

24 September 2025

Leveraging the Renters Rights Act to secure full management



Our experts joining us today:



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

 [Connect with LinkedIn](#)



David Gibb,
Operations Director at Dwello
Property

 [Connect with LinkedIn](#)



Marketing Rent Bidding

Property details & all adverts must state the advertised rent. Tenants must not be encouraged to offer higher than the market rent. Accepting more than one month's rent in advance before the tenancy starts will be unlawful.

- ! Get **professional indemnity insurance** to cover landlord claims for rent under-pricing.
- ! Confirm **referencing companies have updated affordability checks**, as upfront rent is now capped at one month (pre-tenancy).
- ! Update **tenancy application forms** to remove references to upfront rent
- ! **Document rent setting** with evidence (market trends, property condition, comparables) to defend against tenant challenges



Database & Landlord

Landlords must join the PRS Database and Redress Scheme before advertising, and adverts must show both landlord and property identification numbers.

- Database Compliance will need updating regularly e.g. gas safety certificate renewal, change of landlord, new EPC...
- ! **Update your fee structure** to illustrate whether you will charge a fee for this Database Registration Service
- ! **Clarify your Let Only terms**—make it clear what information landlords must provide, and ensure your agency has insurance that protects you if landlords self-register, including cover for errors or omissions



Pets

The request for a pet will be perfectly legal, but the landlord can reasonably refuse consent. If the 'animal' in question is a working animal, e.g.; guide dog for the blind, consent cannot be refused (see Equality Act 2010)

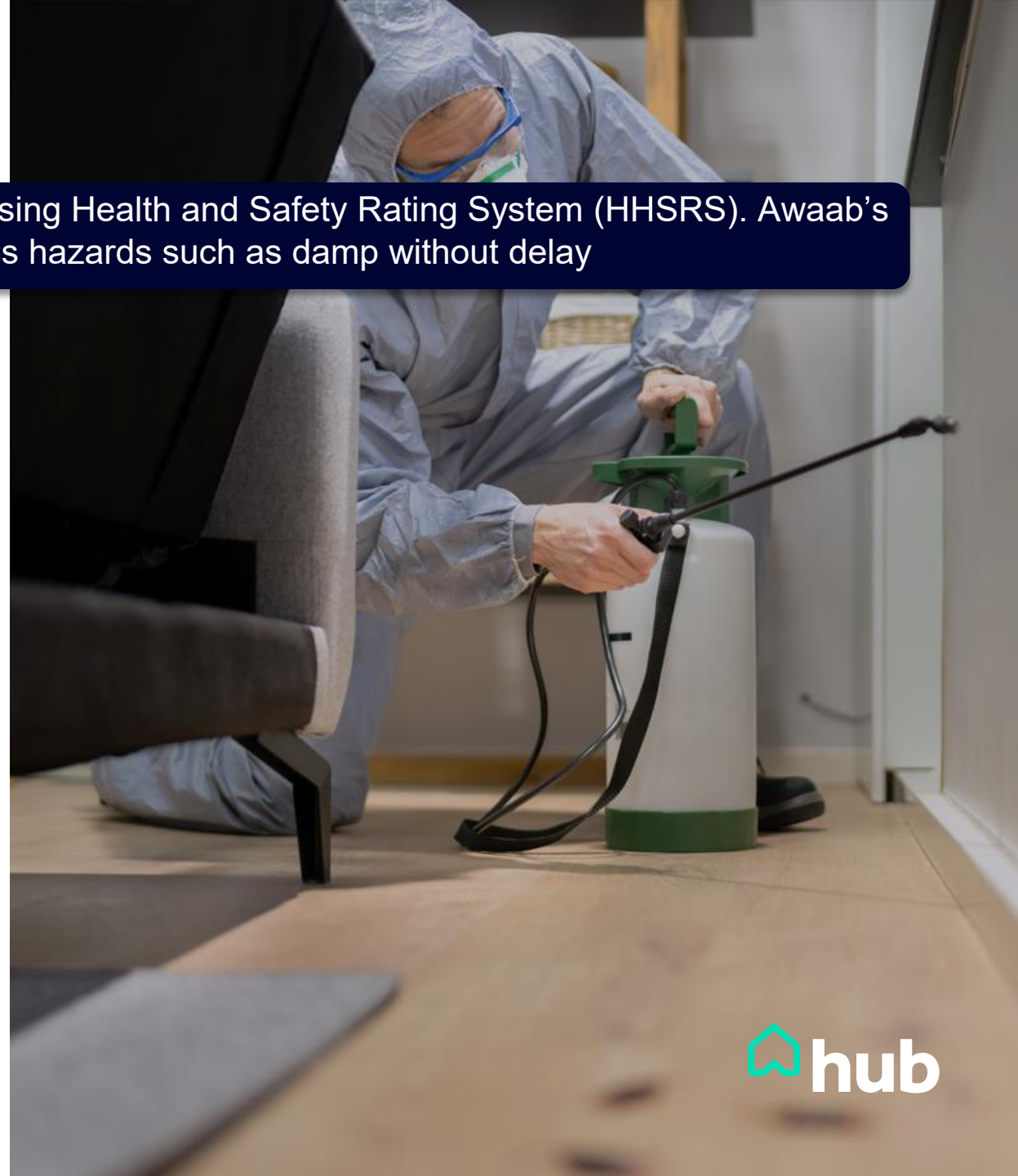
- ! Create a **pet profile form**, for tenants to complete when they request a pet (*a free template you can use is [here](#)*)
- ! **Prepare template letters** for granting or refusing consent. If refusing, reasons must be provided
- ! Prepare examples you can show landlords to demonstrate that your **regular property inspections** (for fully managed properties) help lower the risk of pet damage (*a free template for recording property inspections is [here](#)*)



Decent Homes Standard

The Decent Homes Standard will be incorporated into the Housing Health and Safety Rating System (HHSRS). Awaab's Law will be extended to the PRS, requiring landlords to address hazards such as damp without delay

- ! Ensure you have a **list of pre-approved trades people** to cope with specialist issues that are considered Category 1 hazards. I.e. damp specialists, asbestos surveyors, pest control
- ! If you have a software for reporting repairs: **build automated alerts** which remind agents to check serious repairs are fixed within the specified time-frames.

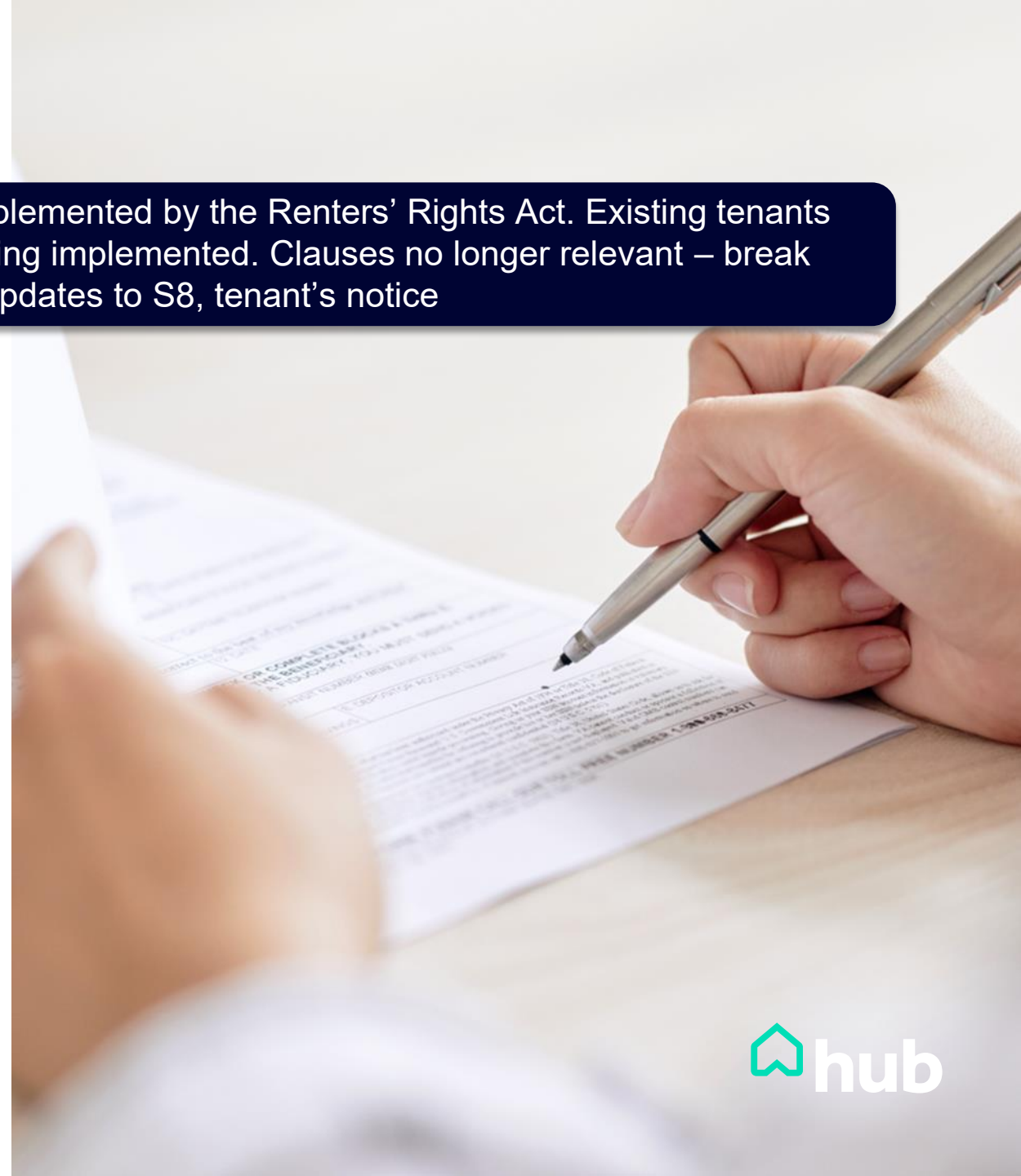


Does your agency include 24-hour emergency call-outs in your fully managed service?

Tenancy formats

New tenancy agreement templates will reflect the changes implemented by the Renters' Rights Act. Existing tenants will receive a Written Statement within 1 month of the RRA being implemented. Clauses no longer relevant – break clauses, rent increase, notice period for S21; New clauses – updates to S8, tenant's notice

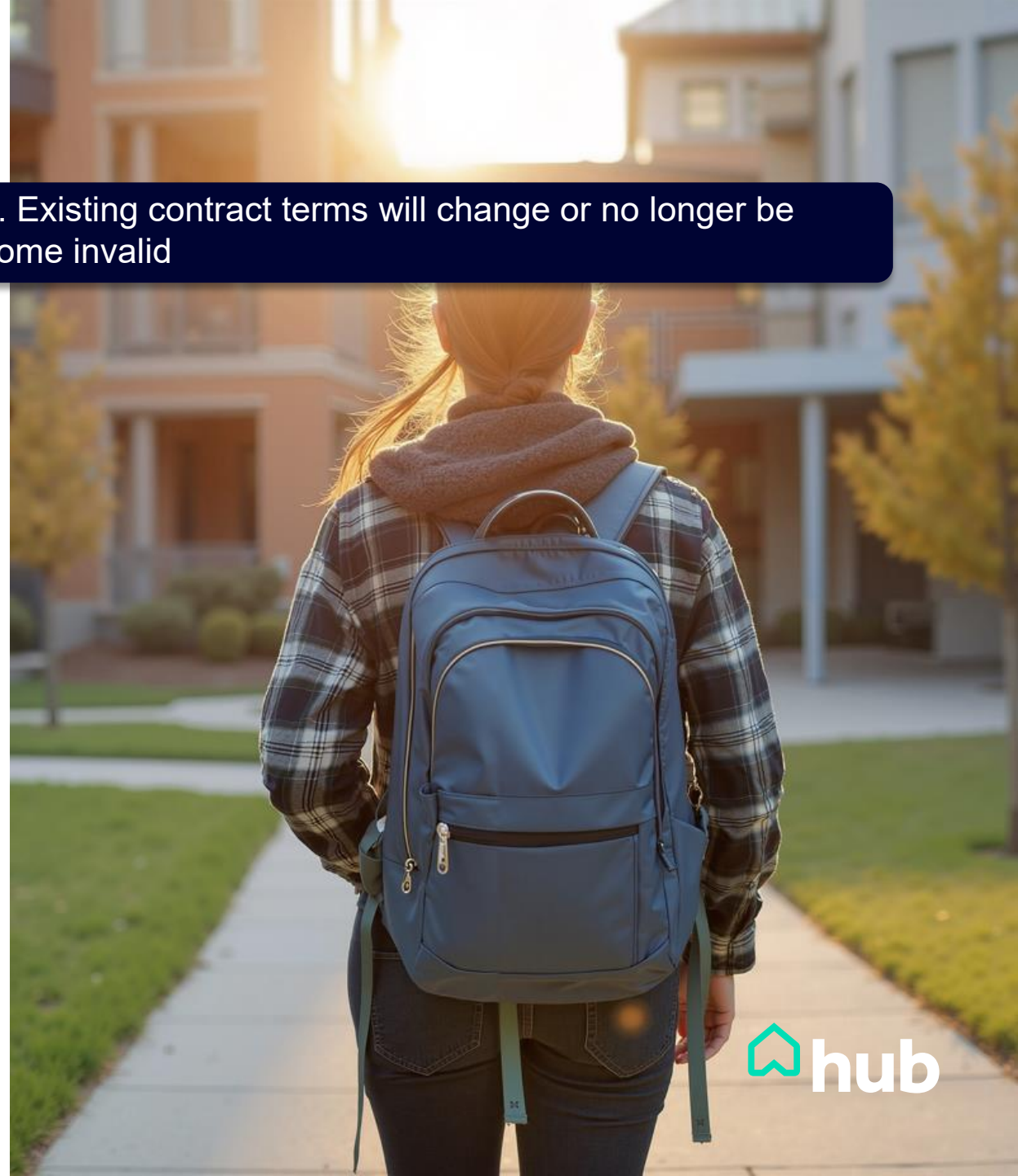
- ! **Advise landlords & tenants** of changes: leaflets or email summaries would be appropriate
- ! Confirm with your document supplier how quickly they'll **issue updated agreements** after Assent is received
- ! **Train all employees** on Assured Periodic Tenancies and how they differ
- ! **Review your guarantor agreements**- checking they'll be appropriate for tenancies that are rolling with unclear end dates



Rental payments

Rent periods will be monthly for all new and existing tenancies. Existing contract terms will change or no longer be relevant, e.g. rent increase clauses and break clauses will become invalid

- New tenants can still voluntarily pay rent in advance once a tenancy has begun, but landlords/agents cannot mandate this
- ! You should **consider professional guarantor companies** that you can recommend to tenants who fail referencing such as international students. E.g. *Rent Guarantor*



Ending an Assured

Tenants: must give 2 months' notice in line with a rent date; a joint tenant's notice ends the tenancy for all. Landlords can rely on Section 8 and the relevant grounds. The Section 8 process is evidence based.

- Be aware: Section 8 will be invalid if the landlord/property aren't on the database or the deposit wasn't protected
- Make sure any Section 8 notices are served in writing including the rationale of why it is being served
- ! **Prioritise updating your CRM history** / notes section as evidence of breaches in the contract will be invaluable
- ! If serving the Section 8 notice in-house, check your **professional insurance** covers you for errors. If not, it may be worth partnering with a legal firm

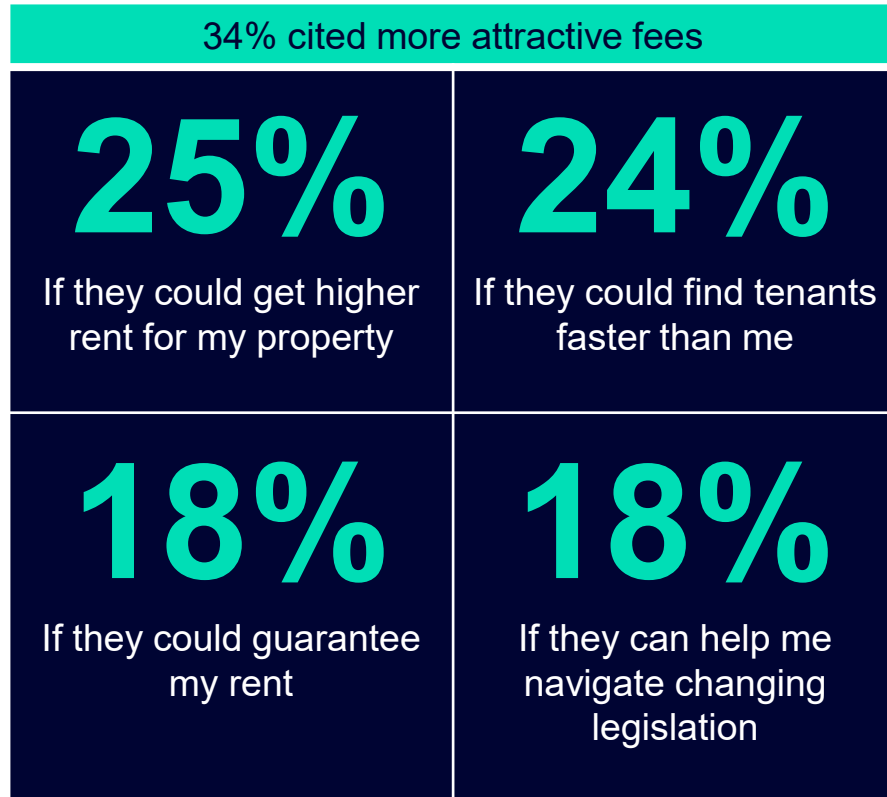


Landlords' points of view...

Which of the following would make DIY landlords likely to consider using a letting agent?

7/10 DIY landlords open to considering a letting agent

This spring Rightmove asked landlords "What would make you consider using a letting agent?"



The Act is an opportunity to convert your existing landlords to full management services

| | |
|---|---|
| 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. | ✓ |

24 September 2025

Lessons from Scotland



Scotland went through similar reforms in 2017

With the introduction of open-ended Private Residential Tenancies



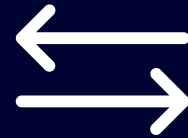
**Removal of fixed term
tenancies**



**No fault evictions were
banned**



**Clear grounds for
possession were
established**



**Tenants were given greater
flexibility (28 days notice)**

What was the immediate impact?

- **Tenant confusion:**
 - Many didn't understand open-ended agreements
 - Overseas tenants were especially unaware
 - Important to educate applicants on the changes
- **Consolidation in the market:**
 - Accidental landlords exiting
 - Fewer new landlords entering
 - Professional landlords expanding portfolios

Consolidation is also expected in England

1 in 3

landlords are considering leaving the market₁

34%

34% of full-time landlords plan to expand their portfolio in the next 12 months, compared to just 10% of accidental landlords₂

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?"

Be careful of...

- **Insurance loopholes:**
 - Insurers advising claimants to sign rentals, then quit after 28 days
 - Risk of void periods for landlords & agents
 - Protect by asking clear questions (why move? why this property?) & cross-checking referencing
- **Rent disputes:**
 - Increases must be justified with evidence (e.g., insurance, maintenance)
 - Clear documentation required
- **Master the possession grounds:**
 - Many Scottish cases rejected for not following guidance
 - Use checklists & build processes into tenancy set-up
 - Small details matter in court



How can you be proactive?

- **Position yourself as the trusted professional**
 - Showcase team qualifications & training
 - Share updates via blogs, social media, FAQs
 - Win market share from self-managing landlords
- **Be efficient**
 - Be clear on rights & responsibilities
 - Lock in agreements as soon as referencing is complete
 - Avoid delays—tenants often apply for multiple properties
- **Plan ahead & build systems**
 - Longer notice periods = need to be future-focused
 - Review rents earlier (e.g., month 8 for month 12 increases in Scotland)
 - Set alerts & processes to stay compliant and proactive

The screenshot displays the Dwello website's blog section. The top navigation bar includes links for Home, Properties, Landlords, Tenants, Investors, Blog, About us, and a Contact us button. The first blog post is titled "Navigating Scottish Tenancy Laws" and features a woman holding a key. The second blog post is titled "Investing in the Scottish Rental Market – Prospects and Challenges" and features a graphic of houses on top of stacks of coins. Both posts include a date of 20 February, 2025, and social sharing options.

Home Properties Landlords Tenants **Dwello** Investors Blog About us [Contact us](#)

Navigating Scottish Tenancy Laws

Managing rental properties can be a rewarding but complex endeavour, especially when it comes to navigating the intricacies of Scottish tenancy laws. Whether you're a seasoned landlord or just starting out, understanding the key regulations and staying up-to-date with recent changes is crucial to ensure compliance and avoid potential legal pitfalls.

Date: 20 February, 2025 | Share this on: [X](#) [f](#) [in](#) [✉](#)



Navigating Scottish Tenancy Laws

Investing in the Scottish Rental Market – Prospects and Challenges

The Scottish rental market presents a unique landscape for investors, with a mix of opportunities and challenges. Understanding the current state of the market, identifying investment prospects and anticipating future trends are crucial for making informed decisions.

Our expert team is here to guide you through every step of the process, ensuring you make informed decisions and secure the best returns on your investment. Whether you're a seasoned landlord or new to the property market, we offer personalised services tailored to your needs.

Date: 20 February, 2025 | Share this on: [X](#) [f](#) [in](#) [✉](#)



Investing in the Scottish Rental Market – Prospect & Challenges

Dwello

Overall, the result of the change was positive

- **The system brought clarity:** simpler paperwork, clearer possession grounds, and made tenants more aware of their obligations.
- **Raised property standards:** Tenants being able to end a tenancy at any time — also helped to remove poor-quality landlords from the market.



Remember:

**Agents who adapt fastest will come
out strongest**