



Digitally transforming
property management

A Landlord's Guide to the Renters' Rights Act

What the new rules are and how you can
prepare for them

Table of Contents

What is the Renters' Rights Act?	03	How Landlords Can Prepare Now	16
The Renters' Rights Act: A Short History	04	Timeline - What Landlords Must Note	18
Why the Renters' Rights Act Matters to Landlords	05	The EVO Approach	20
Why the Renters' Rights Act Is Being Introduced	08	Stay Informed of the Latest Developments	22
Key Changes at a Glance	10		
What These Changes Mean for Landlords	14		

Highlights:

- ✔ What is the Renters' Rights Act?
- ✔ When does it come into effect and what are the key dates?
- ✔ How will it affect landlords?



What is the Renters' Rights Act?

In England, more than **4.5 million households** live in the private rented sector (PRS) - that's around one in every five homes.

Many tenants enjoy positive relationships with their landlords, but some experience challenges such as:

- ✓ uncertainty around how secure their tenancy is.
- ✓ confusing or unfair tenancy terms.
- ✓ worries about retaliatory or "no-fault" evictions.
- ✓ homes that don't meet basic standards.
- ✓ barriers to renting with children, pets or when receiving benefits.

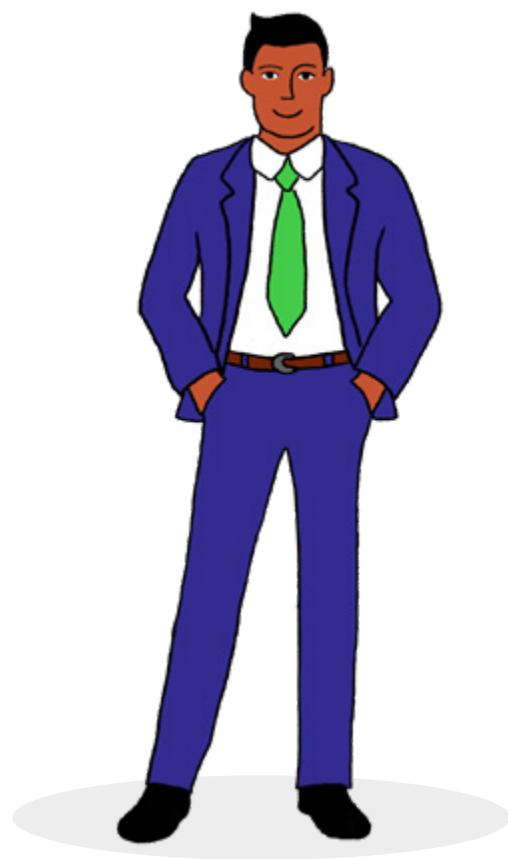
The Renters' Rights Act 2025 aims to address these issues. It represents the biggest reform of private renting in more than three decades and is designed to make the system fairer, clearer and more secure for everyone involved.

The Act strengthens protections for tenants by:

- ✓ promoting fair and consistent treatment.
- ✓ clarifying landlord and tenant responsibilities.
- ✓ improving property standards and safety.
- ✓ increasing transparency around rent and tenancy rights.
- ✓ holding landlords to clearer accountability obligations.

At the same time, it protects responsible landlords by strengthening possession grounds and introducing a more streamlined approach to dispute resolution.

Put simply, the Act aims to make renting more transparent and predictable, while ensuring landlords can continue to manage their properties effectively and professionally.



The Renters' Rights Act: A Short History

Reforming the private rented sector has been on the political agenda for several years.

Back in June 2022, the Conservative Government published a white paper titled [A Fairer Private Rented Sector](#). This outlined several major proposals, including:

- ✔ abolishing Section 21 “no-fault” evictions.
- ✔ creating a national register of landlords.
- ✔ improving property standards.
- ✔ strengthening local council enforcement.

These ideas later formed the basis of the Renters Reform Bill, introduced in 2023. However, the Bill did not pass before Parliament dissolved ahead of the July 2024 general election.

When Labour took office, the new Government confirmed it would pursue wide-ranging reforms to the PRS. Later in 2024, it introduced a strengthened and expanded version of the legislation - the Renters' Rights Bill.

This new Bill retained the core elements of the previous proposals but made several changes to improve clarity, strengthen timelines and align the reforms with Labour's wider housing agenda.

The Bill passed through Parliament and received Royal Assent on 27 October 2025, officially becoming the Renters' Rights Act 2025. This marked the most significant update to private renting law since the Housing Act 1988.



Why the Renters' Rights Act Matters to Landlords

While the Act brings many benefits for tenants, it also has a major impact on landlords - especially around how tenancies are granted, managed and ended.



It's now law

The Renters' Rights Act is no longer a proposal. It is now primary legislation, with different parts coming into force from 2026 onwards.



It brings important practical changes

Landlords will need to adapt to several new requirements, including:

- replacing fixed-term ASTs with rolling periodic tenancies.
- following new rules for rent increases.
- relying on strengthened Section 8 grounds rather than Section 21.
- meeting updated documentation and transparency requirements.
- adhering to new standards around discrimination and pet requests.



Implementation of the law will be in three phases:

Phase 1 - Tenancy Reforms (from 1 May 2026)

- New system of periodic tenancies replaces fixed-term Assured Shorthold Tenancies (ASTs).
- Section 21 ("no-fault") evictions abolished for relevant tenancies.
- Rules on rent increases, rent in advance, bidding, and non-discrimination come into force.
- Transitional rules apply for Section 21 notices served before this date.

Phase 2 - Oversight & Infrastructure (late 2026)

- Launch of the national PRS database, requiring landlord/property registration.
- Introduction of the PRS Landlord Ombudsman for dispute resolution.
- Additional enforcement and compliance systems begin to roll out.

Why the Renters' Rights Act Matters to Landlords

Phase 3 - Long-Term Standards (from 2030 onwards)

- Introduction of the Decent Homes Standard for the PRS.
- Extension of Awaab's Law time-limit repair requirements to private landlords.
- Additional measures introduced over time to improve physical health, safety, and energy efficiency.

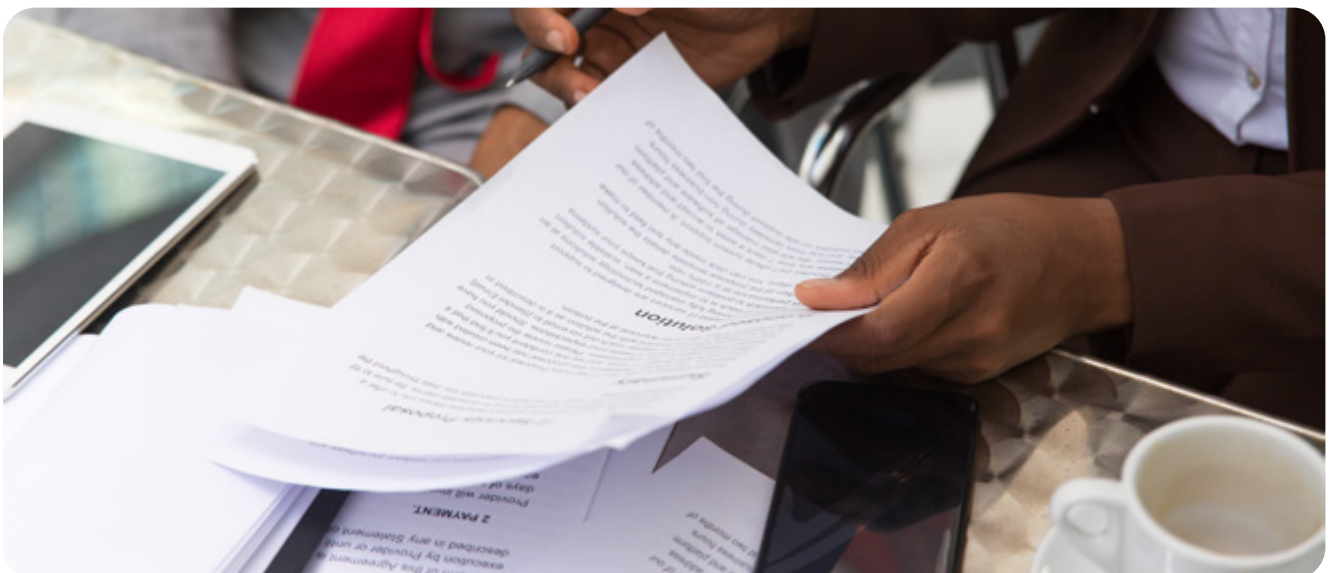


Non-compliance will not be tolerated

The Act introduces a mandatory Private Rented Sector (PRS) Landlord Ombudsman Service that all private landlords in England must join. The service is designed to provide a free, fair, and impartial route for tenants to resolve disputes with their landlords without going to court.

Failing to comply with the new rules could result in:

- difficulties regaining possession.
- fines or penalties.
- complaints being escalated to the new ombudsman.
- reputational damage.
- enforcement action from local authorities.



Why the Renters' Rights Act Matters to Landlords



Tenants are more informed

With the Act regularly covered in the media, renters are becoming more aware of their rights. Landlords who understand the rules will be better equipped to respond fairly and confidently.



It helps future-proof your portfolio

The PRS is moving towards higher standards and stronger regulation. Preparing now ensures landlords stay ahead of future changes and operate professionally within the evolving landscape.



You will need to be more proactive

Landlords who prepare early - by reviewing agreements, updating processes and improving communication - will find the transition much smoother.



Why the Renters' Rights Act Is Being Introduced

Most landlords offer a good service and maintain positive relationships with their tenants. However, the sector still faces several long-standing challenges.

1

Growing dissatisfaction among renters

While most residents are satisfied with their homes, around one in five say they are unhappy with their living conditions, tenancy or landlord - representing nearly one million households in England.

2

Home ownership is becoming less achievable

Back in 2005, roughly [70% of households](#) in England owned their homes. Today that figure is closer to 63%, and projections suggest ownership rates may continue to fall. More people are renting for longer, increasing pressure on the PRS.

3

Key issues behind the reforms

Insecure tenancies

Before the Act, landlords could end a tenancy using Section 21 “no-fault” notices. This reduced security and, in some cases, deterred tenants from reporting required repairs or other issues such as damp and mould.

Lack of transparency around rent increases

Some landlords increased rents sharply or used Section 21 to replace existing tenants with higher-paying ones. Bidding wars also became more common in high-demand areas.

Why the Renters' Rights Act Is Being Introduced

3

Poor-quality accommodation

Issues such as damp, mould, cold homes and delays to repairs affected a significant proportion of renters - often families or those in lower-income households.

Barriers to renting

Long-standing “no pets”, “no children” or “no benefits” policies limited access to homes for many people. The Act aims to put an end to these blanket restrictions.



Key Changes at a Glance

The Renters' Rights Act introduces a wide range of reforms. Here are the main changes landlords need to be aware of:



Abolition of Section 21 (No-Fault) Evictions

- ✓ Section 21 notices will no longer be allowed.
- ✓ From 1 May 2026, no new Section 21 notices can be served.
- ✓ Landlords will instead need to rely on strengthened Section 8 grounds.
- ✓ Landlords will also need to rely on new grounds including; serious rent arrears (at least three months' arrears), antisocial behavior, and specific situations like the end of a superior lease or for student and employee accommodation.

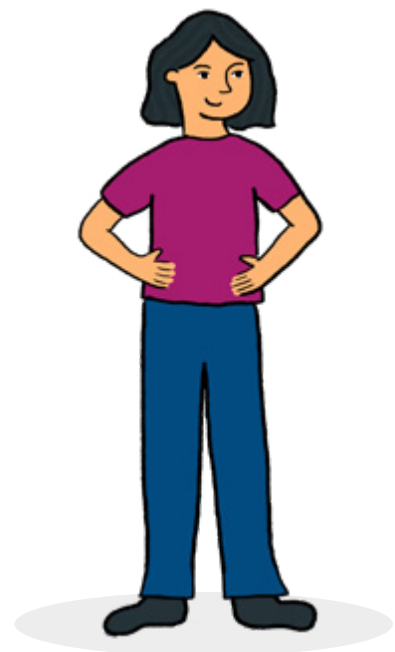


Strengthened Section 8 Grounds

The Act expands and updates the valid reasons a landlord can use to recover possession, including:

- ✓ the landlord or close family intending to move in.
- ✓ intention to sell.
- ✓ mortgage lender repossession.
- ✓ tenant death with no successor.
- ✓ serious antisocial behaviour.
- ✓ significant or repeated rent arrears.
- ✓ breach of tenancy terms.
- ✓ damage to the property.
- ✓ ending a tenancy tied to employment.
- ✓ false or misleading information provided on tenancy application.

[Learn more about Section 8 Grounds](#)



Key Changes at a Glance



Tenancy Reform: Move to Rolling Periodic Tenancies

- ✓ All new assured tenancies will become monthly periodic tenancies.
- ✓ Fixed-term Assured Shorthold Tenancies (ASTs) will be phased out.
- ✓ Existing tenancies will convert under transitional rules.



Rent Increases and the Rent-Bidding Ban

- ✓ Rent can only be increased once per year.
- ✓ Landlords must follow the statutory process.
- ✓ Rent bidding is outlawed - landlords cannot accept offers above the advertised rent.
- ✓ Tenants can challenge increases through a tribunal.



Key Changes at a Glance



Pet Requests

- ✓ Tenants can request to have pets.
- ✓ Landlords cannot unreasonably refuse.
- ✓ Pet insurance may be required to cover any potential damage.



Ban on Certain Types of Discrimination

Landlords cannot refuse tenancies to applicants with children or those receiving benefits, provided they can afford the rent.



PRS Landlord Register and Ombudsman

- ✓ A national database of landlords and properties will be introduced from late 2026.
- ✓ Once the national database has been introduced, all landlords will be required to join a dedicated ombudsman scheme.



Key Changes at a Glance



Stronger Local Authority Enforcement

Councils will have more powers to take action against landlords who do not comply with their obligations, including the ability to impose higher penalties.



Decent Homes Standard & Awaab's Law

- ✓ A new Decent Homes Standard for the PRS is being developed.
- ✓ Awaab's Law timeframes for responding to damp and mould reports will be extended to private landlords.
- ✓ Exact timelines for these elements will be confirmed in future regulations but currently it is set from 2030 onwards.

[Read the current version of the Decent Homes Standard](#)

[Learn more about Awaab's Law](#)



What These Changes Mean for Landlords

The Renters' Rights Act brings a shift in how landlords will need to run and document their tenancies. While many landlords already operate professionally, the Act raises expectations around transparency, communication and record-keeping.



You'll need stronger documentation

Clear records will become more important than ever - particularly if issues escalate to the ombudsman or tribunal. Landlords should keep detailed evidence of:

- written communication with tenants.
- repair and maintenance history.
- rent payments and arrears.
- attempts to gain access for repairs.
- complaints and how they were handled.
- pet requests and the reasons for decisions.
- any notices served.

Good documentation not only supports compliance but also reduces the risk of misunderstandings.



Tenancy management will become more active

Because all assured tenancies will move to monthly periodic arrangements, landlords will need to keep a closer eye on:

- the two-month notice period tenants can give.
- annual rent-increase timing.
- how the strengthened Section 8 grounds apply.
- ongoing tenant behaviour and breach processes.

This means less predictability than fixed-term ASTs but more flexibility for both parties.

What These Changes Mean for Landlords



Repairs and standards will face greater scrutiny

Although full details on the PRS Decent Homes Standard and Awaab's Law roll-out are still to come, it's clear that expectations around repair responsiveness and overall property condition are increasing.

Being proactive with repairs, keeping thorough logs, and engaging early with tenant concerns will help avoid escalations.



A chance to strengthen relationships with tenants

The Act isn't only about regulating the sector, it also creates opportunities for better, more transparent landlord-tenant relationships. Landlords who:

- respond quickly to issues.
- communicate clearly.
- handle rent increases fairly.
- approach pet requests reasonably.
- maintain high property standards.

are more likely to keep reliable, long-term tenants and reduce voids.



How Landlords Can Prepare Now

Even though not all measures take effect immediately, early preparation will make the transition easier and help landlords stay ahead of future changes.

Review and update tenancy agreements

Future agreements should:

- follow the rolling periodic model.
- clearly state the proposed rent (to comply with rent-bidding rules).
- reflect the annual rent-increase process.
- allow for fair consideration of pets.
- remove blanket exclusions for children or benefit recipients.
- reference the updated possession grounds.

Stay alert to updates on the new PRS database and ombudsman

Both are expected to go live from late 2026. Landlords will need to register, so it's worth making sure property and ownership records are well organised.

[Follow EVO on LinkedIn](#) for up to date information on the PRS database and ombudsman.

Refresh your internal processes and policies

You may need to update:

- how you schedule rent reviews.
- repair response times and follow-up processes.
- equality and non-discrimination policies.
- communication standards.
- how you store compliance evidence.
- procedures for issuing notices and documents.

How Landlords Can Prepare Now

✓ Plan strategic rent reviews

With only one increase permitted each year, timing becomes more important. Landlords should consider:

- local rental trends.
- affordability.
- planned maintenance.
- tenant history and satisfaction

✓ Improve communication and record-keeping

Clear, written communication helps prevent disputes and acts as evidence if issues escalate. Digital systems can make this easier and more efficient.

✓ Audit your current stock

It's a good time to review:

- EPC ratings.
- gas and electrical safety records.
- [damp and mould](#) risks.
- smoke and CO detector compliance.
- HMO licensing (if relevant).
- open repair issues.
- general property safety.

This helps ensure you stay compliant as enforcement powers tighten.



Timeline - What Landlords Must Note

Here is a clear overview of the main dates and phases associated with the Renters' Rights Act.



27th October 2025

The Renters' Rights Act receives Royal Assent.



1st May 2026 - Major reforms take effect

This marks the beginning of several core changes:

- abolition of new Section 21 notices.
- all new assured tenancies move to periodic monthly arrangements.
- rent bidding is banned.
- discrimination against benefit recipients or families is prohibited.
- new rules for pet requests.
- annual rent-increase rules apply.
- new documentation requirements begin.



On or before 31st May 2026

Landlords of existing tenancies must:

- give tenants the government's new "information sheet".
- provide a written statement of terms for any tenancy without written documentation.

Timeline - What Landlords Must Note



31st July 2026

Final deadline for court proceedings based on a historic Section 21 notice (served before 1 May 2026).



Late 2026

Expected rollout of:

- the national PRS landlord and property database.
- the statutory landlord ombudsman scheme.

Landlord registration will become a legal requirement.



2027-2035 (dates to be confirmed)

Phased implementation of:

- the PRS Decent Homes Standard.
- Awaab's Law response-time requirements for damp and mould in PRS properties.

Exact timings will be set by future regulations.

The EVO Approach

EVO is a **fully managed end-to-end digital solution** to which housing providers can outsource all their property repairs and maintenance operations.

It uses a combination of automation and digital technologies to simplify communication between tradespeople, landlords and housing associations. This results in quality housing and a great tenant experience.

Benefits to Tenants:

- ✓ **Quick and easy repair reporting** with real-time updates.
- ✓ **24/7 support and communication**, all in one place.
- ✓ **Trusted, vetted tradespeople** for safe, reliable repairs.
- ✓ **Faster issue resolution** - maintaining the decent home standard.
- ✓ **Simple appointment scheduling** with full visibility of repair history.

Benefits to Landlords:

- ✓ **Removes the hassle of property management** with a low-cost, fixed-fee, end-to-end digital service.
- ✓ **Provides full visibility and control** via a dashboard showing all issues, work history, and compliance status.
- ✓ **Guarantees reliable, qualified tradespeople** through EVO's accredited network.
- ✓ **Automates workflows to cut admin time** and regulatory risk, ensuring seamless compliance.
- ✓ **Reduces maintenance costs by 35-60%.**
- ✓ **Provides a 12 month warranty** on completed repairs.

The EVO Approach

Here's how it works:

- 1 Each resident is given the **EVO Living App**. They can use it to get information on simple maintenance tasks and make repair requests.
- 2 Residents can request a repair in less than 30 seconds, sending a description and photographs of the problem.
- 3 The resident chooses time slots that are convenient for them. Or, they can drop off a key at a secure location for the tradesperson to let themselves in.
- 4 The request is automatically sent out to the next available suitably qualified member of the EVO verified trades network.
- 5 The tradesperson is also given all the job and property data and history they need to carry out the repair. This reduces the need for repeat visits.
- 6 The tradesperson accepts the job and the resident is sent an update telling them who will attend. On the day, they can track the tradesperson's progress to see exactly when they will arrive.
- 7 The tradesperson sends details and pictures of the repair to the EVO help desk for quality checking and sign-off.
- 8 All work is carried out to a high standard and is given a 12-month EVO warranty.
- 9 The resident is asked to give a satisfaction score so that quality and system effectiveness can be continually monitored.

[Get in touch](#) to find out how EVO could revolutionise your repairs and maintenance operations.

Stay Informed of the Latest Developments

The Renters' Rights Act is a major shift for the PRS, and staying informed will help landlords remain compliant and avoid unexpected issues. Reliable sources for updates include:

- ✓ The [EVO Insights](#) page - practical guides and explanations
- ✓ [EVO newsletter](#) - subscribe for monthly industry insights
- ✓ [EVO LinkedIn](#) - regular updates for landlords
- ✓ [GOV.UK](#) - official commencement regulations and guidance
- ✓ [NRLA \(National Residential Landlords Association\)](#) - landlord-focused updates
- ✓ [Propertymark](#) - insights for agents and landlords





Evo Digital Technologies Limited
STC House
7 Elmfield Road
Bromley
BR1 1LT

+44 (0)20 8691 9293
hello@evo-pm.com

Please note: All calls are recorded for
training and quality purposes.