Renters' Rights Act | Your Ultimate Guide To Sending The Government Letter

From 1st May, the lettings landscape is set for fundamental change with the implementation of the Renters' Rights Act.

Alongside the wider reforms which include changes to notice periods, rent increases, tenancy structures, and enforcement - there is also a specific requirement for landlords and letting agents to issue the Government's tenant information sheet.

This document must be provided to relevant tenants, setting out the key changes introduced by the Renters' Rights Act.

While the requirement itself is straightforward, the process around issuing the document - including identifying the correct recipients, managing distribution, and maintaining a clear record of delivery - requires a structured approach.

This isn't optional, and it can't be adapted or rewritten. It is a standardised document, and agents should ensure it is issued correctly, consistently, and with a clear record of delivery.

This communication is likely to be one of the first direct touchpoints your tenants will receive about the new regime. Handled well, it builds confidence, clarity, and trust. Handled poorly, it risks confusion.

In this infosheet, we provide a practical, step-by-step guide to help agents approach this in a structured, compliant, and operationally efficient way.



Information Sheet

After several months of waiting, on 20th March the Government finally confirmed the contents of the Renters' Rights Act Information Sheet 2026; the official document designed to explain the key changes introduced by the Renters' Rights Act and what they mean for tenants.

It is intended to ensure that tenants receive clear, consistent information about their rights and the changes to the private rented sector.

Agents should be aware that:

1 | The document must be issued as provided.

2 | It should not be amended, summarised, or rewritten.

3 | It should be delivered to all tenants before 31st May 2026.

4 | The letter must only be sent as an attached document, not as a link.

Agents may choose to include a covering message to provide context or reassurance, but the Government document itself should not be changed.



NOTE

Landlords are responsible to confirm their tenant(s) have been provided with the Information Sheet. However, you are able to send on their behalf.

If you offer a managed service for the tenancy, you are also responsible to provide the tenant with the Information Sheet – even if the landlord has sent it separately.

Why It Matters

Issuing the tenant information sheet is a requirement to remain compliant with the Act, and goes beyond just a tick-box.

1

COMPLIANCE AND RECORD-KEEPING

If it was ever required, agents must be able to demonstrate that the document has been:

- Issued to the correct tenants.
- Delivered by the required date – 31st May 2026.
- Recorded within their systems.

If this can't be evidenced, agents may be exposed to risk in the event of a dispute.

2

TENANT UNDERSTANDING AND REASSURANCE

For some tenants, the Renters' Rights Act introduces unfamiliar changes, therefore a clear and well-managed communication helps to:

- Reduce confusion.
- Minimise unnecessary concerns.
- Provide reassurance during a period of change.



3

OPERATIONAL EFFICIENCY

A poorly managed process can quickly lead to:

- High volumes of inbound queries.
- Inconsistent messaging from teams.
- Time lost responding to avoidable questions.

A structured approach helps agents stay in control.

This exercise isn't simply about sending a document, it is about managing a process across your entire portfolio.

Step 1 | Audit Your Portfolio

Before issuing the tenant information sheet, you should carry out a structured audit of your portfolio. This ensures that the document is sent to the right tenants, and that records are complete.

Key Checks

1

ACTIVE TENANCIES

- Confirm which tenancies are currently in place

2

TENANT CONTACT DETAILS

- Ensure email addresses are accurate and up to date

3

DUPLICATE OR INCOMPLETE RECORDS

- Identify gaps or inconsistencies in your data

4

TENANCY STRUCTURE

- Check for joint tenants, guarantors, or complex arrangements



DATA GAPS

Portfolio-wide communications can often highlight data gaps. Identifying these before you start will make the process significantly smoother.

Step 2 | Decide Who Needs To Receive The Communication

Agents should be clear on which tenants need to receive the document; and this will vary depending on the tenancy type.

In England, the Act will apply to tenants who currently have an Assured Shorthold Tenancy Agreement (AST), and older Assured Tenancies and Rent Act Tenancies as these are the tenancies which are set to become Assured Periodic Tenancies from 1st May.

However, there are some arrangements which fall outside of the assured tenancy framework and may not be subject to the same requirements. These can include company lets, holiday lets, and certain types of student accommodation, such as purpose-built student accommodation (PBSA), where different occupancy agreements may apply.

As part of this step, agents should review existing tenants within their managed portfolio to establish which ones are impacted, and which do need to receive the official communication. Sending the communication to the wrong tenants will cause confusion.

Step 3 | Sending the Information Sheet

Once your audit is complete, the next step is issuing the document.

Here are our top tips for effective delivery:

Tip 1 | Include a clear covering message which explains why the tenant is receiving the document, what it relates to and whether any action is required.

Tip 2 | Keep your language simple - the Government document already contains detailed information and so don't over complicate your message.

Tip 3 | Be explicit about next steps - if no action is required by the tenant, then make this clear.

Tip 4 | Choose the right delivery method. Email is typically the most efficient. Your goal is not just to send the document, but to ensure it is received and understood.

Step 4 | Tracking And Evidence

Issuing the document is only part of the requirement. Agents should also ensure they can evidence that it has been sent.

What you need to record:

- Date of issue.
- Name(s) of the recipient.
- Method of delivery.
- Delivery status (where available).



USING SYSTEMS AND TOOLS

If you use a CRM or email platform, you may be able to track email delivery, identify and resolve any failed sends. You could also monitor whether emails have been opened.



Depending on your system, you may also be able to:

- Automatically log communications against tenant records.
- Segment recipients (for example, by tenancy type or property).
- Set up follow-up actions where emails have not been opened.

Taking time to understand these features in advance can help ensure your communication is both efficient and well-documented.

Where possible, consider using personalisation within your communication - such as including the tenant's name, property address, or relevant tenancy details. This can help make the message feel more relevant and reduce the likelihood of it being ignored.

Before sending, you should review your system settings and decide what information will be recorded, ensuring there is a clear and consistent audit trail.

If you don't use a CRM, it is still important to adopt a simple, structured approach to recording how the tenant information sheet has been issued, and to whom.



In this case, you should:

- Maintain a clear and accurate spreadsheet of communications.
- Store copies of all emails or letters sent.
- Record notes against tenancy or property records where possible.

This will help ensure there is a consistent and reliable record of communication across your portfolio. Remember, if you can't evidence it you can't rely on it.

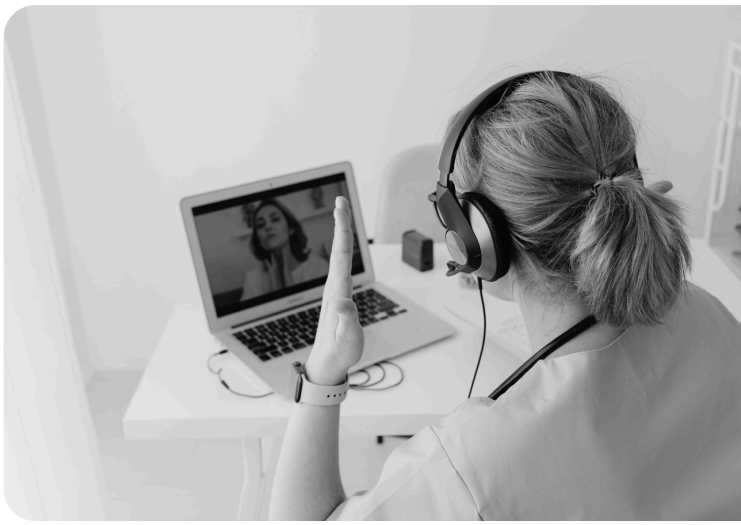
Step 5 | Managing Responses

Even with clear communication, some tenants will have questions – and common queries may include:

Do I need to do anything?

Will this affect my rent?

What does this mean for my tenancy?



Therefore, you should brief your staff in advance of sending out the communication, so they can provide a consistent and accurate response.

You may also want to prepare a simple FAQ sheet to send to tenants, and to provide a guide for your staff. This helps ensure that responses are:

- Clear.
- Consistent.
- Reassuring.

Issuing the tenant information sheet is a straightforward requirement, but you will benefit from adopting a structured and consistent approach.

By auditing your portfolio, issuing the document clearly, and maintaining a reliable record of delivery, you can meet the new obligations with confidence.

In a changing regulatory environment, clear communication and strong record-keeping will be essential.

The attached toolkit is a handy guide of the items to consider before you start the exercise.

Your Practical Resources

1 | PORTFOLIO AUDIT CHECKLIST

- [ ] Active and relevant tenancies identified.
- [ ] Tenant contact details verified.
- [ ] Duplicate records removed.
- [ ] Data gaps identified and resolved.

2 | COVERING EMAIL STRUCTURE

Subject line:
Important update: Changes to your tenancy from May 2026

Opening:
Include why the tenant is receiving the document

Body:
Briefly describe what the document is and what it covers

Attachment:
Remember to attach the information sheet - not insert as a link!

Closing:
Provide a clear statement on whether action is required

3 | TRACKING RESPONSES

- [ ] Tenant name.
- [ ] Property.
- [ ] Email address.
- [ ] Date sent.
- [ ] Delivery status.
- [ ] Notes / follow-up.

4 | FAQS STARTER

- [ ] Do I need to take any action?
- [ ] Will my rent change?
- [ ] Does this affect my current agreement?
- [ ] Who can I contact if I have questions?



BOX FROM THE LETTINGS HUB the home for lettings

At The Lettings Hub, we're always here to support you through the ever-changing lettings landscape. With the Renters' Rights Act 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.

