

Hello NEIGHBOUR

Getting Ready for Renters' Rights Webinar

Thursday, Dec 04

Agenda

1. Welcome
2. Renters' Rights Act: What landlords need to know
 - Suzanne Smith, The Independent Landlord
3. What Hello Neighbour is doing about it
 - Rich Jenkins, CEO & Co-founder of Hello Neighbour
4. Questions





Renters' Rights Act: What landlords need to know

Suzanne Smith
4 December 2025



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What we're going to cover

- Change is coming
- Where are we?
- The tenancy reforms
- Civil penalties
- What must we do?
- Looking forward



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From lawyer to landlord

- I'm Suzanne Smith
- Worked as a solicitor in life sciences industry for 25 years until 2019 >>
- Started out as accidental landlord
- Bad experience with agents, so I decided to figure it all out myself
- Now self-managing landlord



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...and blogger



- Set up **The Independent Landlord** in 2022 to bring free, independent clarity
- **Free weekly newsletter:** 13k+ subscribers
- **The Independent Landlord Hub** provides extra support with 'no ads' membership
- **theindependentlandlord.com/**

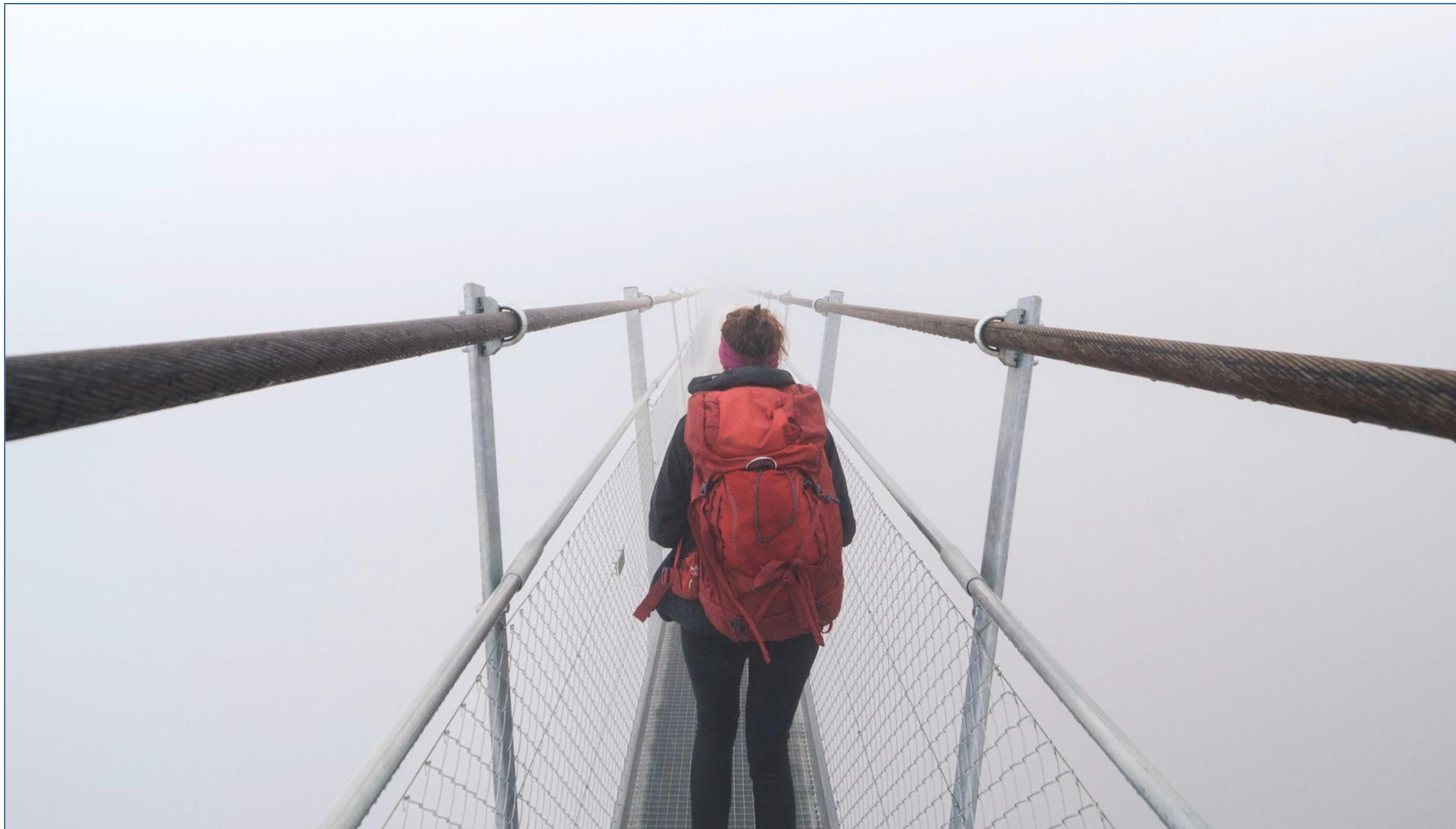


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A horizontal strip of a red brick wall serves as the background for the text. The bricks are a reddish-brown color with visible white mortar. The text 'Change is coming' is centered in the middle of the image in a large, white, sans-serif font.

Change is coming

Landlords approaching 2026



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When the fog lifts 



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Renters' Rights Act 2025

Where are we?

- RRA is on statute book, but has not come into force
- Some provisions start on 27 December 2025, inc. councils' power of investigation
- **Big bang** for tenancy reforms on **1 May 2026**
- PRS Database in **2027**
- PRS Ombudsman in **2028**
- Decent Homes Standard and Awaab's Law – **2035?**



What happens on 1 May 2026?

- All ASTs will become **Assured Periodic Tenancies** automatically on 1 May 2026
- All APTs will be **open-ended / periodic**,
- **No fixed terms** or minimum periods, even for students
- No more “renewals”
- It will be an offence to try to grant a new fixed term tenancy from 1 May 2026 – don't use old ASTs!



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What else changes?

Different rules to terminate APTs

- Tenants will be able to terminate with **two months' notice** (or less if tenancy agreement says less)
- Landlords will no longer be able to serve new Section 21 "no fault eviction" notices
- Landlords will need to have a valid Section 8 ground in order to terminate
- Lots of penalties if try to end tenancy any other way



When looking for new tenants

- **Proposed rent:** must state “proposed rent” on listings, adverts and offers for new tenancies
- **Rental bidding ban:** must not accept offer from tenant above the proposed rent (aka “rental bidding”)
- **Maximum rent period:** will be a calendar month
- **Rent challenge:** Tenants can challenge rent in first 6 months in First-tier Tribunal (can do now)



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Rent in advance (new APTs)

- **Prohibited Pre-tenancy Rent Payment:** breach of Tenant Fees Act to accept rent payment before tenancy signed by all
- **Initial rent:** can be paid between signing and start date, but not more than one calendar month
- **Rent in advance clauses invalid:** any clauses saying rent must be paid in advance during tenancy will be unenforceable
- **Voluntary payments:** Tenants can pay rent in advance voluntarily once tenancy agreement is entered into



Increasing rent

- The only valid way to increase rent will be by issuing a **Section 13 notice** (a new Form 4A)
- Will need to give at least **2 months' notice**
- Tenants can **challenge rent increase** in First Tier Tribunal
- FTT can reduce rent if it's above the 'market rent' for a similar property in the locality
- All existing rent review clauses will be invalid
- Will **not** be able to increase rent by addendum (without s13)





Civil penalties

Increased civil penalties

- Many breaches give council right to issue civil penalty of up to £7k, or up to £40k for offences and repeated breaches
- Examples:
 - Using old AST with fixed term after implementation date
 - Failing to state proposed rent
 - Accepting offer above proposed rent
 - Blanket 'no benefits' ban
 - Breach of Tenant Fees Act if ask for rent payment before signing





What must we do?

What landlords **MUST** do by 31 May 2026

- Must serve official government “**Information Sheet**” on tenants by 31 May 2026. (Will be published in March).
- Student HMO landlords will need to tell tenants they intend to use Ground 4A by 31 May 2026.
- Any oral tenancy agreements need to be confirmed in writing by 31 May 2026
- Civil penalties if landlords don’t do any of the above



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What landlords **DON'T** need to do

- No requirement to issue new Assured Periodic Tenancy agreement – the Information Sheet is all that's needed
- Be aware landlords will lose the benefits of being an “existing tenancy” if new APT is issued after 1 May 2026
- Don't “renew” the AST if the fixed term expires between now and 1 May 2025 – it will reset the clocks



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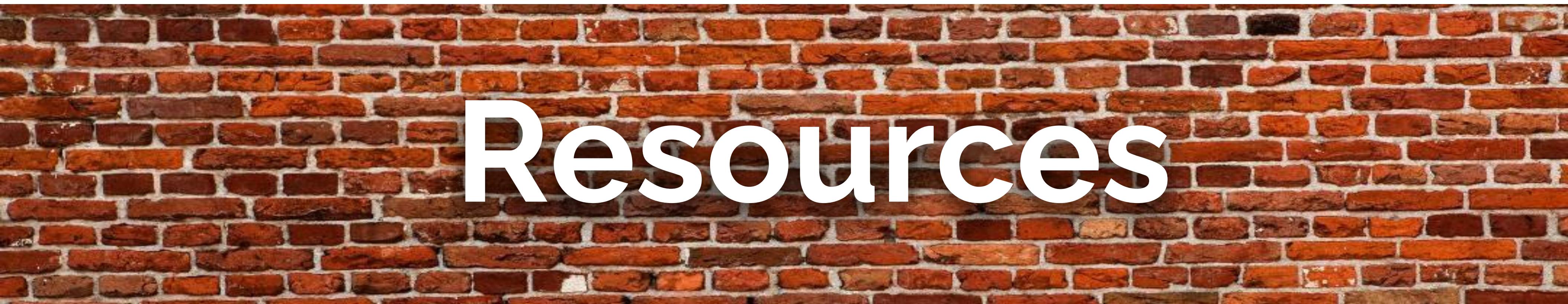
Looking forward

Looking forward...

- Attract and keep happy tenants with a quality service
- We run a business – it's not passive income
- We can't just "wing it" and hope for the best
- We need to take ownership, even if we delegate to agents
- Landlords can still self-manage, if they learn the new rules
- Get used to change and uncertainty
- Don't doom-scroll: get information from reliable sources



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Resources

Resources to help you

- Sign up for my **free weekly newsletter**
- My free Renters' Rights training on YouTube
- My entire website is free
- Join **The Independent Landlord Hub** for more support: 3 courses, twice-monthly live Q&As templates, forum

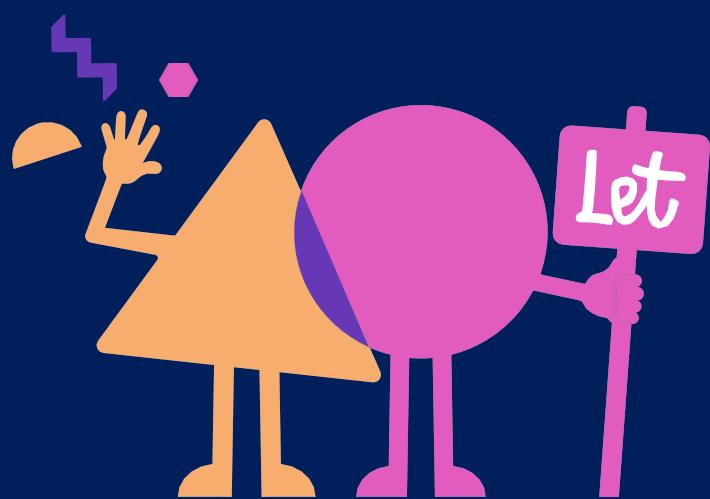


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What is Hello Neighbour doing about it

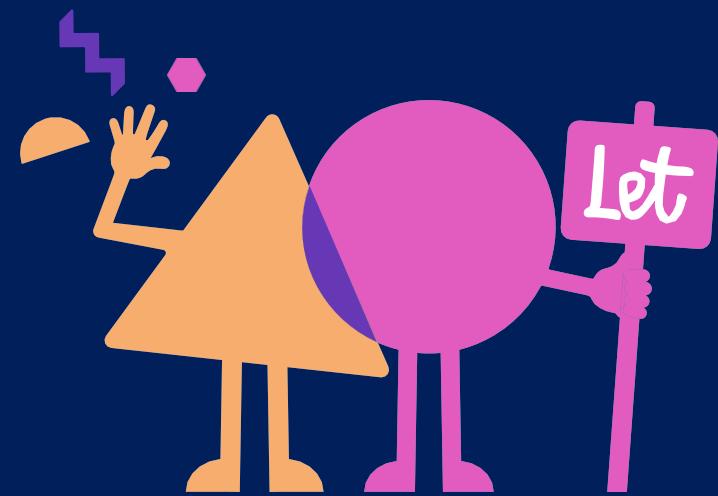
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Q&A



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+44 (0) 20 8051 9546

contact@hello-neighbour.com

hello-neighbour.com

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