to the Renters' Rights Act

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One month, no more

Shorter rent periods mean more admin – unless you automate it.

Under the Renters' Rights Act, Assured Tenancies must be periodic, and the periods for which rent is payable cannot exceed one month. This rule on rent periods accompanies the broader abolition of fixed-term tenancies.

Naturally, shorter rent periods mean more frequent rent cycles, tighter reconciliation windows, and no shortfall payments.

Manual tracking won't cut it. The only sustainable approach here is automation.

Introducing an automated and streamlined system to tackle this change will keep rent collection accurate, compliant and effortless.

Use this card when:

You're updating payment collection, cash flow, or rent reconciliation processes.

1 What's changed

- Rent periods are now capped at one month.
- No more "advance" or lump-sum rent payments. Tenants can volunteer to pay lump sums once a tenancy begins, but landlords can't request it.
- Agents must manage higher-frequency rent cycles and reconciliations.

2 What it means for agents

- Increased workload for rent collection and chasing.
- Greater risk of arrears or missed payments if processes stay manual.
- Tenants and landlords will expect transparent, reliable updates.

3 The Goodlord advantage

Goodlord Rent Collection and Rent Protection Insurance automates monthly rent payment collection and reconciliation, chases late payments, and integrates rent protection to cover arrears or delays.

4 Actions to take

- Move tenancies to a monthly rent schedule.
- Automate rent collection and arrears chasing via Goodlord.
- Update accounting / reconciliation workflows.
- Communicate changes to landlords and tenants.
- Offer Rent Protection to protect against late or missed payments.

40% of agencies don't serve Section 13s regularly.

Source: The Definitive Guide to the Renters' Rights Act

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One increase a year. Make it count.

Section 13 is your new rent-review
playbook. Use it well.

The Renters' Rights Act caps rent increases to once per year (via a Section 13 notice, a tribunal determination, or mutual agreement), and every proposed increase must follow the formal Section 13 notice process.

That means longer planning cycles, stricter timing, and more pressure to justify every increase with evidence.

Done well, Section 13 reviews can become a structured, predictable revenue tool. Done badly, they'll cause disputes and delays.

Use this card when:

You're planning annual rent reviews or
advising landlords on pricing strategy.

1 What's changed

- Rent can only be increased once every 12 months.
- Landlords must give at least two months' notice via a Section 13 form.
- Tenants can challenge increases at a tribunal.

2 What it means for agents

- You'll need to schedule increases precisely and communicate early.
- Slower rent growth vs market rates.
- Affordability pressures will demand data-driven justification.

3 The Goodlord advantage

Section 13 and Rent Review Tools help agents calculate fair market rents, issue compliant notices, and document every communication. The platform automates rent-review timing prompts and stores a digital audit trail for protection.

4 Actions to take

- Create a rent review calendar for all managed tenancies.
- Gather local rent data benchmarks before proposing increases.
- Train staff on issuing and serving Section 13 notices.
- Explain the new timing and limits to landlords.
- Record all notices and tenant communications for compliance.

20% of tenants will contest any rent increase once Section 13 is the only mechanism.

Source: State of the Lettings Industry 2025

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Rewriting the first question

How to qualify tenants fairly under new rules.

The Renters' Rights Act tightens how agents assess and qualify tenants to make the process fair, consistent and legally sound.

Assessments based on income source, benefit status (e.g. they are a benefits claimant), or tenancy length and "affordability" must now be objective and transparent.

The pre-qualification stage sets the tone for compliance. Get it right, and you'll reduce disputes, speed up approvals, and build trust.

Use this card when:

You're screening applicants or reviewing your referencing forms and scripts.

1 What's changed

- Agents must assess tenants on an individual basis regarding affordability.
- Affordability decisions must be backed by data.
- Discriminatory language in listings or screening is now prohibited.

2 What it means for agents

- You'll need to retrain staff and rewrite forms/scripts to remove bias.
- Decision-making must be documented.
- Manual judgement = higher compliance risk.

3 The Goodlord advantage

Goodlord's pre-qualification form and robust referencing assessments are fully objective and transparent, ensuring decisions are based on data, not personal judgement.

4 How to screen tenants fairly

If: Tenant fails affordability on income alone

Reassess using verified expenditure data through Goodlord Referencing.

If: Tenant has benefits or non-traditional income

Accept income; verify source and stability.

If: Tenant offers a guarantor

Process via Goodlord Guarantor pathway.

If: Staff unsure about compliance

Use Goodlord's referencing scripts.

42% of tenants are in rent poverty.

Source: State of the Lettings Industry 2025

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Money moves differently now

You can't take rent until every party has signed.

The Renters' Rights Act makes it illegal to collect rent before all parties have signed the tenancy agreement.

That means no more "rent on reservation" or "before move-in" payments. Everything must follow the correct order.

It's a small procedural change with big compliance consequences. One mistake could void an agreement or expose you to claims, unless you make sure you have a robust and automated process that ensures payments happen in the right order every time.

Use this card when:

You're reviewing your tenancy sign-up and payment collection workflow.

1 What's changed

- Rent can only be collected after all parties have signed the tenancy agreement.
- Keys can't be withheld pending payment. Once signed by all parties, the contract is binding.
- Early or out-of-sequence collection = legal breach.

2 What it means for agents

- You must tightly coordinate signing, payment, and key release.
- Manual oversight can easily cause errors or timing mismatches.
- Teams must communicate closely to ensure compliance at every stage.

3 The Goodlord advantage

The Goodlord payment flow automates this process, collecting rent and deposits only after all parties have signed. It synchronises contract completion, payment triggers, and move-in scheduling, ensuring full legal compliance with zero coordination stress.

4 Actions to take

- Review your payment collection process and checklist.
- Stop taking rent before tenancy signatures are complete.
- Train staff on the new sequencing requirement.
- Use Goodlord's automated payment flow for every tenancy.
- Communicate clearly with tenants about when payments will be requested.

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No more bidding wars

Even if tenants offer you more money, you can't accept it.

The Renters' Rights Act bans rental bidding wars – agents and landlords can no longer invite or accept offers above the advertised rent.

Every listing must display a clear, single rent price, and tenants must be treated equally, regardless of offer amount.

Landlords and agents are prohibited from inviting, encouraging, or accepting an offer from a person to pay an amount of rent that exceeds the stated rent price.

This is a well-intentioned change, albeit one that will lead to higher asking rents.

Use this when:

You're marketing properties or managing multiple applications for the same unit.

1 What's changed

- Agents can't solicit or accept rent bids above the advertised price.
- Rent must be offered and agreed at the listed rate.
- Breaches of the law may result in fines and reputational damage.

2 What it means for agents

- You must update your advertising templates and staff scripts.
- Transparency is key. Identical information must go to all applicants.
- Landlords need to understand the new limitation to avoid frustration.

3 The Goodlord advantage

You have the ability to pre-qualify your tenants (and communicate move-in date, tenancy duration, rent amount, and payment schedule) using Goodlord's free pre-qualification form.

4 Actions to take

- Remove "rent negotiable" listings language.
- Train staff to reject any rent bids above the listed price.
- Use the Goodlord platform to pre-qualify prospective tenants.
- Reassure landlords that fair, compliant pricing builds long-term trust.
- Document every communication you have about rent negotiations.

39% of tenants report paying more than one month's rent to secure a property.

Source: State of the Lettings Industry 2025

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No more blanket bans

Every applicant deserves a fair chance and now it's the law.

Based on the Renters' Rights Act, "blanket bans" – the practice of automatically excluding potential tenants based on specific characteristics – have been explicitly targeted and prohibited.

The Act bans automatic exclusions of tenants based on their children, benefit status, or income type. "Professionals only," "no DSS," and similar wording are now direct breaches of anti-discrimination law.

This change doesn't just protect tenants, it protects your agency's reputation and compliance record. It forms the basis for inclusive, compliant tenant qualification and communication.

Use this card when:

You're advertising properties or training staff on applicant screening and language.

1 What's changed

- Landlords and agents can't refuse applicants based on benefits, children, or other protected characteristics.
- Advertising language must reflect inclusivity and fairness.
- Discriminatory practices may trigger enforcement or tribunal action.

2 What it means for agents

- Listing copy, scripts, and checklists must be updated.
- All staff (including part-time and admin) must understand compliant language.
- Agents will need to educate landlords who still hold outdated preferences.

3 The Goodlord advantage

Goodlord Referencing provides unbiased affordability assessments based on verified data, not employment labels or stereotypes.

4 Actions to take

- Audit all property listings and remove exclusionary language.
- Update internal scripts forms, landlord guidance.
- Educate landlords on the legal and reputational risks of discrimination.
- Use objective referencing to demonstrate fair, data-led decisions.

44% of landlords perceive the move to make it illegal to discriminate against tenants with children / on benefits negatively.

Source: State of the Lettings Industry 2025

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Section 8 takes centre stage

Evictions are now evidence-based and protection is essential.

With Section 21 gone, Section 8 becomes the only route to regain possession of a property.

It's slower, stricter, and relies entirely on documented grounds such as arrears, breach of tenancy, or the landlord's intent to sell.

The key to survival is meticulous record-keeping and rent protection that bridges the growing gap between arrears and possession.

This card offers a strategic overview of the new Section 8 regime and the tools that keep your agency and landlords secure.

Use this when:

You're reviewing landlord communications, arrears processes, or eviction support policies.

1 What's changed

- Section 8 now covers all possession claims.
- Grounds expanded to include new landlord circumstances (e.g., wishing to sell or move in).
- Stronger evidence requirements and longer court timelines.

2 What it means for agents

- You must track every breach and payment delay accurately.
- Eviction timelines will lengthen, increasing arrears exposure.
- Communication and documentation become your first line of defence.

3 The Goodlord advantage

Rent Protection Insurance keeps landlords' income flowing during lengthy Section 8 processes. Every tenancy created through Goodlord automatically records the data and documentation needed to support possession claims, reducing admin and compliance risk.

4 Strategy: Stay ahead of Section 8

- Train staff on the new grounds and evidence requirements.
- Use Goodlord's Rent Collection service, to help track arrears and have full audit trails.
- Offer rent protection as standard in your landlord packages.
- Maintain detailed inspection & breach records.

80% of landlords said ending Section 21 would have a negative impact.

Source: State of the Lettings Industry 2025

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Losing renewal income doesn't mean losing revenue

Turn rent reviews into your new recurring income stream.

With fixed-term tenancies moving to periodic agreements, traditional renewal fees disappear. But that doesn't mean your recurring revenue has to disappear too.

Having a robust Section 13 process in place will help you replace renewal fees with structured and predictable income from rent increases, all while staying compliant within the Renters' Rights Act and giving landlords clear value.

Use this card when:

You're planning how to replace lost renewal income after fixed-term contracts end.

1 What's changed

- All tenancies become periodic; no more renewals = no more renewal fees.
- Agents need a compliant alternative to sustain recurring income.

2 What it means for agents

- Revenue risk if renewal fees vanish.
- Need to shift from "renewal management" to "ongoing tenancy management."
- Opportunity to upsell service tiers (inspections, rent reviews, rent protection).

3 The Goodlord advantage

Annual Tenancy Reviews (ATR) and Section 13 tools replace the renewal process with an automated rent review workflow. Agents can manage rent adjustments, issue compliant notices, and keep landlords informed - all inside the Goodlord platform.

4 Steps to take

- Review your terms of business to remove renewal-based clauses.
- Introduce a rent review calendar (annual or as market allows).
- Train staff to issue Section 13 notices correctly.
- Reposition your landlord packages: mid-term inspections, Rent Protection, reporting.
- Use the transition to reinforce your value, not reduce it.

64% of UK agents say renewals are key recurring income.

Source: State of the Lettings Industry 2025

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Compliance just got teeth

Local authorities now have the power – and the motivation – to enforce.

The Renters' Rights Act gives councils stronger enforcement powers and higher penalties for non-compliance.

Civil fines of up to £7,000, criminal sanctions for serious breaches, and rent-repayment orders will come into force.

In this environment, being “mostly compliant” isn't safe enough. You need a clear framework for proactive compliance management, clean records, and automated documentation to stay audit-ready 24/7.

Use this card when:

You're reviewing internal compliance processes, record-keeping or team responsibilities.

1 What's changed

- Local authorities can now impose higher penalties and pursue criminal charges.
- Repeat offenders face rent-repayment orders.
- Compliance monitoring is expected to be continuous, not reactive.

2 What it means for agents

- You're accountable for every document, date and record.
- Fines and reputation damage are real risks for missed updates.
- Staff need clear ownership of compliance tasks – no grey areas.

3 The Goodlord advantage

The Goodlord platform is fully compliant and audit-ready by design. It automatically logs actions, stores communications, and updates documentation with each legislative change, giving you a full trail of evidence when enforcement knocks.

4 Strategy: Build a culture of compliance

1. Assign a Compliance Lead in your agency.
2. Use automated systems for contracts, rent collection, and notices.
3. Schedule quarterly audits of key workflows.
4. Keep a digital evidence trail of every process.
5. Train all staff to spot and report compliance risks early.

55% of agents said standards would rise if RoPA was implemented.

Source: State of the Lettings Industry 2025

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Two months' notice. Anytime.

How to stay profitable when tenants can leave whenever they want.

The Renters' Rights Act gives tenants the right to end a tenancy at any time with two months' notice. Over the long-term, this could mean shorter stays, more turnover, and potentially longer void periods for landlords, as well as less stability for agents.

But with the right systems in place, you can turn this change from disruption into efficiency.

Think faster relets, smoother workflows and a strategy for managing higher revenue without losing profit or control.

Use this card when:

You're reviewing your processes for move-outs, relets, or financial planning.

1 What's changed

- Tenants can now end their tenancy with two months' notice, as of May 1.
- Landlords lose long-term tenancy security.
- Agents face more frequent changeovers and potential income gaps.

2 What it means for agents

- You'll need faster turnaround processes for relets and deposit handling.
- More admin for move-outs and check-ins.
- Potential drop in recurring income if you can't fill voids quickly.
- Higher marketing costs and more time spent on viewings.

3 The Goodlord advantage

Goodlord's Complete Tenancy Management package removes financial risk from early terminations by automating key workflows: relet scheduling, payment reconciliation, and deposit management. It keeps your agency profitable.

4 Actions to take

- Review your relet workflow and automate steps.
- Set KPIs for turnaround times & void reduction.
- Use Complete Tenancy Management to manage deposits and early move-outs efficiently.
- Train staff to communicate proactively with landlords about notice flexibility.
- Update processes for faster remarketing.

67% of agents say periodic tenancies will negatively impact student tenancies.

Source: State of the Lettings Industry 2025

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Always hand out the latest guide

Tenant guidance documents aren't static – and neither is compliance.

Under the Renters' Rights Act, agents must continue to provide tenants with the latest "How to Rent" guide and related documents at the start of every tenancy.

Each update from the government triggers a new compliance obligation, and missing one could invalidate your notices.

Automation is your best defence against this. It enables you to set up a lasting and reliable system for keeping tenants fully informed and your agency fully protected.

Use this card when:

You're setting up a new tenancy or auditing your pre-move-in checklist.

1 What's changed

- Tenants must receive the most recent "How to Rent" guide at move-in.
- Updated guides must be reissued whenever the version changes.
- Failure to issue = non-compliance and potential notice invalidation.

2 What it means for agents

- Each tenancy needs proof that the correct version was delivered.
- Manual tracking risks missed updates and invalid documentation.
- Tenants expect clarity and easy access to official information.

3 The Goodlord advantage

Goodlord's lettings software helps you tighten up your compliance by storing time-stamped documents like the How to Rent guide, EPCs, and Gas Safety certificates in one place.

4 Actions to take

- Check your move-in checklist includes "How to Rent" and supporting tenant guidance documents as needed.
- Use automation where it is possible to issue the latest versions of supporting tenant guidance documents automatically.
- Record delivery confirmation of documents for every tenancy.
- Brief staff and landlords on why version control matters.

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Who let the dogs in?

Tenants can request pets and landlords must have a good reason to say "no".

Under the Renters' Rights Act, tenants have the right to request a pet, and landlords can only refuse with reasonable grounds (e.g. building restrictions, allergies, or property type).

It's a major cultural shift and one that requires clear communication and updated tenancy terms.

You should be aiming to create a compliant process for handling pet requests and managing expectations on both sides.

Handled well, a good process builds stronger tenant relationships and develops landlord trust. It helps you stay compliant, confident, and firmly in control.

Use this card when:

A tenant requests a pet, or you're reviewing tenancy agreement templates.

1 What's changed

- Tenants have the legal right to request to keep a pet.
- Landlords must respond in writing on or before the 28th day after the date of the request.
- Refusals require valid, written justification.

2 What it means for agents

- Agents must manage and document all requests.
- You'll need updated templates and scripts for handling conversations.
- Landlords will look to you for guidance on valid refusals and insurance.

3 The Goodlord advantage

Custom Clauses can include pet clauses. Requests can be tracked, logged, and approved digitally, keeping replies compliant & traceable.

4 Actions to take

- Add a "Pet Request" step to your pre-tenancy process.
- Update your landlord packs and tenancy templates with new clauses.
- Communicate clearly.
- Log decisions & reasons for refusal in writing.
- Use Goodlord to automate approval and documentation.

5 Quick script example (for staff)

"Under the new Renters' Rights Act rules, landlords must give a reason if they decline a pet request. Let's log the request and review whether the property type and insurance cover support it."

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Repairs on the clock

Health and safety issues now have legal time limits.

Awaab's Law sets strict deadlines for investigating and fixing health-related housing issues such as damp, mould, or structural hazards.

Tenants can trigger legal action if repairs aren't completed within defined timeframes.

Agents must prove they acted fast and that every step was logged.

By planning ahead for this change – Awaab's Law will be applied to the private rented sector from 2030 onwards – you can develop a compliant repair process that protects both your tenants' health and your agency's reputation.

Use this when:

You're managing maintenance reports or reviewing property management SLAs.

1 What's changed

- Landlords will need to investigate health-related repair complaints promptly.
- Mandatory timeframes apply for action and resolution.
- Tenants gain the right to escalate unresolved issues legally.
- Awaab's Law will be applied to the private rented sector from 2030 onwards.

2 What it means for agents

- Delayed responses will result in enforcement or fines.
- You'll need timestamped logs of every repair request.
- Landlords will rely on you to stay compliant and prove it.

3 The Goodlord advantage

Goodlord can help landlords navigate the broader Renters' Rights Act by staying informed of legislative updates.

4 Actions to take

- Ensure every repair report is logged.
- Categorise issues by urgency and health risk.
- Track response times and flag overdue tasks automatically.
- Communicate updates transparently to tenants and landlords.
- Keep photographic evidence of completed work.

New **24-hour** and **10-day deadlines** mean agents will need to educate landlords quickly.

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Everyone answers to someone now

All landlords must join an approved redress scheme and agents must also prove it.

The Renters' Rights Act introduces an Ombudsman for the private rented sector. Every landlord and letting agent must belong to an approved redress scheme, giving tenants a clear route to resolve complaints.

The schemes are designed to handle complaints made by prospective, current, or former residential tenants. Complaints are investigated and determined by an independent individual, providing more accountability, more oversight, and zero room for unregistered operators.

Use this card when:

You're auditing compliance credentials or advising landlords on legal obligations.

1 What's changed

- All landlords must join an Ombudsman / redress scheme (date TBC).
- Agents must ensure landlords are registered before advertising or managing a property.
- Tenants gain a statutory right to complain through the scheme.

2 What it means for agents

- You're responsible for verifying your landlords' registration status.
- Unregistered landlords can't legally let. Your agency could be liable.
- Complaints handling must be prompt, documented, and professional.

3 The Goodlord advantage

Use Goodlord to ensure compliance, upskill your team, and stay ahead of the competition.

4 Actions to take

- Verify every landlord's redress scheme registration.
- Store proof of membership with tenancy documentation.
- Update your onboarding checklist to include registration verification.
- Communicate clearly to landlords why compliance is non-negotiable.
- Use the Goodlord platform to centralise your record-keeping.

55% of agents say industry standards would rise under stronger regulation.

Source: State of the Lettings Industry 2025

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QUESTIONS TO ASK YOURSELF

Do a quick self-check to see where you stand and where to start.

Asking honest questions helps you cut through the noise, steer clear of assumptions, and get straight to the areas that matter most for your agency.

The Renter's Rights Act is available online – see <https://bills.parliament.uk/bills/3764>. But knowing how ready you are to apply it is what really counts.

Understanding the changes

- Do I clearly understand each major RRA change and how it alters the tenancy lifecycle? (Note: some new requirements – e.g. Awaab's Law, the Decent Homes Standard – require secondary legislation and information may change).
- Which areas of the law am I least confident about?

Impact on my agency

- Which parts of my current workflow will break under the new requirements?
- Where am I most exposed: rent increases, repairs, possession, documentation, or communication?

Operational readiness

- Do we have consistent, repeatable processes for notices, repairs, evidence, and rent reviews?
- Would our evidence trail stand up to a challenge, complaint, or Ombudsman review?
- Have we trained our team in the new rules?

Risk and resilience

- Where could a missed deadline or incomplete record put us at risk?
- Could manual steps fail under pressure?

Support and advantage

- Which processes should we automate before the Act becomes effective?
- Could Goodlord support or simplify compliance?

Circle the 3 questions that worry you the most. They'll show you exactly where to start in the deck.

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Audit-ready by default

The agencies that treat compliance as culture – not just a checklist – will win.

The Renters' Rights Act doesn't just change rules; it raises expectations. Local authorities will have stronger enforcement powers and expect every agency to produce records instantly.

Goodlord's definitive guide to the legislation calls for "robust audit processes" and "digital record-keeping systems" that can demonstrate compliance at any moment.

To stay ahead, you'll need to adopt an 'audit-ready mindset' and systems that make compliance effortless and evidence immediate.

Use this card when:

You're setting internal standards for documentation, training, and audit readiness.

What our guide says:

Goodlord centralises tenancy documentation, ensuring agents and landlords have a clear audit trail. As Greg Tsuman, Director at Martyn Gerrard, says: "We can collate all the compliance certifications and ensure that we can prove service. Knowing that there is a paper trail helps us assure clients that they can have peace of mind."

The 'audit-ready' mindset

- Log everything. Absolutely everything.
- Automate version control wherever possible.
- Review and update templates before the law comes into force.
- Keep communication records transparent and centralised for future reference.
- Use a digital system (like Goodlord) to maintain your audit trail automatically.

Core message:

**"Compliance isn't admin...
It's your agency's insurance policy."**



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The Renters' Rights Act opportunity

The biggest shake-up in lettings and this is your chance to lead it.

As we say in our [Definitive Guide to the Renters' Rights Act](#), the legislation is a once-in-a-generation reform that will reshape how agents work with landlords and tenants.

Those who update systems and train teams now will stand out as leaders in a new era of compliance and professionalism.

Think of this as a confidence reset that will turn compliance preparation into a competitive advantage for agencies.

Use this card when:

You need to reframe the Renters' Rights Act internally, from disruption to differentiation.

What our guide says:

In Goodlord's [State of the Lettings Industry Report 2025](#), 57% of landlords currently use a letting agent to manage some or all of their properties. "This is reflective of landlords' need for an expert partner to steer them through choppy waters," says William Reeve, CEO at Goodlord. "Agencies that embrace the Renters' Rights Act and future-proof their processes have a huge opportunity to stand out from the competition and increase their revenue."

Reframe the challenge

- Compliance is now a brand differentiator.
- Tech-led agencies will adapt faster and win trust.
- Clear communication becomes your strongest marketing asset.
- "Being ready" isn't optional. It's the new baseline for future growth.

Action prompt:

List three ways your agency could use compliance as a selling point for landlords, tenants, or staff.



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Staff upskill sprint

Every role changes under the Renters' Rights Act. Train early & train smart.

Train your teams and landlords quickly, ensuring that everyone – from negotiators to administrators – understands new notice rules, rent processes, and document requirements.

On the back of this card is a quick, team-wide action plan for Renters' Rights Act readiness. It will help you map out who needs what training. Focus on the highest-impact opportunities first and build confidence early, so your team can act decisively from day one.

For additional guidance and the latest articles, training, case studies and downloadable resources, visit our website: goodlord.com and try renAI, our [Renters' Rights Act assistant](#).

Use this card when:

You're planning internal Renters' Rights Act training or role-based briefings.

Our advice:

Agents should identify a single Renters' Rights Act champion responsible for keeping up to date with legislation and for cascading training across the business.

Workshop steps

- **List your roles:** Negotiators, Property Managers, Accounts, Admin, and so on.
- **Identify new knowledge needs:** Section 8, Section 13, new notice periods, rent collection limits.
- **Assign a champion:** Select one person to be accountable for compliance updates.
- **Create a training cascade:** Map who in your agency can train who, and when.
- **Track completion:** Sign-off each step when each team member is briefed.

Pro tip:

Pair this sprint with the [90-Day Readiness Plan](#) to align your training with the wider rollout schedule.



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Your 90-day readiness plan

From audit to rollout – a step-by-step countdown to compliance.

The final pages of our [Definitive Guide to the Renters' Rights Act](#) outline a simple three-phase timeline for agents: Audit → Update → Train/Test.

This 90-day plan converts that guidance into a tangible action roadmap.

Begin preparing now. Review your contracts, communications, and processes so your agency is already compliant when the legislation becomes effective. This is a structured plan you can implement – and tick off – as the commencement date approaches.

Use this card when:

You're coordinating your Renters' Rights Act rollout, assigning deadlines, and reporting progress.

Month 1: Audit & communicate

- Review all tenancy agreements, terms of business, and landlord packs.
- Communicate the changes to landlords and staff.
- Identify at-risk processes or outdated templates.

Month 2: Update & automate

- Tidy up tenancy data to get ready for obligatory communications.
- Replace old templates with compliant versions.
- Move key processes (rent collection, notices, documentation) into Goodlord.
- Test automated audit trails and digital storage.

Month 3: Train & test

- Deliver staff training using the Upskill Sprint.
- Run a mock compliance audit.
- Finalise comms templates for go-live.

Outcome:

By day 90, your agency is compliant, confident, and ready for enforcement.



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Selling up?

A landlord wants to sell. The property's still occupied. What can you do?

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The situation

A landlord tells you they need to put their property on the market. They assume periodic tenancies mean they're "stuck" with the tenant.

The reassurance

Ground 1A in the Renters' Rights Act still gives landlords a clear route to regain possession for a genuine sale, as long as the tenancy has been running for at least a year and with written confirmation of intent to sell.

Your message

"It's not a dead end – there's still a mandatory ground for selling."

How Goodlord helps

Centralised tenancy documents and full audit trails.

Related cards

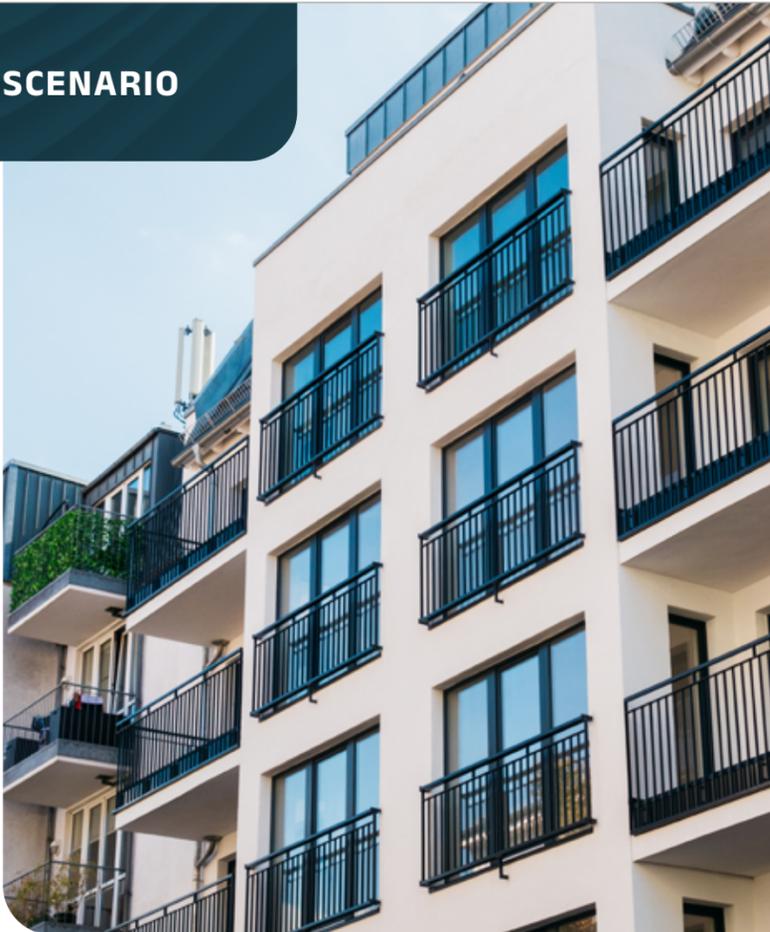
[Changes to Grounds for Possession \(Section 8 Reform\)](#)



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When things go wrong

A tenant is causing problems.
What now?

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The situation

A tenant has become consistently disruptive, or arrears are building up fast. The landlord fears that the removal of Section 21 leaves them powerless.

The reassurance

Mandatory grounds for serious arrears and anti-social behaviour remain, and they're still firm routes to possession.

Your message

"Problem tenants can still be dealt with. The system hasn't gone soft."

How Goodlord helps

Automatic arrears tracking and stored communication history strengthen mandatory-ground cases. Plus, a Rent Protection Insurance policy, upgraded in line with the Renters' Right Act.

Related cards

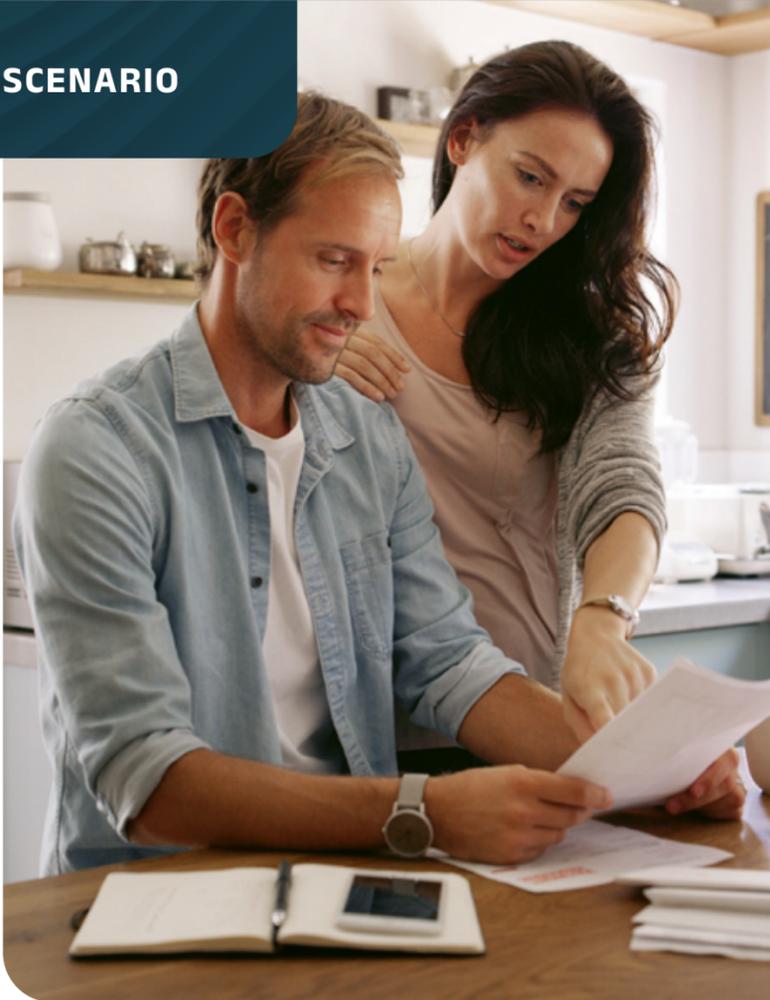
[Abolition of Section 21 Evictions](#)



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Raising the rent

You need to increase rent and keep it fair and clean. How?

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The situation

A landlord wants a reasonable increase. They worry new rules stop them "reviewing the rent properly" or a dispute will delay rent payments or impact the implementation of the rent increase.

The reassurance

Rent increases still work through a clear Section 13 process with a two-month notice period. Proper documentation and justification will support you in case of dispute.

Your message

"You've still got options. It's structured, not restricted."

How Goodlord helps

Automated Section 13 notices, market rate reports and stored evidence make reviews smoother and compliant. Plus a robust Rent Protection Insurance policy can help, should the worst happen.

Related cards

[Rent Increases Limited to Once Per Year \(Section 13\)](#)



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The awkward compliance check

You discover a landlord hasn't registered for the PRS database and they're worried.

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The situation

A landlord panics when they hear about new database and redress requirements. They're worried about the admin and losing possession rights.

The reassurance

Registration is straightforward and protects them. Being unregistered can block possession claims, so getting ahead is in their interest.

Your message

"This isn't red tape, it's protection. Let's get you set up."

How Goodlord helps

Checks, prompts, and records help ensure landlords stay compliant before problems arise.

[Related cards](#)

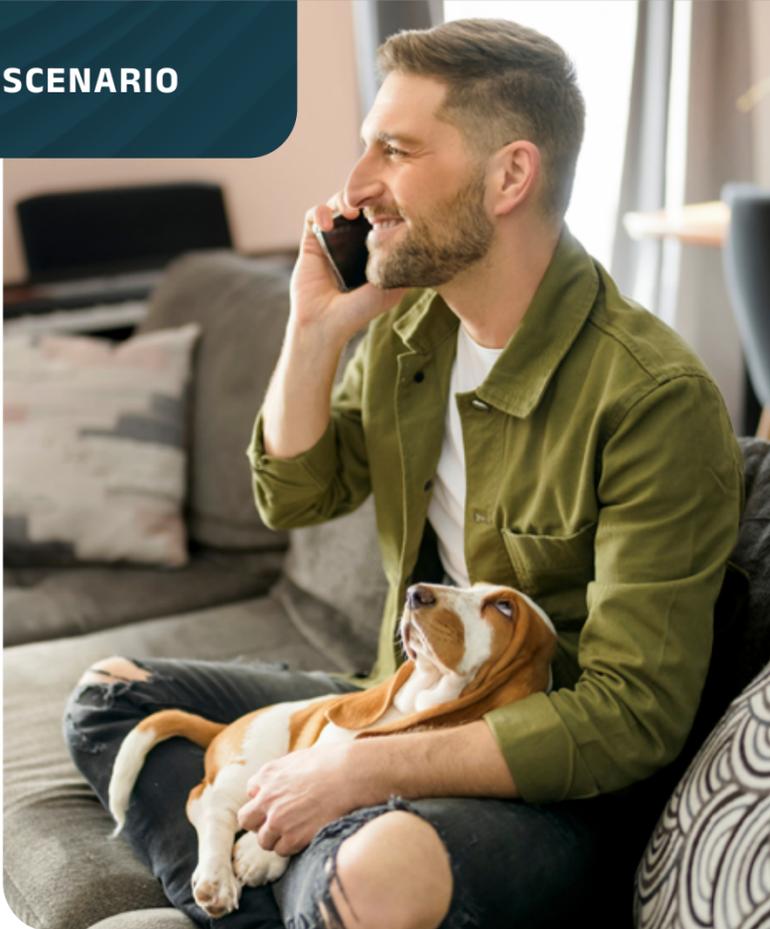
[Terms of Business & Contract Updates](#)



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A tricky pet request

A tenant asks for a dog, but the superior lease says no.

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The situation

A tenant requests a pet. The landlord wants to refuse, but doesn't know if the law allows it and the superior landlord has already said no.

The reassurance

It's reasonable to refuse a request where a pet would breach a superior lease, or where consent has already been denied.

Your message

"You can say 'no' here and the law supports it."

How Goodlord helps

Automated record-keeping, templates and logged decision trails help justify and capture refusals clearly.

[Related cards](#)

[Pets In Lets](#)



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The surprise notice

A tenant wants to leave after six months. Is the landlord exposed?

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The situation

A tenant in a new periodic tenancy tells you they're ready to move out. The landlord panics, assuming they can walk away whenever they like.

The reassurance

They can't. Tenants must give at least two months' notice, unless the landlord agrees in writing to a shorter period. No break clauses. No guesswork. Just a simple, predictable process.

Your message

"You'll always have a clear, two-month runway and we can market the property straight away."

How Goodlord helps

Automatic notice logging, communication trails, and remarketing workflows make tenant turnover predictable and easier to manage.

[↻ Related cards](#)

[Change from Fixed-Term to Periodic Tenancies](#)



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