



# Renters' Rights: legislation turned into leverage

Utilising RRA to secure full management. Lessons learnt from Scotland



**Susie Crolla,**  
Managing Director  
The Guild of Letting & Management

[in](#) Connect with LinkedIn



**David Gibb,**  
Operations Director of Dwello  
Dwello Property

[in](#) Connect with LinkedIn

## Marketing & Rent Bidding

- ❑ Protect yourself with professional indemnity insurance in case a landlord claims losses from underpricing (since higher offers can no longer be accepted)
- ❑ Confirm referencing companies have updated affordability checks (no more >1 month rent in advance).
- ❑ Update tenancy application forms to remove upfront rent requirements.
- ❑ Document rent-setting (comparables, property condition, trends) to defend against First Tier Tribunal challenges.

## Database & Redress

- ❑ Update your fee structure to reflect Database Registration Service charges.
- ❑ In Let Only terms, specify the information landlords must provide for registration.
- ❑ If landlords self-register, ensure your agency is protected from errors/omissions.

## Pets

- ❑ Require pet requests in writing with a completed pet profile. You can access a free template developed by The Guild of Lettings & Management [here](#).
- ❑ Prepare template letters for granting or refusing consent — ensuring all refusals clearly state the reasons why.

## Tenancy Formats

- ❑ Inform landlords & tenants of potential changes (via leaflets or email summaries).
- ❑ Train all staff on Assured Periodic Tenancies and how they differ from current formats.
- ❑ Review and update guarantor agreements to ensure suitability for rolling tenancies with no fixed end date.

Don't forget to inform landlords of the preparation you are doing. This will help them recognise the need for a professional to manage their properties and highlights the value built into your full management service.

If you're unclear on the legislative changes you can download our guide which decodes the proposed legislative changes [here](#). Alternatively, why not check out our Renters' Rights FAQ page [here](#).



## Rental payments

- ☐ Research professional guarantor companies to recommend for tenants who fail referencing (e.g. international students).
- ☐ Keep a shortlist of providers (e.g. Rent Guarantor) for easy referrals.

## Decent Homes Standard

- ☐ Ensure property inspections are carried out as per your terms of business. An inspection template from The Guild of Letting and Management can be downloaded for free [here](#).
- ☐ Maintain a list of pre-approved specialist tradespeople for Category 1 hazards (e.g. damp specialists, asbestos surveyors, pest control).
- ☐ If using repair reporting software, set automated alerts to ensure serious repairs are completed within legal timeframes.

## Ending a tenancy

- ☐ Update your CRM history/notes to record all breaches — this may become vital evidence for repossession claims in court.
- ☐ If serving a Section 8 notice in-house, confirm professional indemnity insurance covers potential errors.
- ☐ If not covered, consider partnering with a specialist legal firm.



While many landlords prioritise competitive fees, true value lies in an agent's expertise. The Bill creates a strong opportunity for agents to showcase their worth- *'how much do you value peace of mind?'*



# Turning legislation into leverage. Tips for securing full management and expanding your landlord portfolio

In Spring 2025, while 3 in 10 DIY landlords said they wouldn't use an agent, the majority — 7 in 10 — are open to it, presenting a huge growth opportunity.

When Rightmove asked 963 landlords “**What would make you consider using a letting agent?**”, the answers highlighted commercial factors as the strongest motivators:



## Landlords emphasised the appeal of agents who can achieve higher rents and secure reliable tenants.

Other motivators included rent guarantee schemes and guidance through upcoming legislative changes. These factors will become even more significant once the Bill is implemented, as landlords seek compliance support during the transition period.

### Key services to emphasise within your management offering include:

- **Educational support:** events or newsletters to keep landlords informed on upcoming changes.
- **Objective rent reviews:** proposals backed by market data, plus support with First-Tier Tribunal cases if required.
- **Tenant network reach:** a broad contact base to minimise costly voids under periodic tenancy rules.
- **Database Registration Service:** clarity on whether this is included, and if free for full management clients.
- **Rent & Legal Protection:** offering landlords added peace of mind now that no-fault evictions are removed.
- **Trusted trades network:** reliable contractors able to respond quickly to repairs and ensure compliance with Decent Homes Standards.



## Scotland's experience of rental reform

- In 2017, Scotland introduced open-ended Private Residential Tenancies, bringing major rental reforms including a ban on no fault evictions, rent caps and a move to periodic tenancies.

## What was the impact of this reform in Scotland?

- **Tenant confusion:** Many didn't understand open-ended tenancies, with overseas tenants especially unsure — explainer leaflets were essential.
- **Market consolidation:** Accidental landlords exited under regulatory pressure, while professional landlords expanded portfolios.
- **Service shift:** Fewer landlords in the market meant demand for more personalised, 1 to 1 management — a gap smaller and mid-sized agents could fill.

## Be careful of:

- **Insurance firms exploiting loopholes:** Some advised tenants to take long-term rentals, then serve notice quickly — creating void risks. Protect against this by asking clear questions at viewings (why are you moving?) and cross-checking with referencing.
- **Rent disputes:** Increases must be backed with evidence (e.g. rising insurance, maintenance costs). Always keep clear documentation to justify proposals.
- **Possession errors:** Court cases can be rejected for small errors. Use a checklist and embed requirements into tenancy processes.

## Looking ahead:

Rightmove research suggests England will follow the same trend of market consolidation. Growth opportunities will come from full-time portfolio landlords, not casual “DIY” landlords.

**1 in 3**

landlords are considering leaving the market<sub>1</sub>

**34%**

of full-time landlords plan to expand their portfolio in next 12 months, compared to just 10% of accidental<sub>2</sub>

\*Sources: Sources: Rightmove Landlord Survey (Spring 2025), 1) Q27: "Which of the following applies to you?"; Rightmove Tenant Survey (Spring 2025) 2) Q32: "Over the next 12 months, what do you intend to do with your property portfolio?"

## Recommendations:

- **Be the trusted professional:** Showcase team qualifications and training. Share helpful content (blogs, social updates, FAQs). Build loyalty by being useful.
- **Be efficient:** Know rights and responsibilities. Once referencing is complete, get agreements signed quickly.
- **Plan ahead:** Longer notice periods mean earlier preparation. Review rents at least a month sooner than usual, build clear processes & alerts to stay compliant.

England's reforms won't crash the market, but they will shake it up. Landlords who fail to maintain standards will face high tenant turnover and exit. For agents, this is the moment to build trust, professionalise, and grow market share. Those who adapt fastest will come out strongest.







## RENTERS' RIGHTS

Guide to serving notice with  
Section 8 & The Act Decoded



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