

Factsheet 94

The Renters' Rights Act

May 2026

About this factsheet

This factsheet provides information about the main changes introduced to the private rented sector in England under the *Renters' Rights Act 2025*. It includes information on tenancy reforms, changes to rent, and improved rights and protections for private tenants.

This will be Age UK's main resource, summarising changes introduced under the Renter's Rights Act, while our wider range of tenants' rights factsheets are updated.

It can be read in conjunction with the following Age UK factsheets:

- Factsheet 63, *Finding private rented accommodation*
- Factsheet 68, *Preventing evictions*
- Factsheet 89, *Homelessness*
- Factsheet 35, *Tenancy rights - rent*
- Factsheet 67, *Home improvements and repairs*

The information in this factsheet is valid for the period May 2026 – April 2027. It is expected that the second phase of changes introduced by the Act will start to be implemented during this period.

The information in this factsheet is applicable in England only. For more information on tenants' rights in Wales, Scotland or Northern Ireland, please contact Age Cymru, Age Scotland or Age NI. Contact details can be found at the back of the factsheet.

Contact details for organisations mentioned in the factsheet can be found in the *Useful organisations* section.

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1 Introduction

The *Renters' Rights Act 2025* ('the Act') became law on 27 October 2025. It will reform the private rented sector in England and provide private tenants with greater security, rights and protections.

The government has phased the reforms and when they come into force.

First phase

From 1 May 2026, a new tenancy regime will be implemented. This will include:

- end of assured shorthold tenancies, fixed terms and new section 21 notices
- new and amended grounds of possession
- ban on rent bidding
- rent increases limited to annual rises only
- rent in advance limited to one month
- ending discrimination against renters in receipt of benefits or with children
- requirement for landlords to consider tenant requests to rent with a pet
- strengthening local authority enforcement powers, extension of civil penalties and rent repayment orders.

New investigatory powers for local authorities came into effect on 27 December 2025, giving a greater ability to inspect properties, deal with rogue landlords and enforce housing standards more effectively.

The government has issued guidance for tenants about these changes, see www.gov.uk/guidance/renters-rights-act-overview-for-tenants

Second phase

From late 2026, a regional roll out of the private rented sector database for landlords and local authorities, containing key details about private landlords and their properties, will begin.

A private rented sector landlord Ombudsman will also be established to help settle disputes between landlords and tenants.

Third phase

This phase will focus on raising standards of housing quality in the private rented sector. Changes include extending the Decent Homes Standard and Awaab's Law to the sector, raising the minimum energy efficiency requirement for privately rented homes, and improving the approach taken to assessing hazards.

The timeframes for the implementation of these changes will be subject to consultation.

2 Phase one – Tenancy reform

The following changes under the Act are implemented on 1 May 2026. They affect existing private tenants that have an assured shorthold tenancy on this date, and also new tenants entering the private rented sector on or after 1 May 2026.

Note: The abolition of section 21 and tenancy reforms during the first phase does not apply to the social rented sector. They will be extended to this sector during phase two of implementation.

2.1 Assured shorthold tenancies abolished

Assured shorthold tenancies have been abolished. Existing assured shorthold tenancies automatically convert to assured tenancies on the implementation date.

The exception to this is if transitional provisions apply, where a landlord has served a valid section 21 or section 8 notice to an assured shorthold tenant before 1 May 2026. See section 2.6 for more information.

2.2 Assured tenancies

Assured tenancies become the default tenancy granted to new tenants in the private rented sector.

Assured tenancies provide tenants with a greater security of tenure, as the landlord needs to have a valid reason (ground) to evict the tenant.

If you have an existing assured shorthold tenancy on the date of implementation, it automatically converts to become an assured tenancy.

2.3 Fixed terms abolished

You will have a periodic tenancy, which rolls on until you or your landlord decide you want the tenancy to end. This makes it easier to leave the tenancy, if your circumstances change, rather than waiting for an initial fixed term to end.

The rent period under an assured tenancy can be no longer than one calendar month.

2.4 Tenancy information

There is certain specific information about your tenancy that your landlord must provide whether you are a new or existing tenant. If they do not do this, you can complain to the local authority private sector housing team and the landlord could face a fine of up to £7,000.

See the next sections for more about the required information.

2.4.1 Written statement of tenancy terms

If you are entering a new tenancy, created on or after 1 May 2026, you must be given a written statement of tenancy terms before the tenancy is entered into.

The statement should include:

- details of the tenancy
- information about rent and other payments, including the deposit
- details of how the landlord or tenant can end the tenancy
- confirmation of landlord repair, safety and fitness for habitation duties
- information about requesting disability adaptations
- information about keeping a pet
- if the tenancy has been granted for the purposes of supported accommodation, confirmation of this.

If you have a verbal agreement with your landlord, they must issue you with a written statement of the key terms of your tenancy on, or before, 31 May 2026.

2.4.2 Information sheet

If you have an existing private tenancy, created before 1 May 2026, your landlord does not need to change or re-issue a new written tenancy agreement. They must provide you with a government-produced information sheet, either digitally or in hard copy, explaining how the tenancy may be affected by the reforms under the Act. They must do this on, or before, 31 May 2026.

For more information, see www.gov.uk/government/publications/the-renters-rights-act-information-sheet-2026

2.5 Deposit requirements

Deposit amounts remain capped at the same level, which for most tenancies is five weeks rent.

Landlords must protect your tenancy deposit in a government-approved tenancy deposit scheme within 30 days and give prescribed information to you as the tenant.

Prescribed information includes information about the deposit and tenancy agreement, details of the scheme, information about getting the deposit back and signed confirmation from the landlord that information provided is accurate. Your landlord can also provide the deposit protection certificate, to confirm deposit has been protected successfully.

A landlord of an assured tenancy needs to have protected the deposit (or returned the deposit) and given the tenant the prescribed information before a court will make a possession order. Late protection of the deposit does not prevent a landlord from obtaining a possession order.

These deposit protection requirements apply to all assured possession grounds, except for the mandatory and discretionary grounds relating to anti-social behaviour. See section 2.7 for more information about assured possession grounds.

Age UK factsheet 63, *Finding private rented accommodation*, provides more information about security deposits for private tenancies.

2.6 Section 21 'no fault' evictions abolished

Assured shorthold tenancies enabled a landlord to pursue a section 21 'no fault' eviction after the first six months of the tenancy (or at the end of a fixed term, if longer), which left private tenants with little security of tenure in their homes.

Section 21 'no fault' evictions have been abolished under the Act.

Landlords must now serve you with a section 8 eviction notice instead. This confirms that they intend to begin possession proceedings to end an assured tenancy, under section 8 of the *Housing Act 1988*. They must specify on what ground/s they are seeking possession of the property. Section 2.7 outlines some of the main possession grounds.

Transitional provision

If you have an assured shorthold tenancy and a valid section 21 or section 8 notice has been served to you before the 1 May 2026 implementation date, the notice continues to be valid until the possession proceedings are concluded, or a specified time limit is reached.

The time limit is the shorter of:

- the usual time limit for action to be taken on the notice to apply to the court for a possession order (12 months for section 8 or six months for section 21), or
- three months from commencement date (31 July 2026).

Your tenancy will remain an assured shorthold tenancy during this period.

If your landlord does not take action within the relevant time limit and the notice lapses or the court decides that the notice is not valid, then the assured shorthold tenancy will become an assured periodic tenancy.

After 31 July 2026, no more applications to the court seeking a possession order for an assured shorthold tenancy will be permitted.

Seek specialist housing advice as soon as possible if you have received an eviction notice from your landlord.

2.7 New and amended grounds for possession of an assured tenancy

The Act has added some new grounds for possession as well as amending or removing some existing grounds.

The length of notice period a landlord needs to give before they can apply to the court for a possession order depends on the ground being used. Notice periods can vary between two weeks to four months.

Note: Under both mandatory and discretionary anti-social behaviour grounds, there is no minimum notice period. If the conditions for these grounds are met, a landlord can apply to the court immediately for a possession order.

The following subsections highlight some of the main mandatory and discretionary grounds a private landlord may use if they need to evict you. A full list of possession grounds and notice periods is available at www.gov.uk/government/publications/grounds-for-possession-guidance-for-landlords-and-letting-agents

For more information about the main stages of the eviction process, see Age UK factsheet 68, *Preventing evictions*.

2.7.1 Mandatory grounds

If the court is satisfied that the conditions for a mandatory ground are met, then it must order possession of the property.

Some of the main mandatory grounds include:

- the property is needed for occupation by the landlord or their family
- the landlord wants to sell the property
- three months or 13 weeks' arrears at time notice served and the date of hearing.
- the mortgage lender is repossessing the property, regardless of whether the mortgage was granted before or after the beginning of the tenancy
- several grounds relating to the property being sublet and the superior lease coming to an end
- temporary accommodation for homeless households, which is no longer needed for that purpose
- the landlord intends to demolish or carry out substantial work to the property
- the court has ordered the landlord to get the property back in order to comply with enforcement action for breaking the law
- death of the tenant
- conviction for a serious offence or anti-social behaviour that has been proven in another court
- if the tenant has no '*Right to Rent*'.

Where the landlord is seeking possession because they or their family need to live in the property or they intend to sell it, the notice they issue cannot expire until 12 months after the tenancy started.

They cannot re-let or market the property (or authorise another person to do so) in the 12 months after regaining possession.

Report the landlord to the local authority private rented sector team if you believe that they are breaching these conditions. The local authority can take enforcement action if a breach is confirmed. They can decide to prosecute the landlord or apply a financial penalty of up to £40,000.

2.7.2 Discretionary grounds

If your landlord is using a discretionary ground, the court must decide if both the landlord has proven that the ground applies and that it is reasonable to make a possession order.

Discretionary grounds for possession include:

- the landlord can show that suitable, alternative accommodation is available for the tenant
- any rent arrears
- persistent delays in paying rent
- breach of one or more terms of the tenancy agreement
- damaging or neglecting the property or furniture
- the tenant, a person that lives with them, or a person who visits them, commits antisocial behaviour
- the tenant carries out domestic abuse
- the tenant is in supported accommodation and has unreasonably refused to engage with the support.

2.7.3 Official notice form

On or after 1 May 2026, a private landlord must use '*Form 3A: Notice seeking possession of a property let on an assured tenancy or an assured agricultural occupancy in the private rented sector*' if they want to seek possession of a private rented property let under an assured tenancy. They must specify the grounds being used to seek possession.

2.8 Ending your periodic assured tenancy

You can end your private periodic assured tenancy by giving your landlord two months' notice, in writing, to expire at the end of a rent period.

It is possible to agree a shorter notice period with your landlord.

A notice can be withdrawn before the date on which it takes effect, if agreed in writing by you and your landlord.

3 Phase one – Changes to rent

3.1 Rent increases

For assured periodic tenancies, private landlords and letting agents can only seek a rent increase in rent once a year, using a specific and revised 'section 13' procedure. They must give you two months' notice, using the correct legal form - *Form 4a: Landlord's notice proposing a new rent for assured tenancies in the private rented sector*, providing details of the proposed increase.

They cannot increase the rent in the first year of the tenancy.

Any rent review clauses in tenancy agreements will have no effect. If a rent increase was agreed with your landlord before 1 May 2026 under a rent review clause, but takes effect after this date, it will not be permitted.

3.1.1 Challenging a rent increase

If you are concerned that the proposed rent exceeds market rent and is unreasonable, you can challenge the increase via the First-tier Tribunal (Property), who will decide what the market rent should be. The Tribunal can also consider the validity of the notice.

You need to make an application to the Tribunal before the new rent takes effect. This costs £47 and help with this fee may be available from HM Courts and Tribunal Service if you are on a low income, have low or no savings, or receive certain means tested benefits. The proposed rent increase notice you receive from your landlord should provide guidance on how to make an application. Seek advice if you need help with this.

The Act introduces some key protections so that if you challenge an increase, you should not end up in a worse financial position:

- the Tribunal will not be allowed to raise the rent above the amount proposed by the landlord
- the new rent will take effect from the date of the Tribunal determination. It will no longer be backdated
- in cases where the tenant is facing financial hardship, the Tribunal will have the power to defer the increase by up to two months.

3.2 Rent in advance

Landlords can no longer seek large amounts of rent in advance from tenants looking to secure a tenancy. These rules apply to assured periodic tenancies in the private rented sector starting on or after 1 May 2026. The rules will not apply to tenancy agreements that were signed or payments of rent in advance that were made before this date.

The Act amends the *Tenant Fees Act 2019* to prohibit landlords or letting agents from requiring or accepting any payment of rent in advance of the tenancy being entered into.

A landlord can only require up to one month's rent (or 28 days' rent for tenancies that have rental periods of less than one month) once a tenancy agreement has been signed by both parties and before the tenancy commences. This is known as the '*pre-tenancy period*'.

Any rent paid in advance before the tenancy entered into or in excess of the permitted initial rent is a '*prohibited payment*'. The tenant has the right to request the return of any prohibited payment and apply to First Tier Tribunal (Property) if the money is not returned.

Once a tenancy starts, a landlord is unable to enforce any terms in a tenancy agreement that require rent to be paid in advance of the agreed due date.

If your landlord or agent makes an inappropriate request for rent in advance, you can challenge this directly with them or speak to the private sector housing team at your local authority about your concerns.

A local authority has the power to require a landlord to repay a prohibited payment of rent in advance to the tenant and to impose a civil penalty on landlords, or those acting on their behalf, of up to £5,000 for breaches.

3.3 Rental bidding

The Act ends the practice of pitting renters against each other in '*bidding wars*' where prospective tenants offer more than the advertised rent to try and secure a property. Landlords and letting agents must publish an asking rent for their property. This applies to online and printed listings, social media, digital communication and verbal/written offers. They are prohibited from asking for, encouraging, or accepting bids above this price.

If you have experienced rental bidding and are concerned that a landlord or letting agent is breaching these rules, you should report this to the local authority private rented sector housing team. Civil penalties of up to £7,000 can be imposed on landlords and anyone acting directly or indirectly on their behalf by their local authority for breaches. Multiple civil penalties can be received for repeat breaches.

As a tenant, you can seek redress for a breach of these rules through the Private Rented Sector Ombudsman, once this service is available. See section 5.2 for more information.

3.4 Rent repayment orders

Rent repayment orders (RRO) enable tenants and local authorities to apply to the First Tier Tribunal (Property Chamber) to receive previously paid rent from a landlord who has committed certain housing offences.

An application for a RRO can be made if you think you can prove your landlord has committed a relevant offence no more than two years before you serve them notice of RRO Tribunal proceedings. Local authorities may also apply for a RRO.

The Act doubles the maximum penalty payable by a landlord to two years rent and requires repeat offenders, who have been subject to enforcement action, to pay the maximum RRO amount. It also extends the offences that may lead to a RRO being made to include:

- continuing breach of certain tenancy reform requirements, after a financial penalty has been imposed
- knowingly or recklessly misusing a possession ground
- letting or marketing of a property within twelve months of using the 'moving in' or 'selling' eviction grounds
- continuing or repeat breaches of landlord redress scheme regulations, after a financial penalty has been imposed for a breach
- continuing breaches of the requirement for a residential landlord to have an active landlord and dwelling entry on the private rented sector database
- providing false or misleading information to the private rented sector database.

An RRO can be made against a superior landlord or a company director. A superior landlord is the original owner of a property, who grants a lease to another person or company (the immediate landlord), who then rents it to the tenant. For details of the other offences that may lead to a RRO being made and more information about making an application to the Tribunal, see Age UK factsheet 35, *Tenancy rights – rent*.

Seek specialist housing advice to explore whether you have a case to pursue a rent repayment order.

4 Phase one - Other changes to tenants' rights

4.1 Homelessness provisions

Threatened with homelessness

Following the abolition of section 21 evictions, private landlords can only use a section 8 eviction notice if they need to regain possession of the property. This means that if you need to seek homelessness assistance from the local authority, you should be considered 'threatened' with homelessness if you have been issued with a valid section 8 notice that is due to expire in 56 days.

Discharging the relief or main housing duty with a private rented sector offer

The Act makes amendments to homelessness law so that a private rented sector offer, made to discharge the local authority homelessness relief or main housing duty, is now an offer of a private assured tenancy.

Deliberate or unreasonable failure to co-operate

Previously, if a local authority served you with a notice of '*deliberate and unreasonable refusal to cooperate*' with a step identified in your personalised housing plan, this would cause the homelessness relief duty to end and the main housing duty would not apply.

Under the Act, this situation will still cause the homelessness relief duty to end, but the main housing duty will still apply if you are homeless, eligible, in priority need, and not intentionally homeless.

The reapplication duty

The reapplication duty would previously allow you to make a further homelessness application to a local authority within two years of the date that you accepted a private rented sector offer made by the local authority in discharge of the main housing duty. The local authority would owe you a main housing duty again, if it was satisfied that you were homeless, eligible for assistance, and not intentionally homeless.

The reapplication duty no longer applies, as private tenants now have assured tenancies, providing them with a greater degree of security.

For more information about seeking homelessness assistance from your local authority, see Age UK factsheet 89, *Homelessness*.

4.2 Right to request a pet

Tenants have the right to request to rent with a pet. A landlord should consider your request and particular circumstances and cannot unreasonably refuse the request, but they may include conditions.

You must ask your landlord in writing if you want to keep a pet and include a description of the pet in your request. Your landlord has 28 days to respond to your request, in writing. If they do not reply within this timeframe, you can apply to the court to ask them to enforce these rules.

Your landlord may need to ask you for more information within the 28-day period or seek permission for a pet from a freeholder. In these instances, once information or a freeholder response has been provided, they have an extra seven days to respond to your request.

If your landlord agrees to your request, they cannot ask for specific extra fees to keep a pet, but they can retain money from your deposit to cover the cost of repairs for any damage caused to the property. The rules apply to existing and prospective tenants.

For information on how a landlord or letting agent should handle your request to keep a pet, see www.gov.uk/guidance/renting-out-your-property-guidance-for-landlords-and-letting-agents/if-a-tenant-wants-a-pet-to-live-with-them

For information about possession grounds for an assured tenancy and dealing with an eviction, see Age UK factsheet 68, *Preventing evictions*.

What if my landlord refuses my request?

There are some circumstances where it may be reasonable for a landlord to refuse a pet:

- allergies of another tenant
- property is too small for the size of pet, or number of pets being requested
- the pet is illegal to own
- the landlord is a leaseholder and the freeholder does not allow pets.

If your landlord refuses your request, they must explain their reasoning for this. You have the right to challenge your landlord's refusal, if you think it is unreasonable.

Start by discussing any issues with the landlord, if you are comfortable doing so, to see if you can reach an agreement.

You can submit a written complaint to them. You may be able to escalate a complaint to the new Private Rented Sector Ombudsman about the refusal, once this service becomes available, to seek their help to resolve the matter. See section 5.2 for more information.

As a last resort, it may be possible to challenge the landlord's decision by applying to the court, to seek an order requiring the landlord to allow a pet. You should consider the costs involved in taking this route, however.

If you keep a pet in the property and do not seek your landlord's permission, you may place yourself at risk of eviction, as the landlord may consider that you have breached the tenancy agreement, or that damage caused by a pet that has led to a deterioration in the property or furniture. The court would need to consider whether it is reasonable to grant a possession order in these circumstances. If you receive an eviction notice, seek specialist housing advice as soon as possible.

4.3 Discrimination in the private rented sector

Discrimination against renters, both sitting and prospective, who have children or receive benefits is prohibited.

It applies to conduct affecting an individual and any provision, criteria or practice that would make such people less likely to enter into a tenancy.

This can include 'no DSS' or 'no kids' adverts, stopping such people accessing information about the property and its availability, viewing the property, or signing a tenancy.

Landlords and agents should consider applicants on their individual circumstances. They continue to be able to make a final decision on who they let their property to. They can carry out referencing checks to make sure tenancies are sustainable and make a decision based on affordability.

Sitting and prospective tenants can raise concerns about discriminatory conduct with their local authority private rented sector team. You can seek redress through the Private Rented Sector Ombudsman, once this becomes available to tenants (see section 5.2) or letting agent redress schemes, including the Property Ombudsman and Property Redress Scheme.

It may be possible to pursue a discrimination case through the courts, but it is important to seek legal advice first and also consider the costs involved in this.

A local authority has the power to impose a civil penalty of up to £7,000 on landlords and anyone acting on their behalf (either directly or indirectly) for a breach of this rule. If the discriminatory conduct continues for 28 days after the first penalty, another penalty can be imposed.

5 Phase two – Private rented sector database and Ombudsman

It is planned that a private rented sector database and Ombudsman service will be introduced in two stages, beginning in late 2026.

5.1 Private rented sector database

Every private landlord will be required to register themselves and their rental properties on a private rented sector database and pay an annual fee. This will provide a record of the landlords who are operating in the sector and whether they are meeting their legal obligations.

Minimum information that landlords will need to provide is expected to include:

- Contact details for the landlord
- Property details – including address, type of property, the number of bedrooms and households/residents occupying the property, whether it is occupied, furnished or unfurnished
- Safety information – including gas, electrical safety records and the Energy Performance Certificate for the property.

The first stage of introduction will involve a regional rollout of the database for use by landlords and local councils, which should begin in late 2026.

The second stage of introduction, after the launch of landlord registration, will allow public access to the database and data sharing.

5.2 Private Rented Sector Landlord Ombudsman

A Private Rented Sector Landlord Ombudsman will provide a free redress service for private rented sector tenants to enable them to seek resolution of disputes that have arisen between them and their landlord.

Implementation of the service will begin after the private rented sector database has been introduced. First, a decision will be made on who will administer the Ombudsman and the service will then scale up. The second stage, expected in 2028, will require landlords to become members of the new service, before it can then start to be used by tenants.

All private landlords (including those who use a managing agent) of assured and regulated tenancies will be required by law to join the Ombudsman.

Tenants will need to have made an initial complaint with their landlord. If they do not get a satisfactory response, then they can escalate their complaint to the Ombudsman for their consideration and to seek a determination on the matter that is in dispute.

The service will investigate these complaints, independently and impartially. If it determines that the landlord has acted unreasonably or unprofessionally when handling a tenant's original complaint, they will be able to:

- tell a landlord to either take or stop taking a certain action
- issue an apology or an explanation, and/or
- award compensation, to help put things right.

Landlords who are members of the Ombudsman must comply with Ombudsman's decisions.

6 Phase three – Raising standards in the private rented sector

The following changes will seek to raise the standards of accommodation in the private rented sector. The dates of their introduction will be subject to consultation.

6.1 Decent Homes Standard

The Decent Homes Standard (DHS) sets minimum standards of housing quality.

The DHS currently only applies to the social housing sector. It is in the process of being updated.

The Act means that the new DHS will be extended to the private rented sector. It is proposed that this extension will be introduced in either 2035 or 2037, although some elements may be brought into force earlier.

The new DHS will require that a home:

- must be free of the most dangerous hazards
- must be in a reasonable state of repair
- must provide core facilities and services
- must provide thermal comfort
- should be free of damp and mould

Once it is in force, landlords will need to ensure their privately rented properties meet the DHS and if they fail to do so, local authorities will be granted powers to take enforcement action.

The review of the Housing Health and Safety Rating System (HHSRS), which is a risk-based evaluation tool used to identify and assess hazards in residential properties and helps inform decisions on whether a property meets the Decent Homes Standard, will also be implemented during this third phase of the Act.

More information is available in the government response to a consultation on a reformed DHS in the social and private rented sector. See www.gov.uk/government/consultations/consultation-on-a-reformed-decent-homes-standard-for-social-and-privately-rented-homes

6.2 Awaab's Law

A landlord is responsible for dealing with a hazard in their property where it is a result of a deficiency. This includes defects, disrepair and a lack of maintenance.

Awaab's Law sets legally enforceable timeframes within which landlords must make homes safe where they contain serious hazards.

Tenants can challenge their landlords for a breach of Awaab's Law by making a formal complaint with their landlord, escalation to the Ombudsman, or by taking court action.

A phased introduction of Awaab's Law to the social rented sector began in October 2025. This should continue during 2026 and conclude in 2027.

The government intends to extend Awaab's Law to the private rented sector so that private landlords will also be required to comply with fixed timeframes when tackling serious hazards in their properties. They plan to consult on this policy, which should help clarify how its implementation within the sector will be approached and when this should happen.

For more information, see www.gov.uk/government/publications/guide-to-the-renters-rights-act/guide-to-the-renters-rights-act#awaabs-law

6.3 Minimum Energy Efficiency Standards

Private landlords will need to ensure their domestic privately rented properties meet tighter Minimum Energy Efficiency Standards (MEES) by 2030.

Whether signing new tenancy agreements or in properties that have sitting tenants, landlords have until 1 October 2030 to bring their properties to Energy Performance Certificate (EPC) rating of C or above (or to register an exemption) to legally let them out. Improvements made from 1 October 2025 can count towards the cap.

There will be a maximum cost cap for landlords of £10,000. Once a landlord's expenditure on relevant energy efficiency improvements, recommended in the EPC report for the property has reached this cap, they can apply for an exemption for the property. For properties that are valued below £100,000, the cost cap will be lowered to 10 per cent of the property value.

Wider exemptions will apply, including where all relevant improvements have been made and the property is still below a C rating or where a specific measure could negatively impact the property.

For more information see
www.gov.uk/government/consultations/improving-the-energy-performance-of-privately-rented-homes-2025-update

Useful organisations

Citizens Advice

www.citizensadvice.org.uk

Telephone 0800 144 8848

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

First-tier Tribunal (Property Chamber)

www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber

Handle applications, appeals and references relating to disputes over property and land. They have a network of regional offices across England that deal with residential property disputes, including rent increases for market rents and applications for rent repayment orders.

HM Courts and Tribunals Service

www.gov.uk/get-help-with-court-fees

Responsible for the administration of courts in England and Wales and tribunals across the UK. Provides information about getting help with court and tribunal fees.

Housing advice services

There may be a specific housing advice or housing aid centre in your area, providing advice on a range of housing issues. Your local authority or Citizens Advice should be able to tell you about the availability of these services.

Contact your local authority as soon as possible if you are worried you may become homeless.

Law Centres Network

www.lawcentres.org.uk

Supports a national network of community law centres that help defend the legal rights of people who cannot afford a lawyer. They can tell you if there is a community law centre in your area and signpost you to other legal advice providers if not.

Ministry of Housing, Communities and Local Government

www.gov.uk/government/organisations/ministry-of-housing-communities-local-government

Government department responsible for implementing the Renters' Rights Act reforms and issuing guidance to landlords and tenants.

Shelter

www.shelter.org.uk

Telephone 0808 800 4444

National charity providing telephone advice to people with urgent housing problems. Information and advice on a range of housing issues is available through their webchat service and website. They provide local face to face housing advice and support in some areas of England.

Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice or Age Cymru Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

Age UK Advice

www.ageuk.org.uk

0800 169 65 65

Lines are open seven days a week from 8.00am to 7.00pm

In Wales contact

Age Cymru Advice

www.agecymru.wales

0300 303 4498

In Northern Ireland contact

Age NI

www.ageni.org

0808 808 7575

In Scotland contact

Age Scotland

www.agescotland.org.uk

0800 124 4222

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Our publications are available in large print and audio formats

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The evidence sources used to create this factsheet are available on request. Contact resources@ageuk.org.uk

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