Infosheet | Supporting You Over The Summer

CHECKLIST INCLUDED



Summer has always been the busiest period in the lettings calendar. We're used to increased applicant demand, student turnover, tighter timelines and annual leave putting pressure on agents.

But this year, it's different.

With the Renters' Rights Act now live, many agents are set to navigate this peak season in a market where the consequences of making mistakes, or rushed decisions are far higher; and so all of your processes must be more structured, consistent and lots of evidence – meaning there is no room for rushed workarounds.

However, at the same time, your customers' expectations haven't slowed down. Your landlords still want quick turnarounds. Your applicants still expect fast responses. Meanwhile, you're still managing high enquiry volumes whilst juggling viewings, progression and compliance responsibilities.

In short, the summer lettings season is always fast-moving. But fast-moving doesn't have to mean frantic.

In this infosheet, we explore some of the practical ways we can help you prepare for the busy summer season - whilst maintaining the quality, compliance and consistency now expected in a post-Renters' Rights Act market.

Why Summer Creates More Pressure

Summer has always been the perfect storm of increased activity and reduced capacity in the lettings market.

Your applicant volumes often rise significantly during this period, particularly in areas with heavy volumes of student lets. Meanwhile, relocations and family moves tend to take place over the summer, adding to the seasonal pressure.

Key Factors include:

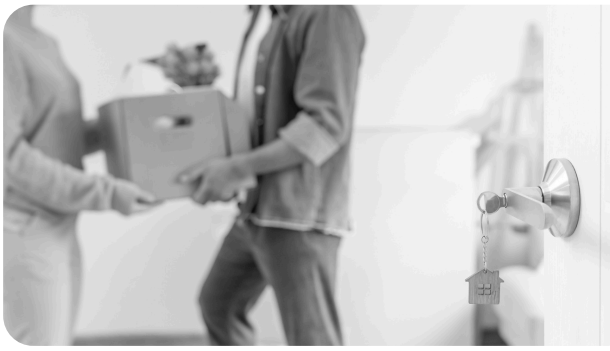
- Students moving for the academic year
- Families relocating during school holidays
- Graduates and job movers starting new roles

62%

of annual tenant enquiries happened during June, July, and August (KFH)

56%

of employees across the UK take holiday July – August (FM Business)



Busy periods can always encourage shortcuts: paperwork can be chased later and quick judgement calls are made to keep deals moving. But under the Renters' Rights Act, consistency and evidence matter more than ever.

Affordability assessments, referencing outcomes, rent increase processes and tenancy documentation are more important than ever. You may need to demonstrate not only that decisions were made, but that they were made fairly, consistently and with appropriate supporting evidence.

That makes your operational resilience particularly important; and it's why you need to be sure you have the right partner – with the right solutions - by your side.

Speed Matters: But Smart Moves Matter More

One of the biggest mistakes you can make during the peak summer season is to simply move faster. However, in reality - the strongest operational performance often comes from looking for efficiency at every stage in the process.

The more efficiently agents can identify suitable applicants, gather accurate information and progress tenancies, the less pressure you can expect further down the line.

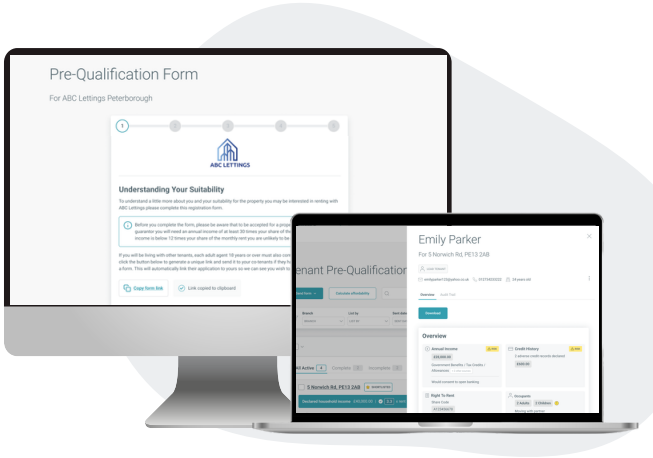
This is where streamlined workflows and smart efficiencies can make a significant difference.

SMART SOLUTIONS, REAL RESULTS

PREQUALIFY | FAST & EFFICIENT TENANT SCREENING

Don't waste time on unnecessary affordability or referencing checks; use PreQualify to bring an early snapshot of applicant suitability before unnecessarily progressing an application.

Rather than spending valuable time filtering unsuitable applicants later in the process, you should focus your attention on progressing only the strongest applicants, helping reduce wasted administration. This isn't simply about speed, it's improved decision-making earlier in the journey.





OPEN BANKING | REDUCE DOCUMENT CHASING, WITH PEACE OF MIND

One of the most time-consuming parts of referencing can be the back-and-forth involved in collecting evidence about your tenant's income.

Traditional document collection processes can create delays for both applicants and agents, particularly during peak periods where teams are managing lots of applications at the same time.

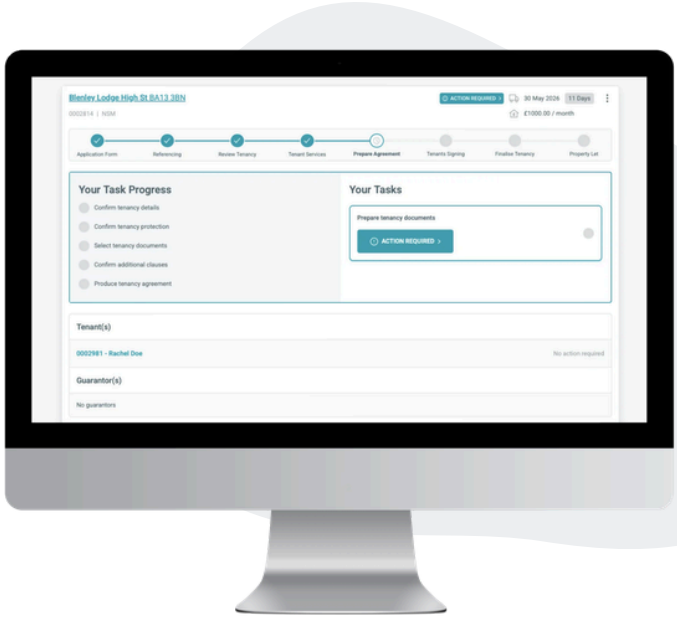
Open Banking simplifies this by allowing applicants to verify their income information more quickly and securely, reducing the need for repeated document requests and manual follow-up.

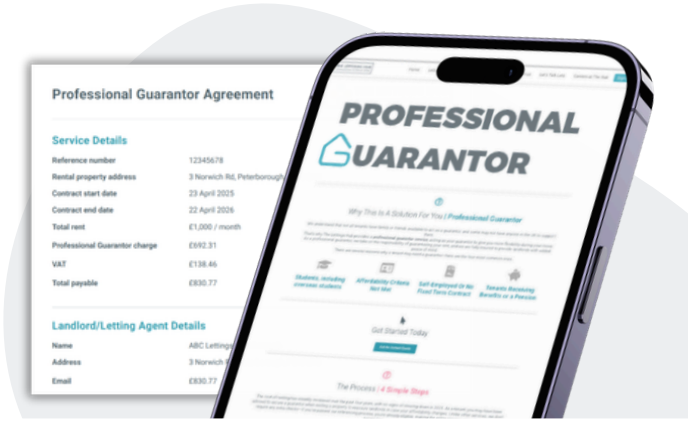
BOX CLEVER | VISIBILITY ACROSS THE TENANCY JOURNEY

During quieter periods, keeping an eye on manual progression processes may feel manageable. However, during summer, they're much harder to sustain.

As the summer peak kicks in, workloads increase, and visibility across tenancy progression becomes critical. You need to know where applications are sitting, which actions remain outstanding and where the delays may be developing.

The clever workflows in BOX provide clear progression, particularly valuable when you're managing multiple tenancies.





PROFESSIONAL GUARANTOR | PROTECTING LANDLORDS & GIVING TENANTS MORE OPTIONS

Obtaining a UK-based guarantor can be tricky, especially for overseas students during the summer peak. Our Professional Guarantor service offers a compliant, reliable option, reducing reliance on personal guarantors and mitigating landlord risk.

TENANCY COMPLIANCE | AUTOMATE YOUR COMPLIANCE AND STAY AHEAD

Our Tenancy Compliance customers are already benefiting from updated AST documentation, built-in Section 13 workflows designed to support the transition into the post-Renters' Rights Act market.

From updated written terms and tenancy documentation, to student let templates and guidance on evolving legislation, our service is designed to help agents manage increasing compliance responsibilities with greater consistency and confidence.



Having compliant documentation and processes in place can help reduce risk, save valuable time and support smoother tenancy administration during busy periods.

Preparing For Summer

This summer will be the industry's first opportunity to test how well your operational processes hold up in the post-Renters' Rights Act world.

The changes introduced by the legislation are already influencing how agents approach tenancy progression, rent increases and compliance management; and as workflows evolve, you need to be confident that your processes will stand up to future scrutiny – and that they're not onerous.

The key challenge for many businesses is balancing operational pace with the confidence in tenancy recommendations and robust checks.

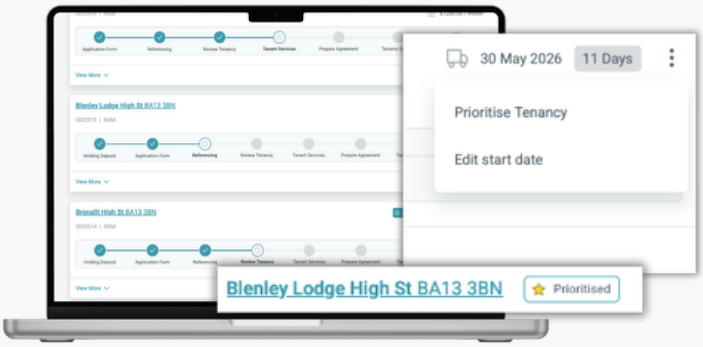
Support When You Need It

One of the realities of modern lettings is that operational issues rarely appear neatly between 9am and 5pm. Applicants complete forms in the evening. Negotiators pick up urgent issues before branch opening hours. Teams working remotely or flexibly often need answers outside traditional support windows.

That's why responsive support and accessible information can make a genuine operational difference during peak periods.

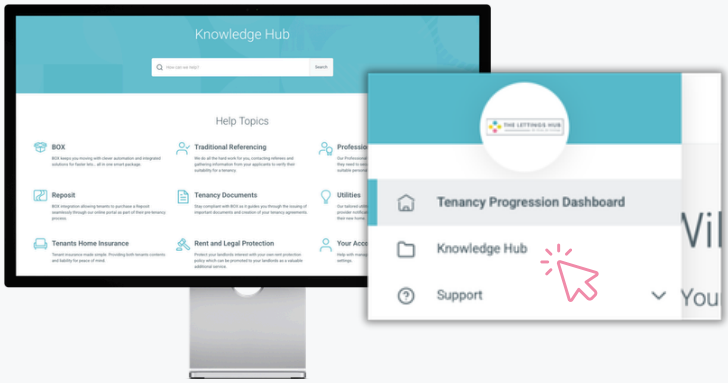
BOX Clever

With it's real-time tracking, you can always check BOX for the latest progress on any application. Pin a priority tenancy and it'll display at the top of your BOX dashboard & be actioned urgently by our teams.



Need A Quick Guide?

Access our Knowledge Hub through your BOX account, located on the left-hand toolbar. Utilise quick guides and tools to support you through the platform.

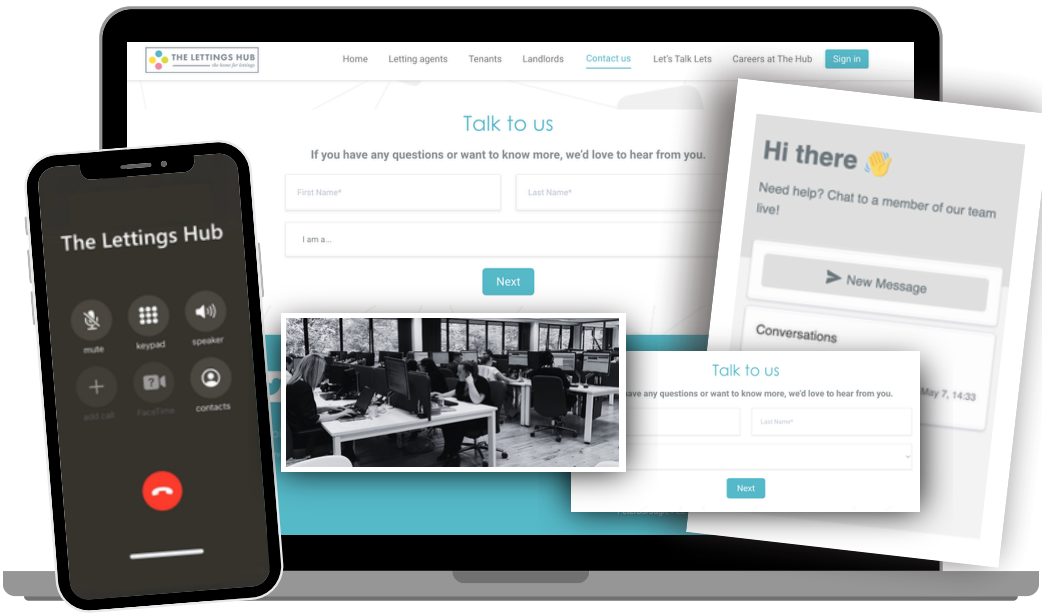


How You Can Get In Touch

Ask An Expert is perfect for more detailed queries. It's quick to create within BOX and we will review your query within 4 hours while you carry on with your day. You can access this via the left-hand menu on your BOX account, under the 'Support' tab.

Our live chat availability turns traditional working hours on its head; we're here from 5am to 9pm, to support your extended working patterns.

Use Live Chat for quick queries, particularly out of hours. You find the chat button on the bottom right of your screen on your BOX dashboard. Enter your details to connect directly with our Letting Agent Support Team via Live Chat.



YOUR SUMMER READY CHECKLIST

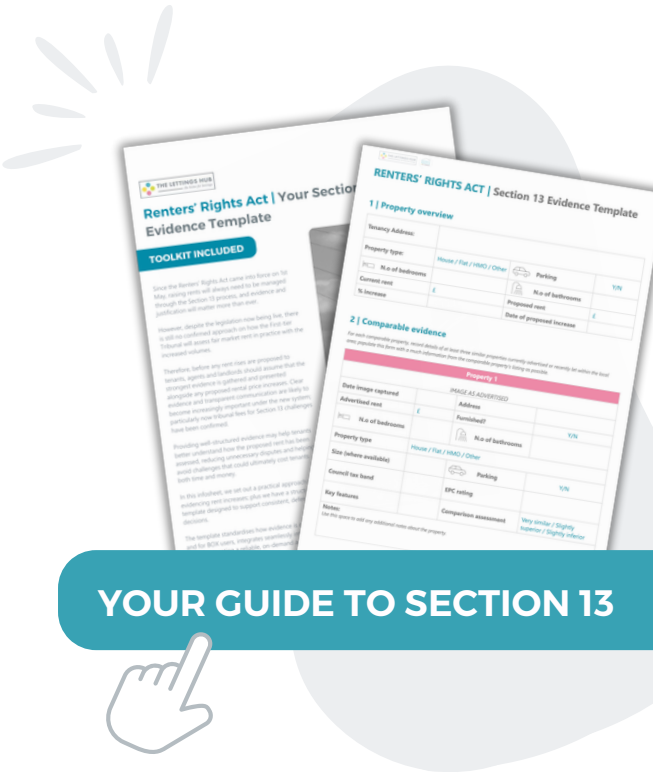
As summer activity increases, now is a good time for agencies to review whether operational processes, staffing plans and systems are fully prepared for the months ahead. Good preparation helps busy periods run smoothly without the stress.

Team & Operations

- [ ] Review annual leave and holiday cover
- [ ] Plan for student lets and peak renewals
- [ ] Identify any likely bottlenecks

Systems & Renters' Rights Act Compliance

- [ ] Check PreQualify links are active
- [ ] Review progression workflows within BOX
- [ ] Check tenancy documents and processes are up-to-date
- [ ] Refresh staff on Renters' Rights Act changes and Section 13



Customer Communication

- [ ] Set expectations with landlords on summer turnaround times
- [ ] Prepare renewal and rent review messaging
- [ ] Keep applicants updated to reduce delays

BOX FROM THE LETTINGS HUB

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.

