
PROPAIRTY

The PropAIRty Guide

Lettings, done properly

The complete handbook for agents,
landlords, tenants and contractors

Renters' Rights Act 2025 edition

First edition · July 2026

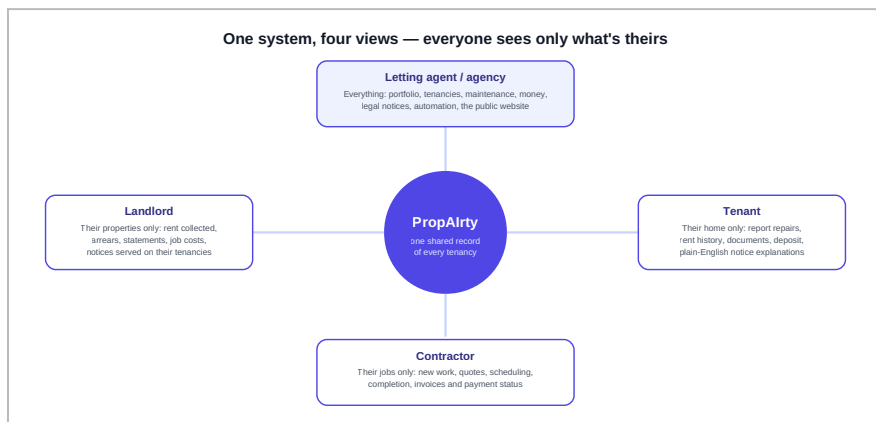


Welcome

PropAIRty runs the day-to-day of renting a home — for everyone involved in it. Letting agents manage properties, tenancies, repairs and legal paperwork in one place. Landlords see their money and approve work. Tenants report problems and track their tenancy. Contractors quote, do the job and get paid. The same system, four different views — each of you only ever sees what's yours.

This handbook has a part for each of you. You don't need to read anyone else's part (though you're welcome to — it's often useful to see what the other side sees):

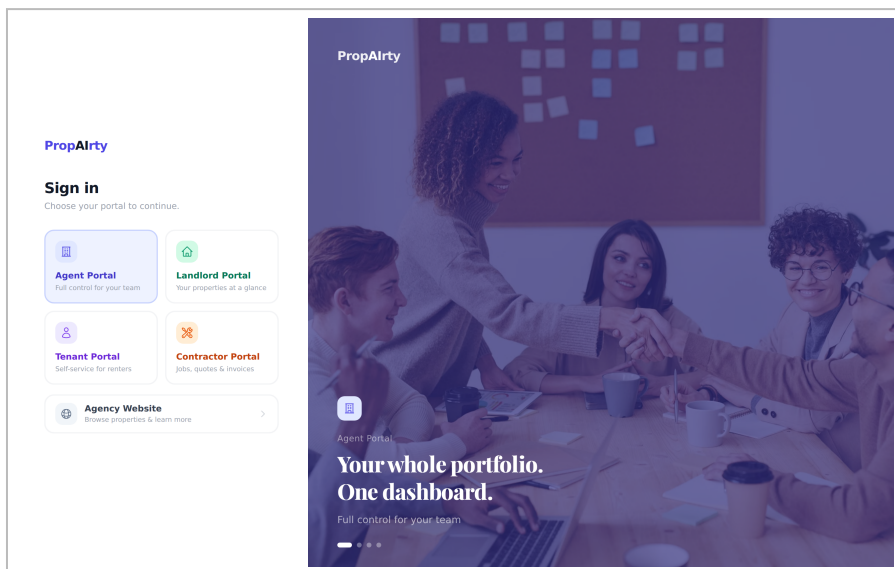
- **Part 1 — Letting agents & agency admins.** The full toolkit: portfolio, maintenance, money, legal notices, automation, and your public website.
- **Part 2 — Landlords.** Your properties, your money, and the decisions that need you.
- **Part 3 — Tenants.** Your home, your rent, your rights — and what to do when something breaks.
- **Part 4 — Contractors.** Jobs in, quotes out, work done, invoices paid.



Four roles, one system — each sees only their own view.

Logging in

Everyone starts at **propairty.co.uk/login**. Choose your door — agent, landlord, tenant or contractor — and use the email address your agency has on file. First time? Your agency sends you an invitation email with a link to set your password. If you've never received one, ask your letting agent to enable your access; it takes them under a minute.



One login page, four doors — pick yours.

A word about the law

Renting in England changed fundamentally on 1 May 2026, when the Renters' Rights Act 2025 came into force. This handbook — and PropAirty itself — reflects the law as it stands now: no more Section 21 “no-fault” evictions, open-ended tenancies instead of fixed terms, and stronger, clearer rules for rent increases and repossession. Wherever a feature touches the law, we say so in plain English.

One important note, which applies to every page of this book: **this is general information, not legal advice.** For decisions about a specific tenancy, speak to a qualified professional.

Last legally reviewed: July 2026.

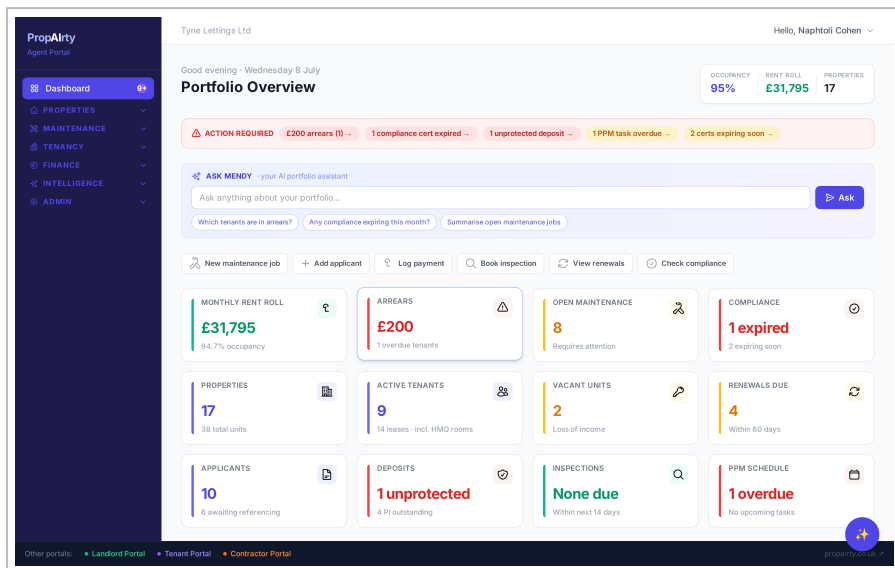
Part 1 — For letting agents & agency admins

This is the full toolkit — everything you'll use to run an agency day to day, from the morning dashboard through maintenance, notices and deposits to your own public website. Each chapter stands on its own, so there's no need to read cover to cover: find the job in front of you, do it, and get on with your day. Dip in whenever something new comes up, and follow the cross-references when one task leads into the next.

1. Your dashboard — the morning glance

By the end of this chapter you'll be able to open PropAIRty in the morning, read the state of your whole portfolio in about ten seconds, and know exactly what needs you today.

When you log in at propairty.co.uk/login, the dashboard is where you land. It's built to answer one question before you've finished your coffee: is anything on fire?



The dashboard: KPI cards along the top, the Action Required strip beneath, and the Ask Mendy bar.

Across the top sit the headline numbers — total monthly rent, outstanding arrears, open maintenance jobs, active tenancies, and upcoming compliance renewals. Each card is a live figure, not a report you have to run.

Underneath is the **Action Required** strip. This is the part that earns its keep. It only shows things that genuinely need a decision today, and every item is a link straight to the place you'd fix it:

- Arrears — the total owed and how many tenancies are behind, linking to Payments.

- Expired or expiring compliance certificates, linking to Compliance.
- Unprotected deposits, linking to Deposits.

If the strip is empty, you're in good shape and can move on.

The **Portfolio Health Score** gives you a single grade out of 100 with a letter (A down to F). Its breakdown rows are all clickable — if arrears are dragging your score down, click that row and you're taken straight to the tenants behind it, rather than hunting.

Finally, the **Ask Mendy** bar lets you type a plain-English question — “which tenancies are up for review in the next 60 days?” — and get an answer without leaving the page. Mendy is covered properly in Chapter 14; from the dashboard, treat it as a fast way to interrogate your data.

A sensible morning routine

1. Glance at the KPI cards for anything that's moved sharply.
2. Work top to bottom through the Action Required strip — it's ordered by urgency.
3. If the Health Score has dropped, open the breakdown to see why.

That's the whole ritual. Everything deeper — a specific tenancy, a maintenance job, a notice — lives one click away in its own section.

If something goes wrong

Problem	What to do
The dashboard looks empty or numbers seem wrong	Refresh the page; the figures are recalculated on load. If it persists, check you're logged into the right agency account.
An Action Required item won't clear	Clearing it means resolving the underlying issue — e.g. recording the overdue payment, or protecting the deposit — not dismissing the alert.
You can't see the Finance or Intelligence cards	Your role may not include those sections. Ask an Admin (see Chapter 18).

2. Properties & units — your portfolio

By the end of this chapter you'll be able to add a property, break it into rentable units, and read its financial health at a glance.

Everything in PropAIrty hangs off your properties, so this is the right place to start once your agency account is set up.

PropAirty Agent Portal

Dashboard

PROPERTIES

Properties

Landlords

Tenants

Applicants

Leases

Meter Readings

MAINTENANCE

TENANCY

FINANCE

INTELLIGENCE

ADMIN

Other portals: Landlord Portal, Tenant Portal, Contractor Portal

Properties

Manage your portfolio

+ Add Property

Search name, address, city...

All types All EPC ratings All occupancy 17 of 17

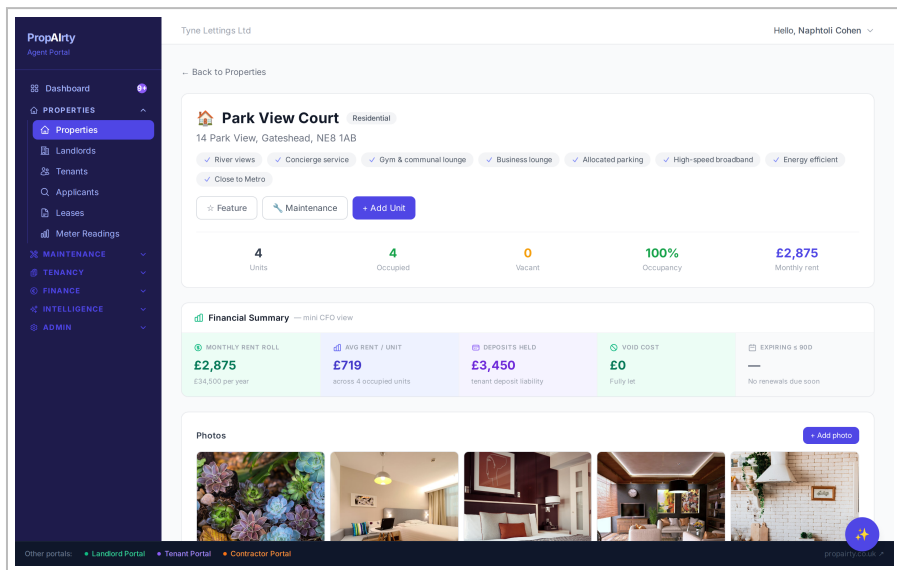
PROPERTIES	PROPERTY	TYPE	EPC	UNITS	OCCUPIED	VACANT
	Park View Court 14 Park View, Gateshead NE8 1AB	Residential	E	4	4	0
	Riverside House 7 Riverside Walk, Newcastle NE1 3QP	Residential	D	2	2	0
	The Old Mill HMO 32 Mill Lane, Gateshead NE9 5TT	HMO	F	3	3	0
	19 Elmwood Road 19 Elmwood Road, Manchester M21 7GN	Residential	—	1	1	0
	Notting Hill Gardens 14 Ladbroke Grove, London W11 3BQ	Residential	C	2	2	0
	Canary Wharf Residence 8 South Colonnade, London E14 5AB	Residential	B	3	3	0
	Spinningfields Lofts 3 Hardman Square, Manchester M3 3EB	Residential	B	3	3	0
	New Town Apartments 22 Queen Street, Edinburgh EH2 1JX	Residential	E	2	2	0

19 Elmwood Road

The Properties page — every property with its address, type, and occupied/ vacant unit count.

The Properties page lists your whole portfolio. Each row shows the address, the property type, and how many units are occupied versus vacant. Click **+ Add Property** to create a new one, or click any property to open its full profile.

Units are the individual rentable spaces inside a property. A single house has one unit; a converted building or an HMO has several — Flat 1, Flat 2, Room A, and so on. Tenancies, compliance certificates, and inspections all attach to a *unit*, not just the building, which is what lets a multi-let property track each flat independently.



A property profile — the Financial Summary card sits near the top with its coloured metric tiles.

Open a property and you get its full picture:

- **Overview** — address, property type, key dates, and the current EPC rating. (Remember the legal floor: a property must be at least EPC E to let. C becomes the requirement from 1 October 2030 — see Chapter 10 and the EPC roadmap in Chapter 16.)
- **Financial Summary** — a mini-CFO panel showing monthly and annual rent roll, average rent per unit, deposits held, void cost, and any tenancies coming up for review within 90 days.
- **Units** — each rentable unit with its current tenant and lease.

- **Compliance** — the safety certificates for this property (Chapter 10).
- **Documents** and **Photos/floorplan** — everything filed against the property.

Adding photos matters more than it looks: they feed straight into your public agency website’s listings (Chapter 17), so a property with good photos is one step from being advertised.

For properties that might be Houses in Multiple Occupation, the profile also generates an **HMO Guidance Report** — it assesses whether the property meets the licensing threshold and lists the management regulations and application steps.

If something goes wrong

Problem	What to do
A property shows fewer units than it has	Open the property and add the missing units — tenancies can’t be created against a unit that doesn’t exist yet.
The EPC rating is blank	Add the EPC under Compliance; the rating flows back to the Overview automatically.
The Financial Summary shows £0 rent roll	That’s expected until you’ve added leases with rent figures (Chapter 3).

3. Tenants & tenancies — periodic assured tenancies

By the end of this chapter you'll be able to add a tenant, set up their tenancy, and invite them into their own login.

A quick word on the law first, because it shapes everything here. Since the Renters' Rights Act 2025 came into force in England on 1 May 2026, **every tenancy is an open-ended periodic assured tenancy**. There are no fixed terms any more. A tenancy simply rolls on month to month until either the tenant gives two months' written notice, or you gain possession on a legal ground (Chapter 8). Wales and Scotland have different rules.

That's why you won't find a "tenancy length" field asking for 6 or 12 months. You're recording a start date and a rent, not an end date you'll have to renew.

PropAirty Agent Portal

Dashboard

PROPERTIES

- Properties
- Landlords
- Tenants**
- Applicants
- Leases
- Meter Readings

MAINTENANCE

TENANCY

FINANCE

INTELLIGENCE

ADMIN

Tyne Lettings Ltd

Hello, Naphtoli Cohen

Tenants

All your tenants in one place

+ Add Tenant

TENANTS: 9

PORTAL ACTIVE: 3

NO PORTAL: 6

EXPIRING ≤ 90D: 1

Search name, email, phone...

9 of 9

FULL NAME	EMAIL	PHONE	RENT	TENANCY	PORTAL
Aisha Okonkwo	alisha.o@yahoo.co.uk	07733 445566	£1,200/mo	Active	Enable portal
James Thorntons	j.thornton@gmail.co.uk	07911 123457	£860/mo	Active	Enabled Disable
Daniel Walsh	d.walsh@yahoo.co.uk	07933 345678	£100/mo	Periodic	Enable portal
Sophie Clarke	sophie.c@gmail.com	07944 456789	£1,000/mo	Periodic	Enable portal
Mohammed Ali	m.ali@hotmail.com	07955 567890	£21,000/mo	Active	Enable portal
Rebecca Hughes	rebeccah@gmail.com	07966 678901	£450/mo	Active	Enable portal
Priya Sharma	priya.sharma@outlook.com	07922 234567	£995/mo	Active	Enable portal
Priya Nair	priya.nair92@gmail.com	07700 900 447	£1,050/mo	Express 23d	Enabled Disable

Other portals: Landlord Portal Tenant Portal Contractor Portal

The Tenants page — each tenant with their current rent and a colour-coded tenancy chip.

The Tenants page lists everyone, current and former. Each row shows the current monthly rent and a status chip: green for active, blue for a rolling periodic tenancy, amber when a tenancy is nearing its recorded review date, grey where there’s no active lease. Search by name, email or phone, or click the **Expiring ≤ 90d** tile to see tenancies coming up for a rent review.

Click a tenant to open their profile, which pulls together their personal details, tenancy, payment history, documents, Right to Rent check, referencing status, deposit, meter readings, and any notices served.

Adding a tenant and tenancy

1. Add the tenant's details (name, contact, date of birth, NI number).
2. Create their tenancy against the correct unit, with the start date and monthly rent.
3. Record their Right to Rent check — a legal must before anyone moves in.

Portal invitations

Give the tenant their own login and they can see their tenancy, pay-history, documents and deposit, report repairs, and submit meter readings — which cuts your inbound email sharply. From the tenant's profile, enable their PropAIrty login; they receive an invitation to set a password. Part 3 of this guide is written for them.

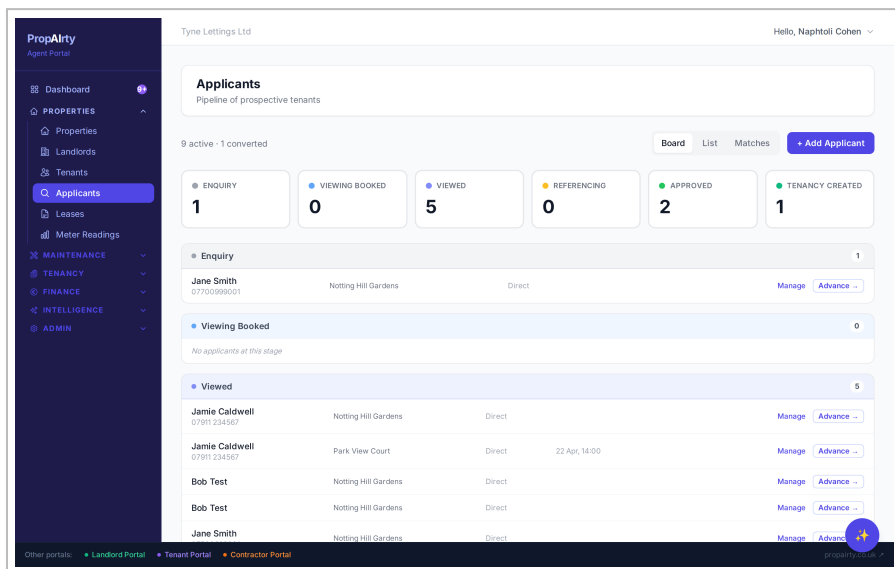
The **Leases** view (grouped by property, with a mini rent-roll strip per group) is the companion to this page when you want to see tenancies property-by-property rather than tenant-by-tenant.

If something goes wrong

Problem	What to do
A tenant shows “No lease”	Their tenancy record is missing or ended — add or reopen the lease against the right unit.
The tenant didn’t get their invitation	Check the email address on their profile, then re-send the portal invite.
You’re asked for a fixed end date	You’re not — periodic tenancies are open-ended. Leave term fields as the system defaults.

4. Applicants & viewings — enquiry to move-in

By the end of this chapter you’ll be able to take an enquiry all the way to a signed tenancy, using the pipeline board to keep every applicant moving.



The Applicants pipeline — a column per stage, from Enquiry through to Tenancy Created.

The Applicants page is a pipeline board. Each applicant sits in a column that reflects where they are, and you move them along as things progress:

Enquiry → Viewing Booked → Viewed → Referencing → Approved → Tenancy Created.

Two more columns — Rejected and Withdrawn — catch the ones that don't go ahead, tucked away so they don't clutter the live pipeline. You can record where each enquiry came from (Rightmove, Zoopla, SpareRoom, OpenRent, a direct enquiry, or a referral), which tells you over time which sources actually convert.

Referencing

Each applicant carries a referencing status — not started, in progress, passed, failed, or referred — so you can see at a glance who’s cleared to proceed. An applicant stuck in referencing with no movement will surface in Autopilot (Chapter 15) so nobody goes quietly cold.

Follow-ups

Give an applicant a follow-up date and the page keeps a running list of who’s due. Overdue follow-ups are flagged, and Autopilot will nudge you if one slips.

The Matches tab

When you have a vacant unit, switch to the **Matches** view and PropAIrty ranks your applicants against it, scored across four things: budget, bedrooms, area, and must-haves. Each applicant gets a percentage and colour-coded markers — a green tick for a match, an amber tilde for partial, a grey dash for “not stated”. Partial matches still count; you don’t need a perfect 100% to appear. It’s a fast way to answer “who on my books wants this flat?” without scrolling your whole list. Autopilot alerts you when a vacant unit has an applicant scoring 50% or more.

Applicant preferences — budget, areas, bedrooms, must-haves — are captured in the **Preferences** tab when you add or edit an applicant. The more you fill in, the sharper the matching.

Converting to a tenancy

When an applicant reaches Approved and you move them to Tenancy Created, you’re handing off into Chapter 3’s world: a unit, a start date, a rent, and a portal invitation.

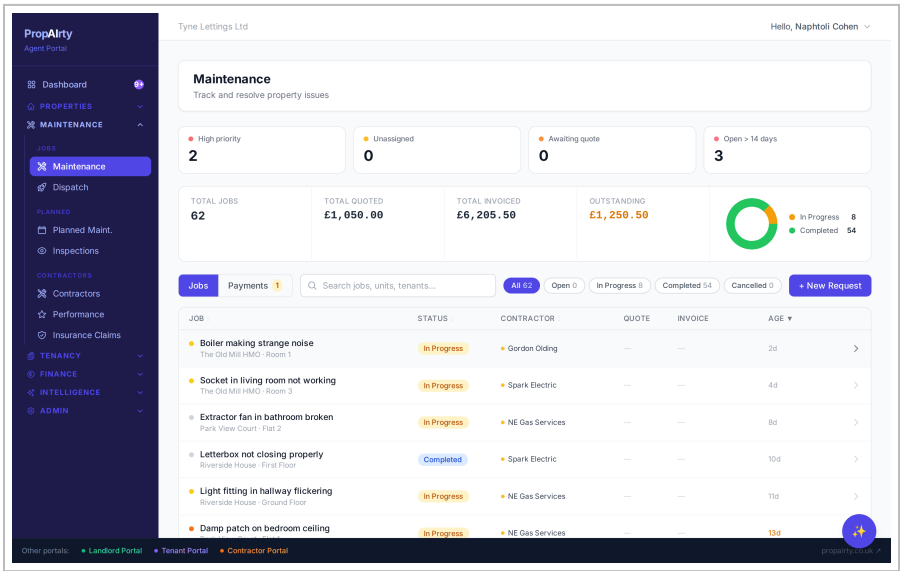
If something goes wrong

Problem	What to do
An applicant won’t appear in Matches	Check they have preferences set, and that the unit is genuinely vacant.
Someone’s stuck in a stage for weeks	That’s what the follow-up dates and Autopilot nudges are for — set a follow-up and move them on or out.
A rejected applicant is cluttering the board	Move them to Rejected or Withdrawn; those columns are collapsed by default.

5. Maintenance — report to repair

By the end of this chapter you’ll understand the full life of a repair — from the moment it’s reported to the moment it’s paid — and where AI triage fits in.

A maintenance job can start in three ways: a tenant reports it from their portal, you log it manually, or it’s created automatically from a tenant’s email (see Email Triage in Chapter 16). However it arrives, it lands on the Maintenance page.



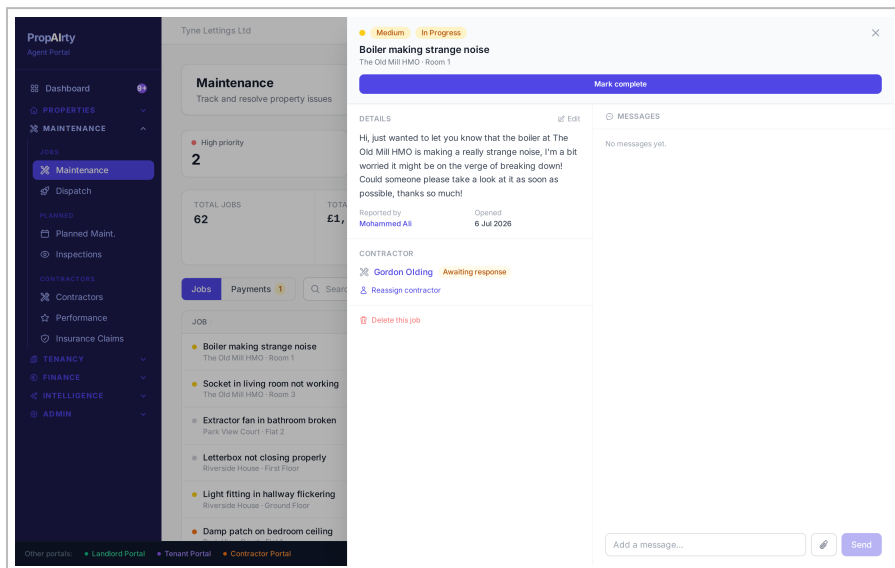
The Maintenance page — jobs with status filters and KPI cards, plus a Jobs/ Payments toggle.

The page has two views. **Jobs** is the working list — filter by Open, In Progress, Done, Cancelled or All, or click a KPI card to filter. **Payments** is where you settle contractor invoices in a batch, covered in Chapter 6.

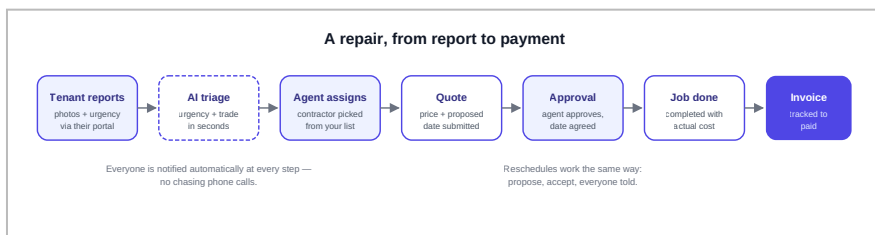
AI triage

When a repair comes in, PropAIrty reads the description and suggests a category and urgency, so a “no heating, baby in the flat” report doesn’t sit in a queue behind a dripping tap. Treat the suggestion as a fast first read — you can always override it.

Open any job and you get a two-column drawer: **Details / Contractor / Financials** on the left, **Messages / Notes** on the right. From here you can edit the job, assign a contractor, move the status along, approve or reject a contractor’s quote, and accept or reject a proposed reschedule.



A job drawer — details and contractor on the left, the message thread on the right.



*The job lifecycle: report → triage → assign → quote → approve → complete
→ pay.*

The lifecycle runs like this: the job is **reported**, **triaged** for urgency, **assigned** to a contractor, who submits a **quote** with a proposed date. You **approve** the quote and date together, the work is

completed with a final cost, and the invoice is **paid**. Each of those steps has its own screen, but the drawer keeps the whole story in one place, including the message thread with the tenant and contractor.

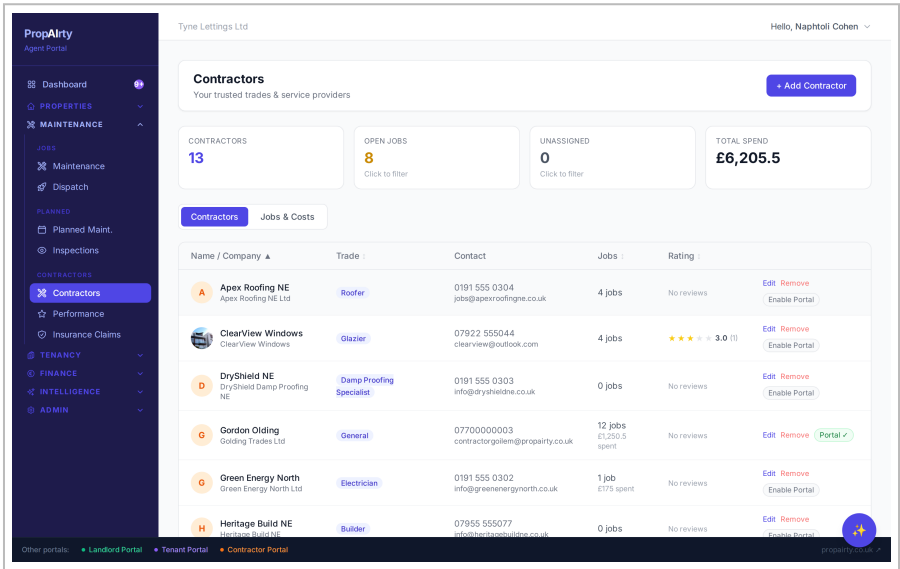
Urgency matters legally as well as practically. A repair that makes a home unsafe — no heating in winter, an electrical fault, a serious leak — should be triaged as urgent and moved quickly; leaving genuine hazards is where landlords and agents get into trouble.

If something goes wrong

Problem	What to do
A job has no contractor and isn't moving	Assign one from the drawer, or use the Dispatch queue (Chapter 6) which lists everything unassigned.
The triage urgency looks wrong	Override it — open the job and change the priority.
A tenant chases a repair you've already actioned	Reply in the Messages column of the drawer; the tenant sees it in their portal.

6. Contractors & dispatch — assigning work

By the end of this chapter you’ll be able to get a job into the right contractor’s hands, approve their quote, handle a reschedule, and pay them — all with a clear audit trail.



The Contractors page — each contractor with their trade, assigned jobs, total spend, and rating.

The Contractors page is your book of tradespeople. Each record holds their company and contact details, the trades they cover, the jobs assigned to them, total spend, and a performance rating built from your and your tenants’ reviews. A **Jobs & Costs** tab shows every job with estimated versus actual cost and invoice references.

The Dispatch queue is the fast lane. It lists every maintenance job that hasn't yet been assigned to anyone — so instead of hunting through the maintenance list for gaps, you work a single queue: review the job, pick a contractor, dispatch. The contractor is notified automatically and the job appears in their own login (Part 4).

The two-step approval

This is the safeguard worth understanding. When you assign a job, the contractor doesn't just turn up and bill you — they submit a **quote** with a proposed visit date (and optionally a PDF). Nothing is committed until you review it. When you click **Approve quote & confirm date**, you accept the price *and* the date in one step. You can reject a quote too. This keeps you — and your landlord — from being surprised by a bill nobody agreed.

Reschedules

If the confirmed date stops working, the contractor can propose a new one. It comes back to you to accept or reject, so the calendar never moves without your say-so.

Completion and invoices

Once the work is done, the contractor marks it complete and enters an invoice amount and reference, optionally attaching the invoice PDF. That's the trigger for payment.

Paying — one at a time or in a batch

From a single job’s Financials section you can record a payment (full or partial) against the invoice; the balance and “Paid in full” status update automatically. When you’ve several to settle at once, the **Payments** tab on the Maintenance page lets you tick multiple jobs, click **Pay N selected**, enter a date and a bank reference, and clear them together. Jobs that reach a zero balance drop into the Paid section.

Reviews

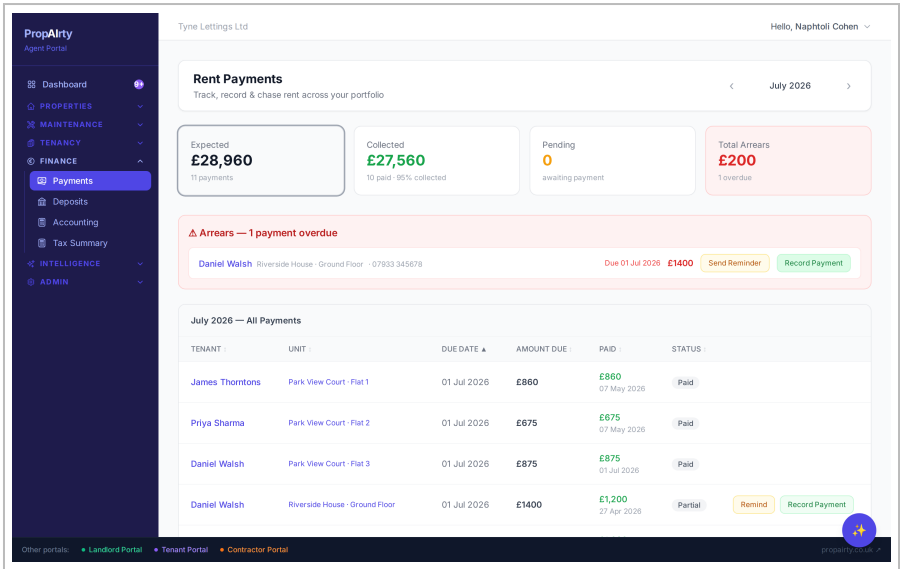
After a job, the contractor’s rating updates from the feedback logged — over time this tells you who’s reliable and who isn’t.

If something goes wrong

Problem	What to do
A dispatched contractor hasn’t responded	Message them from the job drawer; the message reaches their portal and their chosen notification channel.
You approved a quote by mistake	Reject the subsequent stages and re-assign; the job history keeps the trail.
A partial payment won’t clear the job	That’s correct — the job stays outstanding until the full invoice is paid. Record the remaining balance when funds allow.

7. Rent, payments & arrears

By the end of this chapter you'll be able to track rent across every tenancy, record payments accurately, and know exactly what the platform does on your behalf when a tenant falls behind.



The Payments page — the rent ledger for a chosen month, with status badges and Record Payment buttons.

The Payments page is the rent ledger for every active tenancy. Choose a month and you see what's due, what's paid, what's overdue, and what's still to come, each with a status badge.

Recording a payment

Click **Record Payment** on any unpaid or partly-paid row. Enter the amount received (it can be less than the full amount — a shortfall is flagged as **Partial**), the date the funds actually arrived, the method (bank transfer, standing order, cash, cheque, card, or other), and an optional reference. The row updates immediately.

One helpful touch: if a tenant pays *more* than a month's rent — say they clear a month and a half — PropAIrty can allocate the surplus forward across upcoming months rather than leaving it floating, and it tells you which months it covered.

Chasing gently

Each overdue row has a reminder action so you can prompt the tenant without drafting an email from scratch.

What happens automatically

With the standard workflow rules switched on (Chapter 15), arrears chase themselves:

- At **3 days overdue**, the tenant gets an automatic email reminder.
- At **7 days overdue**, you get an alert so it's on your radar before it grows.

You can adjust these day thresholds or turn them off, but the defaults reflect sensible practice: a quiet nudge first, then your attention.

The arrears that matter legally

Falling a little behind and falling seriously behind are different things. The figure to watch is **three months' unpaid rent** — this is the threshold for mandatory Ground 8 possession under the Renters' Rights Act 2025. Below it, you're in discretionary-grounds territory; at or above it, a stronger route opens up. PropAIRty tracks each tenancy's arrears against this line and carries the figure straight through to the notices flow.

Crucially, the arrears must reach three months' worth **both when the notice is served and again at the court hearing** — a tenant who clears the balance below the line before the hearing defeats Ground 8. This is why chasing early, and recording every payment promptly, protects the mandatory route rather than undermining it. The Rent Risk tool (Chapter 16) scores tenants on their whole payment history so you can act before three months ever builds up.

When arrears do cross the line, Chapter 8 picks up the story.

If something goes wrong

Problem	What to do
A payment landed but the row still shows overdue	Record it against that row — the ledger reflects recorded payments, not your bank feed.
A tenant overpaid and it’s confusing	Check the “covered months” note after re-recording — the surplus is allocated forward automatically.
The automatic reminders aren’t firing	Confirm the workflow rules are seeded and active (Chapter 15).

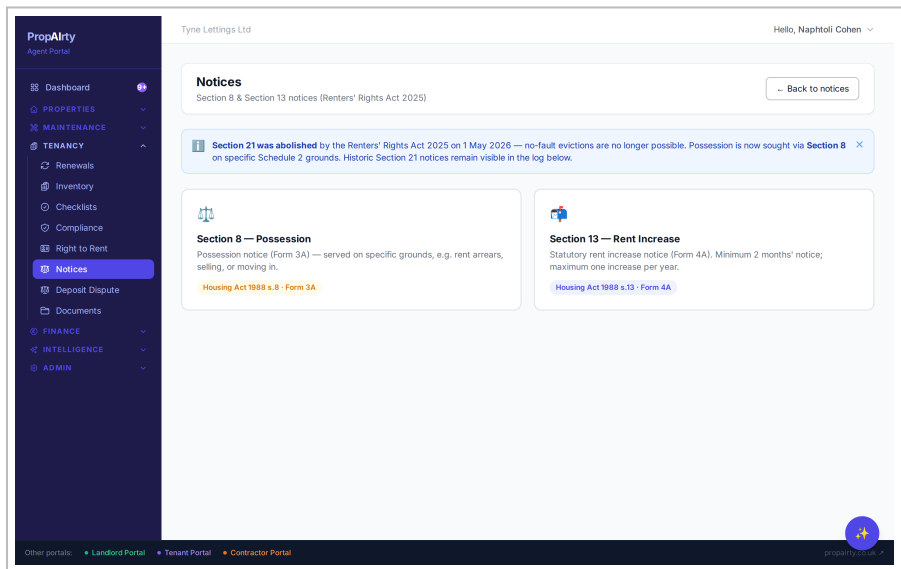
This chapter is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

8. Legal notices — Section 8 and Section 13 done right

By the end of this chapter you’ll be able to serve a possession or rent-increase notice correctly, and — just as importantly — understand the mistakes PropAIRty won’t let you make.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

What happened to Section 21. The old “no-fault” eviction is gone. Section 21 was abolished in England on 1 May 2026 by the Renters’ Rights Act 2025, and you cannot create a new one. Historic Section 21 notices stay visible in your log, marked as historical, but were only ever enforceable if court proceedings were issued by 31 July 2026. The Notices page opens with a blue sidebar saying exactly this.

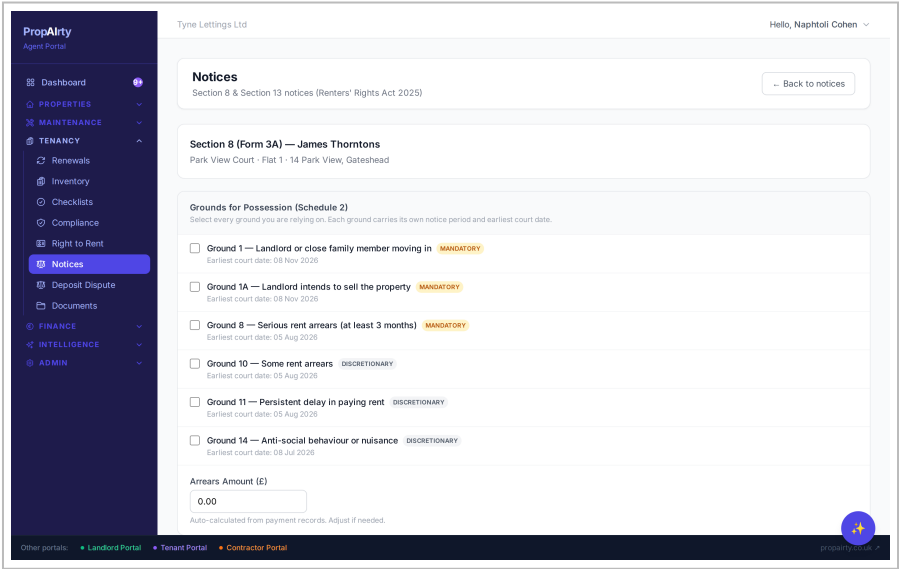


*Issuing a notice — choose Section 8 (possession) or Section 13 (rent increase).
The Section 21 abolition notice sits above.*

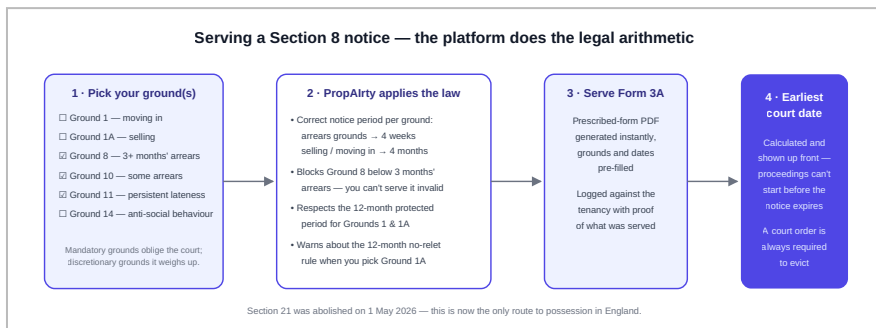
To regain possession now you use **Section 8** on specific Schedule 2 grounds.

Section 8 — possession

Pick the tenant, and PropAirty runs a preflight check, then shows you the grounds selector.



The Section 8 grounds selector — each ground tagged mandatory or discretionary, with its own earliest court date.



Choosing a ground applies its notice period, which sets the earliest date you can go to court.

You tick every ground you're relying on, and each one carries its **own notice period, applied automatically** — you never work it out by hand:

- **Ground 1** (the landlord or their family moving in) — mandatory, four months' notice, and it can't be used in the first 12 months of the tenancy.
- **Ground 1A** (the landlord selling) — mandatory, four months' notice, and it triggers a **12-month ban on re-letting or re-marketing** the property after the notice is served. PropAlrty warns you about this before you generate it.
- **Ground 8** (serious rent arrears) — mandatory, four weeks' notice, but only if arrears are **at least three months' rent both when you serve and at the hearing**.
- **Grounds 10 and 11** (arrears and persistent late payment) — discretionary, four weeks' notice.

- **Ground 14** (anti-social behaviour) — discretionary, and can take effect immediately.

Here's the protection that matters: **if you select Ground 8 but the arrears are below the three-month threshold, PropAirty won't let you generate the notice on that ground.** It tells you the exact shortfall and points you to the discretionary arrears grounds (10 and 11) instead — stopping the most common and most expensive possession mistake. Select Ground 1 or 1A within the first year and it flags that possession can't take effect yet, pushing the earliest court date back for you.

A compliance checklist (gas certificate, EPC, deposit protection, How to Rent guide) sits below the grounds. Under the new law these no longer *bar* the notice, but the page is candid that outstanding compliance invites a tenant defence and council penalties.



Notice periods at a glance: four weeks for arrears grounds, four months for moving-in or selling, and the 12-month protected period.

Section 13 — rent increase

PropAlrty
Agent Portal

Dashboard

PROPERTIES

MAINTENANCE

TENANCY

Renewals

Inventory

Checklists

Compliance

Right to Rent

Notices

Deposit Dispute

Documents

FINANCE

INTELLIGENCE

ADMIN

Tyne Lettings Ltd

Hello, Naphtoli Cohen

Notices

Section 8 & Section 13 notices (Renters' Rights Act 2025)

Section 13 rent increase (Form 4A)

Minimum 2 months' notice; maximum one increase per year. Tenants may refer it to the First-tier Tribunal, which can only confirm or reduce the proposed rent — never raise it — with any new rent taking effect from the Tribunal's decision date, never backdated.

Park View Court

NE5 1AD - Tenant due for review

Effective 01 Oct 2026

TENANT	UNIT	CURRENT RENT	PROPOSED RENT	LAST REVIEW
James Thorntons	Flat 1	£860.00	£ 885	28mo ago

Generate & Download

Riverside House

NE1 3QT - Tenant due for review

Effective 01 Oct 2026

TENANT	UNIT	CURRENT RENT	PROPOSED RENT	LAST REVIEW
Toby Golding	Ground Floor	£1000.00	£ 1030	18mo ago
Daniel Walsh	Ground Floor	£1400.00	£ 1440	18mo ago

Generate & Download

The Old Mill HMO

NE3 5TF - Tenant due for review

Effective 01 Oct 2026

TENANT	UNIT	CURRENT RENT	PROPOSED RENT	LAST REVIEW
Rebecca Hughes	Room 2	£450.00	£ 465	18mo ago

Generate & Download

Other portals: Landlord Portal, Tenant Portal, Contractor Portal

propalrty.co.uk

Section 13 — tenancies due for review, grouped by property, each with a suggested new rent.



Section 13: at least two months' notice, and no more than once every 12 months.

A rent increase on a periodic tenancy can only be done by a **Section 13 notice (Form 4A)** — rent-review clauses in the tenancy are

void. Two rules are hard-wired: a **minimum of two months' notice**, and **no more than one increase in any 12 months**. If you try to raise a rent that was increased within the last year, PropAIRty blocks it and tells you the earliest date you can next increase.

The page lists tenancies due for review, grouped by property, each with a suggested new rent you can edit. Generate the notice and it downloads as a PDF.

Tell the tenant plainly what their rights are: they can refer the increase to the First-tier Tribunal, which can only **confirm or reduce** the proposed rent — never raise it — with any new figure taking effect from the Tribunal's decision, never backdated.

Every notice you generate is logged, downloadable again as a PDF, and shows whether the tenant has viewed it. You can withdraw a notice from the log.

If something goes wrong

Problem	What to do
You can't select Ground 8	The arrears are below three months' rent. Use Grounds 10/11, or wait until the threshold is genuinely met.
Section 13 won't generate	The rent was likely increased within the last 12 months — the page shows the earliest date you can try again.
You need a no-fault eviction	There's no such thing any more. Identify a genuine Schedule 2 ground, or take advice.

9. Deposits — protection, prescribed information and disputes

By the end of this chapter you'll be able to record a deposit, keep it inside the legal deadlines, and build a proper evidence pack if there's a dispute at the end.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

The deposit rules didn't change under the Renters' Rights Act 2025, and they're strict. A deposit is capped at **five weeks' rent** (six if the annual rent is over £50,000). It must be **protected in a government-approved scheme — TDS, DPS or mydeposits — within 30**

days of receipt, and the **prescribed information** must be served on the tenant in the same window. Miss either and the tenant can take you to court for compensation — and although compliance failures no longer block a possession notice outright under the new law, an unprotected deposit hands the tenant a ready-made defence and invites council enforcement.

PropAirty

Agent Portal

Dashboard

PROPERTIES

MAINTENANCE

TENANCY

FINANCE

Payments

Deposits

Accounting

Tax Summary

INTELLIGENCE

ADMIN

Tyne Lettings Ltd

Hello, Naphtoli Cohen

Deposits

Deposit protection & compliance

Register Deposit

Total Held
£10,075
5 deposits

Unprotected
1
1 overdue!

PI Outstanding
4
4 overdue!

Returns Pending
0
tenancy ended

Legal compliance action required

• 1 deposit not registered with a protection scheme within 30 days — tenants may claim up to 3x the deposit amount in compensation.

• 4 deposits have Prescribed Information overdue — serve PI to the tenant immediately.

AllUnprotectedPI OutstandingReturned

TENANT	PROPERTY	AMOUNT	RECEIVED	SCHEME	STATUS	FLAG	
Daniel Walsh	Riverside House - Ground Floor	£1,800	15 Jan 2024	MyDeposits	Protected	PI overdue!	Manage
Mohammed Ali	The Old Mill HMO - Room 1	£675	01 Nov 2024	TDS	Protected	PI overdue!	Manage
Priya Sharma	Park View Court - Flat 2	£975	01 Sept 2023	TDS	Protected	PI overdue!	Manage
Sophie Clarke	Riverside House - First Floor	£1,425	01 Jun 2024	DPS	Protected	PI overdue!	Manage
Toby Golding	Riverside House - Ground Floor	£5,200	07 May 2026	DPS	Unprotected	Protection overdue!	Manage

Other portals

Landlord Portal

Tenant Portal

Contractor Portal

propairty.co.uk

The Deposits page — each tenancy's deposit with its scheme, amount, reference, and protection status.

The Deposits page tracks a record per tenancy: the amount, the scheme, the scheme reference, the date it was protected, and the current status. Anything unprotected surfaces on your dashboard's

Action Required strip and in Autopilot (Chapter 15) so a 30-day clock never runs out unnoticed.

Recording a deposit

1. Add the deposit against the tenancy with the amount taken.
2. Once you've protected it with your scheme, record which scheme, the reference number, and the protection date.
3. Confirm the prescribed information has been served — the tenant can see their own deposit details from their portal, which doubles as evidence it was provided.

Disputes and the evidence pack

When a tenancy ends and you want to make deductions the tenant disagrees with, the case goes to your scheme's adjudicator — and adjudicators decide on evidence, not assertion. From the Deposits page you can generate a **Deposit Dispute Pack**: a ready-to-submit bundle containing a claim summary table, a chronology of events, the check-in and check-out condition notes, a supporting evidence list, and a statement of truth. This is where good habits earlier pay off — a thorough check-in inventory and a matching check-out (Chapter 13) are what make a deduction stick.

Keep deductions proportionate and evidenced. Fair wear and tear is not deductible; genuine damage, cleaning below the check-in

standard, or unpaid rent generally are. The pack is only as strong as the inspection records behind it.

If something goes wrong

Problem	What to do
A deposit shows as unprotected	Protect it with your scheme immediately and record the reference and date — the 30-day deadline is unforgiving.
You're missing the reference number	Retrieve it from your scheme account, then update the record; the tenant's portal reflects it too.
A tenant disputes a deduction	Generate the Deposit Dispute Pack from the Deposits page and submit it to the scheme adjudicator with your inspection evidence.

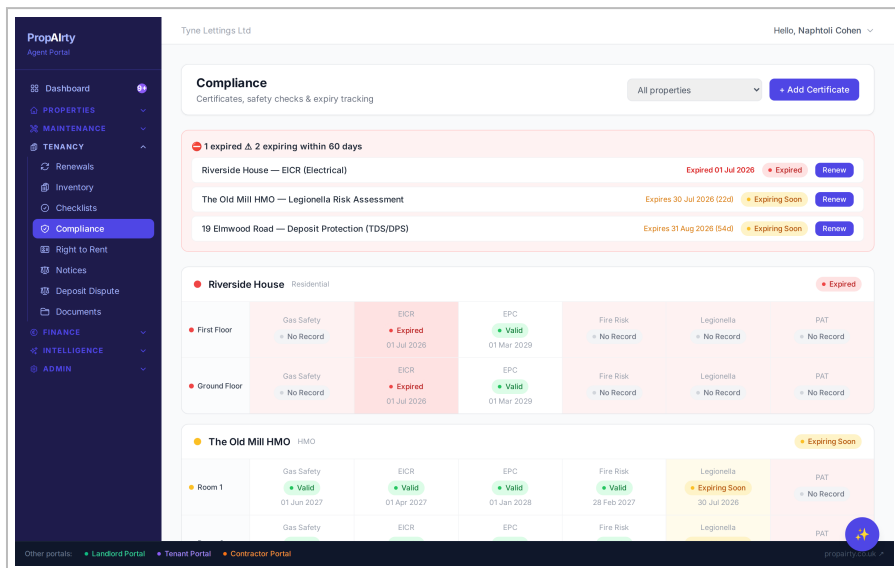
10. Compliance certificates — gas, EICR, EPC and alarms

By the end of this chapter you'll be able to see the safety status of every property at a glance, and never be caught out by an expiring certificate.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

Letting a home safely and legally means keeping a handful of certificates current. These duties didn't change under the Renters' Rights Act 2025:

- **Gas safety** — an annual gas safety check on every gas appliance and flue.
- **EICR** (Electrical Installation Condition Report) — at least every five years.
- **EPC** (Energy Performance Certificate) — a minimum of band **E** to let now, rising to **band C from 1 October 2030**. Plan for that early — Chapter 16's EPC roadmap helps.
- **Smoke and carbon monoxide alarms** — working alarms fitted and checked.
- Plus the checks that sit alongside a tenancy: **Right to Rent** (Chapter 3) and giving the tenant the **How to Rent** guide.



The Compliance page — certificates per property with expiry dates and traffic-light status.

The Compliance page shows a certificate matrix. Each certificate carries its expiry date with a traffic-light status: green when current, amber within 30 days of expiry, red once expired. Expired certificates also push up to your dashboard’s Action Required strip, so they’re impossible to lose track of.

Clickable cells

Every cell in the matrix is actionable. Click a certificate that exists and you open its detail to view or edit it. Click a grey “No Record” cell and you open the Add Certificate form, already pre-filled with

the right property, certificate type and unit — so logging a new gas certificate is two clicks, not a hunt through menus.

Per-unit tracking

For HMOs and multi-unit buildings, the matrix shows a **row per unit** rather than one row for the whole building, so each flat's gas, electrical and EPC status is tracked independently. A property-level certificate (one with no specific unit) counts as a fallback for all units.

Uploads and downloads

Attach the certificate PDF or photo to its record and it becomes downloadable — including by landlords and tenants from their own logins, which saves you emailing documents around.

Keeping ahead of renewals

Two things stop certificates from lapsing. The traffic-light amber warning gives you 30 days' notice on screen, and the certificate-renewal workflow (Chapter 15) can alert you automatically as expiry approaches. For recurring physical tasks — boiler services, alarm tests — the PPM (Planned Preventative Maintenance) scheduler keeps them on a recurring cycle so nothing is forgotten between certificates.

If something goes wrong

Problem	What to do
A certificate is red (expired)	Arrange the inspection and log the new certificate; letting with an expired gas or electrical certificate is a serious breach.
A multi-unit property shows gaps per flat	That's the per-unit view working — add each unit's certificate, or a property-level one as a fallback.
A landlord can't see their certificate PDF	Make sure the file is attached to the record; once attached it's downloadable from the landlord portal.

11. Documents & e-signing

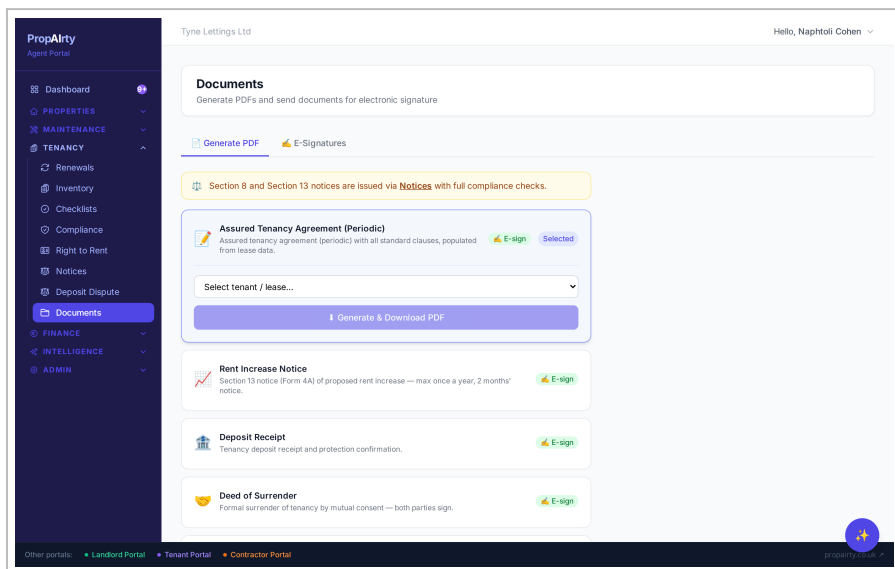
By the end of this chapter you'll be able to generate any tenancy document as a branded PDF and send it to a tenant or landlord to sign online, without printing a single page.

Everything lives under **Documents**. The page opens on the **Generate PDF** tab, where each document type is a card you click to expand. Pick the tenant or lease from the grouped dropdown (properties are listed as headings, tenancies underneath), fill in any extra fields, and hit **Generate & Download PDF**. The document is populated straight from your lease data, so names, addresses and rents are already correct.

You can produce:

- **Assured tenancy agreement (periodic)** — the modern open-ended agreement, with all standard clauses.
- **Deposit receipt** — confirmation of the deposit taken and where it's protected.
- **Rent increase notice** — a Section 13 notice (Form 4A). More on this in Chapter 12.
- **Deed of surrender** — for ending a tenancy early by mutual consent; you set the surrender date and optional condition notes.
- **Notice of Seeking Possession (NOSP)** — the notice that precedes a Section 8 claim; enter the arrears amount and any particulars.
- **Landlord management agreement** — the full letting-and-management contract between your agency and a landlord, with your fees, repair limit, notice period and inspection frequency.
- **Deposit dispute evidence pack** and **HMO licensing assessment** — generated from a chosen deposit or property.

One deliberate gap: you can't create Section 8 or Section 13 *possession* notices here. A banner points you to the **Notices** module, where those go through full compliance checks (see Chapter 19). Documents is for paperwork; Notices is for anything with a legal deadline attached.



The Documents page with each generatable PDF as an expandable card.

Sending for signature

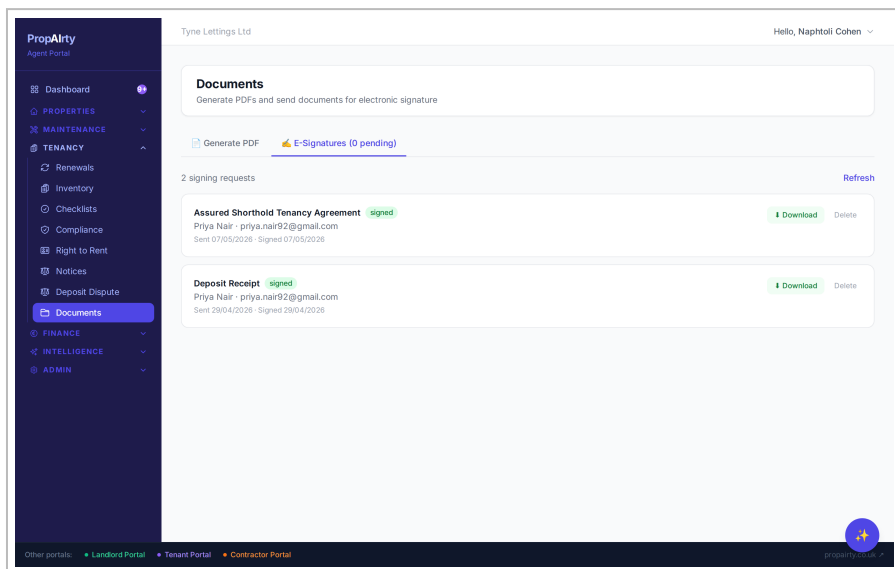
Any card marked  **E-sign** — tenancy agreement, deposit receipt, rent increase, deed of surrender — can be signed electronically instead of printed. With the lease selected, click **Send for e-signature**. The signer's name and email pre-fill from the tenancy; confirm them, choose whether they're a tenant, landlord or other party, and send. A secure, unique link is emailed to them and shown to you to copy if the email doesn't arrive. Links expire after 14 days.

The signer opens the link, reviews the document details, draws their signature with a mouse or finger, types their name to confirm, and

ticks to agree. Their IP address, the date and the time are recorded in a tamper-evident audit trail embedded in the final PDF.

Electronic signatures on these documents generally have the same legal effect as a handwritten one. The exception is the **deed of surrender**: a deed must be signed in the presence of a witness, so treat the e-sign flow as a convenience alongside — not a substitute for — properly witnessed execution.

Track everything on the **E-Signatures** tab. Each request shows its status — pending, signed, declined or expired — with the signer's details and dates. While a request is pending you can copy the link again; once signed, you can download the completed PDF. The tab header shows a live count of pending signatures so nothing sits forgotten.



A tenant signing on the public signing page — no login needed.

If something goes wrong

Problem	What to do
Signer says the email never arrived	Open the E-Signatures tab, find the request, click Copy link and send it to them directly.
The link has expired	Delete the old request and send a fresh one; links last 14 days.
You need a Section 8 or 13 notice	Use the Notices module, not Documents — it runs the legal checks for you.
Signer declined by mistake	You’ll see a “declined” status; simply generate and send a new request.

12. Renewals & rent reviews

By the end of this chapter you’ll be able to run your renewals in the new periodic world — spotting tenancies that need attention, proposing new terms, and issuing a valid Section 13 rent increase when the rent goes up.

Since 1 May 2026 there are no fixed terms. Every assured tenancy is open-ended and rolls on until the tenant leaves. So a “renewal” is really a **rent review or change of terms on a continuing tenancy** — and PropAirtty treats it that way.

The **Lease Renewals** page sorts your tenancies into three buckets, shown as cards at the top:

- **Need action — no offer sent** — tenancies approaching (or past) their review date with nothing sent yet. If any are already past their old end date, you'll see a red count.
- **Offer sent — awaiting response** — the tenant has an offer and hasn't replied.
- **Responded** — accepted or declined.

Each row shows the tenant, property, when the tenancy is up for review, the current rent and how many days are left, colour-coded by urgency. Click any column heading to sort.

PropArty

Agent Portal

Dashboard

PROPERTIES

MAINTENANCE

TENANCY

Renewals

Inventory

Checklists

Compliance

Right to Rent

Notices

Deposit Dispute

Documents

FINANCE

INTELLIGENCE

ADMIN

Tyne Lettings Ltd

Hello, Naphtoli Cohen

Lease Renewals

Manage renewal offers for expiring tenancies

NEED ACTION — NO OFFER SENT

2

OFFER SENT — AWAITING RESPONSE

2

Tenant has been sent a renewal offer

RESPONDED

2

Accepted or declined by tenant

Action Required (2)

Offer Sent (2)

Responded (2)

TENANT	PROPERTY / UNIT	EXPIRES	CURRENT RENT	
Daniel Walsh	Riverside House Ground Floor	15 Jul 2026 7d left	£1,400/mo	Send Offer
Priya Nair	19 Elmwood Road Unit 1	31 Jul 2026 23d left	£1,050/mo	Send Offer

Other portals

Landlord Portal

Tenant Portal

Contractor Portal

The Renewals dashboard, tenancies grouped by whether an offer has been sent.

Sending an offer

Click **Send Offer** on a tenancy. Enter the proposed monthly rent — the page shows the change against the current rent as you type — and set the new start date. Leave the tenancy type as **Periodic (rolling monthly)**, which is correct for England now; **Fixed term** is there only for pre-May-2026 or non-England tenancies. Add a note to the tenant if you like.

The tenant receives an email and can accept or decline from their own login. You can also download a renewal offer PDF to send or file. Once they respond, the tenancy moves to the **Responded** tab; accepting it creates the continuing lease record at the new rent.

Turning a rent rise into a Section 13 notice

Here's the important legal step. If your proposed rent is **higher** than the current rent, a valid increase needs a **Section 13 notice (Form 4A)** — a rent review clause won't do, because those are now void. On any sent offer where the rent has gone up, an **S.13 Notice** button appears. Click it and PropAIRty generates the formal notice pre-filled with the new rent and effective date, ready to serve.

Remember the rules the notice must respect: rent can rise **once every 12 months at most**, with a **minimum of two months' notice**, and the tenant can refer it to the First-tier Tribunal, which can only confirm or lower the figure — never raise or backdate it. The Notices module enforces the 12-month gap for you (Chapter 19); here, the Section 13 button simply produces the right form for the increase you're proposing.



Two months' warning, one increase a year — the rhythm of a lawful rent review.

If something goes wrong

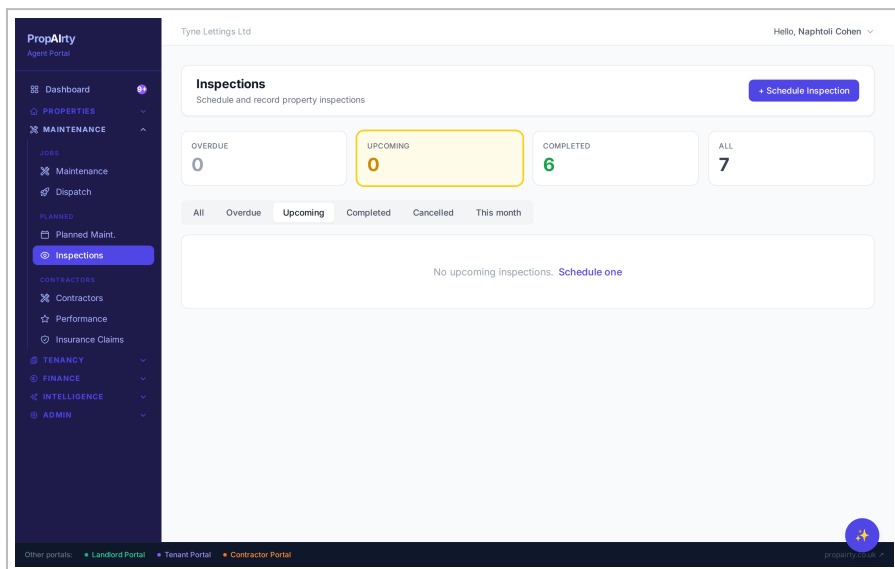
Problem	What to do
No S.13 button on an offer	It only appears when the proposed rent is higher than the current rent — a same or lower rent needs no notice.
Tenant hasn't responded	The offer sits in "Offer sent"; Autopilot can chase a non-response for you (Chapter 15).
You raised the rent under 12 months ago	The Notices module blocks a second increase and tells you the earliest valid date.

This chapter is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

13. Inspections

By the end of this chapter you'll be able to schedule inspections, record them room by room with photos, produce a PDF report, and compare a property's check-in condition against its check-out.

Open **Inspections**. Four cards across the top double as filters — **Overdue**, **Upcoming**, **Completed** and **All** — and there are tabs for This month and Cancelled too. Overdue inspections (scheduled dates now in the past) are flagged in red so they don't slip.



The Inspections page, with overdue visits highlighted and status filters across the top.

Scheduling

Click + **Schedule Inspection**, choose the unit, pick a type and set a date. The four types each have a purpose:

- **Routine** — a periodic mid-tenancy check.
- **Check-In** — recording condition as a tenant moves in.
- **Check-Out** — recording condition as they leave.
- **Inventory** — a full contents and condition schedule.

Add the inspector's name and any notes, and it appears in Upcoming. You can edit or reschedule a visit at any time, and a cancelled inspection can be reinstated later.

Recording the visit

Before or during the visit you can attach photos and videos. Open **Photos** on any inspection to upload media, grouped by room or as general “overall” shots. When you're ready, click **Complete** to record the outcome — the overall condition (excellent, good, fair or poor), cleanliness, and room-by-room detail. The default room list covers the usual spaces (hall, living room, kitchen, bedrooms, bathroom, WC, garden, garage), and each room takes its own condition, cleanliness rating and photos.

Once completed, the inspection shows its overall condition as a colour-coded badge, and you can download a full **PDF report** to send to the landlord or keep on file.

Comparing check-in to check-out

This is where inspections earn their keep at the end of a tenancy. On any completed **check-in** or **check-out** inspection you'll see a **Compare** button. It puts the two inspections for that unit side by side, room by room, so you can see exactly what changed between the tenant moving in and moving out. That evidence — condition ratings plus dated photos — is the backbone of any fair deposit

deduction, and it feeds directly into the deposit dispute evidence pack from Chapter 9.

If something goes wrong

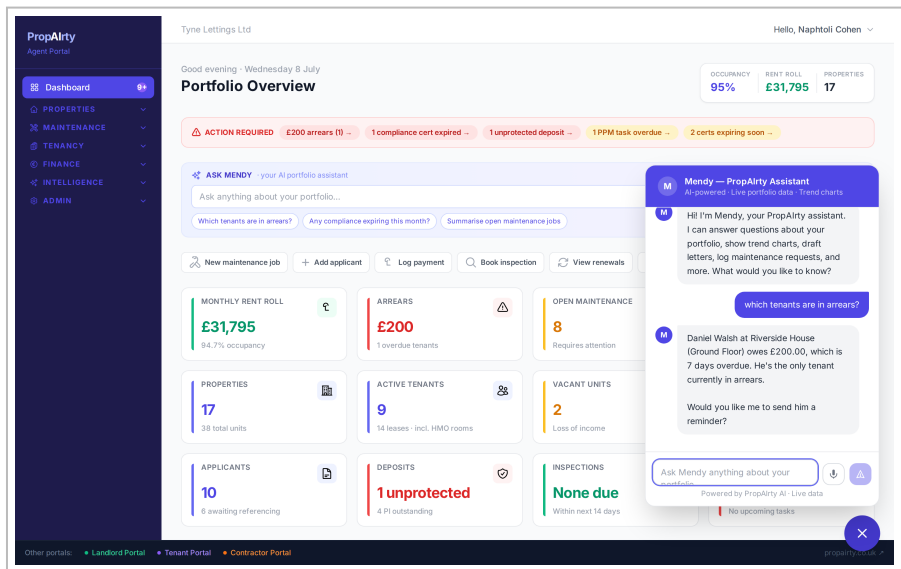
Problem	What to do
An inspection is overdue	It's flagged red and counted on the Overdue card; reschedule or complete it.
No Compare button	Comparison is only offered on completed check-in and check-out inspections for the same unit.
Photos won't attach	Use the + Add Photo button inside the media window; images and video are both accepted.
Tenant disputes a deduction	Download the report and use the check-in/check-out comparison as your evidence.

14. Mendy, your AI assistant

By the end of this chapter you'll know what to ask Mendy, what he can draft and do for you, and — just as importantly — what he deliberately won't do.

Mendy is the AI assistant built into your portal. He sits as a ✨ button in the bottom-right corner of every page; click it to open a chat window. (If you've set your assistant to female in Preferences,

you'll meet Wendy instead — same assistant, different name and colour.) Mendy has live, read access to your own data, so his answers reflect your actual portfolio, not generic advice.



Mendy answering a portfolio question, with an inline chart.

What to ask

Mendy is best at questions you'd otherwise dig through several pages to answer. Try:

- “What’s my occupancy rate?” or “What’s my monthly rent roll?”
- “Which tenancies are up for review in the next 60 days?”
- “Show me open maintenance issues as a chart.”

- “Which tenants are in arrears, and how much?”
- “Show me my vacancy trend over the last 30 days.”

When a question suits a chart, Mendy draws one inline — bar, line or pie. You can type your question or tap the microphone and speak it. He covers properties, tenants and leases, maintenance, compliance certificates, arrears, Right to Rent, deposits, legal notices, payments, renewals, inspections, applicants, contractors, planned maintenance, the dispatch queue, portal messages, surveys, reviews and valuations.

What it drafts and does

Mendy can **draft letters** for you — rent reminders, Section 8 notices, inspection notices, lease renewals, welcome letters, arrears warnings — always formally worded and signed off as “PropAIrty Management”. He can also **create a maintenance request** for any unit, and **send a rent arrears reminder email** to a named tenant. He only claims to have sent something when the email genuinely went out, and he reports the exact result.

What it won’t do, and why that protects you

Mendy is built with strict anti-hallucination rules that override everything else:

- If a fact isn’t in your live data, he says so plainly — “I don’t have that information in your current data” — rather than

guessing. He will never invent a tenant name, address, amount, date or reference number.

- He won't draft a **Section 21** notice, because Section 21 was abolished on 1 May 2026. Possession now needs a Section 8 ground, and Mendy knows the Ground 8 arrears threshold is three months.
- He won't give **legal, accounting or investment advice**, or predict the market — he'll tell you to consult a qualified professional.
- For anything outside his known capabilities, he points you to your account manager rather than speculating.

That restraint is the point. An assistant that confidently makes up a tenant's arrears figure is worse than no assistant at all, so Mendy is designed to say less and be right.

If something goes wrong

Problem	What to do
Mendy says he doesn't have some data	The figure isn't in your portfolio yet — add or update the record and ask again.
He won't draft a Section 21	By design — Section 21 is abolished. Use the Notices module for a Section 8 notice.
You want it in a female voice	Switch the assistant to female in Settings → Preferences; it becomes Wendy.

15. Workflows & Autopilot

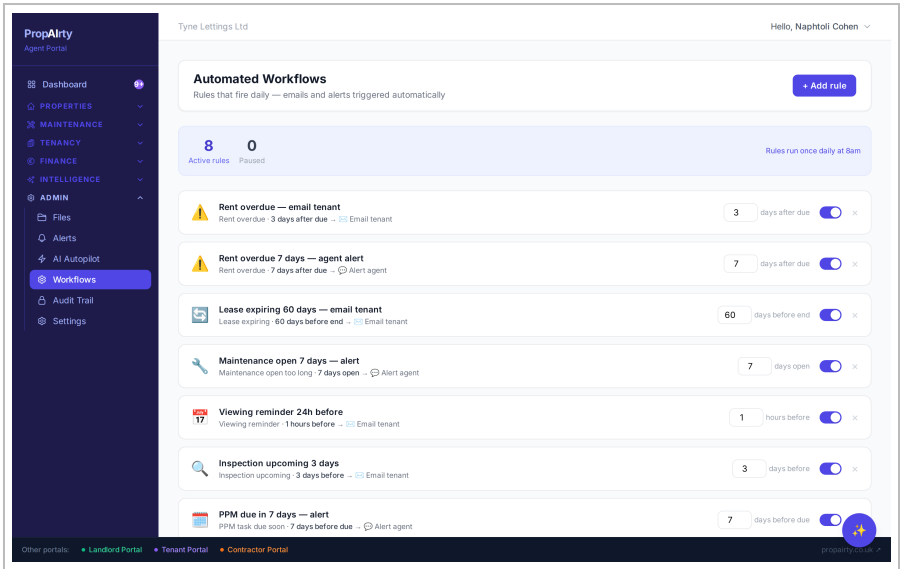
By the end of this chapter you'll be able to put your routine chasing on rails — automatic reminder emails and alerts through **Workflows**, and a smarter, portfolio-wide watchdog through **AI Autopilot**.

These are two related tools. **Workflows** are simple, predictable “if this many days pass, send that message” rules. **Autopilot** is a broader engine that watches every workflow across all four portals and can step in on your behalf.

Workflows — daily rules

Open **Automated Workflows**. If you're starting fresh, click **Load defaults** for a ready-made rule set, or + **Add rule** to build your

own. A rule is a trigger plus a number of days plus an action. Triggers include rent overdue, a lease expiring, maintenance going stale, viewing reminders, upcoming inspections, planned-maintenance due, and an unprotected deposit. Actions are: email the tenant, email the landlord, or alert you.

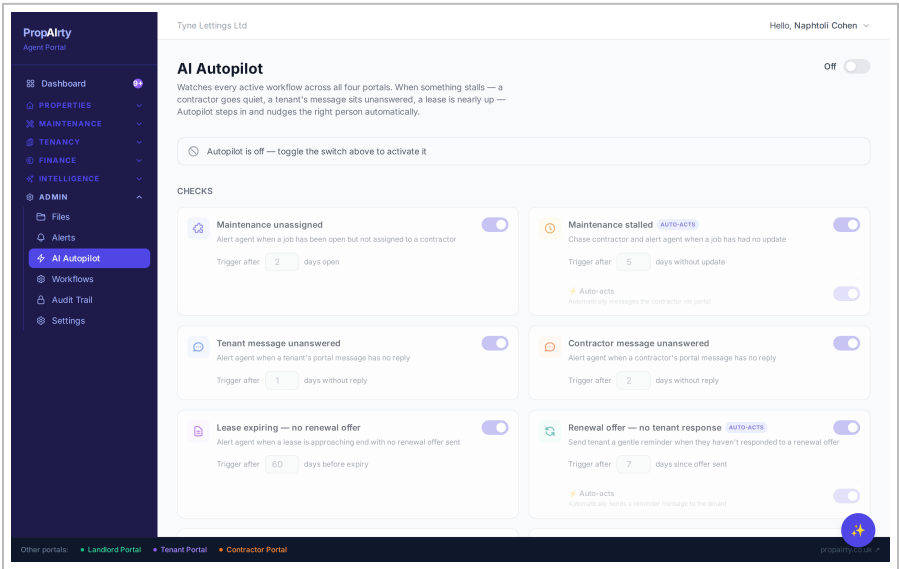


The Workflows list — each rule a trigger, a day threshold, and an action, with a toggle.

Pick a trigger and the rule names itself and fills in sensible defaults; adjust the day threshold inline, and toggle any rule on or off. Rules run **once a day at 8am**. The summary bar shows how many are active versus paused. This is the right tool for steady, rules-based nudges you want to happen like clockwork.

Autopilot — the portfolio watchdog

AI Autopilot is more capable. One master switch turns it on, after which it runs **every four hours** across around twenty checks — unassigned or stalled maintenance, unanswered tenant and contractor messages, expiring leases with no offer, renewal offers with no response, expiring compliance, arrears, applicant follow-ups, unregistered deposits, missing move-in inventories, inactive tenant portals, unsent surveys, unread landlord messages, missing inspections, and vacant units that match a waiting applicant.



The AI Autopilot screen — the master switch toggled off, with the individual check cards visible below.

Each check is a card with its own on/off toggle and a “trigger after N days” setting. Crucially, most checks only **alert** you — they notify you and wait for your approval. A small set, marked **AUTO-ACTS** (stalled maintenance, arrears chasing, and renewal non-response), can message the right person automatically; each of those has its own toggle so you can switch it down to **alert only** if you’d rather approve every message first.

Two buttons keep you in control. **Preview what would run** shows exactly which actions Autopilot would take right now, without taking them. **Run now** triggers a pass immediately. Every action Autopilot takes is written to an **activity log** — when, which check, what it did, to whom, and the full text of any message it sent — so you can always see what happened while you were away.

If something goes wrong

Problem	What to do
Autopilot sent a message you'd rather approve	Turn that check from “Auto-acts” to “Alert only”, or disable it entirely.
You want to see what it <i>would</i> do first	Click Preview what would run before enabling anything.
A workflow email fired at the wrong time	Adjust the day threshold on the rule, or pause it with its toggle.
Nothing is happening	Check the master Autopilot switch is on, and that individual checks are enabled.

16. Intelligence tools

By the end of this chapter you'll be able to use PropAIRty's analysis tools to price rents against the market, plan EPC upgrades ahead of the 2030 deadline, spot tenants likely to leave, get ahead of voids, and produce a landlord's tax summary.

These seven tools turn the data you already hold into decisions.

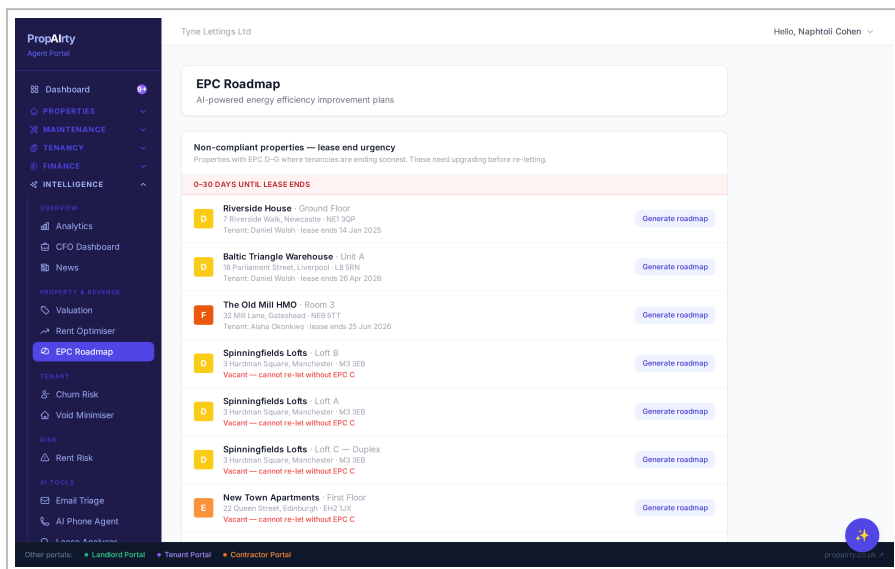
Rent Optimiser

Rent Optimiser benchmarks every let against VOA Rental Market Statistics (2023–24 data) for its area and size. Units are sorted into **underpriced**, **at market** and **overpriced**, with a headline **revenue**

opportunity figure — the extra monthly income if you moved every underpriced unit to market. Expand a unit to see the recommendation and the comparable rents behind it. For an underpriced unit you can **notify the landlord** by email in one click — useful ammunition for a rent-review conversation.

EPC Roadmap

EPC Roadmap turns the energy-efficiency rules into a plan. The minimum rating to let is **E today, rising to C from 1 October 2030**. The page ranks your non-compliant D–G properties by how soon their tenancies end — because those are the ones you must upgrade before re-letting — and generates an AI improvement plan of measures (with an estimated rating uplift) for any property. Vacant sub-standard units are flagged as un-lettable until improved.



The EPC Roadmap, ranking non-compliant properties by lease-end urgency.

Churn Risk

Churn Risk scores each tenant 0–100 on how likely they are to leave, banded **high**, **medium** and **stable**, with the specific factors behind the score — late payments, open maintenance, a lease nearing its end. For a stable or medium tenant you can draft a warm check-in email in one click. One safeguard: where a tenant is in real arrears, the tool tells you retention isn’t recommended and points you to the Rent Risk report first, so you don’t chase to keep someone you’re about to pursue for money.

Rent Risk

Rent Risk scores every active tenant from 1 (low) to 5 (critical) on their whole payment history — how many payments landed on time, how many were late and by how long, any partial or overdue payments, and the current arrears — and flags whether each tenant’s behaviour is improving, stable or worsening. Every score comes with the factors behind it and a **recommended next action** that shifts with the actual arrears: a friendly reminder low down, a formal warning higher up, and — once arrears reach three months’ rent — a prompt to serve a Section 8 notice, because that is the mandatory Ground 8 threshold. Below three months it deliberately steers you to a warning or the discretionary grounds instead, so you never over-reach. An AI briefing across the top sums up where your real risk sits.

Void Minimiser

Void Minimiser looks forward at tenancies ending in the next 180 days, banded by how soon (0–30, 31–60, 61–90, 91–120, 120+ days) and showing whether a renewal has been started. From each row you can **draft a listing** for the unit or **email the tenant** a renewal nudge, with a sensible message pre-written for you to edit and send.

Tax Summary

Tax Summary produces an income-and-expense summary for a chosen landlord and tax year (6 April to 5 April), ready for self-assessment. It totals gross rent, subtracts actual maintenance and your management fee, shows a net profit estimate and an indicative 20% basic-rate tax figure, breaks the numbers down by property, and downloads as a PDF. It carries a clear disclaimer — it's a summary, not tax advice.

Email Triage

Email Triage — the **Smart Inbox** — reads your inbound messages and sorts them so nothing slips. Forward any inbox to your PropAIrty address, or connect Gmail or Outlook (SMS, WhatsApp and Telegram can feed in too), and every message is classified by type — maintenance, rent, enquiry, renewal, complaint and more — and by urgency, then matched to the tenant or landlord who sent it. A repair reported by email is turned straight into a **maintenance request**, so it lands in your jobs list without retyping. Each item carries a short summary, the actions it needs, and a suggested reply you can edit and send back over the same channel. Work the queue from pending to actioned and your inbox stops being the place things get lost.

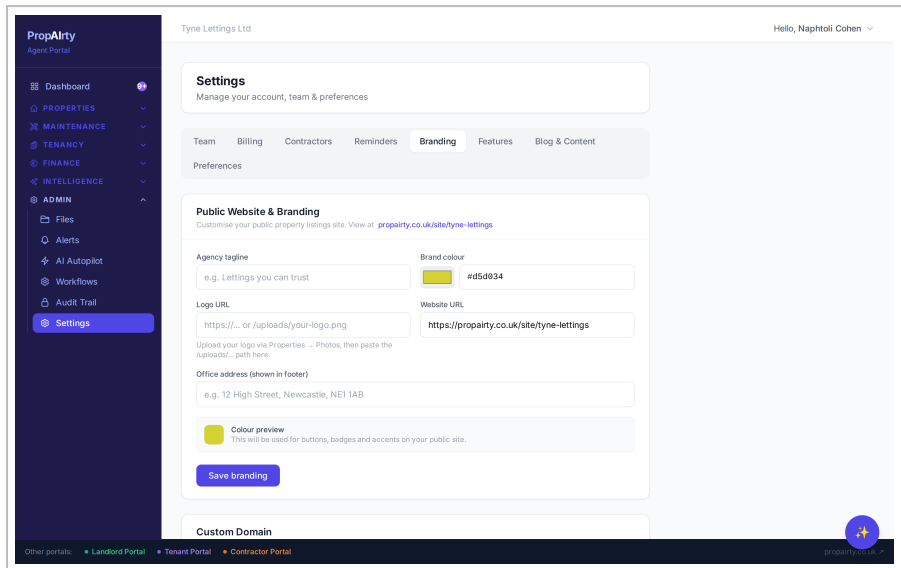
If something goes wrong

Problem	What to do
“No market data” on a unit	The VOA dataset had no close comparable for that postcode and size; treat the current rent as your reference.
Tax figures look off	The management fee is estimated unless you’ve set an agreed rate in the landlord’s record; the summary flags which.
A churn email button is missing	For tenants in arrears the tool withholds it deliberately — review payment action first.

17. Your public agency website

By the end of this chapter you’ll be able to run a full public website for your agency — a live listings site, About/Contact/Areas/Reviews pages, a blog, valuation enquiries that arrive as leads, and an AI assistant answering renters’ questions — all fed by the data you already keep in PropAIrty.

Every agency gets a website at **youragency.propairty.co.uk** (technically served at `propairty.co.uk/site/your-slug`), and you can point **your own domain** at it instead. You configure it in **Settings**.



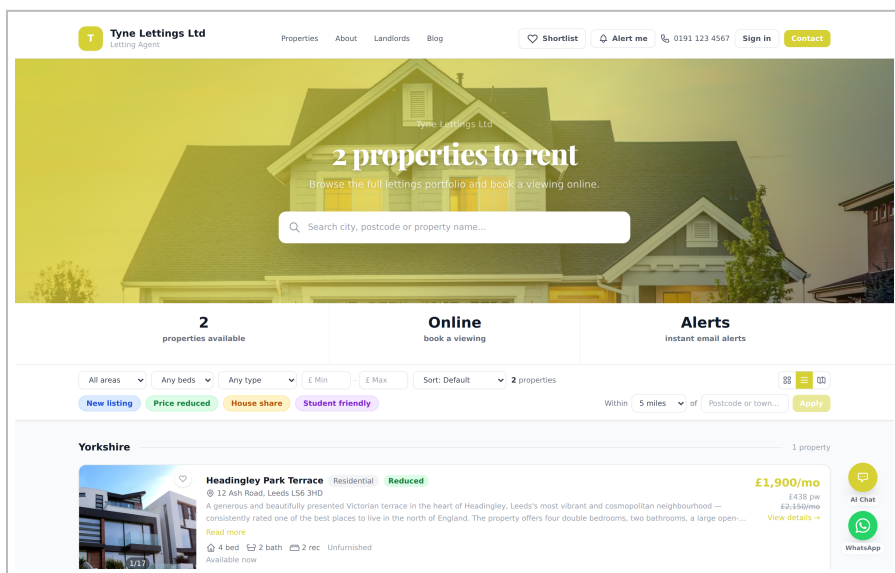
The Branding and Blog & Content tabs in Settings, where the public site is configured.

Setting it up

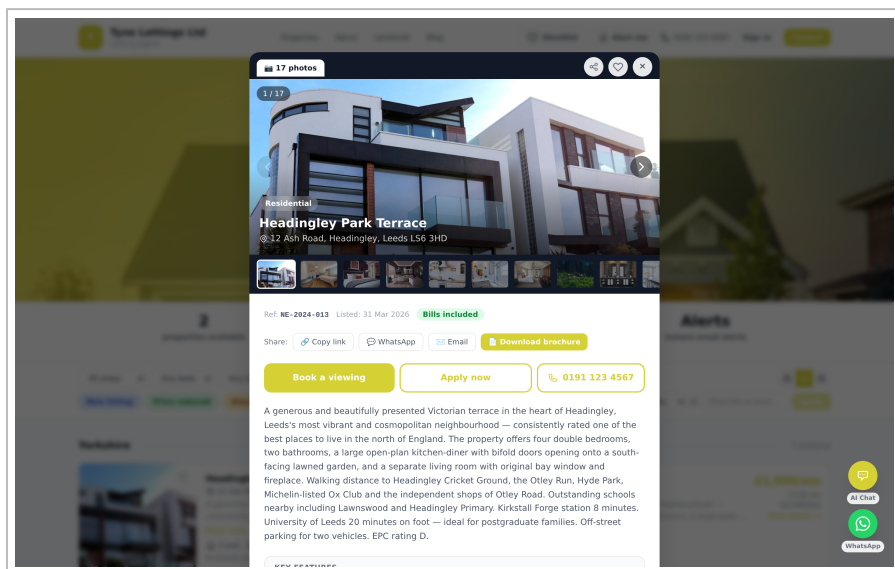
Under **Settings** → **Branding** you set your logo, brand colour, tagline and address, and your site **slug** (the youragency part of the address). Your brand colour flows through the whole site. To use a custom domain, go to the custom-domain section, add a **CNAME record** at your DNS provider pointing your domain to `propairty.co.uk`, and enter the domain here; leave it blank to keep the default address.

What renters see

The live site leads with your **listings**. Properties come straight from your portfolio, so anything you're marketing appears automatically, grouped by region. Renters can search by city, postcode or name; filter by area, beds, type and price; search within a radius of a postcode; and switch between grid, list and map views. Listings carry **New**, **Price reduced**, **House share** and **Student friendly** badges. Visitors can shortlist favourites, set up **email alerts** for new matches, create an account, book viewings and apply.



The public listings homepage, branded in the agency's colour.



A single property page with photos, amenities and a viewing request.

Alongside listings, your site has standard pages: **About** (your story, team and areas covered), **Contact**, **Areas** (browse by neighbourhood), **Reviews** (star ratings and testimonials, which tenants and landlords can submit), plus dedicated **Landlords** information.

The blog

Under **Settings** → **Blog & Content** you write and publish posts — title, excerpt, cover image and body — to a blog on your site. It's there to help you rank locally and give renters and landlords something useful to read. Publish, edit or delete posts at any time.

Valuation requests as leads

Your site offers landlords a **free rental valuation**. When one fills in the form — their details and property address — it doesn't vanish into an inbox; it arrives inside PropAIrty as a **lead** for you to follow up, with the promise to the landlord that you'll be in touch within one business day. Contact-form and save-search sign-ups reach you the same way.

The site's AI assistant

A chat widget sits on your public site so a renter can **ask questions any time** — about availability, areas, how to book a viewing — and get an instant answer drawn from your live listings. When the assistant mentions a specific property, it can surface a mini-card the visitor taps to open. It's your shop window answering enquiries at 11pm without you lifting a finger.

If something goes wrong

Problem	What to do
A property isn't showing on the site	Check it's being marketed in your portfolio; the public site mirrors your live data.
Custom domain not working	Confirm the CNAME points to <code>pro-pairty.co.uk</code> ; DNS changes can take a few hours.
A valuation lead didn't arrive	Valuation, contact and alert sign-ups come in through PropAirty — check your leads and alerts.

18. Team & settings

By the end of this chapter you'll be able to invite colleagues, set what each can do, review a complete history of everything your team has done, and tune how alerts reach you.

Your workspace is shared by your whole agency. Manage it under **Settings**, which has tabs for Team, Billing, Contractors, Reminders, Branding, Features, Blog & Content and Preferences (plus Integrations for admins).

Inviting your team

On the **Team** tab you add colleagues one of two ways. Tick **Send invite email** and they get a link to set their own password, or leave it unticked and set an initial password for them yourself. There are two roles:

- **Admin** — full access, including managing the team and billing.
- **Manager** — all the day-to-day operational features, but no billing.

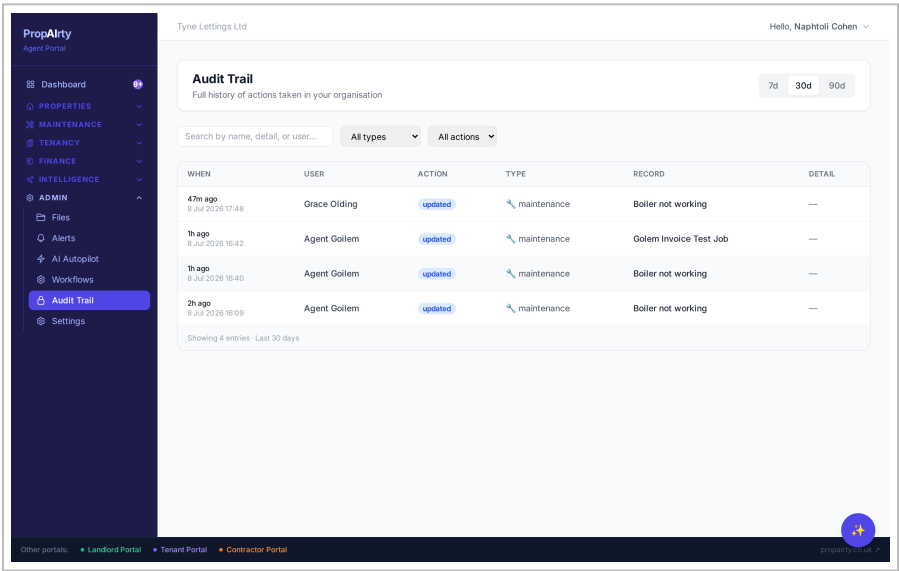
You can change someone's role later, or remove them — access ends immediately when you do.

The audit trail

Everything your team does is recorded. The **Audit Trail** page is a searchable, filterable history: who did what, to which record, and when. Filter by time window (7, 30 or 90 days), by record type (tenant, property, lease, payment, maintenance, compliance, deposit, applicant, notice, contractor, landlord) and by action (created, updated, deleted, sent, viewed), or search by name or detail. Each entry shows the user, a colour-coded action, the record affected and a short description.

This is your accountability backbone. If a rent figure changed or a notice went out, you can see exactly who did it and when —

invaluable for training, for resolving “who sent that?” moments, and for demonstrating good practice to a landlord or auditor.



The Audit Trail, filtered to show recent actions across the team.

Alerts and notifications

The **Alerts & Notifications** page is both a live issue monitor and a settings screen. At the top it surfaces what needs attention now — rent arrears, compliance, urgent maintenance, lease renewals — each row clickable through to the relevant record. Under **Alert Settings** you choose how these reach you: an **email summary** to an address you set, and Telegram alerts, with a test button to check email is working. Set it up once and the important things come to you rather than waiting to be found.

Elsewhere in Settings: **Reminders** controls automated reminder timing, **Contractors** manages your trade list, **Features** toggles optional modules, **Billing** handles your subscription, and **Preferences** holds personal choices — including whether your assistant is Mendy or Wendy.

If something goes wrong

Problem	What to do
A colleague can't see Billing or Integrations	Those are admin-only; change their role on the Team tab if appropriate.
Someone left the agency	Remove them on the Team tab — their access ends immediately.
Not receiving alert emails	Check the email address under Alert Settings and use the test button.
Need to know who changed a record	Search the Audit Trail by the record name or the person.

19. Staying legally compliant

By the end of this chapter you'll understand what the Renters' Rights Act 2025 changed, and how PropAIrty is built so that the hardest rules are enforced for you — not left to memory.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional. England only; Wales and Scotland have different rules.

What changed in 2026

The **Renters' Rights Act 2025** has been in force in England since **1 May 2026**. The headlines:

- **Section 21 is abolished.** There is no more no-fault eviction. (Historic Section 21 notices served before 1 May were only enforceable if court proceedings were issued by 31 July 2026.)
- **All tenancies are open-ended periodic assured tenancies.** No fixed terms. A tenant can leave any time with **two months' written notice**.
- **Possession is by Section 8 only** (Form 3A), on Schedule 2 grounds. Key grounds: **Ground 1** (landlord or family moving in — mandatory, four months' notice, not usable in the first 12 months); **Ground 1A** (selling — same, plus a 12-month ban on re-letting after the notice); **Ground 8** (arrears — mandatory, four weeks' notice, needs **three or more months' arrears** at both service and hearing); **Grounds 10/11** (arrears/persistent lateness — discretionary, four weeks); **Ground 14** (anti-social behaviour — discretionary, immediate).
- **Rent increases are by Section 13 notice (Form 4A) only** — once per 12 months, minimum two months' notice. The tenant

can refer it to the First-tier Tribunal, which can only confirm or reduce the rent, never backdate it. Rent-review clauses are void.

- **Rent in advance is capped at one month; rental bidding is banned; pet requests get a response within 28 days** and can't be unreasonably refused (pet insurance may be required); blanket bans on benefits or children are unlawful.

Deposits and compliance are unchanged: deposits max **five weeks' rent** (six if annual rent tops £50,000), protected within 30 days with prescribed information; annual gas safety, EICR every five years, EPC minimum E (C from 1 October 2030), smoke and CO alarms, Right to Rent checks and the How to Rent guide.

What the platform stops you doing wrong

PropAIRty turns those rules into guardrails so a busy day doesn't become a legal mistake:

- **You can't create a Section 21 notice.** The Notices module explains the abolition; old S21s remain visible in the log for reference only, and Mendy refuses to draft one.
- **Ground 8 is blocked below the threshold.** If the arrears are under three months' rent, the platform shows the exact shortfall and won't let you issue on Ground 8 — steering you to the discretionary arrears grounds instead.
- **Grounds 1 and 1A are guarded in the first 12 months.** The notice can be served, but the platform warns that possession

can't take effect yet and pushes the earliest court date back automatically.

- **Ground 1A carries its re-letting warning** — a reminder that recovering possession to sell blocks re-letting or re-marketing for 12 months.
- **Section 13 enforces the annual limit.** Try to raise the rent within 12 months of the last increase and the platform blocks it and tells you the earliest valid date.
- **Notice periods are applied for you** — four weeks or four months, per ground — so served dates and earliest court dates are calculated, not guessed.

The Section 8 grounds selector, warning that arrears fall below the Ground 8 threshold.

Not yet law

Some announced reforms are **not yet in force**, and PropAirty does not present them as current duties: the PRS database registration, mandatory ombudsman membership, and Decent Homes standards for private rentals. When they commence, the platform will be updated.

This chapter’s rules were last legally reviewed in July 2026. Legislation and guidance change — always confirm the current position before acting on a specific tenancy.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

Part 2 — For landlords

You own the property. Your letting agent runs the day-to-day. This part shows you your own PropAIRty login — the window where you can see your rent, your properties, your paperwork and your legal notices any time you like, without having to ring the office. Everything here is about *your* portfolio only.

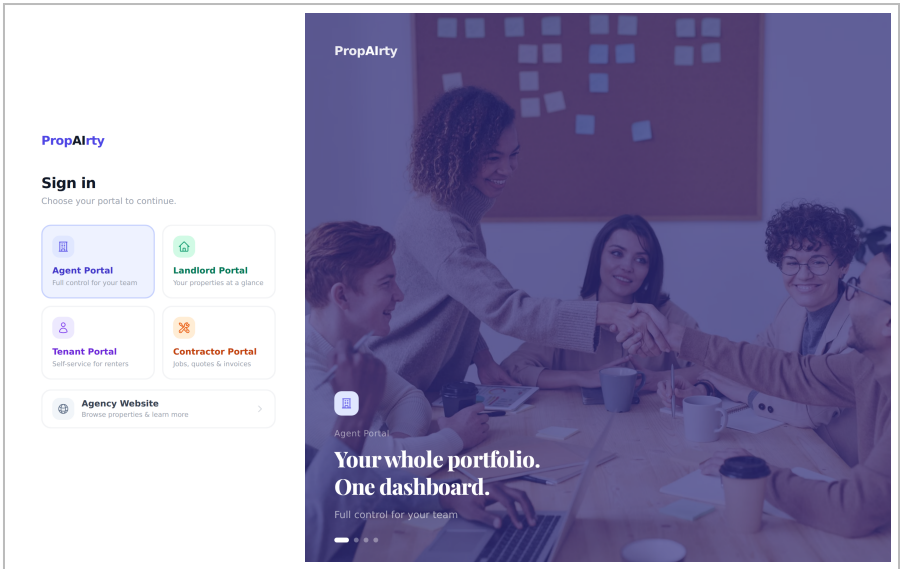
1. Your landlord login

By the end of this chapter you'll know what your login shows you and why it's set up the way it is.

You get your own login, separate from your agent's. Go to your PropAIRty login, enter your email and password, and you land on your Overview — your whole portfolio at a glance. The look is clean and green, and there's a menu down the left (or behind the  button on a phone) taking you to Properties, your money, Maintenance, Compliance, Documents and more.

Two things sit at the top of every screen. **Download Report** gives you a single PDF of your entire portfolio to keep or forward to your accountant. The little circle with your initials is your profile — change your details or password there, or sign out.

Your portal is mostly for *seeing*, not *doing*. Your agent serves notices, approves repairs and chases rent; you watch the numbers, check the paperwork and message your agent when you want something. That’s deliberate — it means the day-to-day gets handled properly while you always have the full picture.



Choosing the landlord login from the PropAirty sign-in page.

If something goes wrong

Problem	What to do
Forgotten password	Use “Forgot password” on the login page to reset it by email.
A property is missing	Your agent controls what’s linked to your account — message them to add it.
Worried you can see other landlords’ properties	You can’t. You only ever see your own.

2. Your properties & money

By the end of this chapter you’ll be able to find, to the penny, what your properties earn and what’s outstanding.

Your **Overview** opens with three figures: Monthly Rent (what’s due across your portfolio), Collected (what’s come in), and Arrears (what’s late). If a tenant is behind, a red banner appears at the top — tap it to jump straight to the detail.

Properties lists each property and the units inside it, showing the tenant’s name, when their tenancy is up for review, the monthly rent, and whether the unit is occupied or empty.

Payment History breaks every payment down by property and unit — due date, amount due, amount paid, and whether it’s paid, part-paid or overdue. **Arrears** focuses on just the tenants who are be-

hind: how many days late, how much is owed, and a button to message your agent to chase it.

Statements lets you download a tidy monthly PDF for any month — handy at tax time. You’re also emailed one automatically on the 1st of each month.

If you like numbers, the **CFO view** (a simple financial dashboard) turns your properties into a profit-and-loss: net income after repairs and fees, your yield (the return each property earns), how full your portfolio is, which properties are performing and which are dragging, and a scorecard ranking every property.

PropAirty Landlord Portal

Hello, Lawrence Golding [Download Report](#)

Overview

Properties

CFO

Financials

Arrears

Deposits

Maintenance

Compliance

Notices

Renewals

Inspections

Documents

Statements

Messages

Payment History

Rent collected, expected, and outstanding by property

Riverside House

First Floor · Sophie Clarke

DUE DATE	AMOUNT DUE	PAID	STATUS
2027-05-01	£1000	—	pending
2027-04-01	£1000	—	pending
2027-03-01	£1000	—	pending
2027-02-01	£1000	£1000	paid
2027-01-01	£1000	£1000	paid
2026-12-01	£1000	£1000	paid
2026-11-01	£1000	£1000	paid
2026-10-01	£1000	£1000	paid
2026-09-01	£1000	£1000	paid
2026-08-01	£1000	£1000	paid
2026-07-01	£1000	£1000	paid
2026-06-01	£1000	£1000	paid
2026-05-01	£1000	£1000	paid
2026-04-01	£950	£950	paid

Payment history, grouped by property and unit.

If something goes wrong

Problem	What to do
Rent shows “collected” but isn’t in my bank yet	The portal records the tenant’s payment; your agent pays it over to you separately on your agreed schedule.
I need figures for my accountant	Download a monthly statement, or the full portfolio report from the top of any screen.

3. Maintenance on your properties

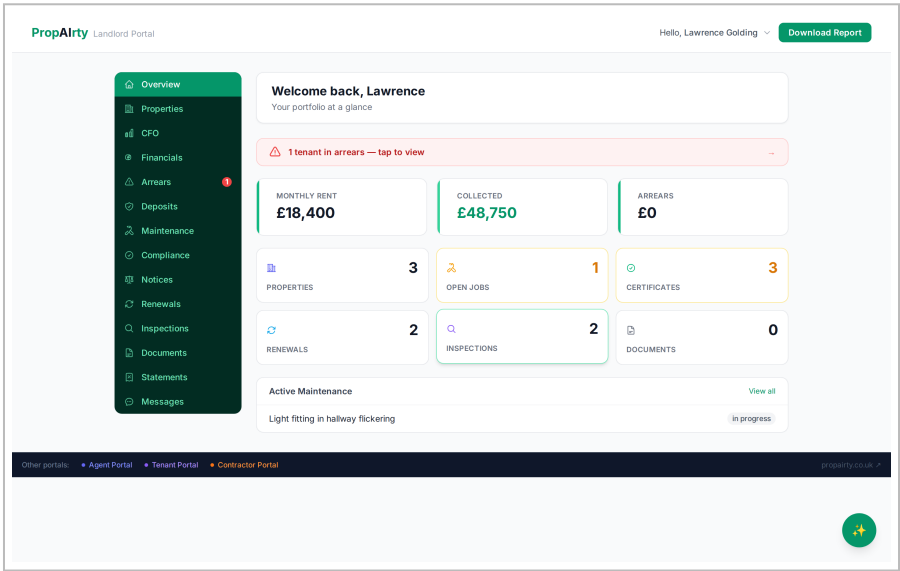
By the end of this chapter you’ll know how to follow every repair on your properties and what it cost.

Open **Maintenance** to see every job across your portfolio — its title, how urgent it is, whether it’s open, in progress or done, and, once finished, what it cost, the invoice reference and who carried it out. The Overview also shows an “Open Jobs” card and a short list of anything currently active.

One thing worth being clear about: you don’t approve contractors’ quotes yourself in the portal. Your agent vets the contractor, approves the price and books the work in — that’s part of managing the property for you. What the portal gives you is full visibility of what was done and what it cost, and a **Message agent for update**

button on any open job so you can ask a question or set expectations.

If you'd like a say over spending — for example, “check with me before any repair over £500” — agree that with your agent and send it through Messages so there's a record. The CFO view also totals repair spend per property, so you can see if one place is costing you more than it should.



The Overview, with open jobs and active maintenance.

If something goes wrong

Problem	What to do
A big repair happened without asking me	Your agent acts within the authority you've given them — set a spend limit with them in writing via Messages.
I can't find the invoice	Look under the job in Maintenance, or in Documents under Invoices.

4. Legal notices on your tenancies

By the end of this chapter you'll understand any notice served on your property — especially if you want to sell.

The **Notices** tab lists any legal notice served on your tenancies: the type, which tenant and property, the date served, the possession date, and any arrears involved. Your agent prepares and serves these; the platform applies the correct legal timescales so nothing is served short.

The big change to know about: since 1 May 2026 the Renters' Rights Act 2025 governs tenancies in England. The old Section 21 “no-fault” eviction is gone. To take a property back you now need a specific legal reason — a “ground” — served as a Section 8 notice, and a court order is always required if the tenant doesn't leave.

If you want to sell, the ground is called Ground 1A. Three rules matter, and they're strict:

- You must give the tenant **four months' notice**.
- You **cannot** use it in the **first 12 months** of the tenancy.
- Once you've served it, you **cannot re-let** the property for **12 months**. If you change your mind and keep renting it out, you can't have used this ground.

So decide genuinely before serving. Ground 1 (you or a close family member moving in) carries the same four-month notice and the same bar on use in the tenant's first 12 months — but the 12-month no-re-letting restriction applies only to selling under Ground 1A. Serious rent arrears is a different ground (Ground 8), with a shorter notice.

Wales and Scotland have different rules.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

If something goes wrong

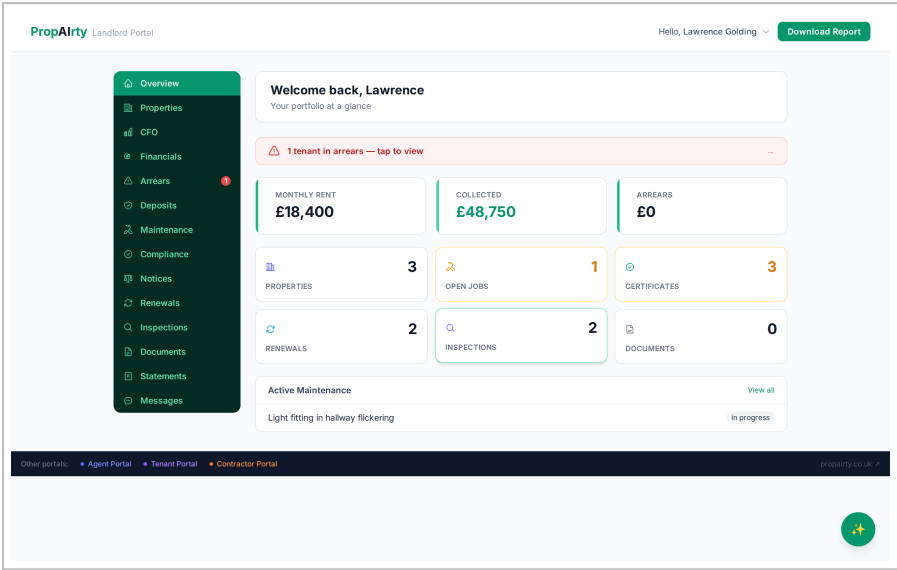
Problem	What to do
I want to sell and get the tenant out now	Not in the first 12 months, and you must give four months' notice — then you can't re-let for a year. Talk it through with your agent first.
Can I still use Section 21?	No — it was abolished. Possession now needs a valid ground.

5. Documents

By the end of this chapter you'll be able to lay your hands on any piece of paperwork for your properties in seconds.

Documents gathers everything in one place, sorted into groups: tenancy agreements, compliance certificates, invoices, correspondence, and electronically signed documents. Each one has a **Download** link. Anything signed on-screen is marked as such and generally has the same legal effect as an ink signature — a signed tenancy agreement is every bit as valid.

For safety paperwork specifically, the **Compliance** tab is your friend. It lists your gas safety, EPC and electrical (EICR) certificates with the issue date, expiry date, and a colour-coded status — green if valid, amber if it's expiring soon, red if it's lapsed — plus how many days are left. Your agent keeps these renewed, but you can always confirm for yourself.



Quick-access cards, including Documents and Certificates.

If something goes wrong

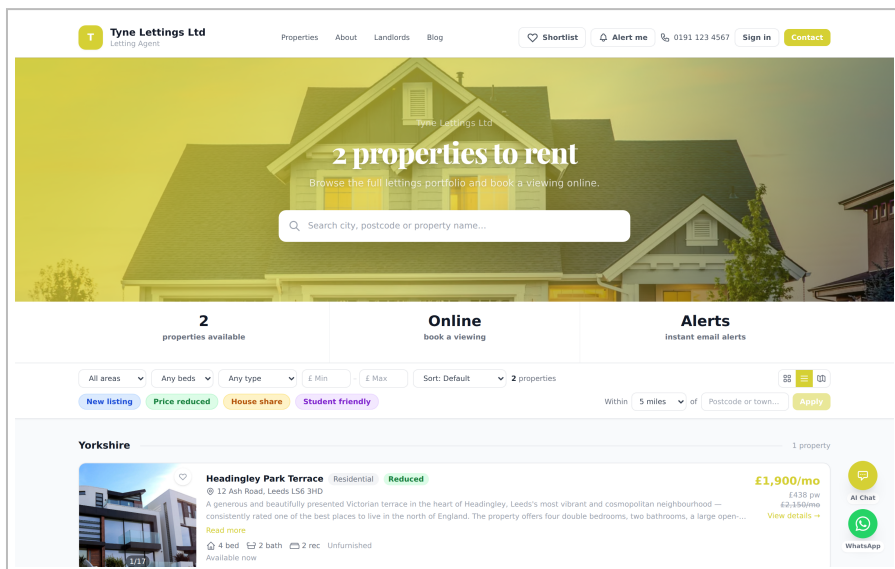
Problem	What to do
My mortgage lender wants the gas certificate	Find it under Compliance or Documents and download the PDF.
Is a document signed on-screen actually valid?	Yes — electronic signatures are legally binding in England.

6. Where your property is advertised

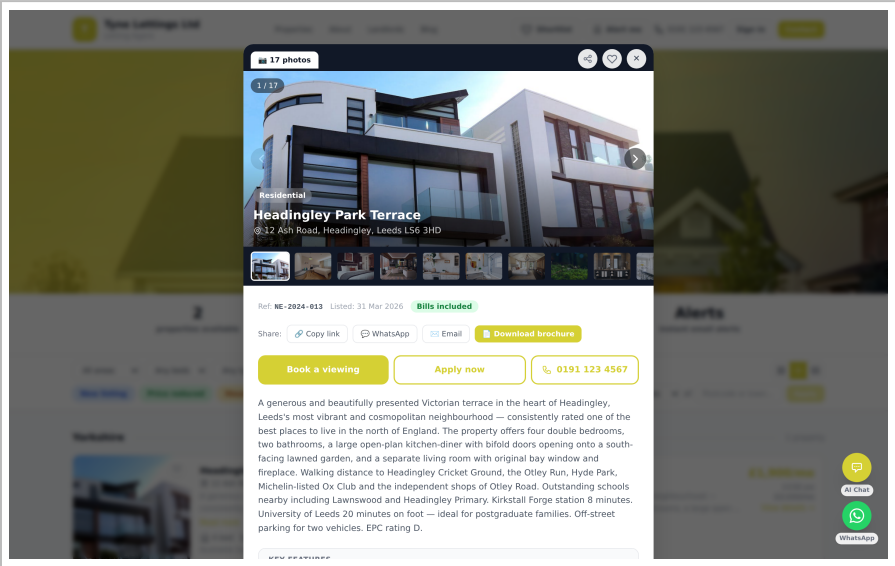
By the end of this short chapter you'll know where renters find your empty units.

Your agent has their own public website — usually something like *youragency.propairty.co.uk*, or their own web address. When one of your units is empty and your agent marks it available, it appears there automatically, with photos, the rent, and a description. Renters browse it, and any enquiry comes straight back to your agent as a new lead to follow up.

You don't run this site and you don't need to — it's your agent's shop window. It's simply worth knowing that this is where your available property gets seen, so if a unit is standing empty you know exactly what should be happening with it.



An agency's public site — where renters browse available homes.



A single property listing as a renter sees it.

If something goes wrong

Problem	What to do
My flat is empty but I can't find it advertised	Ask your agent to publish it — message them from your portal.
I want to know who's enquired	Enquiries go to your agent; ask for an update via Messages.

Part 3 — For tenants

Welcome. This part of the guide is for you, the tenant. Everything here describes what you'll actually see when you log in, along with the rights you have as a renter in England in 2026. It's written to be read when you need it — including the harder moments, like a repair that won't wait, rent you're struggling to pay, or a letter you didn't expect.

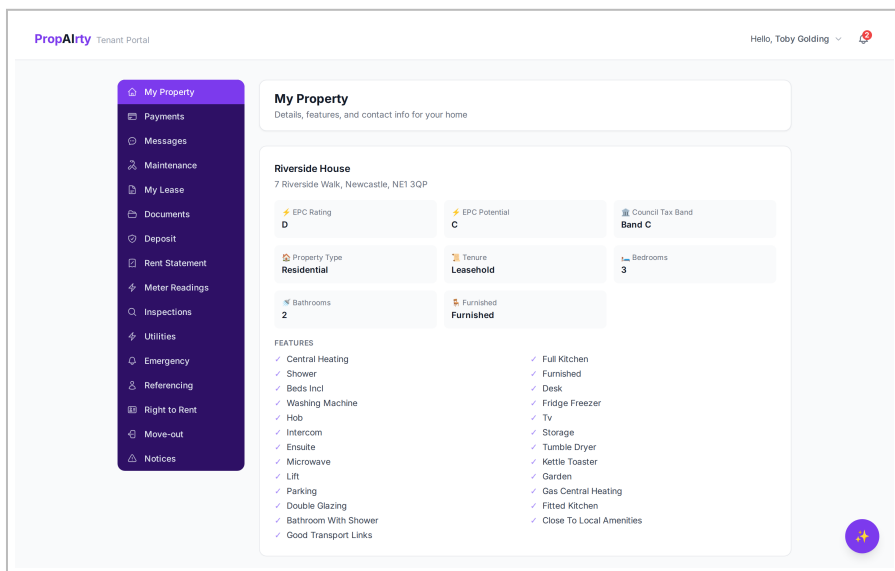
This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional. For free, confidential help, you can contact Citizens Advice or Shelter at any time.

1. Your tenant login

By the end of this chapter you'll know how to get into your account and find your way around.

Your letting agent will have sent you an invitation to set up your PropArty login. Once you have it, you sign in from the tenant login page with your email and password. If you ever forget your password, you can reset it from the same page, or use the profile menu once you're in.

When you log in, you land on **My Property**. This is your home's own page: the address, the type of property, how many bedrooms and bathrooms, the EPC energy rating and council tax band, a list of features, and a photo gallery you can tap to view full-size.



Your home page — property details, energy rating, and photos, all in one place.

Down the left-hand side is your menu. The tabs you're most likely to use are **Payments**, **Maintenance**, **Messages**, **Documents**, **Deposit**, **My Lease**, and **Notices**. There are more — meter readings, inspections, utilities, emergency contacts, and move-out — and your agent chooses which ones to switch on, so your menu may be a little shorter or longer than a neighbour's. On a phone, tap the menu button (three lines) at the top left to open the same list.

Two things live at the top right of every screen. The **bell** shows notifications — a red number means there’s something new, like a payment reminder or a reply from your agent. The **profile menu** (your initials) is where you update your name and contact details, change your password, or log out.

If something goes wrong

Problem	What to do
Didn’t get your invitation	Ask your letting agent to resend it; check your spam folder.
Can’t log in	Use “forgot password” on the login page to reset it.
A menu tab is missing	Your agent may not have switched it on — message them to ask.

2. Reporting a repair

By the end of this chapter you’ll be able to report a repair, add photos, and follow it through to the finish.

Go to **Maintenance** and fill in the short **Report an Issue** form. Give it a clear title — for example, “Boiler not working” — then describe what’s happening in the box below. Pick a priority: *Low* for something non-urgent, up to *Urgent* for a genuine emergency like a

burst pipe or no heating in winter. You can add photos or videos, and it’s worth doing — a picture often explains the problem faster than words.

When you submit with a photo, PropAIRty takes a quick first look and shows an **AI Diagnosis**: what the problem might be, how serious it looks, and — helpfully — whether it’s something you could safely sort yourself, like resetting a tripped switch. This is a first guess to speed things along, not the last word; your agent still reviews every request.

PropAIRty Tenant Portal

Hello, Toby Golding

My Property

Payments

Messages

Maintenance

My Lease

Documents

Deposit

Rent Statement

Meter Readings

Inspections

Utilities

Emergency

Referencing

Right to Rent

Move-out

Notices

Maintenance

Report issues and track your maintenance requests

Report an Issue

Title

e.g. Boiler not working

Description

Please describe the issue in detail...

Priority

Medium — needs attention

Photos / Videos (optional)

Add photos or videos

Submit Request

Your Requests

JOB	STATUS	DATE	MESSAGES
Light fitting in hallway flickering Hi, just wanted to let you know that the light fitting in th... Assigned: NE Gas Services Ltd	In progress	2020-06-27	hide chat

Reporting a repair: a title, a description, a priority, and optional photos.

After you submit, you'll see "Your request has been submitted. Your letting agent will be in touch." Your report then appears under **Your Requests**, with a status that moves from *open* to *in progress* to *completed*. Open the chat on any request to message your agent and the contractor in one place — you'll see who's who by their name. If you reported something by mistake and no one has started on it yet, you can take it back.

When the work is marked complete, you'll be asked a simple question: are you happy with how it was resolved? If yes, you can leave a star rating. If not, choose "Not happy" and tell us what's still wrong — your agent is alerted straight away.

For anything dangerous or out of hours — a gas smell, a major leak, no heat or hot water — use the **Emergency** tab. It lists your agent's number alongside national lines: **999** for police, fire or ambulance, **105** for a power cut, and **0800 111 999** if you smell gas.

If something goes wrong

Problem	What to do
It's an emergency out of hours	Use the Emergency tab; for gas, call 0800 111 999.
Nobody has responded	Send a message on the request's chat, or use Messages.
The repair wasn't done properly	Choose "Not happy" when asked — it alerts your agent at once.

3. Your rent

By the end of this chapter you'll know where to see what's due, how to pay, and — just as important — how to get help early if money is tight.

The **Payments** tab lists each rent payment: when it's due, how much, whether it's been paid, and its status. Anything unpaid shows as *pending* or, once the date has passed, *overdue*. If you've enabled online payments, a **Pay now** button takes you to a secure checkout; a receipt is emailed to you afterwards. If online payment isn't switched on, pay the way you normally do and your agent will mark it received.

For a full record — handy for a benefit claim, a reference, or your own files — open **Rent Statement**. You can print it, save it as a PDF, or download it as a spreadsheet.

PropAlrty Tenant Portal Hello, Toby Golding

My Property
Payments
Messages
Maintenance
My Lease
Documents
Deposit
Rent Statement
Meter Readings
Inspections
Utilities
Emergency
Referencing
Right to Rent
Move-out
Notices

Payments

Your rent schedule, payment history, and balances

DUE DATE	AMOUNT	PAID	STATUS	ACTION
2026-12-01	£1000	£1000	paid	—
2026-11-01	£1000	£1000	paid	—
2026-10-01	£1000	£1000	paid	—
2026-09-01	£1000	£1000	paid	—
2026-08-01	£1000	£1000	paid	—
2026-07-01	£1000	£1000	paid	—
2026-06-01	£1000	£1000	paid	—
2026-05-01	£1000	£1000	paid	—
2026-04-01	£1000	£1000	paid	—

Other portals: [Agent Portal](#) [Landlord Portal](#) [Contractor Portal](#) [propalrty.co.uk](#)

Your rent schedule: what's due, what's paid, and a Pay now button where enabled.

If you're falling behind, the single most useful thing you can do is tell your agent early — before it builds up. Use **Messages** to explain what's happening; most agents would far rather agree a plan than let arrears (the rent you owe) grow. You may also be able to get help: **Universal Credit** can include money towards your rent, and your council may offer a **Discretionary Housing Payment** if you're struggling. **Citizens Advice** can check what you're entitled to and help you talk to your landlord.

There's a legal point worth knowing now, so it isn't a shock later. A landlord can only use the strongest, automatic legal reason to seek

eviction for unpaid rent if you owe **at least three months' rent** — and even then, a court order is always required (Chapter 6 explains this fully). Getting help before arrears reach that level keeps you in the strongest position. Don't wait.

If something goes wrong

Problem	What to do
You can't pay this month	Message your agent now to agree a plan; contact Citizens Advice.
A payment you made shows as unpaid	Message your agent with the date and amount.
You need proof of your rent history	Download or print your Rent Statement.

4. Your documents

By the end of this chapter you'll know where to find your agreement, your certificates, and any papers you need to sign.

Open the **Documents** tab. Your tenancy agreement, receipts, and any letters from your agent are kept here, each with a **Download** link. If your agent has sent your agreement for signing, you'll see a **Sign** button — tap it and draw your signature with your finger or

mouse. Once signed, it's marked as electronically signed and legally binding, and you keep a copy.

Lower down you'll find your **Safety & Compliance Certificates**, each showing whether it's valid, expiring soon, or expired, with a link to view it. These aren't optional extras — your landlord is legally required to provide them, and you're entitled to see them:

- **Gas Safety certificate** — renewed every year if there's gas at the property.
- **Electrical safety report (EICR)** — renewed at least every five years.
- **Energy Performance Certificate (EPC)** — your home must be rated at least E.

You should also have received the government's **How to Rent** guide at the start of your tenancy — it's the official checklist of what to expect from a rented home.

It's worth keeping your own copies of anything important, especially your signed agreement and your latest certificates. Having them to hand makes life easier when you need a reference, apply for a benefit, or move on to a new home — and if a certificate slips out of date, seeing it here is your cue to give your agent a nudge.

If something goes wrong

Problem	What to do
A certificate is missing or expired	Contact your agent — they're required to keep these current.
You can't find your tenancy agreement	Check Documents; if it's not there, ask your agent to upload it.
You were asked to sign but see no Sign button	Message your agent; the document may not have been sent yet.

5. Your deposit

By the end of this chapter you'll know where your deposit is held, how to get it back, and what to do if money is deducted.

The **Deposit** tab shows the amount held, which government-approved scheme protects it — **TDS**, **DPS**, or **mydeposits** — the scheme reference, and the dates it was received and protected. By law your deposit must be placed in one of these schemes within **30 days**, and you should have been given the scheme's details. The most a landlord can usually hold is **five weeks' rent**.

The scheme matters because it's your safeguard. Your money is held by an independent body, not by your landlord, and if there's ever a disagreement about deductions, the scheme runs a **free adjudication** where an impartial person decides.

At the end of your tenancy, your landlord can only keep part of your deposit for genuine reasons — unpaid rent, or damage beyond normal wear and tear. Everyday wear from simply living there isn't chargeable. If deductions are proposed, you'll see them listed in this tab with a total. You don't have to accept them. You can respond directly to your deposit scheme with your own evidence — photos from when you moved in and out, the inventory, and receipts all help. Good check-in and check-out inspection reports (in the **Inspections** tab) are some of your strongest evidence.

If something goes wrong

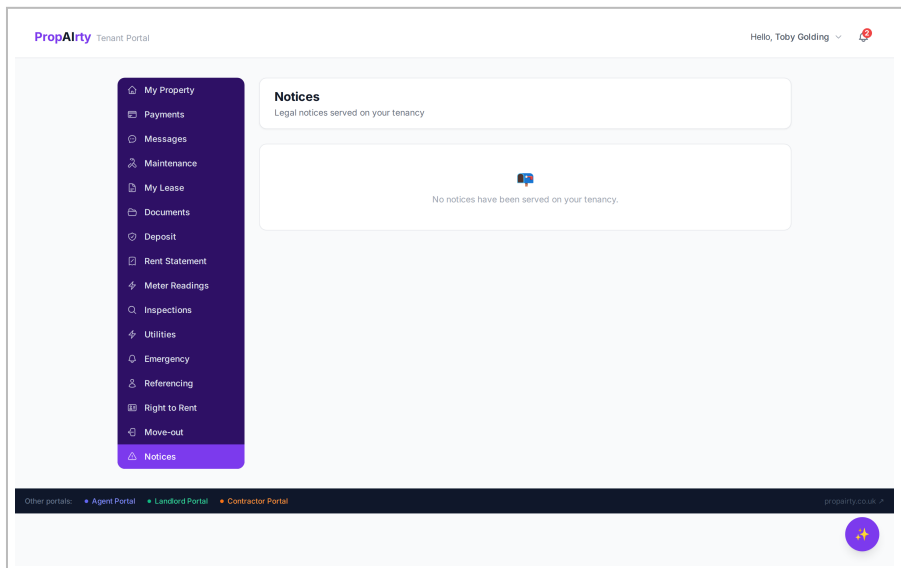
Problem	What to do
Your deposit isn't showing as protected	Ask your agent for the scheme and reference; it must be protected within 30 days.
You disagree with a deduction	Don't accept it — raise your evidence with the deposit scheme directly.
You've lost your move-in photos	Check the Inspections tab for the check-in report and photos.

6. If you receive a notice

By the end of this chapter you'll know exactly what a notice does and doesn't mean, and what to do next. This is the most important chapter in this guide. If a formal notice has landed, it can be

frightening — but knowing how the process actually works puts you back in control. Take a breath. A notice is the **start** of a process, not the end, and it is never the same as being evicted.

You'll find any notice in the **Notices** tab, each with a plain-English explanation.



The Notices tab explains each notice in plain English, with the key dates.

A court order is always required. This is the single most important thing to hold on to. Your landlord cannot make you leave, change the locks, or remove your belongings by serving a notice, by asking, or by turning up. To evict you lawfully they must apply to court, a judge must grant a possession order, and only **court-ap-**

pointed bailiffs can carry out an eviction. Anything else is unlawful. You do not have to leave on the date written in a notice.

Section 8 — Notice Seeking Possession. This says your landlord intends to ask the court for possession, and it must name the specific legal **grounds**. The most common is rent arrears (Ground 8), and it has a strict test: your landlord must prove you owed **at least three months’ rent both when the notice was served and again at the court hearing**. This matters enormously — if you bring your arrears **below three months’ rent before the hearing**, the landlord loses that mandatory ground. So paying what you can, and getting help to do it, directly protects your home. Other grounds exist too, such as a landlord moving in or selling, each with its own notice period. Whatever the ground, the court decides, and a court order is required.

Section 13 — Notice of Rent Increase. This proposes a higher rent. Your landlord can only raise the rent **once every 12 months**, with at least **two months’ notice**. If you think the new figure is above the going rate, you can challenge it — **free** — by referring it to the **First-tier Tribunal (Property Chamber)** before the date it’s due to start. Here’s the reassuring part: the Tribunal can only **confirm or lower** the proposed rent — it can **never** raise it above what your landlord asked, and any new rent starts from the Tribunal’s decision, never backdated. There’s no financial risk in asking them to look.

Section 21. You may have heard of “no-fault” Section 21 notices. These were **abolished on 1 May 2026**. A landlord can no longer evict you this way.

Whatever you’ve received, get advice early — it’s free and it’s expert. **Citizens Advice** and **Shelter** both have specialist housing advisers, and there is no charge.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

If something goes wrong

Problem	What to do
You’ve received a Section 8 notice	Get free advice from Shelter or Citizens Advice straight away; a court order is still required.
You want to challenge a rent increase	Refer it to the First-tier Tribunal before the start date — it can only confirm or lower the rent.
Someone tells you to leave without a court order	You don’t have to — contact Shelter; unlawful eviction is a criminal offence.

7. Your rights in 2026

By the end of this chapter you'll know the core rights every renter in England now has. The Renters' Rights Act 2025 changed the rules in your favour, and it's worth knowing where you stand.

Your tenancy is open-ended. Fixed terms are gone. Your tenancy simply continues month to month, and it can't be ended just because a period has passed.

You can leave when you choose. To move out, you give **two months' written notice**, at any time. You're not locked in for a year.

Rent can only rise once a year. Any increase needs at least **two months' notice** and can happen no more than **once every 12 months**. If it's too high, you can challenge it for free at the Tribunal, which can only confirm or lower it (see Chapter 6). Rent-review clauses buried in old agreements no longer apply.

You can ask to keep a pet. You have the right to request one, and your landlord must **respond within 28 days** and **can't unreasonably refuse**. They may ask you to hold pet insurance to cover any damage, which is fair enough.

The playing field is fairer. A landlord can't ask you to bid against other renters to secure a home, and can't demand more than **one**

month's rent in advance. Blanket refusals to let to people on benefits or with children are unlawful.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

If something goes wrong

Problem	What to do
You want to move out	Give two months' written notice — Messages keeps a record.
Your pet request is ignored	Your landlord must respond within 28 days; remind them, then seek advice.
You're asked to bid or pay several months up front	This isn't allowed — contact Citizens Advice or Shelter.

8. Messages and getting help

By the end of this chapter you'll know every way to reach your agent, and where to turn for independent help.

The **Messages** tab is a direct line to your letting agent — a simple conversation thread for anything that doesn't belong on a repair or a payment. Type your message, send it, and you'll see replies appear here. It's the best channel for a question, a heads-up, or agreeing something in writing, because it keeps a record you can both refer

back to. You can set how you'd like to be notified — by email, for instance — so you don't miss a reply.

There's also an **AI assistant, Mendy**, tucked into the corner of your screen as a chat bubble. Mendy can answer quick questions about your own tenancy in plain language — try “When is my next rent due?”, “How much is my deposit?”, or “What's the status of my maintenance request?”. He reads your account to answer, so he's fast and specific to you. He's there for convenience and general information — he won't make decisions on your tenancy or give legal advice, and for anything that matters, a real person at your agency is a message away.

And don't forget the **bell** at the top of the screen: it's where reminders and updates gather, so it's worth a glance when you log in.

For advice that's independent of your landlord and agent — which is exactly what you want when something feels serious — these are free and expert:

- **Citizens Advice** — money, benefits, and tenancy problems.
- **Shelter** — specialist housing and eviction advice, including an emergency helpline.
- **GOV.UK** — the official guides to renting, deposits, and your rights.

This guide is general information, not legal advice. For decisions about a specific tenancy, speak to a qualified professional.

If something goes wrong

Problem	What to do
Your agent isn't replying	Messagess keeps a timestamped record; if it continues, seek independent advice.
You're not sure who to ask	Mendy can point you to the right tab; a person is a message away.
You need help that's independent	Contact Citizens Advice or Shelter — both are free.

Part 4 — For contractors

You do the work; PropAIRty keeps the job straight. This part is for the plumber, electrician, gas engineer or handyman picking up jobs from a letting agency. It's built for your phone, in plain terms: how to see your jobs, quote for them, do them, and get paid.

1. Your contractor login — your job list

By the end of this chapter you'll be able to open your jobs and see, for each one, exactly what to do next.

Open your PropAIRty login, put in your email and password, and the first thing you see is your job list. It's orange, and it works fine on a phone.

Each job shows its title, the property and address, how urgent it is, when it was reported, the date it's booked for, your quote, and whether you've been paid. The last column — **Next action** — spells out what's needed from you right now, in words: "Submit quote", "Awaiting payment", "Confirm proposed date", and so on. You never have to guess.

Across the top, a summary strip totals the jobs **needing a response**, everything you've **quoted**, everything you've **earned**, and anything

still **awaiting payment**. Buttons let you filter to Active, Completed, Cancelled or All. A job with a **NEW** tag is fresh and waiting on you.

Tap any job to open it and get to work.

PropAlrty Contractor Portal

Hello, Gordon Olding

Jobs

Messages

Calendar

Profile

Alerts

Gordon Olding

Golding Trades Ltd

My Jobs

Active, completed, and cancelled maintenance jobs

NEEDS RESPONSE1

TOTAL QUOTED£450.00

TOTAL EARNED£0.00

AWAITING PAYMENT£1,250.50

In progress2

Completed10

Active

Completed

Cancelled

All

JOB	PRIORITY	REPORTED	SCHEDULED	QUOTE	PAYMENT	NEXT ACTION
NEW Boiler making strange noise The Old Mill HMO - Room 1 32 Mill Lane, Gateshead	medium	6 Jul 2026	—	—	—	Open to acceptDecline
Extractor fan in bathroom broken The Old Mill HMO - Room 1 32 Mill Lane, Gateshead	low	23 Jun 2026	—	—	—	Completed
Extractor fan in bathroom broken Park View Court - Flat 3 14 Park View, Gateshead	low	21 Jun 2026	—	—	—	Completed
Radiator in bedroom not heating The Old Mill HMO - Room 3 32 Mill Lane, Gateshead	medium	21 Jun 2026	—	—	—	Completed
Window handle broken in hallroom	—	—	—	—	—	—

Your job list, with a next action on every row.

If something goes wrong

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Problem	What to do
Forgotten password	Use “Forgot password” on the login screen.
No jobs showing	The agency hasn’t sent you one yet — check back, or message them.
Who do I call to get in?	The tenant’s name and number are inside each job (see Chapter 3).

2. New jobs — accepting work and quoting

By the end of this chapter you’ll be able to take on a job and send your price.

Tap a job marked **NEW**. You’ll see what needs doing, which property, and the tenant’s contact details for access. Now you choose: **Decline** if you can’t take it, or accept it and send a quote.

To quote, enter your price and pick a date you can actually do the work. Add notes if it helps — scope, materials, anything you’ll need for access — and attach a written quote if you have one (PDF, photo, or spreadsheet). Send it.

Your quote goes to the agent to approve. While you wait, the job shows “**awaiting approval**”. If the agent turns it down, you’ll see it marked rejected and you can simply resubmit a new price.

The screenshot shows the PropAlrty Jobs interface. A modal is open for the job 'Full of old furniture' at 'Park View Court - Garage - 14 Park View, Gateshead'. The modal includes a contact for Priya Nair (07700 900 447) and a 'Submit your quote' section with fields for 'Amount (£)' (0.00) and 'Proposed date' (mm/dd/yyyy). There are also fields for 'Notes' and an option to 'Attach quote (PDF, JPG, PNG, CSV)'. The background shows a list of other jobs with their status (e.g., 'Completed', 'Awaiting approval').

Job Description	Location	Priority	Due Date	Status
Window handle broken in bedroom	32 Mill Lane, Gateshead	low	9 Jun 2026	Completed
Cupboard broken	Park View Court - Garage - 14 Park View, Gateshead	low		Completed
Letterbox property	Park View Court - Garage - 14 Park View, Gateshead	low		Completed
Damp on ceiling	Riverside 7 Riverside	low		Completed
Dripping	Park View Court - Garage - 14 Park View, Gateshead	low		Completed
Dripping	Riverside 7 Riverside	low		Completed
Full of old furniture	Park View Court - Garage - 14 Park View, Gateshead	high	27 Apr 2026	Awaiting approval
[PPM] Annual Gas Safety Check	The Old Mill HMQ - Room 1 32 Mill Lane, Gateshead	medium	17 Apr 2026	Completed

Submitting a price and a proposed date.

If something goes wrong

Problem	What to do
My quote was rejected	Resubmit — add detail on what’s involved, or adjust the price.
I can’t make the date I put	Pick a realistic date; you can propose a new one later if things change.
Do I get paid for quoting?	No — quoting is free. You’re paid for the job once it’s done.

3. On the day

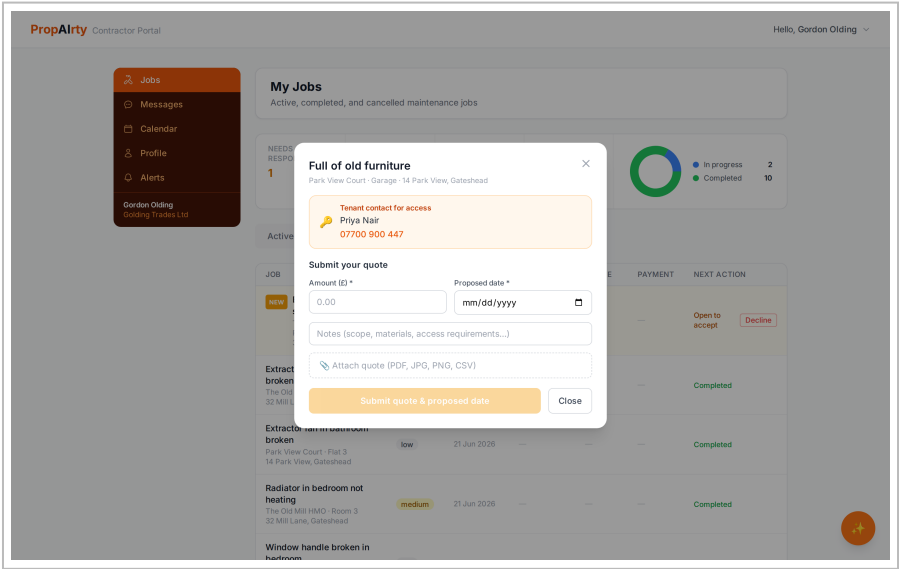
By the end of this chapter you’ll know how to get access, move a date, and mark a job done.

Once the agent approves your quote, the job is booked in. Inside the job you’ll find the **tenant’s name and a tap-to-call number** — that’s your way in.

Need to change the date? If the agent suggests a new one, you’ll see it and can **Accept** or **Propose different**. If you need to move it yourself, propose a new date and wait for the agent to confirm. Don’t mark a job complete while a date change is still waiting on the agent.

When the work’s finished, open the job, set the status to **Completed**, and enter your costs. If no date was ever agreed, it’ll

double-check with you before finishing and record today’s date. You can also leave notes on the job for the agent at any time — handy for flagging something you found.



Marking a job complete and entering the cost.

If something goes wrong

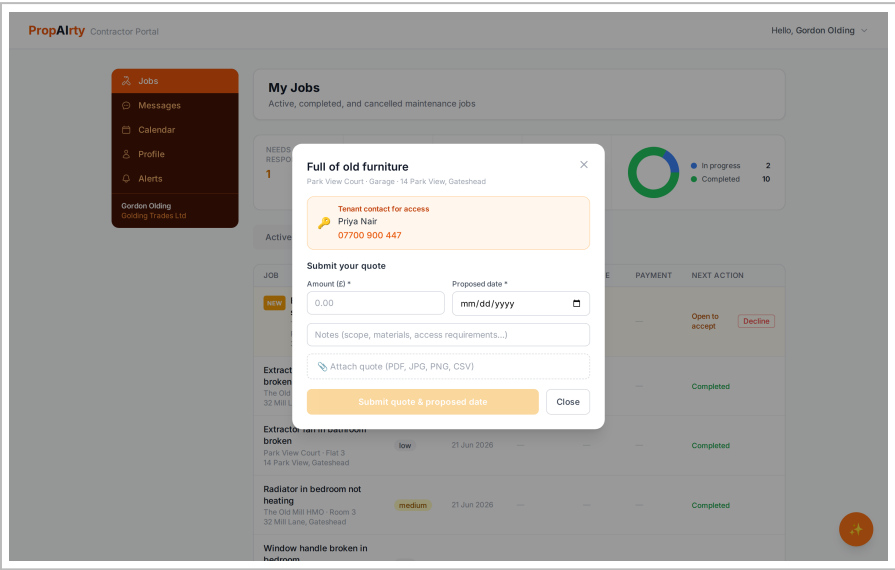
Problem	What to do
Tenant isn't home	Call the number on the job; if you can't get in, add a note and propose a new date.
The job's bigger than I quoted	Message the agent <i>before</i> doing extra work, so the price is agreed.
I need to reschedule	Propose a new date on the job and wait for the agent to confirm it.

4. Getting paid

By the end of this chapter you'll know how to invoice and track what you're owed.

Once you've completed a job, enter your invoice: the amount, a reference (like INV-001), and attach the invoice file. After you submit it, it locks so there's a clean record of what was billed.

The job then shows **“Awaiting payment from agent”**, and when the agent settles it, that flips to **“Paid in full”**. Your job-list summary keeps a running total of everything you've **earned** and everything still **awaiting payment**, so you can see at a glance what's outstanding and chase it if it's overdue.



The invoice and payment status on a finished job.

If something goes wrong

Problem	What to do
I entered the wrong amount	The invoice locks once submitted — message the agent to sort it.
How do I know I've been paid?	The job's payment status turns to "Paid in full".
When will I be paid?	That's down to the agency's payment terms — ask them via Messages.

5. Your reviews — how agents rate your work

By the end of this chapter you'll understand how agencies judge your work and how to keep the jobs coming.

After a job, the agent can rate you — a star rating out of five and a short comment. Those ratings build your reputation with the agency. Alongside your completion rate, average cost and number of jobs done, they add up to a performance score the agency sees when deciding who to send the next job to. Simply put: **highly rated contractors get offered more work.**

You don't rate anyone yourself, and your own reviews aren't shown inside your portal at the moment — so the way to look after your score is straightforward. Accept jobs promptly. Quote fairly. Turn up on the day you agreed. Keep the agent posted through the job notes. Finish cleanly and invoice clearly. Do that consistently and you become the contractor the agency reaches for first.

If something goes wrong

Problem	What to do
Can I see my rating?	Not in your portal yet — ask your agency how you're scoring.
I think I got an unfair review	The best answer is your next job: good work and clear communication rebuild a score fast.
Does my rating really affect future work?	Yes — agencies favour reliable, well-rated contractors when handing out jobs.

Quick reference — legal notice periods (England, from 1 May 2026)

Situation	Notice type	Minimum notice	Key condition
Serious rent arrears	Section 8, Ground 8 (mandatory)	4 weeks	At least 3 months' rent unpaid — at service <i>and</i> at the hearing
Some arrears / persistent lateness	Section 8, Grounds 10/11 (discretionary)	4 weeks	Court decides what's reasonable
Landlord selling the property	Section 8, Ground 1A (mandatory)	4 months	Not in the first 12 months; no re-letting for 12 months after the notice
Landlord or close family moving in	Section 8, Ground 1 (mandatory)	4 months	Not in the first 12 months of the tenancy
Anti-social behaviour	Section 8, Ground 14 (discretionary)	None	Court proceedings can begin immediately
Rent increase	Section 13 (Form 4A)	2 months	Once per 12 months; tenant may refer to the Tribunal

Situation	Notice type	Minimum notice	Key condition
Tenant ending the tenancy	Written notice to quit	2 months	Any time — tenancies are open-ended

A court order is always required before any eviction, and only court-appointed bailiffs may carry one out.

Glossary

Assured tenancy (periodic) — the standard tenancy in England since 1 May 2026: open-ended, rolling month to month, no fixed end date.

Deposit protection scheme — a government-approved service (TDS, DPS or mydeposits) that holds or insures your deposit. Protection within 30 days of payment is a legal requirement.

EICR — Electrical Installation Condition Report; required at least every 5 years.

EPC — Energy Performance Certificate, rating a property from A to G. Rentals need at least E today, and at least C from 1 October 2030.

First-tier Tribunal (Property Chamber) — the free tribunal where a tenant can challenge a proposed rent increase. It can confirm or reduce the figure, never raise it.

Form 3A — the prescribed form for a Section 8 possession notice.

Form 4A — the prescribed form for a Section 13 rent increase notice.

Ground (for possession) — a specific legal reason, listed in Schedule 2 of the Housing Act 1988, that a landlord must prove to end a tenancy. *Mandatory* grounds oblige the court to grant possession if proven; *discretionary* grounds leave it to the court’s judgement.

How to Rent guide — the government booklet a landlord must give every tenant at the start of a tenancy.

Prescribed information — the official details about where and how a deposit is protected, which must be given to the tenant within 30 days.

Renters’ Rights Act 2025 — the law that abolished Section 21, converted tenancies to open-ended periodic tenancies, and reformed the possession and rent-increase rules. In force in England since 1 May 2026.

Right to Rent — the legal check that a tenant may lawfully rent in England, done before a tenancy starts.

Section 8 notice — the notice a landlord serves to seek possession on specific grounds. Now the only route to repossession.

Section 13 notice — the notice required to increase rent on a periodic tenancy.

Section 21 — the former “no-fault” eviction notice. Abolished on 1 May 2026; you may still see historic ones in records.

The PropAirty Guide, first edition — July 2026. General information, not legal advice: for decisions about a specific tenancy, consult a qualified professional. Legal content last reviewed July 2026 against the Renters’ Rights Act 2025 as in force in England; Wales and Scotland have different rules. PropAirty is updated as legislation changes.