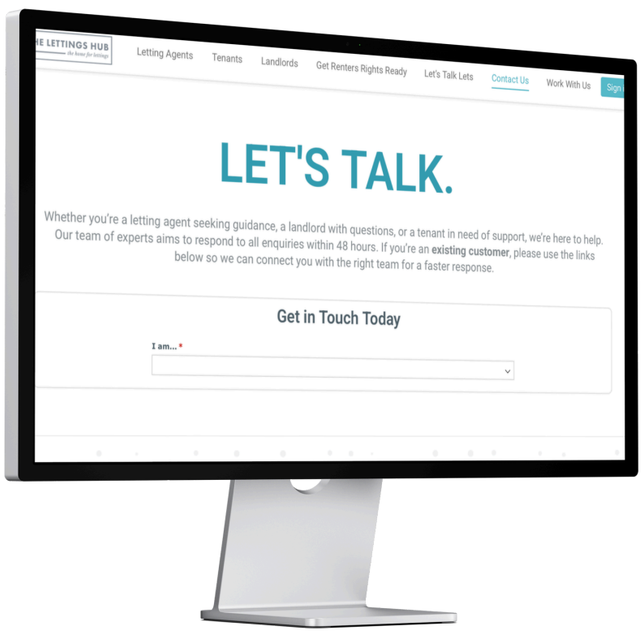
LANDLORD & TENANT COMMUNICATION TEMPLATES

INCLUDED IN THIS PACK:

Understanding the Renters' Rights Act is one thing - explaining it clearly to your landlords and tenants is another. This pack has been designed to make that process as straightforward as possible, giving you the tools to communicate the changes quickly, confidently, and consistently.

Inside, you'll find a complete email and letter templates that you can use to introduce the changes to your landlords and tenants. These templates are ready to send as-is or adapt to your tone of voice, so you don't have to start from scratch.

We've also included shorter snippets that can be added to your everyday communications, whether that's BAU emails, letters, website updates, or social media posts. These make it easy to keep everyone informed without having to write everything from scratch every time.



Our goal is to give you flexible, practical resources that save time while keeping your communications professional and clear.

If you need extra guidance, our team is here to talk you through the changes and answer any questions. You can also visit Let's Talk Lets to access the latest infosheets and toolkit resources to support your agency in staying ahead of these important updates.

LANDLORD COMMUNICATION

IMPORTANT CHANGES EMAIL / LETTER

Dear [Landlord name],

As you may be aware, the Renters' Rights Act comes into force on 1st May, bringing a number of significant changes for landlords across England. Recent research shows that more than half of landlords are feeling unprepared for the full scope of the new regulations, so we want to ensure you are fully informed.

Firstly, there's nothing to worry about. While the Act introduces new processes, it also presents opportunities to strengthen compliance and plan ahead with confidence.

As part of this preparation, we have completed a full review of your tenancy.
[Insert 2–3 sentences summarising your findings]

The tenancy at [property address] is due for renewal on [renewal date], which falls [before/after] 1st May.
If the renewal is BEFORE 1st May:
You may choose to renew on a 6-month fixed term or switch to a rolling periodic tenancy now. Please confirm which option you prefer and we will action this for you.
If the renewal is AFTER 1st May:
We will write to the tenant before the legislation takes effect, but the existing fixed term will run to completion before any switch to a rolling periodic agreement takes place.

We are also offering a rent review service ahead of the legislation changes. From May, the only route to increase rent will be through a Section 13 Notice, which can be challenged at tribunal. Completing a review now ensures rental values remain aligned with the local market.
If you would like us to carry out a rent review, please let us know. (A fee of £[XX] applies.)

Rent & Legal Protection
We strongly recommend considering Rent & Legal Protection if you do not already have it in place. With the abolition of Section 21, the introduction of rolling tenancies and a ban on taking rent in advance, protection in the event the tenant fails to pay their rent is invaluable.
Benefits include:

- Guaranteed rent up to £100,000
- Arrears paid until vacant possession
- 75% rent paid after possession
- Legal costs covered up to £100,000
- Expert handling of all notices and possession proceedings

If you choose not to take out a policy, we will provide a disclaimer for you to sign for our records. For more details, you can also access the Landlord Hub here.

Please let us know how you would like to proceed with the tenancy and whether you would like us to action a rent review. We're here to support you every step of the way.

Kind regards,

[Agent Name]
[Agency Name]

LANDLORD COMMUNICATION

ADDITIONAL SNIPPETS

1 | RENT AND LEGAL PROTECTION

The upcoming legislation will abolish Section 21 (no fault) possession and Fixed Term tenancies and require a tenant to be in 3 months of rental arrears before a Section 8 notice can be served. With court times already increasing and rents due to rise dramatically the cost to evict a tenant, on average, will be £14,000.

Furthermore, landlords who want their tenants to leave their property, will be faced with the complexities of serving notice correctly and compliantly from 36 different mandatory and discretionary grounds for possession. In such uncertain times for landlords, Rent and Legal Protection gives you complete peace of mind. It means you benefit from:

- Cover for all breaches of tenancy – including non-payment of rent, anti-social behaviour, sub-letting and squatting.
- Expert legal teams will ensure any Notices served are issued correctly and compliantly.
- Guaranteed Rent: Ensure continuous rental income, even if the tenant defaults on payments. Cover up to £100,000 for lost rent.
- Arrears paid out until vacant possession & 75% rent paid after vacant possession
- Legal Expenses up to £100k covered: Access to comprehensive legal support for tenant disputes, including possession proceedings.
- With 36 grounds for possession in operation, you will have access to experts who will manage the entire legal process for you, getting it right first time.
- Fast Claims Process: Simplified claims process controlled through [agent], allowing for timely resolution and minimal disruption for you.
- Peace of Mind: Reduced financial risk and greater security in managing your property portfolio.

If you wish not to take out a Rent and Legal Policy, we ask you sign the attached disclaimer letter for our records and we will ensure your account is updated accordingly. For any further information, please get in touch with one of the team who will quote your property and talk through any questions.

2 | TENANCY AGREEMENT

The tenancy agreement for [address] is due for renewal on [date]. This year, we wanted to contact you directly to outline the upcoming changes introduced by the Renters' Rights Act and to discuss how you would like to proceed with this tenancy in the lead-up to those changes.

As you may be aware, fixed-term tenancies will no longer be available once the new legislation takes effect on 1st May 2026. All tenancies will instead move to rolling periodic agreements, allowing tenants to give one month's notice at any time. As this property will renew before this date, we are writing to see if you would like to renew for an additional 6 months fixed term, or if you would like to switch to a rolling period tenancy now? We are currently seeing landlords take both approaches. Some prefer the reassurance of securing the next [X months until 1st May], while others are opting to transition to periodic agreements ahead of the legislative change.

If you are unsure and would like to discuss with a member of the team, please get in touch and we are able to talk through your options in more detail.

LANDLORD COMMUNICATION

ADDITIONAL SNIPPETS

3 | SECTION 13 & RENT REVIEW

The tenancy agreement for [address] is due for renewal on [date]. This year, we wanted to contact you directly to explain upcoming changes introduced by the Renters' Rights Act and to discuss the current rental value of the property.

Under the new legislation, rent can only be increased once per year and only by serving a Section 13 Notice. Previously, we reviewed and adjusted rent at the point of renewal, but as all tenancies will transition to periodic agreements, formal renewals will no longer take place. Once a Section 13 Notice is served, tenants may challenge the proposed increase. If they do, the case can go to tribunal, where a decision will be made on whether the new rent is fair and in line with the local market.

These changes take effect from 1st May, and we would like to offer you a full rent review for [£XX] ahead of this date. This will allow any necessary adjustments to be made before the new rules apply. As part of this service, we will compare the property with local market rates and provide you with a detailed report to ensure you are comfortable with the proposed rental amount.

If you have any questions about rent increases under the new legislation, or if you would like us to carry out the rent review, please contact the team and we'll be happy to help.

4 | RENT IN ADVANCE

As part of the Renters' Rights Act 2025, tenants will no longer be able to pay more than one month's rent in advance. We recognise that this may raise concerns for landlords who have previously relied on advance payments—particularly in situations where tenants do not have a UK-based guarantor or are not in permanent employment. We want to reassure you that there are several solutions in place to ensure you continue to have the protection you need.

One key option is the use of a Professional Guarantor. This service is available to any tenant but is especially beneficial for those who might traditionally pay rent in advance, such as overseas students, individuals returning to the UK after travelling, or those who are retired. Much like a personal guarantor, a Professional Guarantor provides protection against loss of rent and damage to the property, offering added peace of mind for both you and your tenants. Provided by our referencing supplier The Lettings Hub, it is an insurance backed solution and it is straightforward to arrange, helping reduce the risk of void periods between tenancies.

In addition to this, we will continue to carry out comprehensive tenant referencing prior to each new tenancy. This ensures that any prospective tenant is fully verified and financially able to meet their rental commitments.

If you have any questions about these changes or would like to discuss how they may affect future tenancies, please feel free to get in touch with our team.

LANDLORD COMMUNICATION

ADDITIONAL SNIPPETS

5 | PETS IN LETS

The Renters' Rights Act comes into force on 1st May 2026, and one key change is the removal of blanket bans on pets. Under the new legislation, tenants will be able to request permission to keep a pet in the property, and landlords will have 28 days to approve or decline the request. The government has made it clear that refusals must be based on a reasonable reason—for example, restrictions in a head lease, the pet being unsuitable for the property, or an allergy affecting another tenant in an HMO. Personal preference, bias against pets, or a landlord's own allergy will not be considered acceptable grounds for refusal.

We are contacting you now because the tenant has previously requested permission to keep a pet, and that request was declined. Once the new legislation takes effect, they may submit a new request, and we want to ensure you are aware of the protections we already have in place.

All pet requests will be handled through [insert agency name]. We will discuss each request with you and help determine whether it is suitable. If you decide to accept, we will then offer the tenant a Tenants' Home Insurance policy with Pet Damage Protection included. This provides cover for up to eight pets and includes up to £10,000 worth of damage protection. The policy costs as little as £2 per month, meaning it provides strong protection for your property without creating any significant financial impact on the tenant. It also protects their deposit and helps ensure a smoother, stress-free move-out process.

If you have any questions about this part of the legislation or would like to discuss how it may affect this tenancy, please don't hesitate to get in touch with our team.

TENANT COMMUNICATION

IMPORTANT CHANGES EMAIL / LETTER

Subject: Upcoming changes to your tenancy – Renters' Rights Act

Dear [Tenant name],

We are writing to update you on the upcoming Renters' Rights Act, which comes into effect on 1st May and introduces several changes to how tenancies operate in England.

The key changes that affect tenants include:

- All tenancies will become periodic (rolling) rather than fixed term
- Section 21 (no-fault) evictions will be removed
- Section 13 will become the only method for increasing rent, and only once per year

We also want to clarify the new rules around pets. While the legislation gives tenants the right to request permission to keep a pet, it does not mean pets can be brought in immediately or without approval. From 1st May:

- You can submit a formal request for a pet
- Your landlord must respond within 28 days
- They may decline if there is a reasonable reason, such as restrictions in the head lease or the pet being unsuitable for the property
- If the request is approved, we will discuss Pet Damage Protection as part of your Tenants' Home Insurance, which can help to protect your deposit.

We have also carried out a tenancy review in preparation for these changes.
[Insert 2–3 sentences about findings]

Your tenancy at [property address] is due for renewal on [renewal date], which falls [before/after] 1st May.
If the renewal is BEFORE 1st May:
Your landlord may choose to move to a rolling periodic tenancy at renewal, however we will confirm this with you closer to the time.
If the renewal is AFTER 1st May:
You will receive a letter before 1st May explaining the change, but your tenancy agreement will remain as it is until the end of the fixed term.

Tenants Home Insurance
Finally, we want to remind you of the benefits of Tenants' Home Insurance, which protects your contents and, if needed, can include Pet Damage Protection for just a small monthly amount.

If you have any questions about the upcoming changes or your tenancy, we are here to help.

Kind regards,
[Agent Name]
[Agency Name]

SAMPLE

TENANT COMMUNICATION

ADDITIONAL SNIPPETS

1 | TENANTS HOME INSURANCE (WITH PETS)

We are writing to let you know about an upcoming change under the Renters' Rights Act 2025, which gives tenants the right to request permission to keep a pet. As you have previously enquired about having a pet, we wanted to make sure you understand the new process and how you can protect your tenancy deposit if your request is approved.

From 1st May, if you would still like to keep a pet, you can submit a request to us directly. Please include the type of pet and how many you wish to have in the property. We will then pass this to your landlord, who will have 28 days to review the request and decide whether to accept or refuse. A refusal can only be made for a reasonable reason, such as restrictions in a head lease or the pet (or number of pets) being unsuitable for the property.

If your landlord accepts the request, we will discuss adding Pet Damage Protection to your Tenants' Home Insurance policy. This can cost as little as £2 per month and covers scratching, chewing, biting, fouling, and damage to fixtures, flooring, and your own contents. This helps protect your deposit and makes the move-out process smoother by reducing the risk of end-of-tenancy disputes related to pet damage.

If you have any questions as we approach 1st May, please get in touch - we're here to help.

2 | PROFESSIONAL GUARANTOR

We are writing to let you know about a change under the Renters' Rights Act 2025, which limits tenants to paying no more than one month's rent in advance. We understand this may make it more challenging for some tenants, particularly if you do not have a UK-based guarantor or are not in permanent employment.

To help, we offer the option of a Professional Guarantor. This service is available to any tenant but is particularly useful for those who would have otherwise paid rent in advance, including overseas students, individuals returning to the UK, or those who are retired. A Professional Guarantor works like a personal guarantor, giving landlords protection against loss of rent or property damage, while allowing you to secure a tenancy without needing a family member or friend to act as a guarantor.

It is quick and easy to set up, and only costs 3 weeks worth of rent. It also reduces the risk of delays or complications when moving in, giving both you and the landlord peace of mind throughout your tenancy.

If you have any questions about using a Professional Guarantor or how it works, please get in touch with our team - we'll be happy to explain the process and support you.

LANDLORD & TENANT COMMUNICATION TEMPLATES

ADDITIONAL SUPPORT

At The Lettings Hub, we're always here to support you through the ever-changing lettings landscape. With the Renters' Rights Bill introducing new regulations, staying updated is crucial. That's why we offer a variety of resources to help you navigate these changes smoothly. From webinars and blogs to tailored guides, our platform is packed with expert insights. Be sure to follow us on LinkedIn and bookmark our Renters' Rights Hub for the latest updates, tips, and advice.

