

goodlord

# Renters' Rights Act:

10 problems you won't see coming

(and how to fix them like a pro)



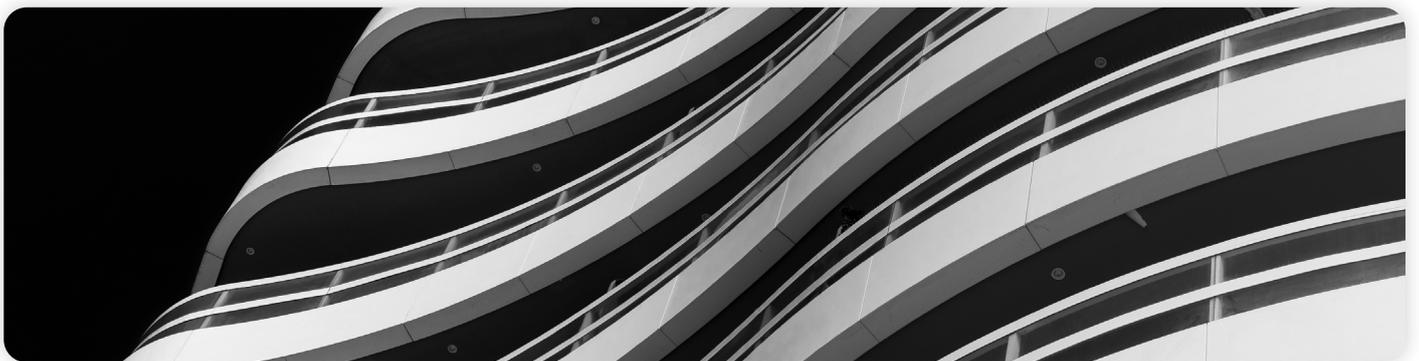
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## Introduction

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# Rebuilding the lettings industry from the ground up

The Renters' Rights Act is no longer a distant gleam in the government's eye. Royal Assent is now firmly behind us, and the first implementation phase is due to begin shortly on May 1, 2026. The Private Rented Sector is entering the most transformative period in a generation.

This is an exciting and busy time for the industry, but it presents unprecedented operational challenges for agents on the ground. Almost every established process in the toolbox must be poked and prodded so that agencies big and small can stay agile, compliant, and profitable.

With legislative changes tightening around the industry, getting it right is essential to survival. To help agencies forge a path into the Renters' Rights wilderness, we've worked with agents and industry experts to identify 10 of the biggest practical problems the Act creates.

In this guide, you'll find where the real risks lie, problems you may not have thought about, and practical steps you can take to build an exceptional agency in the post-RRA World.

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The operational challenges introduced by the Renters' Rights Act are significant but also navigable with the right approach. Goodlord has long been an industry leader in preparedness, helping agents replace manual workarounds with system-led processes that deliver structure, proof, and consistency at scale. In a post-RRA world, confidence comes from knowing compliance is built into every step, not dependent on memory or best intention.

“Our research shows just how much this shift matters. As the industry professionalises under the RRA, the demand for professional oversight is growing. The DIY landlord is in decline, driven by regulatory complexity and rising expectations. This guide explores ten critical pressure points agents must address now, and shows how taking action early can reduce risk, unlock efficiency, and turn regulatory change into a powerful opportunity for growth.”



**Tom Goodman,**  
*Managing Director  
at Goodlord*

## How to use this guide

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# Everyday problems, practical solutions

We've written this guide as a practical tool you can quickly and effectively integrate into your daily processes. That's why we've structured it around **10 specific, real-world problems** that agents like you will face as we move towards implementation day.

Each chapter will break one of these 10 problems in a simple, actionable structure:

- ✓ **The problem** - We'll introduce the problem and give you an easy-to-understand explanation.
- ✓ **Why it matters** - Here, we'll outline how these problems affect agents on the ground and their process.
- ✓ **Insight from an industry expert** - To illustrate how important each problem is, we've asked experts from across the industry to weigh in.
- ✓ **How Goodlord helps** - Finally, we'll give you practical tips on how Goodlord can help you avoid and fix problems before they become a bigger issue.



## PROBLEM 1

# Updating every tenant and landlord without chaos

### WHAT'S THE PROBLEM?

Under the Renters' Rights Act, you need to issue new information to each and every one of your tenants and landlords.

For many agencies, this could mean hundreds or even thousands of individual communications, including the tenant guides, a valid safety gas safety certificate, an EICR report, and more. You'll need to get the right information to the right people and be able to prove you did it.

While you're sweating ink from all the printing, your agents will be fielding a deluge of calls from landlords and tenants. All of them with a thousand little questions that need to be answered RIGHT NOW.



### WHY THIS MATTERS

While this may seem like a simple exercise in customer communication, it leaves you open to unprecedented compliance risk.

If you can't prove that your Renters' Rights communications haven't gone out exactly as specified in the legislation, your agency could face disputes, enforcement actions, and failed possession and insurance claims. On top of that, you could lose your customers' confidence if you fail to keep them informed.

**In the new PRS landscape, "we think we sent it" simply isn't good enough.**

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Let's be honest - the scale of this is huge, but it's not exactly a surprise. The RRA has been looming for a while now. At base, we started drip-feeding info to our tenants and landlords over a year ago. If you didn't, well - the second-best time to start is right now. And don't just whack out an email and hope for the best. Do it all: blogs, videos, FAQs, infographics, the lot. This isn't a tick-box job - it's a trust-building exercise.

"Too many agents treat compliance like it's a big secret or too boring to share. It's not. It's your superpower. Embrace your inner geek - the more your landlords understand what you do to protect them, the more they'll value you. If you don't tell them, don't be shocked when they oversimplify your role.

"And here's the real kicker - the public is arming themselves with AI-generated advice. We've already had tenants quoting made-up rules and regs that aren't even in force yet. If your team doesn't know the difference, things will go sideways fast.

"Don't keep the knowledge locked up at the Director level. Train your team, share what you're putting out, and spread the load. You cannot do this all yourself - and if you're not training your staff now, then when?"

**Kristjan Byfield**, *The Depositary*



# How Goodlord helps

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Goodlord gives your agency a structured, auditable way to manage large-scale customer communications without overwhelming your team.

**With the platform as a single point of truth, tracked sends, and a permanent audit trail, you can:**



Issue the right information to the right tenants and landlords at scale.



Prove exactly what was sent, when, and to whom.



Store evidence against the tenancy record for future disputes or claims.



Reduce inbound pressure by keeping messaging consistent and clear.



Ensure nothing falls through the cracks during the transition period.



[Book a demo](#)

## PROBLEM 2

# Deposit and move-in money confusion will break processes

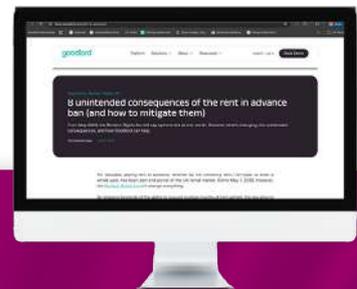
### WHAT'S THE PROBLEM?

The old ways of handling deposit and move-in monies have been completely dismantled by the Renters' Rights Act.

Fundamental changes to how and when money can be taken at the start of a tenancy mean that many of the processes you may have relied on for years will no longer work. The legislation will place restrictions on rent in advance and change how move-in funds are structured.

This will undoubtedly create a messy transition period as agencies consolidate properties on the new and old systems. Contract wording will need to change, money will need to be taken and reshuffled or refunded, and processes will be thrown out the window.

Teams caught in the open, without clearly defined systems, will be forced to resort to manual workarounds. This, in turn, increases the risk of mistakes, delays, and non-compliance.



What to know more about the unintended consequences of the rent in advance ban?

**Check out our handy blog here**



### WHY THIS MATTERS

Improper handling of funds creates a perfect storm of legal and reputational risk. No one, especially the government, likes it when someone plays fast and loose with cash.

Taking the wrong amount, at the wrong time, with the wrong contract wording can invalidate a tenancy agreement, trigger disputes, or even leave landlords exposed if a case ever reaches court. This risk only multiplies when your teams are juggling "old world" and "new world" tenancies at the same time.



For many years, paying rent upfront, whether by the university term, six months or even a full year, has been a familiar feature of the UK rental market. From 1 May 2026, the Renters' Rights Act will mark a significant shift.

"The intention behind the change is clear. By preventing landlords from requesting several months of rent in advance, the legislation is designed to create a fairer system for tenants. However, there is a real risk of unintended consequences, particularly for international students, new arrivals to the UK, tenants without a guarantor and those with a limited or imperfect credit history.

"The State of the Lettings Industry Report 2025 found that one in five renters relied on paying rent in advance to secure a home because they were unable to provide a guarantor. Removing that flexibility could make it considerably harder for these groups to access housing in the first place.

"This comes at a time when the rental market is already under intense pressure. Supply remains roughly 20 per cent below pre-pandemic levels, while demand has increased by more than 60 per cent. With competition for each property so high, landlords are likely to favour applicants who appear lower risk on paper, which may leave more vulnerable tenants facing even greater barriers to securing a home."

**Greg Tsuman**, PPARLA, *Managing Director of Lettings at Martyn Gerrard Estate Agents*



# How Goodlord helps

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To the relief of stressed-out agents, Goodlord brings clarity and confidence to a complex issue.

## With Goodlord, your team can:



Automatically calculate and collect the correct amounts based on tenancy type and dates.



Apply the right caps and rules without manual intervention.



Ensure contract wording and payment structures stay in sync.



Handle refunds and re-collections with a full audit trail.



Keep "old world" and "new world" tenancies cleanly separated in one system.



[Learn more about tenant payments](#)

## | PROBLEM 3

# Fraud risks increase while possession gets slower

### WHAT'S THE PROBLEM?

The Government has always positioned the Renters' Rights Act as a way to balance the power between landlords and tenants. One of the biggest shifts in this dynamic is the changes around tenant selection and possession.

Some would argue that the power is now firmly in the hands of the tenants. With the abolition of Section 21, the increased proof burden for Section 8 claims, longer notice periods, and a minimum of four months' rent arrears before landlords can start possession proceedings, it might seem like there are a few sleepless nights ahead.

At the same time, agents continue to battle fraudulent applications, fake documents, and increasingly sophisticated attempts to manipulate referencing. The uncomfortable reality is that if a tenancy is secured using false information, the new rules make it even harder to resolve.



### WHY THIS MATTERS

No one likes to lose out on revenue. A single bad tenancy can potentially cause your agency months of headaches and losses while your case slowly works its way through the courts. Your agency could also take a major hit to its reputation and to its relationship with your landlord. In an increasingly competitive industry, this could be a true disaster.

In the halcyon days pre-RRA, you may have been able to handle these issues reactively. That is no longer the case. Weak referencing, a lack of rent protection insurance, and poor documentation will frustrate you and your landlords. Prevention is your best friend here.



For a long time, the lettings industry has relied on the idea that problems can be fixed after move-in. If a tenant falls into arrears, if information turns out to be inaccurate, or if circumstances change, there were relatively predictable routes to resolution.

“The Renters’ Rights Act completely changes that assumption.

“With longer notice periods and a minimum of four months’ arrears required before possession can even be considered, the margin for error at the start of a tenancy has shrunk dramatically. By the time an issue becomes visible, agents and landlords are already locked into a slow, expensive process with limited control over the outcome.

“In practice, that means prevention is the only realistic strategy. Weak verification, inconsistent referencing, or over-reliance on manual document checks are material financial risks. A single bad decision at the application stage can now result in months of lost income, legal costs, and operational strain, with few opportunities to course-correct.

“We’re also seeing the knock-on effect on landlord confidence. As possession becomes more difficult and timelines extend, landlords expect agents to demonstrate that every reasonable step was taken to mitigate risk before the tenancy began. Demonstrating a robust, consistent process is becoming critical.”

**Nishma Parekh**, *Director of Referencing at Goodlord*



# How Goodlord helps

Goodlord tackles the heightened risk around verification and slow possession in two powerful ways: by helping agents prevent risky tenancies from starting, and by giving landlords financial protection when they do.

## Fraud-resistant tenant referencing



Verifies tenant identity, income, and suitability using trusted data sources.



Uses advanced anti-fraud technology, reducing reliance on manual document checks.



Cross-checks information with HMRC, open banking, payroll providers, and national fraud databases.



Flags suspicious or high-risk applications early in the process.



Delivers fast, reliable referencing decisions, often within 24–48 hours.



Provides clear, comprehensive reports agents can share with landlords.

## Rent protection insurance



Provides financial protection when tenants fall into arrears.



Covers rent payments until vacant possession is achieved.



Supports legal expenses during possession proceedings.



Reduces the financial impact of longer possession timelines under the Renters' Rights Act.



Protects landlord income while easing risk and pressure on agents.

Stay protected with Goodlord

Together, these solutions help agents reduce the likelihood of bad tenancies from the outset, and protect income and relationships when things go wrong, turning a major sector risk into something that can be managed with confidence.



## PROBLEM 4

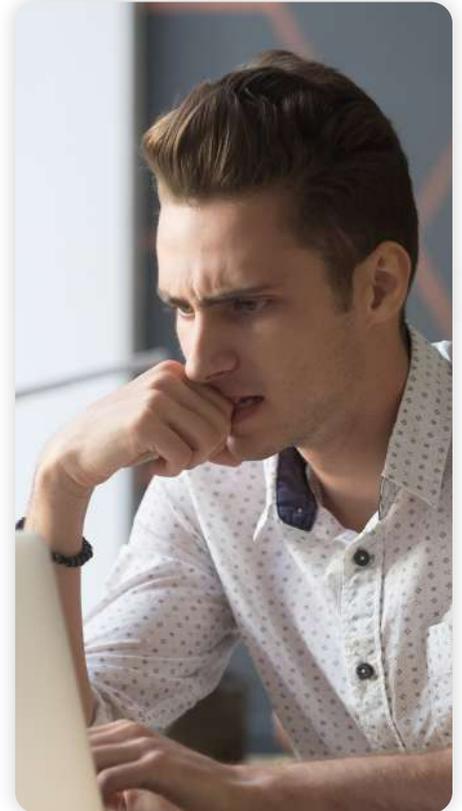
# Compliance is now one, joined-up journey

### WHAT'S THE PROBLEM?

Over the years, some agencies have treated compliance as a series of individual tasks. Right to rent? Tick. Referencing? Tick. Sanction checks? Tick. And so on and so on. All of this across goodness knows how many spreadsheets, systems, and inboxes.

Under the Renters' Rights Act, box-ticking becomes far riskier.

From May 1, 2026, the compliance rules require that your processes be documented and verifiable. Local authorities will need clear audit trails that prove you followed the letter of the law from the very first email.



### WHY THIS MATTERS

In the post-RRA landscape, disjointed processes could mean invalidated possession claims, delayed court proceedings, and meetings with an unhappy Ombudsman.

Courts and regulators won't accept a "close-enough" attitude. If you can't show a single, coherent timeline of who was checked, when they were checked, and what evidence was collected, you may find yourself unable to enforce a landlord's rights.

“



Compliance requirements across the Private Rented Sector are tightening, with regulators placing greater emphasis on transparency and consistency. Under the RRA, penalties will increase for lapses in documentation, property standards, and tenant communication — areas where many agents still struggle to keep pace.

“Digital verification and reporting will play an even bigger role. Agents who haven’t yet modernised their compliance workflows may find the gap widening, as manual processes become increasingly risky and resource-heavy.

“Firms that embrace software will adapt to more rigorous standards more easily. Agencies that invest early will be well placed to deliver a smoother, more reliable experience for landlords and tenants, strengthening both trust and competitiveness in a changing market.”

**Kerry Aldridge**, *Director of Compliance at Goodlord*



# How Goodlord helps

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The core Goodlord platform turns fragmented compliance tasks into a single, structured, end-to-end journey. Say goodbye to your old, clunky spreadsheets!

**Instead of juggling separate tools and processes, agents can:**



Run Right to Rent, referencing, AML, and sanctions checks in one connected workflow.



Ensure steps happen in the correct order, every time.



Automatically create a time-stamped audit trail for every action.



Store all evidence against the tenancy record in one place.



Prove compliance instantly if challenged by a court, council, or insurer.



Stay compliant with Goodlord

## | PROBLEM 5

# You can't afford weak verification anymore

### WHAT'S THE PROBLEM?

It's an unfortunate fact of the industry that fraudulent applications, altered documents, and misrepresented financial situations are nothing new. While the vast majority of tenants are genuine, there are always a few bad actors.

With longer possession timelines and higher barriers to regaining a property, a single bad decision during onboarding can lock your landlords into months of lost income, legal costs, and operational stress. Yet many agencies still operate with an "if it ain't broke" mentality, relying on manual document checks, inconsistent processes, and fragmented systems to make some of the most important decisions in the tenancy lifecycle.

In a world where tenants are more informed, more mobile, and, in some cases, more sophisticated in how they present themselves, basic checks are no longer enough.



Looking for a water-tight referencing process?

**Learn about Goodlord's referencing tools here.**



### WHY THIS MATTERS

What may seem like small lapses in your verification systems will become major systemic risks under the Renters' Rights Act.

Every weakness in your onboarding will compound, cracks will work their way into your foundation, and your customers will be left high and dry. Tightening your process, proving to local authorities that your system works, and eliminating potential problems before they arise will be crucial to your continued success.

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One of the biggest misconceptions in the sector right now is that the Renters' Rights Act only changes the legal process around possession. In reality, it changes who bears the risk.

“With longer notice periods and fewer routes to regain possession quickly, letting agents are effectively underwriting more risk on behalf of landlords at the start of every tenancy. That makes verification and onboarding far more than an administrative step; they become commercial decisions with long-term consequences.

“If verification is inconsistent, manual, or poorly evidenced, that risk becomes unmanageable. A single weak decision at the application stage can result in months of lost rent, legal costs, and damage to the landlord's confidence.

“What we're seeing now is a shift in expectations. Landlords want to know that a robust, repeatable process is standard procedure. They want to know that affordability was assessed properly, identity was verified consistently, and decisions were made using clear criteria that can be defended later if challenged.

“This is why onboarding can no longer rely on individual judgment or memory. It has to be system-led, evidence-based, and designed to stand up to scrutiny months or even years down the line.”

**Nishma Parekh**, *Director of Referencing at Goodlord*



# How Goodlord helps

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In the regulatory environment we find ourselves in, Goodlord helps you turn your tenant verification process into a well-oiled machine.

**Instead of relying on ad-hoc document review, agents can:**



Run consistent identity, affordability, and compliance checks every time.



Reduce manual processes and human error.



Create a complete audit trail documenting every decision.



Store all verification evidence in one place, linked to the tenancy.



Demonstrate a clear, repeatable process to landlords, courts, and insurers.



See Goodlord's referencing in action

## | PROBLEM 6

# Tenancy swaps will destroy margins

### WHAT'S THE PROBLEM?

With the Renters' Rights Act, the Government has granted tenants unprecedented flexibility to leave a tenancy. The abolition of Section 21 and the conversion of ASTs into periodic tenancies have been hot-button issues across the industry since the Act was first announced.

This flexibility also applies to shared tenancies, where any one tenant can generally leave whenever they want, leaving the remaining tenants to find a replacement, and their agent dealing with the admin.

In the past, this was typically offset by tenancy swap or change-of-sharer fees. In the new world, those fees disappear, but the work doesn't.

Each swap can involve referencing a new tenant, reissuing or amending contracts, handling deposit refunds and re-collection, updating prescribed information, and managing communications with all parties. In effect, you're doing a large part of the move-in process again, without being paid for it.



**Learn more about how Goodlord can help you with tenancy management here.**



### WHY THIS MATTERS

On its own, individual tenant swaps might feel manageable. But if you're a mid-sized or large agency managing hundreds or even thousands of tenants across your portfolio, the work could quickly become a complete nightmare.

Swaps take up your team's time, introduce a compliance risk around deposit handling, and could throw off your timing if you handle student tenancies. The work is reactive and unpredictable, two words you never want to hear in the new efficiency-focused PRS.



As tenant mobility increases, agencies are likely to experience more frequent tenancy changes while earning less income per let, despite the compliance workload — referencing, Right to Rent, deposits, legal administration, and risk management — remaining just as intensive.

“Protecting margins in this environment depends on teams being trained to confidently justify fees, clearly articulate the value behind their service, and avoid unnecessary discounting by positioning pricing as a reflection of expertise, protection, and return on investment for landlords.

“At the same time, the ability to sell the benefits of full property management is no longer optional — every team member, including property managers, must be equipped to spot commercial opportunities, provide proactive advice, and demonstrate why professional management delivers stronger performance, reduced risk, and greater long-term profitability.

“The most successful agencies will also move away from reactive, inbound-only business generation and adopt a more proactive growth strategy, including structured outbound expert-led sales conversations, deeper engagement with landlord communities and investor networks, and a more confident advisory approach that creates opportunities rather than waiting for them. The agencies that succeed in this new landscape will not simply understand the law — they will understand how to protect margins, grow recurring revenue, strengthen client relationships, and turn regulatory change into a commercial advantage.”

**Charlotte Jeffrey-Campbell**, *Director at The Able Agent*



# How Goodlord helps

If handled incorrectly, tenant swaps under the new system can quietly eat up your margins and drown your team in admin. Goodlord's tenancy management tools convert your traditionally manual process into a controlled, efficient workflow.

**With Goodlord's tools, you can:**



**Automate swap workflows** - Manage tenancy tasks within a structured journey, reducing manual touchpoints and the risk of errors.



**Handle documentation & contracts centrally** - Update and reissue agreements, rent reviews, and prescribed documents with built-in legal templates.



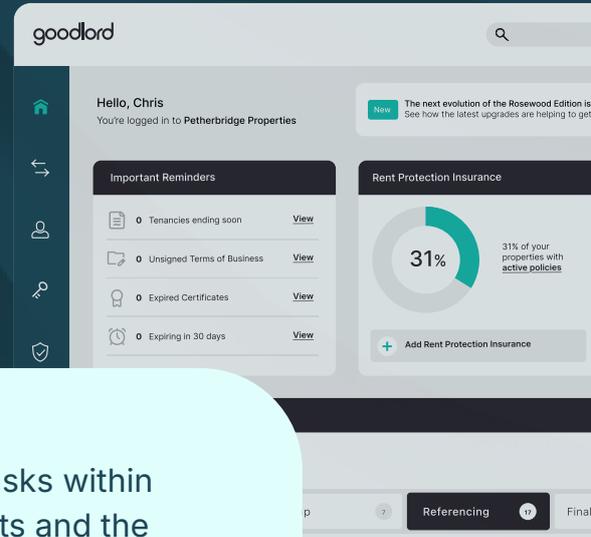
**Track payments and deposits with full audit trails** - Move-in and out amounts, deposit collection and refunds, and rent adjustments are all processed within the system to maintain financial clarity and evidential records.



**Stay compliant throughout the tenancy lifecycle** - Built-in alerts for certificate expiries, contract reviews, and Section 13 actions reduce compliance risk associated with changes and swaps.



**Reduce admin time and errors** - By centralising tasks such as rent chasing, communications, and documentation against the tenancy record, your team spends less time on repetitive admin and more time building your agency.



Protect your margins

## | PROBLEM 7

# Contract compliance becomes a minefield

### WHAT'S THE PROBLEM?

Tenancy contracts are another feature of the PRS that have fundamentally changed under the Renters' Rights Act. The abolition of ASTs and the adoption of periodic tenancies as standard is a complete reset for the industry.

Now, you may have a system that has worked perfectly in the past, and that's fine. But the complexity of what is now needed has increased, and the risks of non-compliance have compounded.

The fact of the matter is that the practical working reality of handling different contracts, legacy tenancies, and new tenancies will become unworkable for your team.



Worried about how your agency handles contracts? **Goodlord can help you here.**



### WHY THIS MATTERS

What may have been simple errors, such as a mishandled sanctions check, in the past could now cost your agency thousands of pounds in fines and expose you to legal and reputational damage.

Issuing the wrong agreement, failing to produce a required document, or failing to evidence correct service can invalidate possession proceedings, undermine rent increase notices, or cause insurance claims to fail. And because there are fewer natural breakpoints in a tenancy, these mistakes can sit hidden for years before surfacing, usually at the worst possible moment.



“

In a periodic-first world, contracts stop being mere paperwork and become the infrastructure of your business. They are the framework on which every tenancy, rent review, possession process, and compliance check depends. If the logic behind them isn't airtight, everything built on top becomes unstable.

“The shift away from assured shorthold tenancies under the Renters' Rights Act has made this more critical than ever. With periodic tenancies as the new standard, small errors like missing clauses, misapplied rules, or incomplete documentation can now trigger serious legal and financial consequences. Fines, failed possession claims, and reputational damage are real, and they can lie hidden for months or even years before surfacing.

“Think of contracts like the foundation of a building: every process, decision, and interaction rests on them. Standardising and automating contracts ensures that this foundation is strong, consistent, and compliant. Digitally managing contracts, capturing signatures, and linking every revision to the tenancy record transforms them from static documents into a living infrastructure that supports the whole agency.

“When contracts are treated seriously, they provide stability, transparency, and protection. When overlooked or managed manually, they become hidden vulnerabilities that threaten every layer of the business.”

**Oli Sherlock**, *Managing Director of Insurance at Goodlord*



# How Goodlord helps

As contracts become more complex, Goodlord is here with a shiny new contract service to help you navigate this important stage in the tenancy lifecycle.

## With Goodlord contracts, you can:



**Generate tenancy agreements, offer letters, and Terms of Business** - Standardising your contracts leads to less ambiguity.



**Automate contract updates whenever rules change** - Removes the need for manual template edits and reduces the risk of error.



**Send and sign contracts digitally** - An integrated e-signature process, with full audit trails that prove exactly when documents were issued and accepted.



**Keep all contracts linked to the tenancy record** - Every revision, version, and executed agreement is stored consistently for compliance checks, audits, or dispute evidence.



**Eliminate duplicate data entry** - Pre-populating contract details from the tenancy workflow rather than typing them in separately.



Stay compliant with Goodlord

## PROBLEM 8

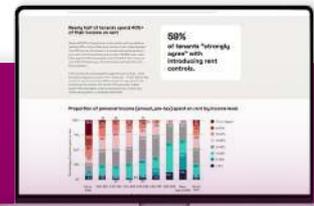
# Lost renewal revenue needs replacing

### WHAT'S THE PROBLEM?

As we touched upon in Chapter 6, the Renters' Rights Act changes the rhythm of traditional tenancies. As fixed-term tenancies give way to periodics, renewals, repricing, and recommitment (all once reliable revenue sources) disappear.

In Goodlord's State of the Lettings Industry report, we found that only 16% of tenants believe they are "very likely" to buy their own home in the next five years. This means that your current crop of tenants is likely to stay put, leading to fewer formal renewals, fewer natural touchpoints to reset terms, and far more reliance on processes like Section 13 to manage rent increases.

At the same time, your agents will need to evidence how rents were set, when notices were served, and that the correct process was followed. In our State of the Lettings Industry report, our data showed that renewals accounted for an average of 27% of agency revenue. For agencies built around a renewal-driven workflow and revenue model, this represents both an operational and a commercial shock.



Our State of the Lettings Industry report 2025 gives you a deep look at the current PRS. **You can read more here.**



### WHY THIS MATTERS

Lost renewal revenues are enough to scare anyone, even with the compliance risk of less-than-perfect paperwork hanging over the industry.

If rent increases aren't handled in accordance with the legislation, they can be challenged. If evidence isn't watertight, lost renewal revenue needs replacing. And if processes aren't consistent, landlords will feel the impact in lost income and prolonged disputes, and agents will feel it in workload, complaints, and reputational risk.



For agencies managing hundreds of properties, renewals have been a predictable revenue stream and a structured workflow.

“Soon, that’s gone. No fixed-term tenancies. No pre-contract payments. No legal grounds for renewal fees.

“The work doesn’t disappear though. It shifts.

“The billable touchpoints that used to come from renewals now have to come from somewhere else. For most agencies, that means inspections and Section 13 rent reviews.

“Section 13 reviews become one of your main opportunities to prove ongoing value. It’s not just about raising rent. It’s about tracking market rates, protecting landlord income, handling the process properly.

“But what I keep seeing is agencies haven’t thought through what this pivot looks like operationally.

“Who’s doing the Section 13 work? How are you training people on first-tier tribunals? What’s your process for making sure every notice is compliant?

“We’ve been working through these questions with agencies using our Section 13 product. The ones getting ahead are treating it as a strategic capability, not just a compliance checkbox.”

**Tom Goodman, Managing Director at Goodlord**



# How Goodlord helps

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Goodlord gives agents the tools to manage rent changes and ongoing tenancies with structure, consistency, and proof (even without a traditional renewal cycle).

**With Goodlord, agents can:**



Manage rent reviews and increases through controlled, systemised workflows.



Ensure the correct notices and documentation are issued every time.



Create a full, time-stamped audit trail showing when and how rent was set.



Keep all supporting evidence linked to the tenancy record.



Reduce manual admin and the risk of process errors.



Replace lost revenue

## PROBLEM 9

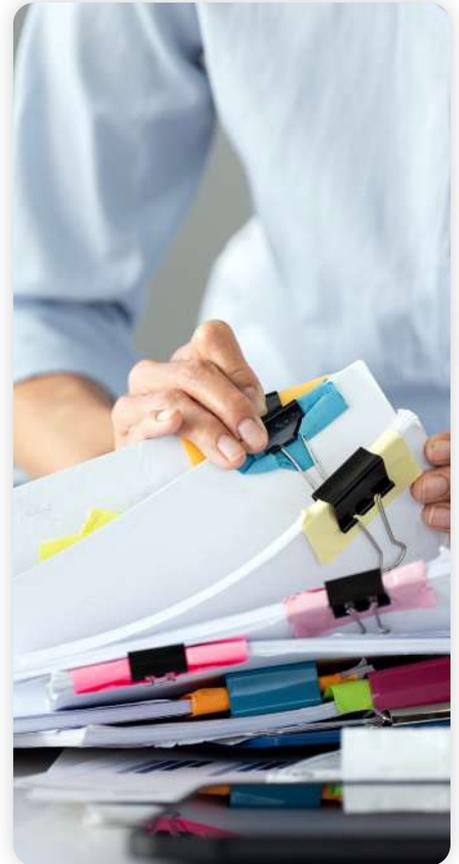
# Possession and insurance claims will fail on paperwork

### WHAT'S THE PROBLEM?

From May 1, 2026, the bar for regaining possession and making successful insurance claims becomes significantly higher. Courts and insurers are becoming far stricter about compliance, evidence, and process, and you'll find them far less forgiving of missing, incorrect, or poorly organised documentation.

In practice, many possession cases and rent protection claims don't fail because the landlord is wrong. They fail because a certificate wasn't served correctly, a document can't be found, or the evidence trail isn't complete.

With longer possession timelines, more regulated processes, and more scrutiny, the cost of a paperwork failure is now measured in months of lost rent and thousands in legal costs.



### WHY THIS MATTERS

This is another situation where small mistakes could lead to massive financial and reputational damage.

A missing gas safety certificate, an undocumented "How to Rent" guide, or an unclear audit trail can invalidate months of effort and expense. The PRS is already a compliance-heavy industry, and your agents can't be on their A-game all of the time. A genuine mistake will receive the same level of scrutiny as a bad actor who purpose exploits their landlords and tenants.

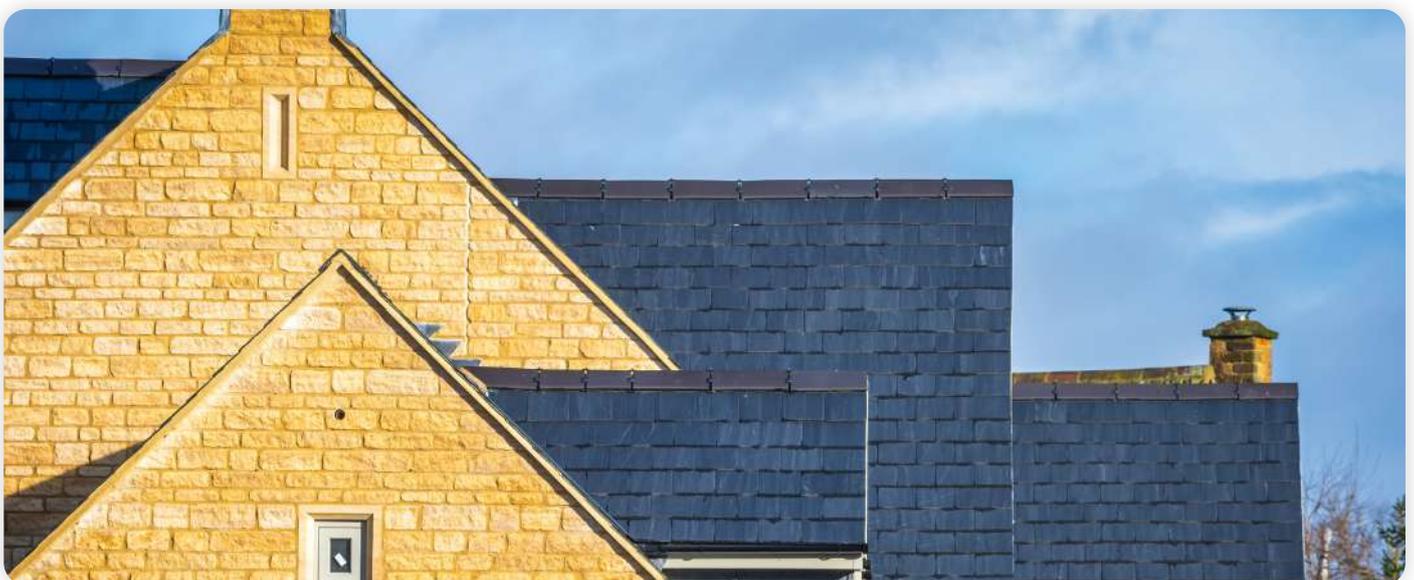


In today's PRS, possession and insurance claims are won or lost on paperwork, not intention. Courts and insurers have raised the bar: missing, misfiled, or incomplete documentation can undo months of effort and cost landlords thousands in lost rent and legal fees. Even genuine mistakes are scrutinised as harshly as deliberate breaches, leaving no room for error.

"The challenge is operational as much as legal. With longer possession timelines and stricter processes, every certificate, guide, and notice must be correctly served, filed, and traceable. A missing gas safety certificate, an undocumented "How to Rent" guide, or a fragmented audit trail can invalidate an entire claim.

"For agencies and landlords, this means evidence management is no longer optional. Every document must be accurate, sent to the right people, and stored in a fully traceable audit trail. Systems that auto-populate compliance-friendly content, link records to tenancies, and provide verifiable proof of delivery transform paperwork from a liability into a safeguard."

**Kerry Aldridge**, *Director of Compliance at Goodlord*



# How Goodlord helps

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Goodlord helps alleviate this problem in two ways.

## Our compliance-first platform lets you:



Auto-populates contracts and documents with legislative-friendly content so you're never caught.



Creates a virtual audit trail so you can demonstrate that all your documents went out on-time, to the right people.

## Our Rent Protection Insurance protect your landlords:



We offer Section 13 cover and guarantee the first month's rent to keep you protected in the evolving legislative landscape.



Should you need to regain possession of a property, we pay 100% until your landlord gets their property back.



Stay covered with Goodlord

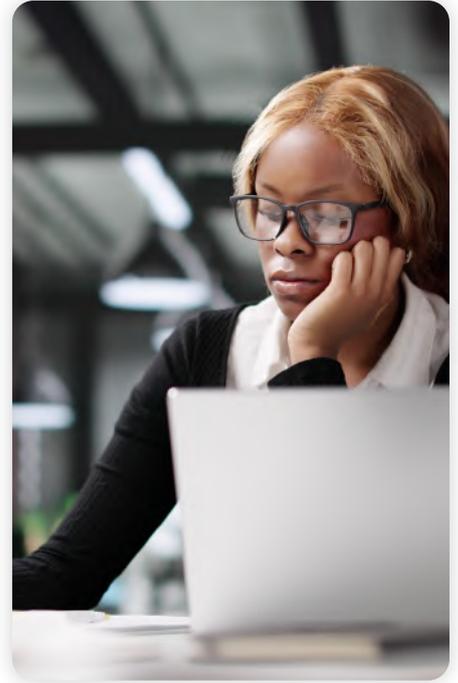
## | PROBLEM 10

# Your team will be giving legal advice they don't understand

### WHAT'S THE PROBLEM?

The Renters' Rights Act is a huge piece of legislation. Landlords and tenants are rightfully interested in knowing what's changing and their rights are. Without sugarcoating it, your agents are on the informational frontline.

You may have already noticed that you're receiving a lot more inquiries than usual. This will only increase from May 1, as the first phase of the act is implemented. Your agents will be drawn into conversations that touch on legally sensitive territories.



### WHY THIS MATTERS

Frankly, you need to ask yourself whether your agents have the knowledge they need to navigate these conversations. If not, your agents could find themselves put on the spot by a thousand questions covering the whole Act.

This is a huge risk-multiplier. One wrong answer could quickly snowball into a situation your agency hasn't had to face before. No landlord wants to find themselves in front of the Ombudsman because their agent didn't do the reading.





One of the biggest risks facing letting agencies right now isn't landlords or tenants. It's untrained staff unintentionally giving legal advice they don't fully understand. As regulation becomes more complex, the line between explaining the rules and advising on them is getting thinner, and that's where agencies expose themselves commercially.

"Team training has never been more critical. Not one-off sessions, not a PDF in a shared folder, but ongoing, structured training that reflects how people actually retain information. Staff hear something once, forget it, half remember it, and then repeat it to a client. That's how misinformation spreads, and complaints start.

"Processes need to be tight and repeatable. What can your team say? What must be escalated? Where does advice stop and explanation begin? These aren't theoretical questions. Your professional indemnity insurance already has a view on this, and many agencies haven't checked what is and isn't covered under their current practices.

"Confidence matters as much as accuracy. If your team can't clearly and calmly explain new rules, landlords lose trust and tenants push back. Consistent messaging across every touchpoint is what protects your reputation and reduces risk."

**Sophie Lang**, *Director at Lang Llewellyn*



# How Goodlord helps

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Goodlord reduces legal and compliance risk by building correct processes and up-to-date guidance directly into the operation.

## With Goodlord, agents can:



Guide staff through structured, compliant workflows instead of ad-hoc decisions.



Ensure the right notices, documents, and steps are triggered automatically.



Keep all actions, communications, and evidence linked to the tenancy record.



Standardise how legally sensitive tasks are handled across the business.



Support teams with Newsagent, Goodlord's blog and knowledge library, keeping staff informed as legislation, guidance, and best practice evolve.



[Book a demo](#)

## Conclusion

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# Turning regulatory change into competitive advantage

Across this guide, we've explored ten of the biggest operational pressure points this new landscape creates.

Individually, each of these challenges is manageable. Collectively, they represent something much bigger: a shift from a market that tolerated traditional processes and manual workarounds to one that demands structure, proof, and consistency.

In the post-RRA world, "mostly compliant" is no longer enough. "We think we did that" is no longer defensible. And relying on your agents' knowledge instead of a system-led process is no longer safe.

**But this change also creates opportunity.**

Agents who take action now will reduce risk, stay nimble, scale more easily, and offer a more resilient, professional service to their landlords and tenants.



“

As this guide has shown, the Renters' Rights Act marks a decisive shift in how agencies must operate. While 90% of landlords say their agents have explained the changes clearly, the remaining uncertainty around proving compliance highlights the challenge ahead. In the post-RRA world, understanding the rules is only the starting point; what matters is having the systems, evidence, and consistency to stand up to scrutiny. Agents who move beyond explanation to execution, embedding compliance into everyday processes, will reduce risk, strengthen landlord confidence, and emerge from this period not just compliant, but competitively stronger.”

**Tom Goodman**, *Managing Director at Goodlord*



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