



Welcome

**To a presentation on 'Ten Top Tips for landlords'
from Andy Burton of
The Residential Landlords Association**



0845 666 5000

| www.rla.org.uk

| info@rla.org.uk

About Andy Burton :

- Has been a 'Hands-on' landlord since 1978.
- 1999-2004 set up and ran a Landlords Association covering Wolverhampton, Dudley and Walsall.
- In 2004 joined the RLA as Midlands Representative
- Has worked with various Councils on the introduction of Landlord Accreditation.
- Is himself an Accredited Landlord.
- Appointed a Director of the RLA in 2007.

After being nominated in the Landlord and Letting Awards by his ex-tenants...

- Was, 1 of 3 Commended Finalists, for 'Landlord of the Year 2009'.
- Is, the winner of 'Landlord of the Year 2010' (Student/HMO category)
- Is, the winner of the category 'West Midlands Landlord of the Year 2010'

My 10 Top Tips, will cover

- Traps to avoid when starting and ending a Tenancy.
- Situations where you can be jailed or fined if things go wrong.
- Where to find quality, up to date information.
- Administrative errors to avoid that could get you into trouble.
- ...and a few tricks of the trade
- But first, just 3 slides to tell you a little about the RLA

The RLA :

- ...is the fastest growing Landlord Association in the UK – we have doubled our membership in under 3 years. In March 2011, **239** new landlords and agents joined the RLA. Over 10% of our members are Letting Agents.
- ... at the end of March 2011 we have **9,553** subscribers, representing over **14,000** members.
- ...has the most effective lobbying team for landlords – Winner of the Campaigning category at the 2010 landlord and Letting Awards.
- ...has the most comprehensive and innovative online resource for landlords in the UK, including an assessment based online learning system www.lettingskills.co.uk
- ...received over *Two Million* web page views in 2010
- ..has a Board structure which represents and is accountable to its members.
- ..is a national association with members throughout England and Wales

What does the RLA do?

The main objectives of the RLA are

- **Campaigning Government & Parliament**
- **Providing a range of member services**

The Campaigning RLA:-

We have a team of Directors and a Legal Team who specialise in Housing Law. They represent the views of our members and lobby Parliament on behalf of our members. We hold regular online surveys of landlords to provide evidence based arguments.

As at **April 2011 here are some of the current issues we are involved with:-**

- **WELFARE REFORM BILL (Direct LHA payments)**
- **ENERGY/CLIMATE CHANGE (Green Deal PRS Tech. Group)**
- **PLANNING USE CLASSES / ARTICLE 4 (Planning Permission)**
- **HMO LICENCING (Simplified renewal + Is it really working?)**
- **TENANCY DEPOSITS (Coming up for review)**
- **WATER CHARGES (Landlords to notify details of tenants)**
- **WELSH ASSEMBLY (Referendum, licensing of landlords?)**

10 Top Tips for landlords and how the RLA can help you

- Some of the “Top Ten Legal Musts” extracted from the 8000 pages on the RLA website.
- Some practical points to prevent you getting caught out.
- Guidance on where you can get help to keep up to date with the fast changing world of being a landlord.

Tip.- One

Do not give the keys to your new tenant before the tenancy start date.

RLA Learning, visit

www.rla.org.uk/training

Tip.- Two

If you 'discover' that one of your properties 'appears to be empty', but the keys have not been returned, do not assume the tenant will not be returning.

RLA Learning, visit
www.rla.org.uk/training

Tip – Three (A ‘Legal Must’)

Where a landlord controls Flats, Bedsits or Hostels, there must be a Fire Risk Assessment in place. It should be in writing, (not required for shared houses or single dwelling flats)

Fire Safety Order, visit
www.rla.org.uk/legalmusts

Tip – Four (A ‘Legal Must’)

You must not harass your tenants. It is unlawful to evict a tenant without a court order. You can not throw a tenant out because they are in arrears or are breaking the terms of their tenancy. You must go to court to get a possession order.

illegal Eviction/harassment

www.rla.org.uk/legalmusts

Tip.- Five

If you take a deposit for an AST be sure to register it AND give the prescribed forms to the tenant BEFORE you issue any Section 21.

From the RLA Documents page , visit

www.rla.org.uk/toptips

Tip.- Six

**For a Periodic Tenancy
remember this.....**

**“Roses are Red, Violets are
Blue, the end date of a
Section 21 is the date before
the rent is due. .**

Bu-bum

Tip.- Seven

Use an up to date tenancy agreement – ideally one that has telephone helpline support associated with it.

You guess whats coming next?

Assured shorthold tenancy agreement

under part 1 of the Housing Act 1988

as amended under part 3 of the Housing Act 1996

If you need to pay a deposit, we will deal with it under one of the government-approved schemes.

Date:

This agreement is between us:

the landlord or landlords

and you (individually and together):

the tenant or tenants

(please tick appropriate box)

The rent is:

every: calendar month

4 weeks

2 weeks

1 week

You must pay the rent for the month, weeks or week to come (whichever applies).

The rent must be paid in advance.

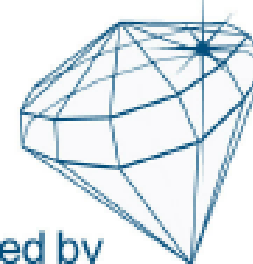
If you are not a tenant but you have paid towards the deposit, please read and sign the following declaration.

If there is more than one tenant, each of us agrees to appointing the tenant representative, as set out in paragraph A9. If there is just one tenant, I authorise the tenant to deal with the deposit.

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Crystal
Mark
4822

Clarity approved by
Plain English Campaign



Tip – Eight (A ‘Legal Must’)

It is very important that advanced payments of rent and non returnable administration fees are not confused with deposits. You should always make clear what money is being taken for, otherwise it could be regarded as a deposit which should be protected under one of the schemes.

Payment of Rent/Administration fees, visit

www.rla.org.uk/tds

Tip.- Nine

**Have a good ferret around the
RLA Website - www.rla.org.uk**

A few taster slides now follow...

Member Services

Adv
Sup



Designed by
Landlords
for Landlords



for discounts on your
ventilation
requirements

Pay nothing now.
Pay next to nothing later.

FREE,
SECTION

Home | Home | Services | Documents | Advice & Support | News | Forum | Suppliers | About Us | Contact Us | Search | Help | Help

RLA

RLA Landlords' Forum

Name:
Display
Email:



The RLA forum is an excellent way to exchange news, views and tips. However, the RLA can accept no responsibility for messages and advice posted - it is no substitute for our members' helpline.

RLA Home > Forum > All Topics

View All Topics

Post A Message

My Forum

- Repossession Issues Again - TomD Last reply : 6 February 2009 78 views [4 replies]
- Home Improvement Notice Appeal Heard Without Me - TomD Last reply : 6 February 2009 12 views [1 reply]
- Rent a room tenancy - fredbare Last reply : 6 February 2009 9 views [1 reply]
- How to word a 4 weekly standing order mandate? - john B 6 February 2009 5 views [0 replies]
- Condensation problems (will it never end!!!) - Ridgeway Last reply : 6 February 2009 100 views [3 replies]
 - drying clothes - Rigsby 5 February 2009
 - Drying Clothes - mo 6 February 2009
 - asthma? - Rigsby 6 February 2009
- Becoming a letting agent - Mr michael earl Last reply : 5 February 2009 14 views [1 reply]
- Becoming a letting agent - Mr michael earl Last reply : 5 February 2009 13 views [1 reply]
- energy certificates - Mr Mark Williams Last reply : 5 February 2009 71 views [2 replies]

Message
relates
to:

Message
Title:

the property does not have a garden.

Member Login

Good Afternoon Mr John Halliday.
([Change My Details](#))

0 unread Help Desk replies

Welcome...

Welcome to your New Look
RLA. Keep an eye on this
message box for important
future alerts

☐ Stay logged in

Log Out


Insurance

Mortgages

Mortgages

Member Services

Documentation

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Plain English Campaign

Assured shorthold tenancy agreement
under part 1 of the Housing Act 1988
as amended under part 3 of the Housing Act 1996
If you need to pay a deposit, we will deal with it under one of the government-approved schemes.

Date:

This agreement is between us:

the landlord or landlords

and you (individually and together):

the tenant or tenants

The rent is: every: calendar month
4 weeks
2 weeks
1 week

(please tick appropriate box)

You must pay the rent for the month, weeks or week to come (whichever applies).
The rent must be paid in advance.

If you are not a tenant but you have paid towards the deposit, please read and sign the following declaration.
If there is more than one tenant, each of us agrees to appointing the tenant representative, as set out in paragraph A8. If there is just one tenant, I authorize the tenant to deal with the deposit.

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Member Services

Services

RLA Help Desk



The RLA Help Desk is **FREE** and **UNLIMITED** for all RLA Members to use

[**Click Here**](#)

RLA Insurance



The RLA's online landlord insurance quote service offers a wide range of discounted landlord insurance products

[**Click Here**](#)

RLA Mortgages



The RLA's online landlord Buy to Let mortgage service offers a wide range of Buy to let and residential mortgages

[**Click Here**](#)

Homes2Rent



Advertise your property to rent for free and we will match you with tenants.

[**Click Here**](#)

RLA Credit Checks



RLA members receive a report detailing a prospective tenant's financial worthiness

[**Click Here**](#)

RLA Training



RLA Courses are designed to help all landlords with the problems and pitfalls of property rental and law

[**Click Here**](#)

Member Services

Services

RLA EPC Service



Click below to visit
the RLA Energy
Performance
Certificate Service

Click Here

RLA Landlords Property Manager



Click below to get
the RLA Landlords
Property Manager.

Click Here

RLA Tenant Referencing



Fast, reliable & fully
supported tenant
referencing service

Click Here

RLA Tax Cafe



Tips, Books and Tax
Consultancy for
Landlords

Click Here

RLA News



All the latest
industry news that
affects you,
including finance,
legal and market
news.

Click Here

RLA Suppliers Guide



Everything from
Accountancy to
Woodworm
Treatment, look out
for RLA Member
Discounts

Click Here

Development Courses

Welcome to our Online Learning Centre.

Since 1998 The Residential Landlords Association has trained literally thousands of landlords some of the most informative practical training available to landlords. Our team of trainers have been involved in the development of industry-standard manuals such as the ANUK training manual and the development of the RLA's online resources as well as working closely with local authorities throughout the UK in the delivery of the highest quality landlord development programs.

We have brought all this knowledge together in a new and more readily available format - the RLA Online Learning Centre.

So wherever you are and whenever you want to be up-to-date about the letting business in England and Wales, these courses will be here for you. You can even download the materials to listen on an MP3 player and print out all the notes to create your own personal Landlord Manual. With video and fact sheets, explanatory and supporting information on the thousands of pages of information and documentation on the RLA websites, you can enjoy developing your professional skills as a landlord at your own pace.

Ever wished you could get a presenter to repeat a section of a course? Well now you can do that as many times as you need with our video presentations.

Join the RLA >>

Why Should I Join?



**Want to
Enrol?**

Development Courses



LETTING FOR LANDLORDS - PART 3 OF 3

Welcome to the final part of Letting for Landlords – set out below are each of the six topics. You can choose to display one or all of them by clicking on the button on the right (Show one topic / show all topics)



If you haven't already completed the 'Introduction to RLA Online Training' course, click here to do it now.



Forums - Letting for Landlords - Part 3 of 3

1 INTRODUCTION TO LETTING FOR LANDLORDS PART 3

show
one
topic



Phil Spencer introduces Letting for Landlords Part 3

2 RENT ARREARS MANAGEMENT

show
one
topic



Video - rent arrears management



Video transcript - rent arrears management



Download audio - rent arrears management



Preventing and controlling rent arrears



Recovering rent arrears

Development Courses

Letting For Landlords Part 3 of 3

You are logged in as [Test Test](#) ([Logout](#))

[RLA](#) ▶ [Letting For Landlords Part 3 of 3](#) ▶ Video - rent arrears management





















Pre-Tenancy




-  [RLA Video Inventory](#)
-  [Learn the Ropes of Letting](#)
-  [10 Tips For Landlords](#)
-  [Tenancy Application Form](#)
-  [Tenant's Personal Details](#)
-  [Character Reference](#)
-  [Employer's Reference](#)
-  [RLA Credit Checks](#)
-  [RLA Tenant Referencing](#)
-  [Bank Reference](#)
-  [RLA Guide to EPC](#)
-  [RLA EPC Service](#)
-  [Gas Safety Certificates](#)
-  [Guarantor Form](#)
-  [Initial Holding Deposit Form](#)
-  [RLA Inventory](#)
-  [Previous Landlord Reference](#)
-  [Property Inspection Certificate](#)
-  [RLA Insurance](#)
-  [RLA Mortgages](#)
-  [Section 48 - Declaration of Landlord Address](#)

Tenancy Agreements

Responsibilities & Liabilities

-  [Building Regulations](#)
-  [Don't Let The Bed Bugs Bite – Factsheet](#)
-  [Electrical Safety](#)
-  [Fire Safety](#)
-  [Gas Safety](#)
-  [HMO: HMOs and Licensing](#)
-  [HMO: Key Definitions](#)
-  [HMO: What is an HMO ?](#)
-  [How to Reduce Condensation - Factsheet](#)
-  [Repairs](#)
-  [RLA Guide to Energy Efficiency](#)
-  [RLA Guide to Energy Performance Certificates](#)
-  [RLA Guide to HHSRS](#)
-  [RLA Guide to Risk Assessment](#)
-  [RLA Housing Act Guide](#)
-  [Statutory Obligations of Landlords](#)
-  [Ten Legal Musts for Landlords](#)
-  [Water and Drainage](#)

Managing a Tenancy

-  [Deed of Assignment of Tenancy](#)
-  [Landlord Letter Pack – Rent Arrears](#)
-  [Section 13 - Rent Increase Form](#)

Login

Join the RLA

[Why Should I Join?](#)

RLA Insurance

RLA Mortgage

Profitable Renting
with the RLA



Click to watch

(or click here for
a new window)

prices start from

£49

[click here](#)

Tenancy Agreements

-  [RLA Guide to Tenancy Agreements](#)
-  [Assured Shorthold Tenancy Agreement \(AST\)](#)
-  [Completing the AST](#)
-  [Company Let Agreement](#)
-  [Completing the Company Let Agreement](#)
-  [Excluded Tenancy Agreement \(Lodgers Agreement\)](#)
-  [Completing the Excluded Tenancy Agreement \(Lodgers Agreement\)](#)
-  [Owner Occupier Tenancy Agreement](#)
-  [AST – Room Only](#)
-  [Completing the AST – Room Only](#)
-  [Non Assured Tenancy Agreement](#)
-  [Addendum to Tenancy Agreement](#)
-  [Order Original Tenancy Agreements](#)

Setting Up A Tenancy

-  [LHA - Information Sharing Agreement](#)
-  [Licences](#)
-  [RLA Guide to Tenancy Deposits](#)
-  [RLA Property Manager Software](#)
-  [RLA Rent Guarantee & Legal Expenses](#)
-  [RLA Tenancy Deposit Scheme Overview](#)
-  [RLA Video Inventory](#)

-  [Section 13 - Rent Increase Form](#)
-  [RLA Help Desk](#)
-  [RLA Members Forum](#)
-  [RLA Suppliers Guide](#)
-  [ANUK Development Manual](#)

Ending a Tenancy


-  [RLA Guide to Possession & Small Claims](#)
-  [Rent Arrears FAQ](#)
-  [Service of Notices](#)
-  [Grounds for Possession](#)
-  [Unprotected Tenants](#)
-  [Section 8 - Fault Based Possession](#)
-  [Section 21 - Possession at Tenancy End](#)
-  [Landlord Witness Statement](#)
-  [Unlawful Eviction](#)
-  [Trespassers](#)
-  [Court Form N215](#)
-  [Court Form N5](#)
-  [Court Form N119](#)
-  [Court Form N5b](#)
-  [Court Form N325](#)
-  [RLA Video Inventory](#)

RLA Services

**Councils, News
Events & More**




 [RLA Video Inventory](#)

 [Serving of Section 21\(1\)\(b\) Notice Letter](#)


 [Standing Order](#)


 [TDS Prescribed Information](#)


 [Tenancy Administration Charge Notes](#)


 [Tenant's Welcome Letter](#)

Other Things You Need To Know


 [Contact the RLA](#)

 [LHA changes from 1st April 2011](#)


 [Join the RLA](#)


 [Planning Use Law - changes affecting PRS](#)

 [Residential Property Investor Magazine](#)

 [Request an Information Pack](#)

 [RLA Campaigning Guide](#)

 [RLA Code of Conduct](#)


 [Tenancy Lifecycle Flowchart](#)

RLA Services


 [RLA Video Inventories](#)

 [Homes2Rent FREE Property Advertising](#)

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 [RLA Suppliers Guide](#)

 [RLA Tax Centre](#)

 [RLA Tenant Referencing](#)

 [RLA Toolbar](#)



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How many stars would you give this resource?
(1 = Poor 5 = Excellent)



Please enter any feedback below

Tenancy Lifecycle Flowchart

**Landlord
& Letting** 
AWARD
WINNER 20
BEST CAMPAIGN

Member Login

Membership No:

Surname:

Login

Join the RLA

[Why Should I Join?](#)

RLA Insurance

RLA Mortgage

Profitable Renting
with the R



**Do you need a Property
licence?**

[RLA Tip - See the RLA HMO
Flowchart](#)

Prepare Property for Rental

[RLA Tip - Make sure your
insurance covers public liability](#)



Advertise for tenants

[RLA Tip- Advertise FREE on Homes
to Rent RLA website](#)



Tenants Apply

[RLA Tip - Look at our top ten tips](#)



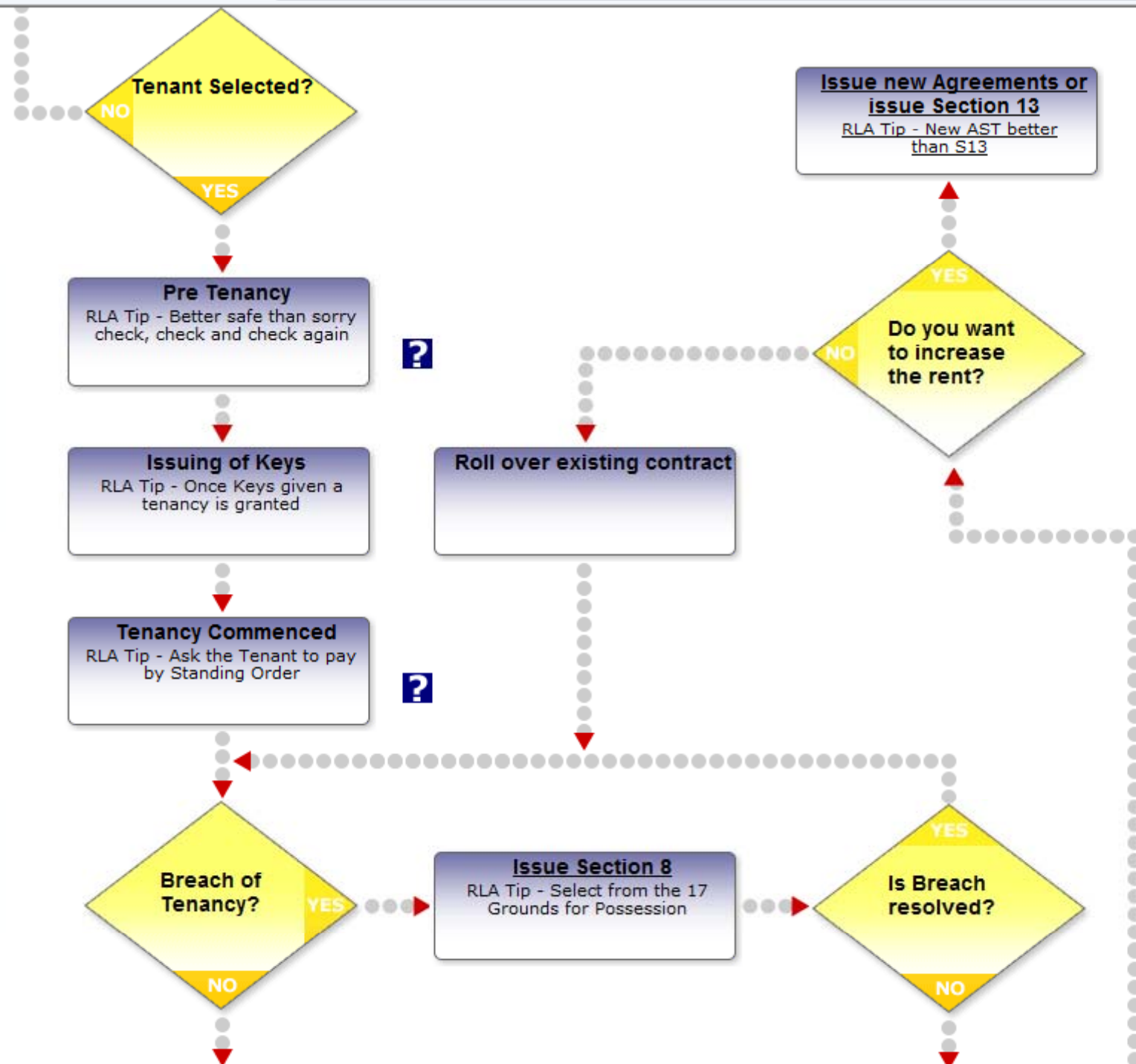
**Select and Reference
Tenant**

[RLA Tip - Use the RLA credit
checking Service](#)



Tenant Selected?

Issue new Agreements or



Click to watch

(or click here for
a new window)

prices start from

£49

[click here](#)

Click here to vi

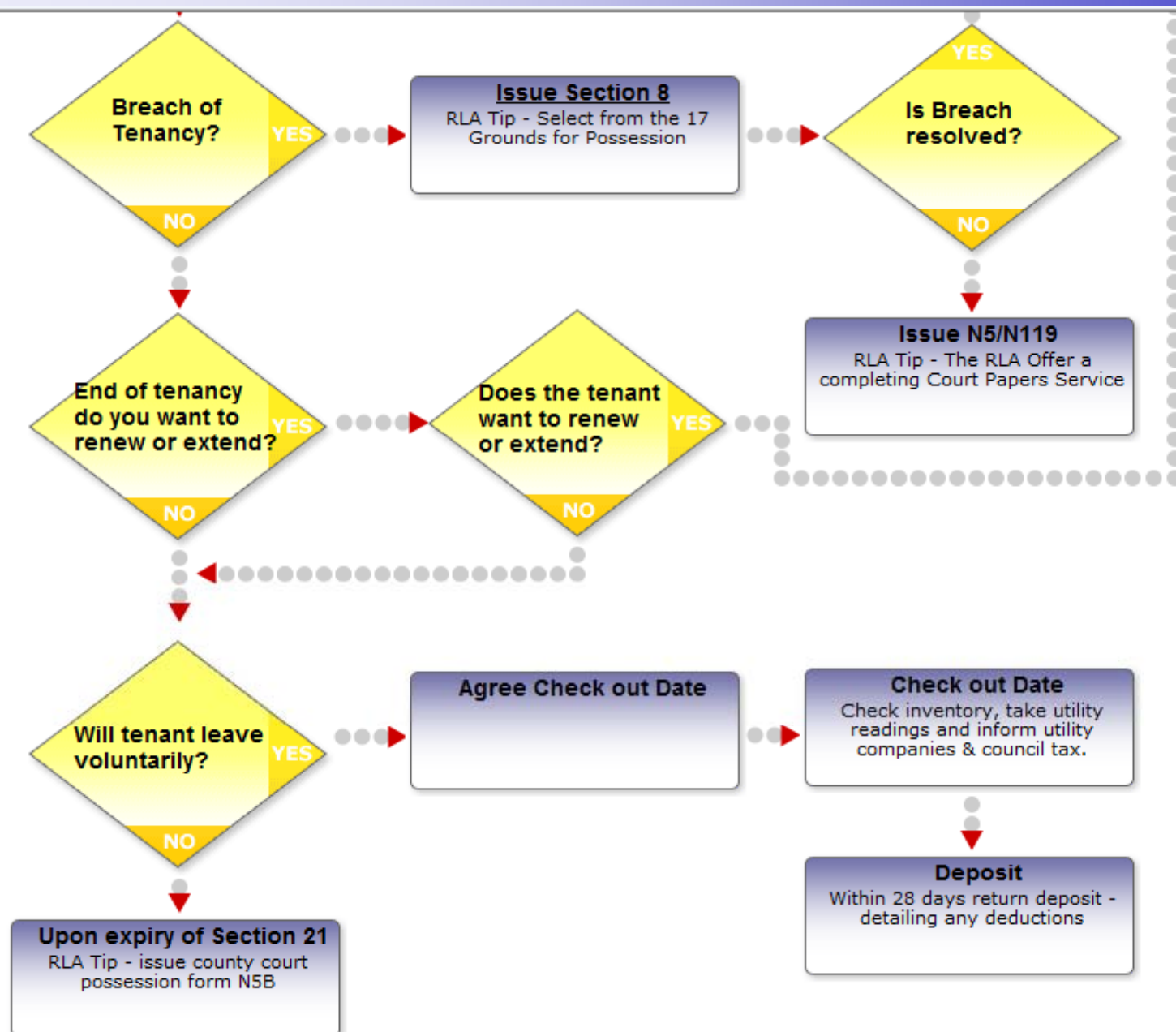


Local Author
Network

SafeBuy



web code of practice

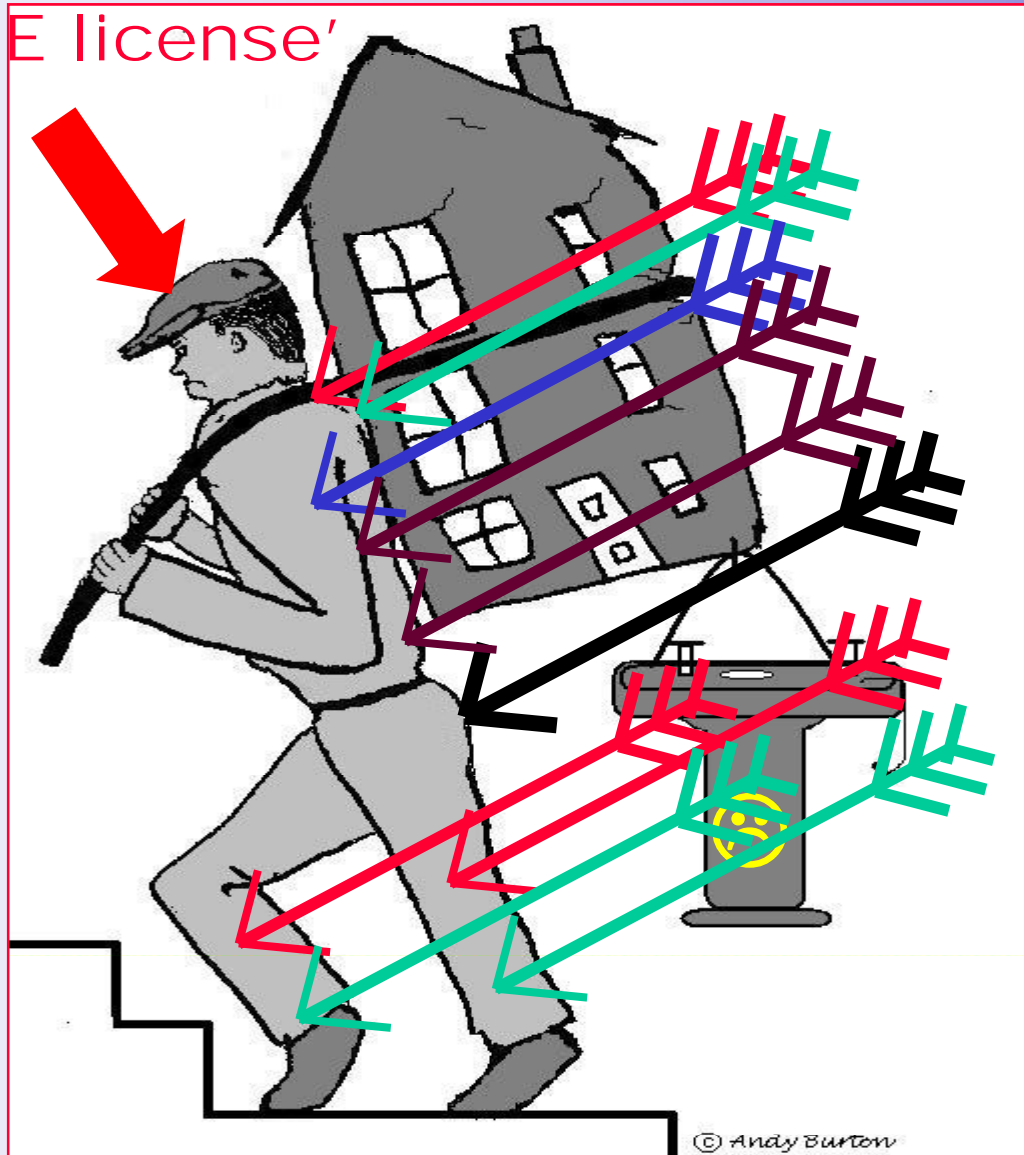


Tip.- Ten

**Take time to keep yourself
informed.....**

Be aware.....

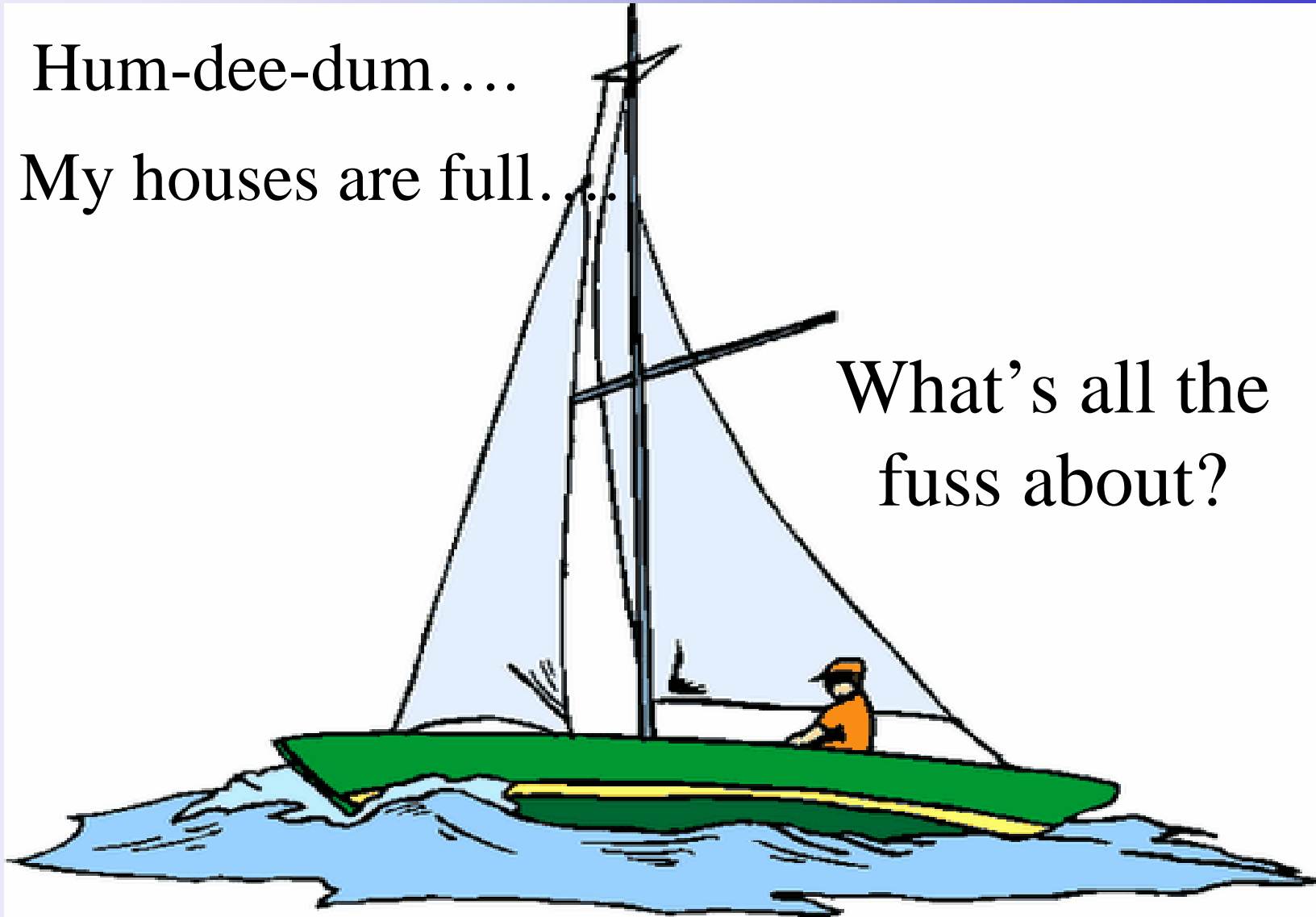
'THE license'



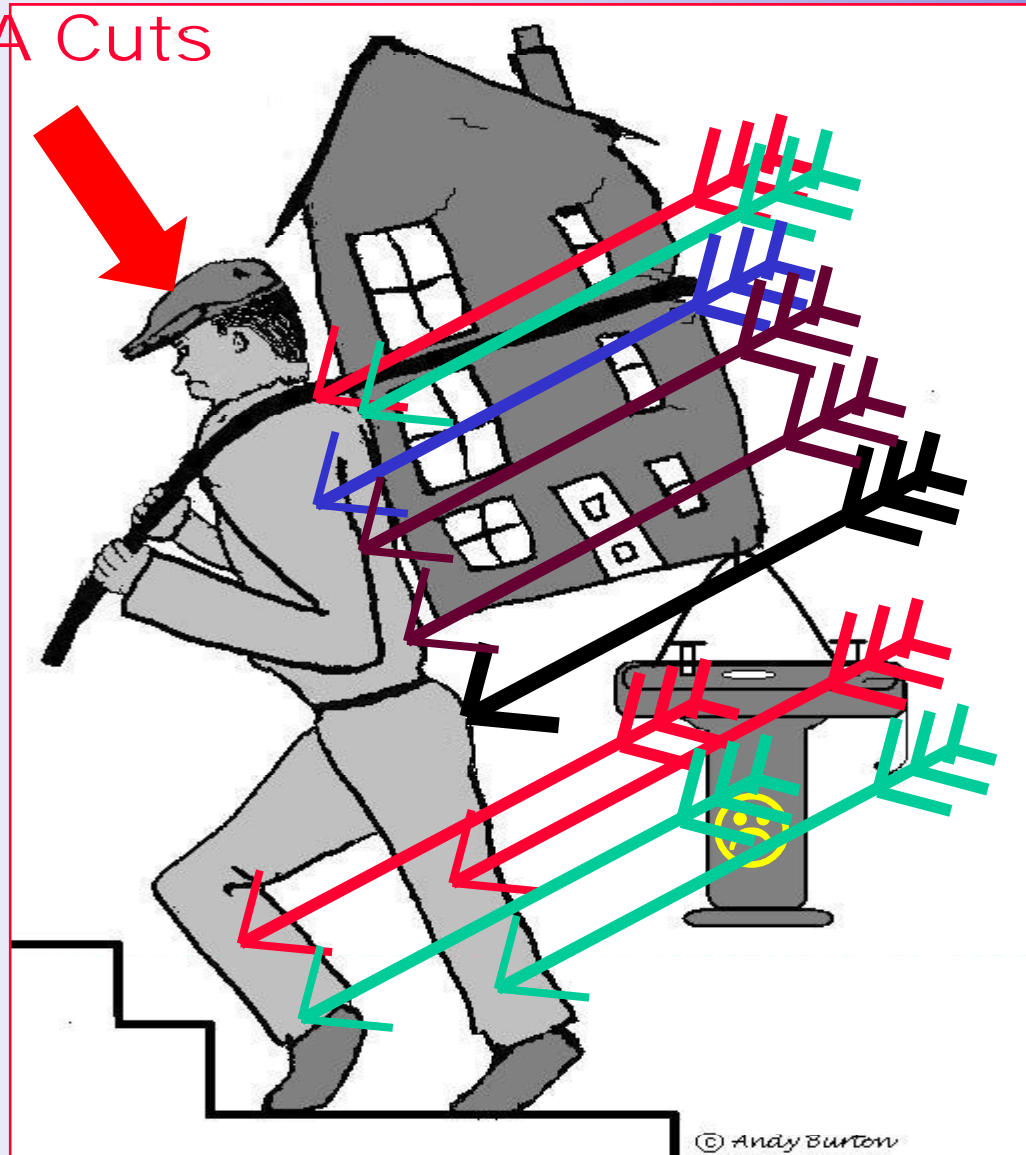
- HMO Licensing
- Selective Licensing
- Regulatory Fire Order
- Wash Hand Basins
- TENANCY DEPOSIT SCHEME
- HHRSS
- EPC
- N.B - At 2008

Hum-dee-dum....
My houses are full....

What's all the
fuss about?



LHA Cuts



- Energy/Climate change
- BTL Mortgage
- Article 4 Directives
- HMO Licensing Review
- Tenancy Deposit to stay
- PRS Taxation
- Labour Party Review of PRS
- Health & Safety

...So....
Be aware



More waves of legislation and
change are on the way....



Keep afloat - Join the RLA Today





Thank you for your attention



Presented by Andy Burton

Director of Marketing and Member Services

.....
www.rla.org.uk/lettingskills.co.uk

www.rla.org.uk/training

www.rla.org.uk/lha

www.rla.org.uk/legalmusts

www.rla.org.uk/toptips

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