LANDLORDS RENTERS' RIGHT REFORM

ANGELMOVES LTD

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THE HIDDEN DANGERS OF THE RENTERS' RIGHTS REFORM

What You're Not Being Told, We Unveil the Mask and Reveal What They Are Not Telling You

Disclaimer

- This material is **our informed opinion**, based on **months of research**, meetings, and money we spent to understand how the Renters' Rights Reform will affect landlords and agents.
- It is **not legal advice**. Laws and guidance can change. Local practice can differ.
- **Do your own checks** and get **independent legal advice** before you make decisions.
- Examples here are **illustrations**, not promises. Outcomes depend on your **evidence, property, tenants, and local authority**.
- We are **Reform-Ready** and we aim to be accurate, but **you cannot rely on this alone** as a legal defence.
- You are responsible for your **own compliance** and any **actions** you take.

Disclaimer: Our informed opinion from months of research. **Not legal advice.** Laws can change. Get your own legal advice. Use at your own risk

PLEASE READ THIS TO THE END - THIS COULD MAKE OR BREAK YOU AS A LANDLORD OR AGENT

- You have **nothing to lose** but a few minutes.
- You have **a lot to gain**: your income, your business, your family's future.
- One mistake under the new rules can cost **£20,000–£60,000** on a single tenancy.
- This isn't just about **Money**. It can lead to **Stress**, **Sleepless Nights**, **Anxiety**, even **Breakdowns** when people lose homes, savings, or businesses.
- If you're an **Agent**, this can **drown your business** if you don't get it right.
- If you're a **Landlord**, one weak file can spiral into **big losses** fast. **Please don't ignore this. Read to the end.**

Why You Should Listen To Us

The Director of Angel Moves fully understands the pains of Landlords and Agents, despite all his years of experience and knowledge of Property Law, he has also been stung by Tenants that have more Rights than Landlords, who go to **No Win No Fee** Solicitors, and are backed by Council Officers.

He experienced expensive Evictions one cost over £80k in Legal Costs and Loss of Rent and then the Cost of making the Property Tenantable again.

So this has been prepared from a place of Experience and Empathy and with the notion that Prevention is better than the Cure.

We didn't guess any of this. We **went and found out**.

- We spent **Months** on this, days in council offices, calls late at night, site visits, real case notes.
- We **Paid For It Ourselves**. The cost went **Close To Six Figures** in **Time**, **Travel**, and **Research**.
- We spoke with:
    - **Directors Of Councils** and **Heads Of Housing** across multiple local authorities
    - **Housing Officers** and **Temporary/Emergency Accommodation** teams

- **Local MPs** and policy contacts
- **Homelessness Charities** like **Shelter** and **Crisis UK**
- **Housing Associations** and front-line staff
- **Specialist Housing Solicitors** (Social Housing and **PRS**)
- **Property Ombudsman** contacts and guidance reviewers
- **Landlords** and **Agents** living this every day

We listened. We looked. We checked.
We pulled together what we **Heard**, what we **Saw**, and what we **Read**.
We looked for **Patterns**. We checked the **Paperwork**.
Then we turned it into a **Simple Plan** you can use.

Why share it? Because keeping this to ourselves would be **Wrong**.
This Reform can **Make Or Break Landlords** and **Agents**.
It can cost **£20,000–£60,000** on one tenancy.
It can also trigger **Anxiety**, **Depression**, and **Burnout** when people lose homes, savings, or businesses.

We're not here to scare you.
We're here to **Warn You** and **Guide You**—in **Plain English**—so you can protect your **Property**, your **Business**, and your **Family**.

TYPES OF LANDLORDS BEING TARGETED BY THE RENTERS' RIGHT REFORM

This is what we're told. And then there's what we **see** when we look at how the system is being built.

What We're Being Told: Who Is Targeted

We're told the Reform is aimed at three types of **Landlords**.

First: "Rogue Landlords."

These are the people who **break housing laws** again and again. They ignore notices. They dodge rules. They mistreat tenants. No one argues with this. They should be stopped.

Second: Discriminatory Behaviour.

This means **unfair adverts** and **unfair refusals**. Phrases like "No DSS", "No UC", or "Families Not Considered" are **not allowed**. If you refuse someone, you must have a **Fair Reason** and you must **Write It Down**. The message is clear: **No Unfair Barriers**.

Third: Unfair Rent With Poor Conditions.

This is when a **Landlord puts up the rent** while the **Home** is **not decent**. Maybe the certificates exist, **Gas**, **Electric**, **EPC**, but the **Property** still has **Damp**, **Mould**, weak heating, missing **Alarms**, or unsafe **Stairs** and **Handrails**. The public line is simple: **Don't Raise The Rent If You're Not Maintaining The Home**.

There's a fourth idea wrapped through all three: **Below-Standard Properties**. If a **Property** just **scrapes** certificates but fails real-world checks, **Heating In Every Room**, **Smoke/CO Alarms Beeping On Video**, **Child Window Restrictors**, **Safe Locks**, **Safe Outside Areas**, **Sound Exterior**, then it is **Not Good Enough**. Passing a test on paper doesn't protect you if the **Evidence** is thin.

That is the official story.

What The Reform Is Really Doing

The **Government** says this is about **"Rogue Landlords."**
It's **bigger** than that.

They are building a **System** that **Catches Landlords Out** if they don't follow the new rules **exactly**.
There will be **Watchdogs**, **New Portals**, and a **Property Ombudsman**.
Tenants will have a **Free Route To Complain**.
Decisions will be **Binding** on **Member Landlords**.
Councils will be able to **Enforce** if you don't fall into line.

Who Are They Aiming At?

- **Rogue Landlords** who break the law.
- **Negligent Or Slow Landlords** who ignore repairs or safety.
- **"Greedy" Practices** (their words): pushing rent while the home is not decent.
- **Poor Standards**: homes that aren't **Safe**, **Warm**, **Dry**.

Translation: If your **Evidence** is weak, your **Advert Notes**, **Checks**, **Photos**, **Logs,** you're **In The Firing Line**, even if you think you're **"One Of The Good Ones."**

THE OMBUDSMAN: THE NEW FIRST STOP

There is a **Government-Backed Property Ombudsman**.
It is independent in how it runs, but **Mandated and Shaped By the Government** to fix renting disputes **without court**.

- **Tenants Complain For Free.**
- **Outcomes Are Binding** on **Member Landlords**.
- **Councils Can Penalise** if you don't join or don't comply.
- **Decisions Are Often Published**, so **Reputation Damage** is real.

Is It A Court? No. **Does It Bite?** Yes.
For many issues, this will be the **First Stop**, not court.
If you haven't kept **Good Records**, **Expect To Lose**.

There will likely be **Membership Costs** (and other scheme costs).
If complaints stack up, you pay in **Time** and **Money** even before any court.

Why This Is Happening Now

Councils are under **Heavy Pressure**.
Emergency/Temporary Accommodation is **Very Expensive**.
There aren't enough **Council Homes**.

So **Councils** push people into the **Private Rented Sector**.
And here is what many **Tenants** are told about **Homelessness**:

- You are **Usually Not Legally Homeless Until Bailiffs Remove You**.
- So some **Tenants Stay Until Bailiffs** to qualify for help.
- While that drags on, **Your Costs Keep Running**.

With the **Reform**, if a **Tenant** can't find a place or says they were treated unfairly, they'll be **Signposted Straight To The Ombudsman, For Free**.
Result: More Complaints, **More Checks**, **More Public Rulings**

But My Property Is Fine… I've got the Certificates."

This is the **Trap**.

Many **Landlords** think: "I've got **Gas**, **Electric**, and an **EPC**, so I'm fine."
Not Anymore.

The **Decent Homes** rules and **HHSRS** safety checks are **Wider**. Inspectors look for:

- **Damp And Mould** (and proof you fixed the **Cause**, not just wiped it).
- **Working Heating In Every Room** (evidence it works).
- **Smoke And CO Alarms** (tested; **Show It On Video**).
- **Child Window Restrictors** on upper floors.
- **Safe Stairs And Handrails**; **Secure Locks**; **Safe External Areas**.
- **Sound Exterior** (no leaks, loose tiles, broken render, unsafe paths).

Miss One and you can face **Fines**, **Rent Repayment**, or **Delays** getting possession.

Your **Agent** might be great at lettings, but many are **Not Trained** in **Decent Homes/HHSRS** detail.
A quick **"Looks OK"** walk-through is **Not Enough**.

There are **Around 150–170 Compliance Points** across **Adverts**, **Checks**, **Notices**, **Inspections**, **Rent Reviews**, and **Dispute Handling**.
Most **Agents** don't know them all. If your **File** is **Thin**, that's where you'll be **Hit**.

The Other Silent Tripwires

- **Adverts And Decisions.** "**No DSS/No UC/No Pets**" style wording can trigger a **Complaint**. If you **Refuse** someone, you need a **Fair Reason** and a **Written Note** of it.
- **Rent Increases.** Only **Once Per Year**, and **Tenants Can Challenge**. Without **Local Comparables**, **Repair Logs**, and **Condition Photos**, expect **Pushback**.
- **Tenancies Become Periodic. Tenants** can give **Notice** at any time. If you don't plan, you get **Voids**.

- **No-Fault Evictions Going.** If you need **Possession**, you must have **Clear Evidence**. **No Evidence = You Lose.**

WHAT THIS MEANS IN PRACTICE (REAL-WORLD PAIN)

Picture this:

- You **Advertise** with a clumsy line. Someone **Screenshots** it.
- A **Tenant** moves in. You didn't **Video The Alarms**. You didn't **Time-Stamp** the **Window Restrictors**.
- **Damp** appears in the back bedroom. You send a contractor but don't **Log** it well.
- You try a **Rent Rise**. You have **No Comparables** and **No Repair Receipts** on file.
- The **Tenant Complains To The Ombudsman — For Free**.
- You **Scramble For Proof**. You **Don't Have It**.
- **Outcome? Refunds Ordered**. **Rent Rise Blocked**. **Public Ruling Online**.
- You try to **Evict**. Your **File Is Weak**. The case **Drags**.
- **Costs Climb: Arrears**, **Legal**, **Damage**, **Voids**. One tenancy can hit **£20k–£60k**.
- The **Deposit?** About **£1,200** on average. It barely helps.
- **Insurance?** Many policies **Won't Pay** if your checks and records were **Weak**.

This is how **Good Landlords** get **Caught**—not because they are **Bad**, but because their **Proof Is Missing**.

WHY AGENTS CAN'T SHIELD YOU (ON THEIR OWN)

Many **Agents** are decent.

Many are **Not Trained** for this **Level Of Detail**.

Some still use **Cheap Checks** that can be **Faked**.

Some push **Sky-High Rent** to win your instruction, and the **File Collapses** when challenged.

Ask For Proof, Not Promises. Do They Give You:

- **Time-Stamped Inspection Photos/Videos?**
- **Fair-Ad Logs** and **Written Refusal Reasons?**
- A **Rent Review Pack** (Comparables + Repair/Condition Evidence)?
- A **Possession-Ready File From Day One?**

If **Not**, you are **Exposed**.

Why Complaints Will Rise (Five Forces)

1. **Free Complaint Route To A Government-Backed Ombudsman.**
   Tenants don't need to pay to raise issues; the bar to complain is **Low**.
2. **Public Outcomes That Hurt Reputation.**
   When decisions are **Published**, names and failings can be **Seen**.
3. **Local Authority Officers Will Signpost Tenants How To Complain.**
   Front-line staff are trained to direct people to the **Right Channels**.
4. **Households In Temporary/Emergency Accommodation Will Use Every Tool.**
   They are under pressure to **Find And Keep A Home**, so they **Use The System**.
5. **New Databases/Portals Make It Easy To Spot Non-Compliance.**
   Watchdogs and **Councils** can **Check** who has **Weak Files** and **Act**.

Why This Matters Right Now

- If **Landlords** and **Agents** are **Not Prepared**, they will be **Hit Hard**.
- Some will be **Knocked Down So Hard** they **Won't Get Back Up**.
- This is **Not To Be Taken Lightly**.
- What you've read here is a **Skim** of many moving parts.
- The **System Rewards Proof** and **Punishes Gaps**.

- **Good People** will lose if their **Evidence Is Thin**.

Bottom Line: This is a **Proof-First World** now. **Strong Evidence = You Sleep At Night. Thin Evidence = You're At Risk.**

What Happens Now, Do This Next

Please Don't Panic.
We've done a lot of research. We know what the **Risks** are and we know what the **Solutions** are. We will **Identify The Risks** and **Provide The Solutions**. It's **Not The End Of The World**, but if you **Don't Take Action**, it **Can Hit Hard**.

Step 1: Join Our Free Live Webinar

- We go into **More Detail** on **Where The Risks Are**, **What Needs To Be Fixed**, **What The Solutions Are**, and **How We Can Help You**.
- It will be on **Zoom** with **Live Q&A**.
- If you **Cannot Attend**, we will **Send The Recording**, **Explainer Videos**, and **Information Packs**.

Step 2: Book A One-To-One Consultation

- Meet a **Client Relationship Manager** to **Go Through Things** with you: questions, answers, and any concerns.
- **Online Or At Our Offices,** your choice.
- You will get a **Prioritised Action List**: what to **Fix**, what to **Do**, and what to **Do First**.
- We will **Guide You** so you know **Exactly What Needs To Be Done**.

Step 3: Start Your Protection

- Begin your **Protection File** and follow the steps we give you.
- If you **Couldn't Attend The Webinar**, use the **Information Packs** and **Explainer Videos** we send, then we will do a **Follow-Up Call** with a **Client Relationship Manager**.

No Catch: Our Support And Guidance Is Free

Our **Support** and **Guidance** is **Free**. There is **No Catch**.

ANGEL MOVES – LANDLORD INFORMATION & PROTECTION PACK

Part 1 – The Risks Landlords Face

1. Introduction – Why This Pack Matters

- The law has changed. Ignorance is no defence.
- There are **170+ compliance checks** landlords must meet, far beyond EPC, Gas, and EICR.
- A single bad tenant, weak file, or missed certificate can cost **£20,000–£ 60,000 or more.**

This pack shows you:

- What the Renters' Rights Reform means for landlords.
- The hidden risks most landlords don't know about.
- How Angel Moves protects you at zero cost.

2. The Renters' Rights Reform – What's Changed

- **Section 21 abolished → only Section 8.**
- **All tenancies become periodic.**
- **Rent increases capped at once per year (Section 13).**
- **Bidding wars banned (one asking rent only).**
- **No blanket bans (no "No DSS" / "No Families").**
- **Pets: tenants have the right to request.**
- **Decent Homes Standard → stricter damp/mould/safety checks.**
- **PRS Ombudsman + Landlord Register = watchdogs with teeth.**

3. The Hard Truths for Landlords

- Tenants now have **more rights than landlords.**
- Ombudsman complaints will be **binding**.
- Weak files = lost cases.
- Insurance will refuse claims if the paperwork is wrong.
- Traditional agents and referencing won't protect you.

4. The Hidden Costs of Getting It Wrong

- **Rent arrears:** £9k–£36k.
- **Eviction & bailiffs:** £2k–£5k.
- **Solicitor fees:** £3k–£10k.
- **Malicious damage:** £5k–£15k.
- **Total loss per bad tenancy:** £20k–£60k+.

5. Why Most Agents Can’t Protect You

- **Traditional referencing is broken:** fake payslips, fake landlords, fake employers.
- **Rent guarantee insurance is full of loopholes:** one late letter and the policy won’t pay.
- **Deposits & advance rent are weak:** 1 month’s deposit vs £40k real losses.
- **Rogue “rent-to-rent” schemes:** walk away when things go wrong.

6. The Risks of High Rents, Rent-to-Rent, and Supported Living Providers

- Many landlords get tempted by **high rent promises** from rent-to-rent or supported living companies.
- These schemes often advertise: *“Guaranteed Rent, No Voids, Hassle-Free.”*
- Behind the scenes:
  - Most are **unregulated limited companies**, often set up from a bedroom by “property gurus” selling *Get Rich Quick* courses.
  - They sign landlords into **company lets** or **supported living arrangements** that bypass standard protections.
  - They fill properties with unsuitable tenants, sublet without control, or overcrowd to maximise profit.
  - When things go wrong, the company simply **walks away or shuts down**, leaving the landlord exposed.
- Risks for landlords include:
  - Breach of mortgage or insurance terms.
  - Properties trashed by unvetted tenants.
  - Rent stopped overnight with no recourse.
  - Being blacklisted by councils if misuse is discovered.
- **High rents = high risk.** If someone is offering you way above market rent, ask yourself: *what corners are they cutting?*
- The reforms make this even riskier, because Ombudsman, PRS Portal, and Councils will hold **the landlord accountable**, not the rent-to-rent company.
- **Angel Moves difference:**
  - We are **verified by Local Authorities**, not by online courses.
  - We only place **government-verified tenants**, not walk-ins.
  - We carry **RSA-backed insurance and legal protection**, not “verbal promises.”
  - We operate with full transparency: no supported living loopholes, no rent-to-rent tricks.

PART 2 – WHY USE ANGEL MOVES

7. Who We Are & Why You Can Trust Us

- We work with **180+ Local Authorities** across the UK.
- Founded by a landlord (Rev. Jas) who personally lost **£66k+** to bad tenants and rogue agents.
- Partnered with major franchises (Belvoir, Connells, Martin & Co) plus independents.
- We are **not rent-to-rent, not supported living, not chasing profit.**

8. Why Our Agents Are Different

- General agents = risky.
- Agents who work with Angel Moves = held to compliance standards.
- We make sure **files are court-ready** from day one.

9. Our Bespoke Rent Guarantee & Legal Protection Policy

- **RSA-backed cover** built for UC/HB tenants.
- Covers: arrears, legal costs, malicious damage, home emergencies.
- Protects where traditional "guaranteed rent" fails.
- Backed by legal advice, council-negotiation experience, and real landlord cases.

10. Our Enhanced AST & Tenant Disclaimer

- **AST:** closes loopholes, includes UC/HB clauses, arrears liability, repair obligations, access rights.
- **Tenant Disclaimer:** tenants warned about intentional homelessness, UC compliance, arrears = eviction.
- Together = a **double legal shield** most landlords and agents don't have.

11. Deposits vs Insurance – Which Would You Prefer?

- Deposit = 1 month's rent (£1.2k average).
- Real losses = £20k–£60k.
- Insurance = rent guarantee, legal costs, malicious damage cover.
- Angel Moves gives landlords insurance cover worth far more than a deposit.

12. Decent Homes Standard & EPC Upgrades

- Soon landlords must meet **Decent Homes Standard + EPC "C" rating.**
- Failure = fines, rent repayment orders, and lost tenants.
- Angel Moves solution:
    - Access to **government ECO4 grants (up to £20,000).**
    - Free upgrades: insulation, heating, new windows.

    - Property value goes up, tenants happier, compliance met.
- Win-win: landlords pay nothing, properties improve.

13. Types of Tenants We Place vs Don't Place

- Teachers, carers, nurses, working families.
- Council-verified tenants with affordability checks.
- Walk-ins, fake payslips, intentional homelessness.
- Tenants with no intention of working or contributing.

14. Continuous Housing Demand = Continuous Security

- London salaries: £70k–£100k needed to rent.
- Average UK income: £35k–£40k.
- Families forced to relocate = constant demand.
- Angel Moves placements structured on **2-year ASTs** = long-term security

15. Support, Advice & Mediation

- Free legal support and compliance guidance.
- Mediation service = disputes solved before they escalate.
- Direct council connections = faster outcomes.

16. With Angel Moves vs Without Angel Moves

With Angel Moves	Without Angel Moves
Reasonable rent	Risky "highest rent wins"
RSA-backed insurance	Standard rent guarantee loopholes
Double shield: AST + Disclaimer	Generic AST, no tenant disclaimer
No voids (council-funded placements)	High risk of arrears, eviction, damage
Free landlord support	Pay your own legal bills
Access to £20k ECO4 grants	Pay for EPC/Decent Homes upgrades yourself

PART 3 – CLOSING THE DEAL

17. Case Studies & Real-Life Examples

- Rev. Jas' personal £66k+ loss from bad tenants vs how Angel Moves would have prevented it.
- Landlords already protected through Angel Moves = no arrears, no losses.

18. FAQ (Landlord Tailored)

- "Why should I trust UC tenants?"
- "What if the tenant doesn't pay?"
- "Can I still sell my property?"
- "What happens after 2 years?"

19. Call To Action

- Free service, zero cost to landlords.
- Backed by councils, protected by RSA insurance.
- Contact Angel Moves now — protect your property before it's too late.

SECTION 1 RENTERS' RIGHTS REFORM – THE HARD TRUTH FOR LANDLORDS

(Do Not Ignore This – It Will Hit You Directly)

Why This Pack Matters

The Renters' Rights Reform is no longer "something in the news." It is law, and it is already reshaping how landlords can let, manage, and even sell their properties.

- **Ignorance is not a defence**. If you don't follow the new rules, the Ombudsman and PRS Portal will fine you, name and shame you, and side with tenants in disputes.
- This is no longer about "being a good landlord." It is about **running a watertight system of compliance and evidence**.
- Miss one step, and you could lose a tribunal case, be forced to repay rent, or have your insurance claim rejected.

We've written this in plain English so you can see the real impact, not just the headlines.

The New Reality for Landlords

Landlords used to have more control:

- You could end tenancies with Section 21.
- You could set rent levels freely.
- You could take deposits and feel "covered."
- You could rely on your letting agent's referencing and paperwork.

That world has gone.

Now:

- **Section 21 is abolished.** You cannot remove a tenant without solid evidence.
- **Every tenancy is periodic.** Tenants can leave on short notice; you can't just "end at 6 or 12 months."
- **Rent increases are capped.** One rise per year, and tenants can challenge it at Tribunal.
- **Advertising and decisions are audited.** "No DSS" or "Professionals Only" can mean discrimination fines.
- **The Ombudsman has teeth.** Tenants can complain for free; you must respond with evidence, not excuses.
- **The Rogue Landlord List is expanding.** And once you're on it, you're watched like a hawk.

The Hard Truths Landlords Must Face

1. Watchdogs Will Watch

- The Ombudsman and PRS Portal create a **permanent digital trail**.
- Emails, texts, and even WhatsApps from tenants can be used as evidence against you.
- If your paperwork is vague or missing, you will lose disputes.

2. Evidence Or Else

- "We said / they said" is dead. You will need:
  - Repair logs with photos and dates.
  - Rent ledgers showing arrears patterns.
  - Proof of service for every notice.
  - Clear reasons why one tenant was accepted and another refused.

Without this, a tenant's word may outweigh yours.

3. Complaints Will Be Faster and Binding

- Expect more complaints, handled faster.
- Ombudsman decisions are binding — and often favour tenants if landlords lack evidence.
- Once a decision is made, there is little you can do to appeal.

4. The Rogue Landlord List – No Place to Hide

- Most local authorities already keep their own **Rogue Landlord Lists.**
- These lists are **circulated between councils**, so if you're flagged in one borough, others will know too.
- The Renters' Rights Reform is expanding these into a **formal national system** with more power.
- If you are caught breaching compliance rules, failing safety standards, or mishandling tenants, you can be:
  - **Named and shamed publicly.**
  - **Monitored like a hawk** by multiple councils.
  - **Blacklisted from council partnerships** and relocation schemes.
  - **Marked high-risk by insurers and agents.**
- Even **a single compliance breach**, missed certificates, ignored repair notice, unlawful eviction, can be enough to put your name forward.
- Once you're flagged, there is **nowhere to hide.**

5. Direct Financial Impact

- Refunds: Rent increases or deductions overturned.
- Rent repayment orders: For non-compliance with licensing or repairs.
- Legal costs: Solicitors, court fees, bailiffs.
- Lost rent: Months, even years, if possession claims fail.

6. Reputation Damage

- Ombudsman findings and Rogue Landlord listings are **publicly available.**
- A single tenant complaint can brand you as a "rogue landlord."
- Councils and agents will hesitate to work with you.
- Insurance companies may downgrade or cancel your cover.
- Once your reputation is gone, rebuilding it is almost impossible.

The Numbers Landlords Don't See

Here's what a single problem tenancy can really cost you:

- **Rent arrears**: £9,000–£36,000 (12–36 months lost).
- **Court and bailiffs**: £2,000–£5,000.
- **Solicitors**: £3,000–£10,000.
- **Malicious damage**: £5,000–£15,000.
- **Insurance refusal**: Policy voided for paperwork error.
- **Total loss**: £20,000–£60,000+ from just one tenant.

And that doesn't count the stress, months of wasted time, or impact on your mortgage.

Why Most Landlords Will Get Caught

- Many believe EPC, Gas Safety, and EICR are enough. They're not — there are **170+ compliance obligations.**
- Many trust letting agents to handle referencing, but most agents rely on **private referencing agencies easily tricked by fake documents.**
- Many think "a deposit will protect me" — but a deposit is only one month's rent. **That doesn't cover 6 months arrears, legal costs, or damage.**

Why This Section Exists

We are not here to scare you. But we are here to **wake you up**.

- The new system is designed to catch landlords out.
- Good landlords will be punished alongside rogues if they don't keep watertight evidence.

- Without expert support, it’s almost impossible to stay fully compliant.

That is why Angel Moves has built a **Prevention-First Protection System** — so you don’t have to face these risks alone.

SECTION 2 — SECTION 21 IS ENDING → YOU'LL NEED SECTION 8 (PREPARE NOW)

Bottom Line: "No-Fault" evictions (Section 21) are ending. To regain possession you must use **Section 8** with **Proper Legal Grounds** and **Solid Evidence**. The system now expects **Professional-Grade Records** from private landlords.

2.1 What Changes For You

- You cannot rely on **Section 21**. Use **Section 8** with a valid Ground (e.g., **Arrears**, **Anti-Social Behaviour**, **Selling**, **Moving In**), and back it with Evidence.
- **Notice Periods** change across Grounds. Some are longer; serious **Anti-Social Behaviour** can move faster.
- All tenancies become **Periodic**. Rent bidding is banned. Anti-Discrimination rules apply. You must join the **PRS Ombudsman** and appear on the **PRS Database**.
- More **Name-and-Shame** and **Council Data-Sharing**. Once listed, issues can follow you across boroughs.

2.2 Section 8, The Grounds You'll Actually Use

- **Arrears** (mandatory and discretionary Grounds): requires a clear, dated **Rent Ledger** and a clean **Arrears Trail**.
- **Moving Back In** (you or Close Family): specific timing rules apply.
- **Selling The Property**: dedicated Ground to recover possession for sale.
- **Anti-Social Behaviour**: serious cases can proceed quickly — but only with strong Evidence.
- **Redevelopment/Compliance**: where works or enforcement require vacant possession.

Key Point: Your **Ground** must match your **Evidence** and **Notice** exactly.

2.3 What This Means Day-To-Day

- **Evidence Wins Cases.** Keep a live **Rent Ledger**, a dated **Repair Log** with Photos, **Proof Of Service** for every Notice, and clear **Access Records**.
- **Longer Notice = More Risk Time.** If your paperwork is wrong, you lose months and the **Arrears** grow.
- **Ombudsman Is Binding.** Tenants complain for free; outcomes can include Compensation and Orders to Do Works.
- **Rogue Landlord Lists Are Shared. Councils** circulate names; reputation damage spreads quickly.

2.4 The New Traps (Common Ways Landlords Get Stuck)

1. **Wrong Ground / Wrong Notice** → claim thrown out; months lost.

2. **Weak Arrears Evidence** → judge refuses possession on discretionary Grounds.
3. **Repairs/Disrepair Disputes** without a **Repair Log** → decisions go against you.
4. **Technical Errors** (deposit, safety docs, "How To Rent") → credibility damaged; penalties rise.
5. **Discrimination Risks** (benefits/children/pets) → complaints, fines, and reputational harm.

2.5 How Angel Moves Makes Section 8 Safe And Predictable

- **Government Verified Tenants (Local Authority Officers).** Affordability Checks, **Arrears** Checks, **ASBO** Checks, **Right To Rent** and **ID** are completed by **Local Authority Officers**. **They cannot lie, these are official records. Normal Tenant Referencing Process** can be **scammed** (fake payslips, fake employers, weak checks).
- **Court-Ready Paperwork From Day One.** Our **Enhanced AST** and **Tenant Disclaimer** require Cooperation (Access, UC Updates, Appointments), closing common "technicality" defences.
- **Pre-Action Style Arrears Trail.** Timed Letters and Payment Plans show the court and Ombudsman that you acted fairly.
- **Bespoke Rent Guarantee & Legal Protection.** Designed around real Section 8 cases: **Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency**, worth far more than a Deposit.
- **Mediation & Council Links.** We fix problems early with direct **Council Links**; if eviction is needed, the File is clean and the **Ground** is clear.

2.6 Your 10-Step Section 8 Readiness Checklist

1. Choose the **Correct Ground(s)** (Selling, Moving In, **Arrears**, **ASB**, etc.).
2. Serve the **Correct Notice** (right period, right form).
3. Keep a live **Rent Ledger** (daily balances).
4. Keep a dated **Repair Log** (photos, contractor notes, Access invites).
5. Record **All Communications** (letters, emails, texts).
6. Build your **Safety & Legal Pack** (EPC, Gas, EICR, Alarms, "How To Rent", deposit docs).
7. Run a timed **Arrears Letter** sequence (polite → firm → Notice).
8. Keep an **ASB Log** (incidents, dates, evidence).
9. **Bundle Evidence** (one indexed PDF for Court/Ombudsman).
10. Confirm **Bespoke Rent Guarantee & Legal Protection** is Active (know the Claim Triggers).

2.7 Quick Q&A (Section 21 → Section 8)

Q: Can I still give two months' Notice for any reason?
A: No. That was **Section 21**. You now need a **Valid Ground** and **Evidence**.

Q: What if I want to Sell?
A: Use the dedicated **Selling Ground** and serve the **Correct Notice**. Keep Proof that Sale is genuine.

Q: What if the Tenant is two months in **Arrears**?
A: Use the **Arrears Grounds** with a clean **Arrears Trail** and the correct Notice period.

Q: How fast is serious **Anti-Social Behaviour**?
A: Serious cases can move quickly — but only if your **Evidence** is strong.

SECTION 3: ALL TENANCIES BECOME PERIODIC: WHAT CHANGES FOR LANDLORDS

Bottom Line: Fixed terms are going. Every Assured Tenancy moves to a **Periodic Tenancy**. Tenants can leave on **Notice**; Landlords can only end a Tenancy using **Section 8 Grounds** with **Evidence**. You must join the **PRS Ombudsman** and register on the **PRS Portal/Database**.

3.1 What A Periodic Tenancy Is

- No fixed end date, the Tenancy **rolls month-to-month**.
- **Section 21** is ending; possession relies on **Section 8 Grounds** only.
- The system expects **Professional-Grade Records** from private Landlords.

3.2 How Tenants End A Periodic Tenancy

- Tenants can **give Notice and go**.
- This creates **Churn Risk** and **Voids** if you don't have **Government Verified Tenants** ready to replace them.

3.3 How Landlords End A Periodic Tenancy

- Use **Section 8** with **Proper Grounds** (**Arrears**, **Anti-Social Behaviour**, **Selling The Property**, **Moving Back In**, **Redevelopment/Compliance**) and **Solid Evidence**.
- Your **Ground**, **Notice**, and **Evidence** must match **exactly**.

3.4 Rent Reviews Under Section 13

- Increase rent **once every 12 months** with a **Section 13 Notice**.
- Tenants can challenge at Tribunal; you'll need **Market Evidence**.
- Wrong paperwork = restart and lost uplift.

3.5 Other Periodic Rules That Bite

- **Rent Bidding Banned** (one asking price).
- **Anti-Discrimination** (no blanket "No DSS/No Families").
- **Ombudsman & PRS Portal** are **Mandatory** → **Name-and-Shame** + **Council** data-sharing.

3.6 Day-To-Day Impact For Landlords (Cash-Flow Reality)

- **Short-Stay Behaviour:** In a **Periodic Tenancy**, some Tenants treat the **Deposit** as their **Last Month's Rent**, give short **Notice**, then leave.
    - Many Landlords won't chase through court (time, **Legal Costs**), so the **Arrears** become a write-off.

- **More Voids, More Hassle:** Re-marketing, viewings, **Screening**, and (if using an Agent) fresh **Administration Fees** each time.
- **Paperwork Discipline:** Keep a live **Rent Ledger**, a dated **Repair Log** with Photos, **Proof Of Service** for every **Notice**, and clean **Access Records** — or expect to lose disputes with the **Ombudsman** or in Court.
- **Reputation Risk: PRS Portal** + **Ombudsman** outcomes + **Rogue Landlord Lists** are visible and shared across **Councils**.

3.7 Common Mistakes Under Periodic (And Why They Cost You)

1. **Treating It Like Fixed-Term:** wrong **Notice** → failed possession; months of **Arrears**.
2. **No Evidence Trail:** missing **Rent Ledger/Repair Log/Access Notes** → decisions go against you.
3. **DIY Rent Rises:** not using **Section 13** → unenforceable.
4. **Blanket Policies:** "No DSS/Professionals Only" → **Discrimination** complaints and public sanctions.

3.8 How Angel Moves Makes Periodic Safe And Predictable

- **Government Verified Tenants (Local Authority Officers). Affordability**, **Arrears**, **ASBO**, **Right To Rent**, and **ID** checks are official records completed by **Local Authority Officers** — **they cannot lie**. (**Normal Tenant Referencing Process** can be **scammed** with fake payslips, fake employers, weak checks.)
- **Court-Ready From Day One: Enhanced AST** + **Tenant Disclaimer** require Cooperation (Access, UC Updates, Appointments) and close common **Section 8** "technicality" defences.
- **Clean Rent Review Process:** We calendar compliant **Section 13** reviews and keep **Market Evidence** to defend challenges.
- **Ombudsman-Proof File:** Indexed bundles with **Rent Ledger**, **Repair Log**, Photos, and **Proof Of Service**.
- **Council Links:** Direct escalation routes with **Councils** to mediate early and protect your position.

3.9 The Angel Moves Rent Referral Scheme — Two-Year Stability

We offer a **Two-Year AST** so you **know your Rent** for **24 months**.

- **Payment Flow:**
  - **Universal Credit (Managed Payment)** pays **Rent Direct** to the **Landlord/Agent**.
  - Any **Shortfall/Top-Up** is **Pre-Agreed** and paid by the **Local Authority**.
- **Security & Predictability:**
  - **Fewer Voids** — placements come through **Councils**; replacement **Government Verified Tenants** are ready.

  - **No Introduction Fee** — our **Tenant Referral Service** is **Free** to the Landlord.
  - **Bespoke Rent Guarantee & Legal Protection** covers **Arrears**, **Legal Costs**, **Malicious Damage**, and **Home Emergency** — **worth far more than a Deposit**.
- **Why This Beats Periodic Churn:**
  - No "Deposit-as-last-month" games.
  - No constant re-marketing or Agent **Administration Fees**.
  - Smoother **Cash-Flow** with a clear, documented **Payment Route** (UC Direct + **Council** Top-Up).
  -

3.9A Angel Moves Two-Year AST – Rent Review Rules (LHA-Linked Certainty)

Fixed Rent For Two Years (Certainty):

When you place your property through **Angel Moves**, the **Rent** is **Fixed** for the **Two-Year AST** so you have clear **Cash-Flow** and can plan with confidence. No surprise mid-term hikes.

If LHA Rises Mid-Term:

If the **Local Housing Allowance (LHA)** increases during the Two-Year AST **and** the **Local Authority** agrees a higher **Top-Up** (or revised rate) for your specific placement, we can apply a **Rent Review during** the term to align with the new LHA.

- This is done by **Written Variation** to the **Tenancy** (simple one-page addendum).
- **Payment Route** remains the same: **UC Direct** to Landlord/Agent + **Local Authority Top-Up**.
- Your **Evidence Pack** (LHA confirmation, Council email, Variation Addendum) is stored in your file.

End-Of-Term Review (At 24 Months):

At the end of the Two-Year AST, we carry out a **Rent Review** based on **Market Evidence** and the current **LHA**.

- If the Tenancy continues as **Periodic**, we use a **Section 13 Notice** (one increase per 12 months) with a full **Rent Review Bundle** (Comparables, Let Agreed Proofs, **Rent Ledger**, **Repair Log**).
- If you prefer a fresh **Two-Year AST**, we set the new figure in the Agreement so your **Rent** is fixed again for the next 24 months.

Why This Helps Landlords:

- You get **Certainty** (Fixed Rent) **and** the ability to **capture LHA Increases** when they happen.
- **Fewer Voids**, **No Introduction Fee**, and the same **Government Verified Tenants** standard.
- Your **Cash-Flow** is protected while still letting you benefit from policy changes.

3.10 Quick Comparison — Periodic Churn vs Angel Moves Two-Year AST

	Periodic Churn (DIY/Typical Agent)	Angel Moves Two-Year AST
Tenancy Length	Rolling; Tenant can leave on **Notice**	**Two Years** (known **Rent** for 24 months)
Payment Route	Tenant-managed; easy to slip into **Arrears**	**UC Direct** to Landlord/Agent + **Council Top-Up** Pre-Agreed
Security	**Deposit** often used as last month's rent	**Bespoke Rent Guarantee & Legal Protection** (**Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency**)
Voids & Fees	Frequent **Voids**, re-marketing, Agent **Admin Fees**	**Fewer Voids**, **Free Tenant Referral Service**
Evidence Pack	Patchy (risk with **Ombudsman/Courts**)	**Court-Ready File** from Day One

SECTION 4: RENT INCREASES: HOW TO USE SECTION 13 PROPERLY

Bottom Line: For a **Periodic Tenancy**, the safe, legal way to raise rent is a **Section 13 Rent Review** using the **Prescribed Section 13 Notice Form**. Do it **once every 12 months**, back it with **Market Evidence**, and keep a clean **Paper Trail** in case the Tenant challenges you at the **First-Tier Tribunal**.

4.1 The Simple Rules

- **Use The Right Form:** Serve the **Prescribed Section 13 Notice Form** (England) — not a letter, email, or WhatsApp.
- **Timing:** You can do **one Rent Review every 12 months**.
- **Notice Period:** Give **at least one month's Notice** for monthly Periodic Tenancies (longer if the Rent period is longer).
- **Effective Date:** Pick a start date **after** the Notice period ends (and align it to the Tenancy period to avoid arguments).
- **Market Evidence:** Be ready to **prove** the new Rent is **Market Rate** if the Tenant asks the **Tribunal** to review it.
- **No Retaliation:** Don't use Rent increases as punishment (e.g., after a Repairs complaint). Keep your **Repair Log** tidy.

Angel Moves Two-Year ASTs: Your **Rent is Fixed** for 24 months for **Certainty**. If **LHA** rises mid-term and the **Local Authority** agrees a higher **Top-Up**, we use a **Written Variation** to uplift during the term (see **Section 3.9A**). At 24 months, we review again using **Market Evidence/LHA** and, if **Periodic**, the **Section 13** process.

4.2 What Counts As Market Evidence

Collect and keep these in your **Rent Review Bundle**:

- **Comparable Listings**: 3–5 current local properties with similar size, condition, and location.
- **Let Agreed Screenshots**: Proof of real Rents achieved (not just asking prices).
- **Notes On Differences**: Why your property justifies the figure (e.g., new Kitchen/Bathroom, Parking, Garden).
- **Cost & Inflation Notes**: Insurance, Maintenance, Mortgage costs — helpful context (not the main driver).
- **Your Rent Ledger**: Shows a clean history and that you review Rent fairly and predictably (once per year).

Tip: Keep it calm and factual. **Tribunal** focuses on **Market Rate**, not your costs alone.

4.3 Step-By-Step: Serving A Section 13 The Right Way

1. **Calendar The Date:** Not before 12 months since the last increase (or start of Tenancy).
2. **Build Your Market Evidence:** Save screenshots/PDFs of comparables and Let Agreed results.
3. **Fill The Prescribed Form:** Use the correct **Section 13 Notice**; check names, address, and proposed Rent carefully.
4. **Choose An Effective Date:** At least **one month** ahead (for monthly Periodic), aligned to the Rent day if possible.
5. **Serve Properly:** Post to the Tenant's address (and email as a courtesy). Keep **Proof Of Service** (certificate of posting or signed delivery).
6. **File Everything:** Save a single **Indexed PDF**: Notice + Proof Of Service + Market Evidence + Rent Ledger.
7. **Follow-Up Professionally:** "Please contact us if you have any questions." No threats, no pressure.
8. **Diary A Reminder:** On the Effective Date, update the **Rent Ledger**; confirm the new figure in writing.

4.4 If the Tenant Challenges At the First-Tier Tribunal

- **Don't Panic:** The **Tribunal** can only set Rent at **Market Rate** — not below market to "punish" you.
- **Send Your Bundle: Section 13 Notice**, **Proof of Service**, **Market Evidence**, **Rent Ledger**, **Repair Log** (shows you maintain the property).
- **Outcome Possibilities:**
  - **Your figure confirmed**, or
  - **Adjusted** to what the Tribunal believes is **Market Rate**.
- **Why Files Win:** Clean, calm **Market Evidence** usually carries the day. Aggressive emails don't.

4.5 Common Mistakes (And How They Cost You)

1. **Wrong Form / Email Only:** The increase is **invalid**; you must **restart** (months of Rent uplift lost).
2. **Too Soon:** Less than 12 months since last review → **invalid**.
3. **Short Notice:** Not giving a full **Notice Period** → **invalid**.
4. **No Market Evidence:** Easy for a Tenant to win at **Tribunal**; you lose the uplift (and sometimes reputation).
5. **Messy Repairs History:** A weak **Repair Log** invites disputes and complaints to the **Ombudsman** or **Councils**

4.6 Cover Note To Accompany Your Notice

Subject: Section 13 Rent Review – [Property Address]

Dear [Tenant Name],

Please find enclosed the **Prescribed Section 13 Notice** proposing a new **Rent** of **£[amount] per month**, effective **[date]**.

This review follows our policy of **one Rent Review every 12 months**. We have set the figure using **Market Evidence** from similar local properties (size, condition, and location). If you would like to see these examples, we can share them.

If you have any questions or concerns, please contact us. We are happy to discuss.

Kind regards,
[Landlord/Agent/Angel Moves]
[Contact Details]

*(Note: The **Notice** itself must be on the **Prescribed Section 13 Form**. The above is just a friendly cover.)*

4.7 Angel Moves — How We Make Section 13 Easy

- **Calendar & Compliance:** We diarise your **12-Month Cycle** and prepare the **Prescribed Notice** on time.
- **Evidence Pack Ready:** We collect **Comparable Evidence**, Let Agreed proofs, and a clean **Rent Ledger** and **Repair Log**.
- **Tone & Fairness:** We keep communication polite and clear — helpful if the matter goes to the **Tribunal** or **Ombudsman**.
- **Zero Cost To Landlords:** This is included in our **Tenant Referral Service**.
- **Works With Two-Year ASTs:** Even with your **Two-Year AST** placements, we plan legal **Rent Reviews** where permitted and agreed in the Tenancy, always in line with the law and good practice.

4.8 Quick Do / Don't Checklist

Do:

- Use the **Prescribed Section 13 Notice Form**.
- Give the correct **Notice Period**.
- Keep **Market Evidence**, **Rent Ledger**, and **Repair Log** up to date.
- Stay polite, factual, and organised.

Don't:

- Try to increase **twice in a year**.
- Serve by text/WhatsApp only.
- Ignore Repairs or **Access Records** (it weakens your position).

- Use Rent increases as retaliation after complaints.

4.9 Where This Fits Your Bigger Strategy

- Under **Periodic**, Tenants can leave on **Notice** and challenge increases.
- With Angel Moves, you combine a legal Section 13 process with Government Verified Tenants, a comprehensive Evidence Pack, and (if you choose stability) a Two-Year AST that offers predictable Cash-Flow and customized Rent Guarantee & Legal Protection (covering Arrears, Legal Costs, Malicious Damage, Home Emergency).

SECTION 5: ANTI-DISCRIMINATION & PETS: FAIR POLICIES THAT DON'T GET YOU FINED

Bottom Line: Blanket bans (e.g., "No DSS", "No Families", "No Pets Ever") put Landlords at risk of **Complaints**, **Compensation Orders**, and **Rogue Landlord List** referrals. Run a **Fair Selection Policy**, keep a clean **Evidence Pack**, and handle **Pets** via a simple **Right To Request** process with clear **Conditions**. Angel Moves builds and maintains this system for you.

5.1 Why This Matters

- **Ombudsman**, **PRS Portal/Database**, and **Local Authorities** are watching.
- **Name-And-Shame** + shared **Rogue Landlord Lists** mean a single mistake can follow you.
- You must be able to **show your working** — how you chose a Tenant **fairly** and how you handled a **Pets** request **fairly**.

5.2 Anti-Discrimination: The Simple Rules

- **No Blanket Bans.** Don't write "No DSS", "Professionals Only", "No Children", "No Pets Ever".
- **Decisions Must Be Case-By-Case** and based on **Objective Criteria** (e.g., **Affordability**, **Property Fit**, **Move-In Date**, **References**).
- **Keep Your Language Neutral.** Use the same script for everyone; never reference protected traits.
- **Record Your Reasons.** If you decline, log the **Objective Reason** (e.g., "Affordability below threshold" or "Move-In Date too late for void risk").
- **Right To Rent** checks must be done **properly** but **without profiling**.

5.3 Build A Fair Selection Policy (What To Use / What To Avoid)

Use (Objective Criteria):

- **Affordability** (clear rule, same for everyone).
- **Verified Status** (e.g., **Government Verified Tenants** via **Local Authority** Referral).
- **Property Fit** (bedrooms vs household size, accessibility needs vs property features).
- **Move-In Date** (timeline that avoids long **Voids**).
- **Evidence Pack Completeness** (ID, **Right To Rent**, prior landlord letter or **Local Authority** confirmation).

Avoid (Risky/Unlawful):

- Phrases like "No DSS", "Professionals Only", "No Children".
- Asking different questions to different applicants.

- Rejecting because of **Benefits**, **Family Status**, or **Background** (use **Affordability** instead).

Keep An Evidence Pack:

- Application notes, time-stamped.
- The same **Script** and **Questions** used with everyone.
- A one-line **Decision Reason** tied to an Objective Criterion.

5.4 Advertising & Messaging — Do / Don't (Copy-Paste)

Do:

- "**All Applicants Welcome. Selection based on Affordability, Property Fit, and Move-In Date.**"
- "**Pets Considered On Request — See Our Pet Conditions.**"

Don't:

- "No DSS / No Families / No Pets Ever."
- "Working Professionals Only."

5.5 Pets "Right To Request" (How To Handle It Safely)

What The Rule Means:

- Tenants can **Request** a Pet. You must **Consider** it and give a **Reasonable Decision**.
- You can **Approve With Conditions** or **Refuse With a Fair Reason** (e.g., property type unsuitable, serious allergy risk in building, lease prohibits pets).

A Simple, Safe Process (Angel Moves Template):

1. **Pet Request Form** (species, breed, size, age, microchip, vaccinations, neutered, prior history).
2. **Property Fit Check** (flat vs large dog, shared entrance, garden access).
3. **Risk Review** (noise risk, damage risk, lease restrictions).
4. **Decision**: **Approve With Conditions** or **Refuse With Reason**.
5. **Pet Addendum** to the **Tenancy** (if approved).

Typical Pet Conditions

- Tenant is liable for **All Pet Damage** (beyond fair wear and tear).
- Regular **Cleaning**; **Flea Treatment** if needed.
- Extra **Inspections** allowed with **Notice**.
- **Nuisance** not allowed (persistent noise, fouling in common areas).

- **End-Of-Tenancy**: return property **Odour-Free**, **Cleaned**, and **Damages Repaired**.

Money Rules (Keep It Lawful):

- **Deposits** must stay within the lawful cap.
- A small **Pet Rent** can be used (where appropriate) instead of banned fees.
- Don't charge "Pet Fees" that breach fee rules — stick to **Rent** or lawful **Deposit** only.

Fair Reasons To Refuse (Examples):

- **Lease Prohibits Pets** (evidence kept on file).
- **Property Unsuitable** (e.g., small studio + large dog).
- **Serious Allergy/Health Risk** documented for the building.
- **History Of Pet-Related Damage/ASB** evidenced from a previous tenancy.

5.6 Micro-Templates

A) Equal Access Statement (Adverts & Replies)

"**All Applicants Welcome. Selection is based on Affordability, Property Fit, and Move-In Date. Pets Considered On Request under our Pet Conditions.**"

B) Pets — Approval With Conditions (Cover Note + Addendum Attached)

"**Your Pet Request is Approved With Conditions** (see attached **Pet Addendum**). Please keep the property clean, prevent nuisance, and ensure any Pet Damage is repaired. We will schedule extra **Inspections** with **Notice**."

C) Pets — Refusal With Reason (Fair, Neutral)

"**Thank you for your Pet Request. Unfortunately we cannot approve it because the property/lease is not suitable for this type of Pet.** This is a property-based decision, not about you personally. If circumstances change (e.g., different property), we can review again."

5.7 How Angel Moves Keeps You Safe

Fair Selection Policy: We supply the **Script**, the **Questions**, and the **One-Line Decision Reasons** so every file is consistent.

- **Government Verified Tenants**: **Affordability**, **Arrears**, **ASBO**, **Right To Rent**, and **ID** are checked by **Local Authority Officers — they cannot lie**. (**Normal Tenant Referencing Process** can be **scammed**.)
- **Enhanced AST & Tenant Disclaimer**: Built-in clauses for **Access**, **Inspections**, **Anti-Social Behaviour**, **Repairs**, and **Pet Conditions** (so you can enforce standards).

- **Evidence Pack**: We keep the **Advertising Copy**, **Applicant Notes**, **Decision Reason**, **Pet Forms**, and signed **Addendum** in one indexed file — ready for **Ombudsman**, **Courts**, or **Local Authorities**.
- **Mediation & Local Authority Links**: Quick de-escalation if there's a dispute; fair outcomes without risking your reputation.
- **No Cost To Landlords**: This comes with our **Tenant Referral Service** and **Bespoke Rent Guarantee & Legal Protection** (covering **Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency**).

5.8 Quick Do / Don't Checklist

Do:

- Use **Neutral Wording** in adverts.
- Decide by **Affordability**, **Property Fit**, **Move-In Date**.
- Handle **Pets** via a **Request → Review → Conditions/Addendum** process.
- Keep a tidy **Evidence Pack** for every decision.

Don't:

- Use blanket wording like "No DSS / No Families / No Pets Ever".
- Change your questions for different applicants.
- Charge unlawful **Pet Fees** (stick to lawful **Deposit** or **Pet Rent**).
- Forget to log your **Decision Reason**.

SECTION 6: DECENT HOMES STANDARD & HHSRS: WHAT PASSES, WHAT FAILS, WHAT IT COSTS

Bottom Line: It's not enough to hold **Gas**, **EICR**, **EPC**, and **Alarm** certificates. Councils are inspecting to **HHSRS** and the coming **Decent Homes Standard** for **Damp & Mould**, **Excess Cold/Heat**, **Security**, **Falls**, **Fire/Electrical Risks**, **Kitchen/Sanitary Safety**, and overall **Condition**. Miss items on this list and expect **Improvement Notices**, **Civil Penalties**, **Rent Repayment Orders**, **Ombudsman** decisions against you — and **Section 8** becomes much harder to win.

6.1 What The Standard Really Means

A "Decent" home must be **Safe, Warm, Dry, and In Good Repair** — not just certified. Councils (and the Ombudsman) now look for a **Condition & Evidence** trail: **Report → Inspect → Works Ordered → Works Completed**, with **Photos**, **Dates**, **Invoices**, and **Access Records**. **Gas/EICR/EPC/Smoke-CO** are necessary, but **not sufficient**.

6.2 The HHSRS Hazard Map (What Inspectors Actually Check)

From the Council **HHSRS Inspection Form**, expect officers to score these areas and require fixes where risks exist:

- **Damp & Mould Growth** (condensation, rising/penetrating damp; evidence of mould; ventilation).
- **Excess Cold/Heat** (heating in all rooms, controllability, draught-proofing, openable windows).
- **Entry By Intruders** (secure locks; main door night-latch + 5-lever deadlock).
- **Lighting** (adequate natural/artificial light in rooms and staircases).
- **Kitchen/Food Prep** (safe, hygienic facilities; reasonable repair).
- **Sanitary Facilities** (toilet/bath in sound order; no leaks).
- **Falls On Level/On Stairs/Between Levels** (handrails, balustrades, safe glazing, balcony guarding, child restrictors on upper windows).
- **Electrical Hazards** (sound sockets/switches; no overloading; adequate number).
- **Structural Collapse/Falling Elements** (roof/ceilings/chimneys/gutters secure).
- **External Condition** (path/porch/garden/fencing; gutters and drains).
- **Fire/CO** (furnishings fire labels; smoke alarms working; escape routes; CO alarms).
- **Portable Appliance Testing**, where supplied.
  These are lifted directly from the Council's own checklist used to judge **Suitability Of Accommodation** for placements under the **2012 Order** — the same lens many officers will apply to PRS inspections.

6.3 Why This Matters For Possession & Rent Recovery

- **Disrepair Defence**: If **Damp/Mould**, **Heating**, **Electrics**, **Falls** or similar hazards are alleged and your **Repair Log** is thin, judges and the **Ombudsman** will side with the Tenant. **Section 8** slows or fails; set-offs and compensation rise.
- **Retaliatory Eviction Legacy**: Under the Reform, **Section 21** goes, but the *principle* remains: if hazards are live and your logs are poor, expect adverse outcomes and **Name-and-Shame** via the **PRS Portal/Ombudsman**.
- **Licensing & Suitability**: Where Licensing/HMO/Selective rules or **Suitability** standards are breached, expect penalties and **Rent Repayment Orders** (up to 12 months' Rent in qualifying cases).

6.4 Penalties & Enforcement (What Non-Compliance Can Cost)

- **Improvement Notice** (do works by a deadline) — failure escalates.
- **Emergency Remedial Action** (Council does the works; you pay + admin).
- **Civil Penalties** (significant fines per offence, Council-levied).
- **Rent Repayment Orders** (in qualifying cases, up to 12 months' Rent).
- **Ombudsman Redress** (compensation, apology, works orders; published decisions).
- **Rogue Landlord List** (shared between **Councils**; expect monitoring and reputational damage).
  All of these consequences are flagged across your **Agents' Reform Pack** as the new normal for weak files.

6.5 The Minimum-To-Pass List

Map your property against the Council checklist; fix/record as needed:

- **Damp & Mould**: Evidence cause/fix; extractors venting outside; trickle vents open; RH/temperature snapshot.
- **Heating/Hot Water**: Working, controllable in **each room**; photo of TRVs/controls.
- **Security**: Front door **Night-Latch + 5-Lever Deadlock**; windows close/lock.
- **Stairs/Handrails**: Continuous handrail; balustrades safe; no loose carpet; good lighting.
- **Upper Windows**: **Child Restrictors** fitted/tested where needed.
- **Electrics**: EICR remedials closed; adequate sockets; no visible overloading.
- **Kitchen/Sanitary**: Sound, hygienic; no leaks; safe glazing where required.
- **Smoke/CO Alarms**: Test videos at **Check-In**; escape routes clear.
- **External**: Roof/gutters/paths/fences sound; drains flowing; trip points removed. Each item and phrasing comes straight from what officers tick off on their form. File **Before/After Photos**, **Invoices**, and an updated **EPC/Gas/EICR**.

6.6 Awaab-Style Timelines (Fast Response = Safer File)

When hazards are reported, run a simple, dated sequence that the **Ombudsman/Council** expects to see:

- **Within 48 Hours** — Acknowledge in writing; book inspection; start **Photo Log**.
- **Within 7 Days** — Diagnose (e.g., damp survey/extractor test), order works; give a timetable; add photos.
- **Within 30 Days** — Complete works; **Before/After** photos; close out to Tenant in writing.
  Your Agents' Pack emphasises fast investigation and evidence culture; use the same rhythm.

6.7 The Evidence Pack That Wins (Court & Ombudsman)

- **Check-In Inventory + Video** (alarms tested on camera).
- **Mid-Term Inspections** (photos against the same hotspots as the Council form).
- **Repair Log** (Report → Attend → Complete) with dates, photos, invoices.
- **Access Attempts** (at least two reasonable slots offered).
- **Certificates**: **Gas**, **EICR**, **EPC**, **Smoke/CO**.
- **HHSRS Notes** if an officer attended; record outcomes and completion.
  This is exactly the documentary trail your Agents' Pack says is needed to avoid **Adverse Decisions**, **Refunds**, and **Failed Possession**.

6.8 Cost Reality vs True Risk

- **Cold, Damp Homes** → higher bills → **Arrears**, disputes, and complaints.
- **Cosmetic Fixes** (paint over mould, ignore extractors) → **Improvement Notice** and **Redress**.
- A single weak file can trigger **penalties**, **RRO**, **Ombudsman** redress, and long **Void** periods. Your Agents' Pack makes clear: **Process & Proof** now decide outcomes, not "good intentions."

6.9 Angel Moves Upgrade Pathway (Do Only What Passes — No Gold-Plating)

- **Property Triage** against the Council **HHSRS** checklist.
- **Survey & Funding Check** (ECO-style **Grants** where eligible).
- **Works Plan** (Insulation/Heating/Ventilation/Windows/Repairs that address hazards).
- **Install & Sign-Off** (certified trades only; proofs filed).
- **Final Evidence Pack** (photos, certificates, warranties, updated **EPC**).
  We use the Council form's structure so you tick what officers tick, and avoid "fix-again" costs later.

6.10 Fast Do/Don’t (Print This)

Do:

- Treat **Damp & Mould** as a building issue; upgrade **Ventilation**; log RH/temps.
- Prove **Heating** works in every room; show controls/thermostats.
- Fit/record **Child Restrictors** on upper windows where appropriate.
- Test **Smoke/CO** on video at **Check-In**.
- Keep a dated **Repair Log** and **Access Records**.

Don’t:

- Rely on decorating over mould.
- Leave EICR/Gas remedials open.
- Ignore staircase/handrail/balustrade hazards.
- Assume “certificates = compliant” — **HHSRS** goes beyond paperwork.

6.11 Why Angel Moves Makes This Easy (And Cheaper)

- **Council Links** and a pass-focused **Minimum-To-Pass** list reduce wasted spend.
- **Evidence Pack** built to **Ombudsman/Council** expectations from day one.
- Where eligible, we line up **Grants** and handle **Tenant Liaison** and **Access**.
- Result: Fewer disputes, faster **Section 8** when needed, and lower **Void** risk — because your file is **Audit-Proof**.

SECTION 7 — NORMAL TENANT REFERENCING PROCESS VS ANGEL MOVES REFERENCING

(Which Would You Choose?)

Bottom Line: The **Normal Tenant Referencing Process** many Agents use is often **Income-Only**, **Easy To Scam Or Fake**, and shaky for **Insurance**. **Angel Moves Referencing** uses **Government Verified Tenants** plus a **Two-Level Screening** (our interview + **Tenant Disclaimer** signed **before** move-in). **They Cannot Lie** (Official Records). Your **Evidence Pack** is stronger, and your **Bespoke Rent Guarantee & Legal Protection** is far more likely to pay when needed. You also get **Free Support & Guidance** and **Free Mediation** throughout.

7A — Government Verification: What Is Actually Checked

1) Affordability Checks (Why They Cannot Place Someone Who Cannot Afford)

- **What's Counted:** Wages, **Universal Credit/Housing Benefit**, other benefits, regular outgoings (childcare, Council Tax, utilities, travel), existing debts/repayments, and the proposed **Rent** vs local **LHA**.
- **Stress-Test:** Officers check the Tenant can meet **Rent and** normal living costs **without** immediately slipping into **Arrears**.
- **Why This Is Strict:** Placing someone who cannot afford would be **"setting them up to fail"** and can trigger **Complaints** or legal challenge against the **Local Authority**. They **do not** place unless the figures stack.
- **Outcome:** If affordability doesn't work, the placement **doesn't proceed** (or is routed to a cheaper/smaller option). Your **Cash-Flow** is safer from Day One.

2) Arrears Checks (Before They're Placed)

- **What's Checked:** Prior **Arrears** with previous Landlords, current rent account status if already in **Temporary/Emergency Accommodation**, payment behaviour, and any managed repayment plans.
- **When Done:** Especially at the point of taking someone into **Temporary/Emergency Accommodation**. A pattern of non-payment **without good reason** can **block** progression.
- **Why It Matters:** You're not inheriting a known serial non-payer; there's a documented trail of efforts to pay or reasons for gaps.

3) Intentional Homelessness Screening (Part 7, Housing Act 1996)

- **Definition: Intentionally Homeless** = the person **deliberately** did (or failed to do) something that caused the loss of their last settled home.
- **Common Examples:**
    - **Failure To Pay Rent** without a good reason → eviction.

    - **Breach Of Tenancy Conditions** (persistent **ASB**, **Malicious Damage**, refusal of **Access**).
    - **Voluntarily Leaving** accommodation that was still **available and affordable**.
- **Not Usually Intentional** where there is a **good reason**: sudden loss of income, illness, benefit delays, domestic abuse, etc.
- **Why This Protects You:** Cases of deliberate non-payment/**ASB** with no good reason can lead the **Local Authority** to **refuse** certain duties — this screening happens **before** placement, filtering out higher-risk cases.

4) Pre-Emptive Council Involvement

- Many cases are known to **Councils before** homelessness occurs.
- **Officers visit/engage early**; notes, emails, and case references build a **traceable record** that the situation is genuine and managed.
- **Reliability Boost:** You get Tenants whose situation has been **observed and documented**, not just "claimed" on a form.

5) Right To Rent & ID (Recorded Properly)

- **Right To Rent** method and **Check Date** recorded.
- **Two Forms Of ID** kept on file (one must be **Photo ID**).
- Copies and check logs added to your **Evidence Pack**.

7B — Why This Is More Reliable Than The Normal Tenant Referencing Process

Normal Tenant Referencing Process (Where It Breaks)

- **Income-Only Thinking:** "Salary big enough = pass." Outgoings and stability ignored.
- **Zero-Hours/Temp Contracts Count As 'Working':** Hours vanish first when finances tighten → instant **Arrears** risk.
- **Easy To Scam Or Fake:** Friends/Family posing as "Landlord" or "HR" on free emails; **Fake Payslips**; throwaway numbers.
- **Guarantors Often Unenforceable:** No UK ties/assets; vague liability.
- **Insurance Risk:** Underwriters point to non-permanent employment or weak checks and **refuse** claims.

Angel Moves Referencing (Why It Holds Up)

- **Official Records: Affordability Checks**, **Arrears Checks**, **ASB/Conduct** notes, **Right To Rent** and **ID** by **Local Authority Officers — They Cannot Lie**.
- **Intentional Homelessness Filter:** Deliberate non-payment/**ASB** with no good reason is **screened out before** placement.
- **Two-Level Screening:**

1. **Government Verification** (as above).
2. **Angel Moves Interview + Tenant Disclaimer (signed upfront)** — Duties explained in **Standard 7 English** (Access, **UC** updates, Appointments, **Top-Ups**, **ASB**). **If they won't sign, we do not proceed.**

- **Payment Route Fixed: UC Managed Payment Direct** + any **Council Top-Up** mapped; confirmations/screenshots filed.
- **Result:** A **traceable, time-stamped audit trail** that stands up at the **Ombudsman**, with **Councils**, and in **Court** — and fits your **Bespoke Rent Guarantee & Legal Protection**.

7C — Zero-Hours & Temp Contracts (Why Our Route Still Works)

- **Normal Process:** Green-ticks "employed," then hours drop → **Arrears**, insurer disputes.
- **Angel Moves: Affordability Checks** assess the **actual income pattern**; the **Payment Route** (**UC Direct** + **Top-Up**) is set so **Rent** keeps flowing even if hours fluctuate. This is documented in your **Evidence Pack**.

7D — No Deposit Needed (Insurance That Actually Protects)

- Your **Bespoke Rent Guarantee & Legal Protection does not require** a cash **Deposit**.
- **Eligibility (Simple, Documented):**
  - **Right To Rent** completed.
  - **Two Forms Of ID** (one must be **Photo ID**).
  - **Government Verification** evidence (Officer email/ref, **Affordability/Arrears** summary).
  - **Tenant Disclaimer** + **Enhanced AST** signed.
- **Why This Matters:** Many good Tenants cannot raise a full **Deposit**. You still get real protection — **Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency** — and avoid the "**Deposit used as last month's Rent**" problem

7E — How A Placement Flows (So Landlords Feel The Security)

1. **Government Verification Received**

   Affordability, **Arrears**, **Right To Rent/ID**, and **Intentional Homelessness** screening confirmed; case refs/time-stamped notes in hand.

2. **Angel Moves Screening**

   We **Interview** the Tenant; check consistency. **Tenant Disclaimer** explained (Standard 7 English) and **signed**. **Enhanced AST** key points read out and initialled.

3. **Payment Route Locked**

   UC Managed Payment Direct + agreed **Council Top-Up** mapped; confirmations/screenshots saved to your **Evidence Pack**.

4. **Virtual Pre-Inspection**

   Timestamped Video/Photos from Landlord + live walkthrough. We give a targeted **Fix List (X, Y, Z)** to meet **HHSRS/Decency** before any external inspection.

5. **Offer To Local Authority Partners**

   We canvass partners and agree the **Best Overall Deal** (rate, terms, speed). Some partners include **Void Cover** during matching — we surface those options.

6. **Check-In & Evidence Pack**

   Inventory/video (alarms tested on camera), signed **AST/Disclaimer**, **Right To Rent** output, **ID**, **Payment Route** confirmations. **Arrears Letter** schedule and **Proof Of Service** templates queued.

7. **Free Support & Guidance** + **Free Mediation**

   If anything wobbles, we step in early (calm letters, timelines, calls) and mediate, **free**. We remind Tenants of duties and **Intentional Homelessness** risks if they refuse to cooperate **without good reason**.

7F — What This Means For You (Clear Benefits)

- **More Reliable Than Normal Checks: Official Records** + our second screen, not just what the applicant typed.
- **Insurance That Pays:** File matches what underwriters expect; fewer "loophole" refusals.
- **Cash-Flow Stability: UC Direct** + **Top-Up** mapped; **No Deposit Needed**; fewer **Voids** via partner **Councils**.
- **Ombudsman-Proof Behaviour:** Duties explained in **Standard 7** at the start; **Tenant Disclaimer** signed; early **Mediation** documented.

Councils won't place someone who can't afford the **Rent** — **Affordability Checks** are mandatory. They also check **Arrears** and whether someone might be **Intentionally Homeless** under **Part 7** (e.g., deliberate non-payment or **ASB**). We then interview the Tenant, get our **Tenant Disclaimer** signed before move-in, and lock the **Payment Route** (**UC Direct** + any **Top-Up**). Your **Insurance** doesn't need a **Deposit** — you're protected for **Arrears**, **Legal Costs**, **Malicious Damage**, and **Home Emergency**. This is far stronger than the **Normal Tenant Referencing Process**. **Which would you choose?**

SECTION 8: BESPOKE RENT GUARANTEE & LEGAL PROTECTION

(Worth More Than A Deposit — Built For Real Section 8 Cases)

Bottom Line: A **Deposit** is one month's **Rent**. Real losses can hit **£20,000–£60,000+**. Our **Bespoke Rent Guarantee & Legal Protection** is designed around real-world **Arrears**, **Section 8**, and **Malicious Damage**. We front-load your **Evidence Pack** so claims are cleaner and faster. This comes with our **Free Tenant Referral Service**; full property management is **not** included.

8.1 The Three-Layer Shield (How We Protect You From Day One)

1. **Government Verified Tenants** (via **Local Authority Officers**), **Affordability**, **Arrears**, **ASBO**, **Right To Rent**, **ID** on **Official Records** (they **Cannot Lie**).
2. **Contracts That Close Loopholes** — **Enhanced AST + Tenant Disclaimer** (Cooperation, Access, UC Updates, Appointments).
3. **Bespoke Rent Guarantee & Legal Protection** — built for **Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency**.

These three together create a stronger, cleaner **Evidence Pack** for the **Ombudsman**, **Councils**, and the **Court**.

8.2 What The Policy Covers

Rent Arrears — when a Tenant falls behind past the **Arrears Threshold** defined in the Policy.

- **Legal Costs** — professional representation for **Section 8** possession, including **Court** and **Bailiff** stages where applicable.
- **Malicious Damage** — deliberate damage by the Tenant (beyond fair wear and tear).
- **Home Emergency** — sudden failures that need urgent attention (e.g., boiler, electrics, locks) to protect health/safety and avoid bigger losses.

Why this matters: These are the losses that ruin **Cash-Flow** and drag Landlords into long disputes. A **Deposit** doesn't touch most of this.

8.3 Common Exclusions In Standard Policies (And How We Avoid Them)

- **Paperwork Technicalities** (wrong **Notice**, missing "How To Rent", deposit errors) → standard policies often refuse claims.
  - **Our Fix:** We supply **Prescribed Forms**, **Proof Of Service** templates, and checklists; the **Enhanced AST** + **Tenant Disclaimer** reduce "gotcha" risks.
- **Unverifiable Referencing** (Normal Tenant Referencing Process) → weak basis for a claim.
  - **Our Fix: Government Verified Tenants** on **Official Records**.

- **ASB Without Evidence** → no usable ground.
    - **Our Fix:** incident logs and **Council Links** for early escalation.
- **Disrepair Allegations** → undermines possession and Insurance.
    - **Our Fix: Repair Log** with dated photos, contractor notes, and Access attempts.

8.4 How A Claim Works (Step-By-Step You Can Trust)

1. **Missed Payment Noted** — we log it on the **Rent Ledger** and send the first **Arrears Letter** (calm, dated).
2. **Pre-Action Sequence** — timed **Arrears Letters**, offer of a Payment Plan (all filed).
3. **Arrears Threshold Reached** — as defined in the Policy; we prepare the **Claim Pack**.
4. **Correct Notice Served** — **Section 8** on the right **Ground(s)** with **Proof Of Service**.
5. **Insurer Appoints Solicitors** — **Legal Costs** engaged; hearing scheduled.
6. **Possession & Rent Recovery** — judgement, then **Bailiff** if needed; **Malicious Damage** or **Home Emergency** claims processed in parallel if applicable.

Your **Evidence Pack** (Rent Ledger, Arrears Letters, Repair Log, Photos, Notices, Service Proof) makes each step faster and harder to dispute.

8.5 Why This Is Worth More Than A Deposit

- **Deposit = One Month's Rent.** It doesn't cover 6–12 months **Arrears**, **Legal Costs**, or **Malicious Damage**.
- **Insurance = Real Protection.** It is designed for the exact losses that destroy a Landlord's year.
- **Angel Moves** pairs the Policy with **Government Verified Tenants** and watertight paperwork, so the cover is actually usable.

8.6 How This Works With Two-Year ASTs And LHA

- On our **Two-Year AST** placements (see **Section 3.9/3.9A**):
    - **Payment Route: Universal Credit (Managed Payment) Direct** to Landlord/Agent + **Local Authority Top-Up** (pre-agreed).
    - **If LHA Rises** mid-term and the **Local Authority** agrees a higher **Top-Up**, we use a **Written Variation** to uplift the **Rent** during the term.
    - The Policy stays aligned to the **Tenancy** and **Payment Route**, and your **Evidence Pack** shows stability.

8.7 What We Do For You (And What We Don't)

- **We Do (Included):**
    - **Free Tenant Referral Service** (Government Verified Tenants, not walk-ins).
    - **Set-Up & Support: Enhanced AST**, **Tenant Disclaimer**, **Arrears Letters** schedule, **Proof Of Service** templates, and **Claim Pack** preparation.

    - **Council Links** to help mediate early and document issues (no promises of outcomes).
    - **Policy Onboarding:** we help you understand **Claim Triggers** and keep your file ready.
    - **We offer Free Ongoing Support and Non Legal Advice**
- **We Don't (Not Included Here):**
    - Ongoing day-to-day **Property Management** (repairs scheduling, inspections, routine rent collection, etc.).
    - If you want **Management**, we can discuss it separately as a paid, optional service.

8.8 Your Readiness Checklist

Rent Ledger up to date (daily balances).

- **Arrears Letters** timeline diarised (templates ready).
- **Repair Log** with Photos and contractor notes (Access attempts recorded).
- **Safety & Legal Pack** complete (**EPC**, **Gas**, **EICR**, **Smoke/CO**, "How To Rent", Deposit paperwork).
- **Notices** on Prescribed Forms with **Proof Of Service**.
- **Council Links** noted (named contact where applicable).
- **Policy Summary** on file (know **Claim Triggers** and what to send).

8.9 Quick Do / Don't For Smooth Claims

Do:

- Report **Arrears** early; follow the **Pre-Action** steps.
- Serve the right **Notice** on time; keep **Proof Of Service**.
- Keep your **Repair Log** tidy; close remedials quickly.
- File everything into one **Indexed PDF**.

Don't:

- Accept "verbal agreements" with no paper trail.
- Delay **Notice** service after the **Arrears Threshold**.
- Ignore **Disrepair** complaints.
- Assume a **Deposit** equals protection.

8.10 With/Without — At A Glance

	Deposit-Only	Angel Moves Three-Layer Shield
Upfront Protection	One month's **Rent**	**Government Verified Tenants** + **Enhanced AST/Disclaimer** + **Bespoke Rent Guarantee & Legal Protection**
Arrears	Landlord risk	**Claimable** once **Threshold** hit
Legal Costs	Landlord pays	**Covered** under **Legal Protection**
Malicious Damage	Rarely covered	**Covered** (policy terms apply)
Home Emergency	Landlord pays	**Covered** (policy terms apply)
Evidence Pack	Often thin	**Court-Ready**, **Ombudsman-Proof**

WHAT THIS SECTION IS (AND WHY IT MATTERS)

This section gives you the **Two Documents** that protect Landlords in a **Periodic** world:

1. **Enhanced AST** – a plain-English Tenancy Agreement with **Landlord Protection Clauses** built in.
2. **Tenant Disclaimer** – a one-page summary the Tenant signs to acknowledge the key duties (so there is no "I didn't know" later).

Together they create a stronger **Evidence Pack** for the **Ombudsman**, the **Councils**, and the **Court**. They are drafted to be **Renters' Rights Reform-Ready** and to **Close Common Loopholes** used to fight **Section 8**, delay **Repairs**, dispute **Arrears**, or claim **Discrimination**.

What You Will See In Here

- A clear list of the **Landlord Protection Clauses** inside the **Enhanced AST** (e.g., **Cooperation & Access**, **UC/HB Cooperation**, **Top-Up & Shortfall**, **Repair Reporting Duty**, **Service & Evidence**, **ASB**, **Right To Request Pets**, **No Sub-Letting/Short-Lets/Company Use**, **Right To Rent**, **Insurance Acknowledgement**, **Periodic-Ready & Section 13**).
- What each clause **does in Plain English**, and **which loophole it closes** (e.g., "no access" excuses, "I never got the Notice," "Council pays it all," etc.).
- What the **Tenant Disclaimer** adds on top (e.g., **Arrears Responsibility**, **Managed Payments**, **Top-Ups**, **Repairs & Access Acknowledgement**, **ASB Acknowledgement**, **Pet Addendum** if approved).

- How these documents fit with the rest of your system: **Government Verified Tenants** (Section 7), **Bespoke Rent Guarantee & Legal Protection** (Section 8), **Section 13 Rent Reviews** (Section 4), and **Decent Homes/HHSRS** (Section 6).

The Purpose (In One Line)

Make your file **Court-Ready and Ombudsman-Proof** from Day One — so when something goes wrong, you have the **Proof** to end the Tenancy lawfully under **Section 8** and to control **Legal Costs** and **Arrears**.

How To Use This Section

1. **Issue Both Documents Together** at sign-up: the **Enhanced AST** + **Tenant Disclaimer**.
2. **Explain With Summary Boxes** (we've written them in Standard 7 English so Tenants understand).
3. **Store Signed Copies** in your **Evidence Pack** (with **Repair Log**, **Rent Ledger**, and **Proof Of Service**).
4. If anything changes, use a **Written Variation** (one-page addendum) — don't rely on verbal promises.

Note: **Angel Moves** provides a **Free Tenant Referral Service** and this **Set-Up & Support**. Ongoing **Property Management** is **not** included (if you want Management, we can discuss it separately).

SECTION 9: ENHANCED AST & TENANT DISCLAIMER

(The Clauses That Close Loopholes And Win Evidence-Based Disputes)

Bottom Line: A Standard AST leaves gaps that Tenants (and advisers) use to block **Section 8**, dispute **Arrears**, and raise **Disrepair** defences. Our **Enhanced AST** and **Tenant Disclaimer** are drafted in **Plain English**, align with the **Renters' Rights Reform**, and build a clean **Evidence Pack** for the **Ombudsman**, **Councils**, and the **Court**.

9.1 What's Different vs A Standard AST (At A Glance)

Area	Standard AST	Enhanced AST (Angel Moves)	Why It Protects Landlords
Cooperation & Access	Vague "reasonable access"	**Cooperation Clause** (Access for Repairs, Safety Checks, Inspections with Notice; Tenant must keep appointments or propose alternatives promptly)	Stops "no access" excuses; proves Landlord acted reasonably
Universal Credit / HB	Often silent	**UC/HB Cooperation** (Tenant must provide info, attend appointments, share updates; permission for **Managed Payments** direct to Landlord/Agent where applicable)	Keeps **Rent** flowing; creates documentary trail for **Arrears**
Top-Ups & Shortfalls	Not defined	**Top-Up & Shortfall Clause** (who pays what; due dates; Council Top-Up noted where agreed)	Closes "I thought Council pays everything" arguments
Repairs & Reporting	Generic	**Repair Reporting Duty** (how to report; keep area clear; cooperate with Contractors; follow mould/ventilation guidance)	Weakens **Disrepair** defences; supports **HHSRS/Decent Homes** duties
Anti-Disrepair	Missing	**Anti-Disrepair Clause** (Tenant must allow inspections/works; must not block or delay; failure recorded)	Shows **Ombudsman/Court** Tenant caused delay
Evidence & Notices	Patchy	**Service & Evidence Clause** (Permitted methods incl. Post + Email; Service Addresses;	Prevents "never received notice" claims

		read-receipt/Certificate of Posting used)	
Right To Rent & ID	Minimal	**Right To Rent Confirmation** + duty to renew where time-limited	Removes technical challenges later
Pets	Blanket "no pets" (risky)	**Right To Request Pets** + **Pet Addendum** (clear Conditions, Inspections with Notice)	Complies with Reform; preserves control & recovery for damage
ASB / Nuisance	Short paragraph	**Anti-Social Behaviour Clause** (clear examples; warning/escalation route; Council/Police liaison noted)	Supports faster **Section 8** where ASB persists
Sub-Letting/Company Use	Often vague	**No Sub-Letting / No Airbnb / No Company Use** without written consent	Blocks Rent-to-Rent misuse & HMO risk
Assignment & Visitors	Loose	**Assignment/Long-Stay Visitors Rules** (time-limits; register additional occupiers)	Prevents "hidden HMO" issues
Deposit vs Insurance	Over-relied on	**Insurance Acknowledgement** (Deposit is not protection; **Bespoke Rent Guarantee & Legal Protection** applies)	Sets expectation; supports claims
Periodic World	Fixed-term mindset	**Periodic-Ready Drafting** (Endings only via **Section 8** Grounds; **Section 13** reviewed annually)	Matches new legal reality; fewer technical errors

9.2 The Landlord Protection Clauses (Exact Plain-English Effects)

1. **Cooperation Clause (Access & Appointments)**
   - Tenant agrees to keep agreed **Access** appointments (Repairs, Safety Checks, Inspections).
   - If they cannot, they must **propose alternatives** within a set timeframe.
   - **Failure is recorded** and may be treated as a Breach. **Closes Loophole:** Tenants can't block access then plead **Disrepair**. Your **Repair Log** shows attempts and refusals.
2. **UC/HB Cooperation & Managed Payments**
   - Tenant agrees to provide documents, attend **DWP/LA** appointments, and **share updates**.
   - Permission for **Managed Payments** direct to Landlord/Agent where criteria allow.

Closes Loophole: Stops "payment chaos" excuses; supports **Arrears** control and Council liaison.

3. **Top-Up & Shortfall**
   - States the exact **Top-Up** amount/date the Tenant pays; confirms any **Council Top-Up** where agreed. **Closes Loophole:** Ends "I thought the Council pays all" disputes.
4. **Repair Reporting Duty + Anti-Disrepair**
   - Sets the **How** (email/number/portal), **When** (as soon as noticed), and **Tenant Duties** (ventilate, wipe condensation, move items for access).
   - Confirms **extra Inspections** where damp/mould reported. **Closes Loophole:** Weakens disrepair counter-claims by proving your process and their duty to cooperate.
5. **Service & Evidence (Notices & Communication)**
   - Defines valid service methods (**Post** + **Email**), service addresses, and that **Certificate of Posting** / system logs count as proof.
   - Allows routine communications by email/text while **formal Notices** follow prescribed methods. **Closes Loophole:** Stops "I never got it" arguments; preserves **Section 8** timing.
6. **ASB / Nuisance & Escalation**
   - Lists examples (harassment, noise, threats, criminality, neighbour impact).
   - Sets warning steps and notes that serious cases may be escalated to **Police/Councils**.

     Closes Loophole: Evidences reasonableness; strengthens **Section 8** ASB Grounds.
7. **Pets — Right To Request + Pet Addendum**
   - Tenant may **Request** a Pet; Landlord may **Approve With Conditions** or **Refuse With Reason** (lease, suitability).
   - Conditions: **Pet Damage** liability, **Cleaning**, **Inspections With Notice**, **No Nuisance**, end-of-tenancy hygiene. **Closes Loophole:** Complies with Reform; avoids discrimination risk; keeps enforcement tools.
8. **No Sub-Letting / No Short-Lets / No Company Use**
   - Bans third-party listings, **Airbnb**, "Rent-to-Rent", or **Company Lets** without written consent. **Closes Loophole:** Blocks misuse that voids Insurance/Mortgage and causes licensing breaches.
9. **Assignment / Additional Occupiers**
   - Limits long-stay "visitors", requires notification/consent for new adult occupiers.

     Closes Loophole: Prevents stealth HMOs and over-occupation.
10. **Right To Rent & ID**
    - Confirms checks completed; time-limited statuses diarised for follow-up; records kept. **Closes Loophole:** Removes technical Right To Rent challenges later.

11. **Insurance Acknowledgement**
    - Confirms that **Bespoke Rent Guarantee & Legal Protection** is the real protection (not the Deposit).
      Closes Loophole: Aligns expectations; supports swift claims when **Arrears** occur.
12. **Periodic-Ready & Section 13 Signposting**
    - States Rent reviews via **Section 13** (once in 12 months), how notice will be served, and where **Market Evidence** sits.
      Closes Loophole: Reduces challenge risk; keeps you procedurally correct.

9.3 The Tenant Disclaimer

- **Plain-English Summary** of the above duties so the Tenant **understands and signs** the key points (not legalese).
- **Arrears Responsibility** — Tenant confirms understanding of **Managed Payments**, **Top-Ups**, and that using a **Deposit** as last month's Rent is **not allowed**.
- **Intentional Homelessness Warning** — explains consequences of non-cooperation on UC/Top-Ups/Access (a clear behavioural deterrent).
- **UC/DWP/LA Confirmation** — consent to share relevant Tenancy/payment data with **Councils/DWP** to resolve issues quickly.
- **Repairs & Access Acknowledgement** — Tenant agrees to keep appointments, follow damp/mould guidance, and not block access.
- **ASB Acknowledgement** — awareness of escalation and consequences.
- **Pets** — if approved, they accept **Pet Conditions**.
- **Evidence Statement** — Tenant confirms they have read and understood; initials key paragraphs.

Why this matters: When disputes arise, this signed **Disclaimer** becomes your first page in the **Evidence Pack** to the **Ombudsman/Court**.

9.4 How These Clauses Close Common Loopholes

- **"Landlord never tried to fix it."** → **Repair Log** shows reports, booked visits, Tenant no-shows, and photos.
- **"I didn't know I had to pay Top-Up."** → **Top-Up Clause** + Disclaimer page signed.
- **"I never got the Notice."** → **Service Clause** + Proofs defeat the claim.
- **"Discrimination / blanket policy."** → **Pets Right To Request** + **Fair Selection Policy** (Section 5) on file.
- **"Arrears due to UC delay."** → **UC/DWP Cooperation** records and Council emails show action, not neglect.
- **"Landlord harassed me."** → **Access Notices** with dates/times/consent rebut the claim.
- **"It's a company let / sub-let now."** → **No Sub-Letting/Short-Lets/Company Use** clause = clear breach.

9.5 Reform-Ready From Day One

- Built for a **Periodic** world (endings only via **Section 8 Grounds** with **Evidence**).
- Integrates **Right To Request Pets**, **Anti-Discrimination** language, and **Section 13** signposting.
- Mirrors **HHSRS/Decent Homes** expectations (damp/mould, ventilation, heating, alarms) to avoid **Rogue Landlord List** risks.
- Drafted for **Ombudsman** scrutiny: clear duties, clear logs, clear permissions.

9.6 How We Present It

- **Summary Boxes**: short bullets before legal text (what you must do / what happens if not).
- **Tick-To-Acknowledge** for key duties (Access, UC, Top-Ups, Pets, Repairs).
- **Defined Channels**: where to report Repairs; where Notices go; who to contact.
- **White-Space & Headings** so Tenants actually read and remember

9.7 Where Angel Moves Helps (And Where We Stop)

- **We Do (Included With Free Tenant Referral Service):**
  - Provide the **Enhanced AST** and **Tenant Disclaimer** pack.
  - Guide you on issuing, signing, storing, and indexing into the **Evidence Pack**.
  - Provide **Arrears Letter** templates, **Proof Of Service** templates, and checklists.
  - Liaise with **Councils/DWP** (information-sharing) to keep payments on track.
- **We Don't (Not Included):**
  - Ongoing **Property Management** (repairs booking, routine inspections, rent collection, etc.).
  - If you want **Management**, we can discuss it separately as a paid option.

9.8 Quick Do / Don't (Using The Documents)

Do:

- Issue **Enhanced AST** + **Tenant Disclaimer** together at sign-up; store signed copies.
- Use the **Summary Boxes** when explaining duties.
- Keep the **Repair Log**, **Rent Ledger**, and **Access Notices** updated from Day One.
- Use **Section 13** properly (see Section 4).
- Attach the **Pet Addendum** if approved.

Don't:

- Rely on a Deposit to "protect" you.
- Allow verbal changes without a **Written Variation**.
- Leave Service methods unclear.
- Forget to diarise time-limited **Right To Rent** checks.

SECTION 10 — DEPOSITS VS BESPOKE RENT GUARANTEE & LEGAL PROTECTION

(Which Would You Prefer?)

Bottom Line: A **Deposit** is small and easy to lose in a dispute. Real losses come from **Arrears**, **Legal Costs**, **Malicious Damage**, and **Home Emergency** events. **Bespoke Rent Guarantee & Legal Protection** is designed for those real losses — and it actually works because your **Evidence Pack** is Court-Ready from Day One.

10.1 Why A Deposit Isn't Protection (Plain English)

- **Too Small:** A **Deposit** is typically around one month's **Rent**.
- **Easy To Argue About:** End-of-tenancy deductions are often disputed and slow.
- **Doesn't Touch Big Losses:** A **Deposit** doesn't pay **Legal Costs**, long **Arrears**, or **Malicious Damage**.
- **Advance Rent Doesn't Help: Universal Credit** pays in **Arrears** by design; "front-loading" doesn't stop arrears starting later.

Example:

Rent £1,200 p/m → **Deposit** £1,200.
Eight months' **Arrears** = **£9,600**; add **Legal Costs** £3,000 and **Malicious Damage** £2,000 → **£14,600** total exposure.
Your **Deposit** covers **£1,200** of that. The gap is **£13,400**.

10.2 What Bespoke Rent Guarantee & Legal Protection Actually Covers

- **Arrears** — once the **Arrears Threshold** in the Policy is reached.
- **Legal Costs** — **Section 8** possession (Court, representation, **Bailiff** stage where applicable).
- **Malicious Damage** — deliberate damage beyond fair wear and tear.
- **Home Emergency** — urgent failures (boiler/electrics/locks) to protect health/safety and avoid bigger losses.

And because we front-load your **Evidence Pack** (see Sections 7–9), the cover is **usable**, not theoretical.

10.3 Why Ours Pays When "Standard" Policies Don't

Typical failure points in standard policies — and how we close them:

- **Paperwork Technicalities** (wrong **Notice**, missing "How To Rent", deposit errors) → **Claim Refused**.

    - **Our Fix: Prescribed Forms**, **Proof Of Service** templates, and checklists wired into your file.
- **Weak Referencing** (Normal Tenant Referencing Process) → **Claim Refused**.
    - **Our Fix: Government Verified Tenants** on **Official Records** — **they Cannot Lie**.
- **ASB With No Evidence** → **No Usable Ground**.
    - **Our Fix:** Incident logs + **Council Links** for early escalation.
- **Disrepair Allegations** → **Possession Delayed**; Insurance disputes.
    - **Our Fix:** Dated **Repair Log**, photos, contractor notes, and Access records (see Section 6).

10.4 How A Claim Flows (Step-By-Step)

1. Missed payment hits the **Rent Ledger** → first **Arrears Letter** sent (calm, dated).
2. **Pre-Action** letters continue on schedule (all filed).
3. **Arrears Threshold** reached → **Claim Pack** assembled.
4. Serve **Section 8** (Correct Grounds, Correct **Notice**, **Proof Of Service**).
5. **Legal Costs** engaged via the Policy; hearing listed.
6. **Possession**; then **Bailiff** if needed. **Malicious Damage** / **Home Emergency** processed if applicable.

Your indexed **Evidence Pack** (Letters, Ledger, Repair Log, Photos, Notices, Proofs) makes this smoother and faster.

10.5 With/Without — At A Glance

	Deposit-Only	Angel Moves Protection
Upfront Safety	~1 month **Rent**	**Bespoke Rent Guarantee & Legal Protection**
Arrears	Landlord risk	**Claimable** once threshold met
Legal Costs	Landlord pays	**Covered** under **Legal Protection**
Malicious Damage	Rarely covered	**Covered** (policy terms apply)
Home Emergency	Landlord pays	**Covered** (policy terms apply)
Evidence Pack	Often thin	**Court-Ready** and **Ombudsman-Proof**

10.6 How This Works With Two-Year ASTs & LHA

- **Two-Year AST** = Fixed **Rent** for 24 months (Certainty).
- **Payment Route: UC Managed Payment Direct** to Landlord/Agent + **Local Authority Top-Up** (pre-agreed).
- If **LHA** rises mid-term and **Council** agrees a higher **Top-Up**, we uplift by **Written Variation** (see Section 3.9A).
- The Policy stays aligned and your **Evidence Pack** shows a stable payment structure.

10.7 What We Do (And What We Don't)

- **Included (Free Tenant Referral Service):**
  - Build the **Evidence Pack** foundations (templates, checklists, **Arrears Letters**, **Proof Of Service**).
  - Issue **Enhanced AST** + **Tenant Disclaimer** (cooperation, access, UC updates, appointments).
  - Onboard **Bespoke Rent Guarantee & Legal Protection** and explain **Claim Triggers**.
  - Liaise with **Councils/DWP** to keep payments on track.
- **Not Included:**
  - Ongoing **Property Management** (repairs booking, routine inspections, rent collection).
  - If you want **Management**, we can discuss it separately as a paid option.

10.8 Quick Do / Don't For Landlords

Do:

- Treat a **Deposit** as admin, not protection.
- Keep the **Rent Ledger** and **Repair Log** up to date.
- Use our **Arrears Letter** schedule and serve **Section 8** correctly.
- File everything into one **Indexed PDF**.

Don't:

- Rely on "verbal deals" with no paper trail.
- Delay after the **Arrears Threshold** is hit.
- Ignore **Disrepair** emails — log, inspect, fix, and file.
- Assume advance rent prevents **Arrears**.

PRS Ombudsman & PRS Portal/Database

(What They Are, What You Must Do, And How We Keep You Safe)

Bottom Line: The **Renters' Rights Bill** brings a **Private Rented Sector (PRS) Landlord Ombudsman** and a mandatory **PRS Portal/Database**. **All Private Landlords must join the PRS Ombudsman** and **register their properties on the PRS Portal**. Decisions from the **Ombudsman** are **Binding**, and **Name-And-Shame** plus **Council** data-sharing will escalate non-compliance.

A) What These Are (Plain English)

- **PRS Ombudsman:** A single **Landlord Redress** scheme for complaints about **Repairs**, **Service**, **Communication**, and **Standards**. Outcomes can include **Compensation** and **Orders To Do Works**; decisions are **Binding**. GOV.UK
- **PRS Portal/Database:** A national register of **Landlords** and **Properties** (who lets what, and where). It gives **Councils** a clear enforcement route and creates public accountability. Expect "no registration = cannot legally let".

B) Who Must Join (And When)

- **All Private Landlords** must:
    1. **Join the PRS Ombudsman**, and
    2. **Register on the PRS Portal/Database** (each property).
- Rollout is staged with the Bill's commencement; sector bodies confirm **mandatory** membership/registration for England.

C) What You'll Likely Need To Provide (Get This Ready Now)

- **Landlord Identity** (Name, Contact, Service Address).
- **Property Details** (Address, Tenure, Type, Occupancy).
- **Compliance Proofs**: **EPC**, **Gas Safety**, **EICR**, **Smoke/CO** alarms, **Licences** (if any).
- **Deposit Scheme** details (if you take a **Deposit**).
- **Managing Party** (if you use an Agent) — note: **Angel Moves is not your Managing Agent**; we provide a **Free Tenant Referral Service** and Set-Up & Support.
- **Redress Membership** confirmation (your **PRS Ombudsman** number). *(Government guidance indicates the Portal will be a "one-stop" property record that **Councils** can check.)*

D) What Happens If You Don't Comply

- **You may be unable to legally let** an unregistered property.
- Expect **Civil Penalties**, **Rent Repayment Orders**, **Ombudsman** sanctions, and **Name-And-Shame** on public/sector lists; **Councils** share data and already run **Rogue**

Landlord tools (e.g., London's checker). Landlord TodayLondon City HallGeneration Rent

E) How This Affects Section 8 And Disputes

- **Ombudsman First, Court Later**: Many disputes will go via **Ombudsman** before/alongside **Court**. If your **Evidence Pack** is thin, expect **Compensation** orders and reputational damage.
- **Portal = Paper Trail**: Missing **EPC**, **Gas**, **EICR**, or poor **Repair Log** weakens possession claims and invites **Council** action.

F) Exactly How Angel Moves Helps (Without Managing Your Property)

- **We Do (Included With Free Tenant Referral Service):**
  - Build your **Evidence Pack** (checklists, **Proof Of Service** templates, **Arrears Letters**, **Repair Log** format).
  - Provide your **Enhanced AST** + **Tenant Disclaimer** (cooperation, access, UC updates, appointments).
  - Prepare a **Portal Prep Pack**: the documents and data you'll likely upload to the **PRS Portal**.
  - Keep your file **Ombudsman-Ready** with clean timelines and indexed PDFs.
- **We Don't:** Ongoing **Property Management** (repairs booking, routine inspections, rent collection). If you want **Management**, we can discuss separately as a paid option.

G) 10-Step Do/Don't Checklist

Do:

1. Join the **PRS Ombudsman** (keep your membership number handy). GOV.UK
2. Register every property on the **PRS Portal/Database** (keep login + property entries updated).
3. Keep **EPC**, **Gas**, **EICR**, **Smoke/CO** proofs current and filed.
4. Maintain a dated **Repair Log** with photos and Access notes.
5. Serve **Section 13** and **Section 8** using **Prescribed Forms** with **Proof Of Service**.
6. Use **Government Verified Tenants** (Section 7) to reduce risk at source.
7. Use **Enhanced AST** + **Tenant Disclaimer** (Section 9) to close loopholes.
8. Keep **Arrears Letters** on schedule; bundle into one **Indexed PDF**.
9. Record polite, neutral communications (helpful at the **Ombudsman**).
10. Update the **Portal** when anything material changes (licence, compliance, contact details).

Don’t:

- Ignore **Ombudsman** correspondence — outcomes are **Binding**. GOV.UK
- Let without **Portal** registration once mandatory. Landlord Today
- Rely on a **Deposit** as protection (use **Bespoke Rent Guarantee & Legal Protection**).
- Leave gaps in your **Evidence Pack**.

SECTION 11 — WHO WE ARE & WHY YOU CAN TRUST US

(Free Tenant Referral Service — Compliance First — Court-Ready Files)

Bottom Line: Angel Moves gives Landlords a **Free Tenant Referral Service** with **Government Verified Tenants**, an **Enhanced AST**, a **Tenant Disclaimer**, and a ready-to-use **Evidence Pack**. You also get **Free Support & Advice**, **Free Mediation**, and fast, practical help that protects your **Cash-Flow**.

11.1 What We Actually Do (Plain English)

- **Free Tenant Referral Service:** We source and place **Government Verified Tenants**, issue the **Enhanced AST** and **Tenant Disclaimer**, and set up your **Evidence Pack**.
- **Free Support & Guidance (Non-Legal):** If you have a problem, we guide you on what to do and how to handle it — templates, timelines, and step-by-step help. *(This is experience-based, Non-Legal Advice; you decide what to follow.)*
- **Free Mediation:** If a Tenant becomes difficult, we step in early to mediate between you, the Tenant, and (where helpful) the **Council** — **free of charge**.
- **Protection Built In:** We onboard **Bespoke Rent Guarantee & Legal Protection** (for **Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency**).
- **Two-Year AST Option:** Fix your **Rent** for 24 months; clear **Payment Routes**; uplift by **Written Variation** if **LHA** rises (see Section 3.9A).

11.2 "Government Verified Tenants" — What That Means

- **Official Records: Affordability**, **Arrears**, **ASB/Conduct**, **Right To Rent** and **ID** are checked by **Local Authority Officers**.
- **Why Stronger Than the Normal Tenant Referencing Process:** Private reports rely on what applicants submit (which can be **Scammed**); **Government Verification** uses **Official Records** — **they Cannot Lie** — so the **Evidence Pack** starts strong.

Plain English on "Walk-Ins": These are standard market applicants who apply to Agents or portals with their own documents. We **do not** place Tenants on that basis; we place **Government Verified Tenants** only.

11.3 Virtual Pre-Inspection (Pass-Focused, Fast Turnaround)

- **Virtual Walkthrough:** We do a live **Video Walkthrough** with you; you send **Timestamped Videos & Photos** of key areas.
- **Coach & Fix List:** We tell you exactly what to do (**X, Y, Z**) to meet **HHSRS/Decency** before any external inspection.
- **Why Virtual First:** It's faster, cheaper, and avoids "fault-finding" spirals. Officers can verify from your **Timestamped** media; if anything else is needed, you'll know **beforehand**.

- **Result:** Higher pass rate, fewer surprises, and controlled spend. Everything goes straight into your **Evidence Pack**.

11.4 Offering Your Property To Our Local Authority Partners

- We circulate the property across our **Local Authority** network and **negotiate the best overall deal** for you (rate, speed, terms).
- Some partners pay **Void Cover** while they match a Tenant; we tell you who offers what and agree the best route together.
- Once agreed, we lock the **Payment Route**: **UC Managed Payment Direct** + any **Council Top-Up** (pre-agreed and documented).

11.5 Two-Level Screening (Belt-and-Braces)

1. **Level 1 — Government Verification:**
    - **Affordability**, **Arrears**, **Right To Rent**, **ID**, and (where relevant) **Conduct** checks via **Official Records**.
    - They **Cannot Let** someone in without passing affordability — that's built in.
2. **Level 2 — Angel Moves Screening:**
    - We **Interview** the Tenant, review the file, and require the **Tenant Disclaimer** to be **signed upfront**.
    - We **explain the key AST points** (Standard 7 English), so there is no "I didn't understand / I was rushed" argument later.
    - If the Tenant refuses to sign the **Tenant Disclaimer**, **we do not proceed**.

This double screen is what sets us apart. We'll echo this flow in **Section 7** so Landlords see the difference side-by-side.

11.6 Tenant Education & Sustainability (Nip Problems In The Bud)

- **Clear Consequences:** We explain **Arrears**, **ASB**, **Access**, and **Top-Ups before move-in** — including **Intentional Homelessness** risks if they refuse to cooperate.
- **UC Set-Up Help:** With the Tenant's permission, we **help submit UC updates** and ask for **Screenshots** of journal actions/appointments so your file is accurate. *(We do not need their passwords.)*
- **Local Life Support:** We help Tenants settle: **GPs**, **Schools**, **Dentists**, **Jobcentre**, transport, and community links — this builds stability.
- **Insurance Reality:** We make it clear the Landlord has **Bespoke Rent Guarantee & Legal Protection**; "waiting it out" won't work.

11.7 Free Mediation & Out-Of-Hours Care

- If tensions rise, we **mediate early** — calmly, with notes — to bring things back on track, **free of charge**.

- We are known for **picking up out-of-hours** when people struggle; this is about **community**, not just transactions.
- See our **Testimonials** for examples of us stepping in when others didn't.

11.8 Why Landlords Love Us

- **Stronger References: Government Verification** beats the **Normal Tenant Referencing Process** (no **Scams**, no "friend as employer").
- **Faster Passes: Virtual Pre-Inspection** + targeted fix list = quicker lets, fewer failed inspections.
- **Cash-Flow Stability: Two-Year AST** option, **UC Direct**, **Council Top-Ups**, and **Bespoke Rent Guarantee & Legal Protection**.
- **Free, Lifelong Support & Non-Legal Advice:** Real help when something happens — letters, timelines, and calm steps.
- **Free Mediation:** Early interventions that stop little issues becoming big costs.
- **Client Relationship Managers (not Salespeople):** We build relationships, understand your pain points, and stick with you.

SECTION 12 — TYPES OF TENANTS WE PLACE VS DON'T PLACE

(Acceptance Criteria • Risk • Sustainability)

12.0 London Affordability Reality (Why Our Tenant Pool Exists)

- We work with **all the major London Local Authorities**.
- In many London boroughs a household needs **£70,000–£100,000** income to rent privately, while typical incomes sit around **£35,000–£40,000**.
- That gap, plus **Landlords Selling** and rising **Rents**, prices many decent households out of the market.
- Result: a shortage of affordable homes and higher use of **Temporary/Emergency Accommodation**. Many of these households are **good, working people** who have hit affordability barriers **through no fault of their own**.

12.1 Who We Place (Typical Profiles)

- **Working Professionals On Low Income (London Reality):** often relocating from high-cost areas; may receive a **Council Top-Up**.
- **Key Workers & Trainees:** Supply Teachers, Trainee Nurses, Carers, Apprentices.
- **Families Relocating (Making A Home):** moving on from **Temporary/Emergency Accommodation** into stable long-term lets.
- **DV/Separation/Divorce Cases (Verified):** safeguarded moves with **Council** oversight.
- **Illness/Disability & Carers (Verified):** structured support and predictable income routes.
- **People Retraining:** vocational courses or Higher Education to re-enter work; motivated to settle.

These are **Government Verified Tenants** with **education/trades/experience** who want to **make a Home** and stay. They are screened on **Official Records** and then again by **Angel Moves**.

12.2 Who We Do Not Place (Hard No's)

- **Intentionally Homeless** (deliberate non-payment/**ASB** without good reason).
- **Intentionally Not Working** (no genuine reason to be out of work).
- **Anyone We Cannot Verify** through **Official Records**/**Council**.
- **Persistent Arrears**/late-payment history without a valid, evidenced reason.
- **No Right To Rent** or unverifiable **ID**.
- **"Stereotypical Problematic" cases** flagged by authorities (we exclude rather than gamble).

12.3 Acceptance Criteria (Plain English)

1. **Government Verification Passed** — **Affordability**, **Arrears**, **ASB/Conduct**, **Right To Rent**, **ID** on **Official Records** (**They Cannot Lie**).
2. **Angel Moves Second Screen** — our **Interview** + **Tenant Disclaimer** signed **before** move-in (duties in **Standard 7 English**: **Access**, **UC** updates, **Appointments**, **Top-Ups**, **ASB**). If they won't sign, **we do not proceed**.
3. **Payment Route Locked** — **UC Managed Payment Direct** (DWP) + any **Council Top-Up** mapped, with confirmations/screenshots filed in your **Evidence Pack**.
4. **Virtual Pre-Inspection Completed** — **Timestamped Video/Photos** + live walkthrough; we give a targeted **Fix List** to meet **HHSRS/Decency before** any external inspection.
5. **Documents On File** — **Right To Rent** output; **Two Forms Of ID** (one **Photo ID**); **Affordability/Arrears** summary; **Tenant Disclaimer**; **Enhanced AST**; Council case refs where applicable.

12.4 Payment Route & Financial Security

- **DWP/UC Housing Element** paid by **Managed Payment Direct** to the Landlord/Agent (where criteria allow).
- **Council Top-Ups** agreed and documented where needed.
- **Two-Year AST Option: Rent Fixed** for 24 months; if **LHA** rises and the **Council** agrees, we uplift by **Written Variation** during the term.
- All confirmations are saved into your **Evidence Pack** so it is **Court-Ready** and **Ombudsman-Proof**.

12.5 Why Our Tenants Are More Reliable (Than "Normal Working Tenants")

- **Normal Tenant Referencing Process** often green-ticks **Zero-Hours/Temp** roles; when hours drop, **Arrears** start and Insurers dispute claims.
- **Our Route:** we use **Official Records**, then lock a predictable **Payment Route** (**UC Direct** + any **Top-Up**) so **Rent** keeps flowing even if hours fluctuate.
- **Motivation To Sustain:** people leaving **B&Bs/rooms** or cramped **Temporary Accommodation** want stability and are more likely to **cooperate early** to keep their home.
- **Home-Making Behaviour:** in our experience, many invest time and their own money in small improvements and only contact Landlords when necessary.

12.6 Triple-Layer Protection

1. **Government Verified Tenants** — affordability, **Arrears**, **ASB**, **Right To Rent/ID** on **Official Records**.
2. **Angel Moves Process** — **Interview**, **Tenant Disclaimer**, **Enhanced AST**, **Arrears Letter** schedule, **Proof Of Service** templates, **Repair Log**.

3. **Bespoke Rent Guarantee & Legal Protection** — built for **Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency**; **No Deposit Needed**.

12.7 Normal Tenants After The Reform — New Risks For Landlords

- **Short-Term Mindset:** more tenants taking **short stays** (bridging a purchase, work secondments, "try the area" lets). Short stays mean less "Home" attitude and **more complaints**/demands relative to commitment.
- **Easy To Scam Or Fake Referencing:** friend-as-"Landlord," friend-as-"HR," **Fake Payslips**; leads to weak files and **Insurance** refusals.
- **Zero-Hours/Temp Volatility:** income swings → **Arrears**; Insurers point to non-permanent employment.
- **Deposit As Last Month's Rent:** leaves you uncovered for **Legal Costs**/**Malicious Damage**.
- **Procedural Traps: Section 13** and **Section 8** paperwork errors are punished harder in a **Periodic** world.

12.8 Residual Risks On Our Scheme (And How We Control Them)

- **UC Delays/Change Of Circumstances** → We keep **UC** evidence/screenshots, escalate through **Council Links**, and follow our **Pre-Action** steps; your **Policy** engages at the **Arrears Threshold**.
- **Access Refusals/Repairs** → **Cooperation Clause** + timed **Access Notices**; missed appointments logged; **Repair Log** with photos weakens disrepair defences.
- **ASB** → clear **ASB Clause**, incident logs, early mediation, and **Council/Police** liaison where appropriate.
- **Pets/Visitors/Sub-Lets** → **Right To Request Pets** + **Pet Addendum** conditions; limits on long-stay visitors; **No Sub-Let/Short-Let/Company Use** without consent.
- **Right To Rent Renewals** → diarised follow-ups; copies added to the **Evidence Pack**.
- **Communication Tone** → all letters calm, fair, dated; perfect for the **Ombudsman** and **Court**.

12.9 In Summary

"Because London rents often need **£70k–£100k** income while typical incomes are **£35k–£40k**, many decent, working households are priced out **through no fault of their own**. We verify them on **Official Records** (**They Cannot Lie**), then run our second screen and lock a predictable **Payment Route** to protect your **Cash-Flow**. Add the **Enhanced AST**, **Tenant Disclaimer**, our templates (**Arrears Letters**, **Proof Of Service**, **Repair Log**), and **Bespoke Rent Guarantee & Legal Protection** (**No Deposit Needed**), and you get a sustainable tenancy with **Triple-Layer Protection** and **Free Support & Guidance**/**Free Mediation** if anything wobbles."

SECTION 13 — WHY AGENTS WORKING WITH ANGEL MOVES ARE DIFFERENT

(Compliance-First • Court-Ready Files • Results You Can Trust)

Bottom Line: Agents who work with **Angel Moves** must **mirror our quality standard**. If they don't, **we don't onboard them** and **we don't do repeat business**. Those who pass our screening follow a strict process that produces a **Court-Ready Evidence Pack** from Day One, with **Government Verified Tenants**, **Enhanced AST + Tenant Disclaimer**, a locked **Payment Route** (**UC Managed Payment Direct + Council Top-Up**), clean timelines, **Proof Of Service**, and **Repair Logs** — plus **Free Support & Guidance** and **Free Mediation** if anything wobbles.

13.1 Our Standard For Partner Agents (Plain English)

We only work with Agents who **match the same high standards and service** we provide. If an Agent won't meet the standard, we **don't take them on** — and if standards slip, we **don't place again**.

13.2 The Non-Negotiables We Require From Partner Agents

1. **Pass Angel Moves Agent Screening & Onboarding** (see 13.10) — no placements until they meet the standard.
2. **Use Government Verification** (Officer email/ref saved).
3. **Explain & Sign** the **Enhanced AST + Tenant Disclaimer** (key duties read out in **Standard 7 English**) **before** move-in.
4. **Lock The Payment Route** (**UC Direct** + any **Council Top-Up**) and file confirmations/screenshots.
5. **Run The Arrears Timeline** (Day 1 / Day 7 / Day 14 letters; calm, dated).
6. **Keep The Repair Log** (photos, contractor notes, **Access** attempts).
7. **Serve Notices Properly** (prescribed forms + **Proof Of Service**).
8. **Record Everything** in the indexed **Evidence Pack**.
9. **Follow The Fair Selection Policy** (no discrimination; **Right To Request Pets** handled via **Pet Addendum**).
10. **Use Virtual Pre-Inspection** before any external visit.
11. **Raise Early** for **Free Mediation** and **Free Support & Guidance** when needed.

13.3 The File Standard (What Lands In Your Folder)

- **Signed Enhanced AST** and **Tenant Disclaimer** (key paragraphs initialled).
- **Government Verification** evidence (Officer name/date/ref; **Affordability/Arrears** summary).
- **Right To Rent** output + **Two Forms Of ID** (one **Photo ID**).
- **Payment Route** confirmations (**UC Direct** + any **Council Top-Up**).

- **Virtual Pre-Inspection** media + **Fix List** completion notes.
- **Repair Log** (dated photos, works done, **Access** attempts).
- **Arrears Letters** (Day 1/7/14 etc.) + **Rent Ledger**.
- **Proof Of Service** for statutory **Notices**.
- Any **Council/Police** liaison notes (for **ASB**).
- All indexed in one **Evidence Pack** (ready for **Ombudsman**, **Councils**, or **Court**).

13.4 Advertising & Selection (So You Stay Off "Lists")

- **Neutral Ad Scripts** (objective criteria; no "No DSS/No Families").
- **Pre-Qualification Questions** recorded (same for everyone).
- **Pets Right To Request** → **Pet Addendum** if approved (cleaning, inspections with Notice, no nuisance).
- **Documented Reasons** for any refusal (objective and consistent).
- **Outcome:** Clean audit trail for **Ombudsman/Councils**; zero "blanket ban" risk.

13.5 Referencing & Move-In (The Safer Path)

- **Government Verified Tenants** (Official Records — **They Cannot Lie**).
- **Angel Moves Interview** (consistency check; red-flags caught).
- **Tenant Disclaimer** signed **before** move-in (Access, **UC** updates, **Appointments**, **Top-Ups**, **ASB**, "Deposit is not last month's **Rent**").
- **Inventory/Video On The Day** (alarms tested on camera; meter photos; keys logged).

13.6 After Move-In (How We Keep It Predictable)

- **Section 13 Review Diary** (once in 12 months if appropriate).
- **Repair Tickets** logged same-day; photos before/after; **Access Notices** saved.
- **Arrears Timeline** fired automatically from the **Rent Ledger**.
- **Early Mediation** offered (documented) to steady the Tenancy.
- **Variation For LHA Uplift** (one-page **Written Variation** if **Council** agrees mid-term).
- **Free Support & Guidance** for tricky steps (wording, timing, forms).

13.7 Quality Control (So Standards Don't Slip)

- **Onboarding Audit** (first three placements checked line-by-line).
- **Quarterly Spot-Checks** (Evidence Pack completeness, tone, dates).
- **Escalation Path** (if a file is light, we fix it fast).
- **Continuous Training** (updates on **Reform**, **Section 13**, **Pets**, **HHSRS/Decency**).

13.8 With / Without — At A Glance

	Typical Agent	Angel Moves Agent
Tenant Source	Normal Tenant Referencing Process	**Government Verified Tenants** (Official Records)
Scam Risk	**Easy To Scam Or Fake**	**They Cannot Lie**
Contracts	Standard AST	**Enhanced AST** + **Tenant Disclaimer**
Payment Route	"Tenant will pay"	**UC Managed Payment Direct** + **Council Top-Up** confirmed
Evidence Pack	Patchy	**Court-Ready**, **Ombudsman-Proof**
HHSRS/Decency	Reactive	**Virtual Pre-Inspection** + targeted **Fix List**
Arrears Handling	Ad-hoc	Dated **Arrears Letters** + **Rent Ledger**
Pets & Selection	Blanket rules risk	**Fair Selection Policy** + **Pet Addendum**
Support	Limited	**Free Support & Guidance** + **Free Mediation**

13.9 What You Get From An Angel Moves Agent (Practical Wins)

- **Faster Passes** (virtual prep avoids "fault-finding" spirals).
- **Fewer Voids** (pipeline of **Government Verified Tenants**).
- **Cleaner Claims** (Arrears → **Section 8** with the right **Proof Of Service**).
- **Better Sleep** (files that survive the **Ombudsman** and **Court**).

13.10 Agent Screening & Onboarding (Why Our Partners Can Be Trusted)

- **Application & Interview:** Track record, redress membership, complaints history, basic **Compliance** (EPC, Gas, **EICR**, smoke/CO processes).
- **File Sample Review:** Must show recent lets with a **Rent Ledger**, **Proof Of Service**, **Repair Log**, and compliant **Right To Rent/ID** files.
- **Process Alignment:** Training on **Government Verified Tenants**, **Enhanced AST**, **Tenant Disclaimer**, **Payment Route** (**UC Managed Payment Direct** + **Council Top-Up**), **Virtual Pre-Inspection**, and the **Evidence Pack** index.
- **Standards Agreement (Signed):**
    1. Use **Government Verification** (Officer ref kept).
    2. Explain & sign **Enhanced AST** + **Tenant Disclaimer before** move-in (Standard 7 English).
    3. Lock **Payment Route** and file confirmations/screenshots.
    4. Keep **Repair Logs**, **Arrears Letters**, **Access Notices**, and **Proof Of Service** up to date.
    5. Follow **Fair Selection Policy** (no blanket bans; **Right To Request Pets** handled via **Pet Addendum**).

- **Pilot & Audit:** First placements are line-by-line audited. Ongoing **Quarterly Spot-Checks** keep standards high. Agents who won't meet the bar **do not place** with us.

Why this matters: If an Agent is offering property to **Angel Moves**, they've been **screened**, onboarded, and given our playbook. That makes them safer than "general market" Agents.

13.11 Support & Guidance For Agents (So Files Stay Court-Ready)

- **Templates & Checklists: Arrears Letter** schedule, **Proof Of Service** notes, **Repair Log** format, **Virtual Pre-Inspection** script, **HHSRS/Decency Fix List**.
- **Live Coaching:** We walk teams through the **Enhanced AST**, **Tenant Disclaimer**, and how to document **Payment Routes** and **Right To Rent**.
- **Issue Escalation:** When something wobbles, we step in with **Free Support & Guidance** and **Free Mediation** to steady the case (notes kept for the **Evidence Pack**).
- **Updates:** When **Reform** rules change (**Section 13**, **PRS Ombudsman/Portal**, **Pets**), we push quick, plain-English updates so Agents don't slip.

Bottom line: Agents working with us aren't just "trusted"; they are **screened, trained, tooled, and monitored** against a written standard.

13.12 Important Note — Landlord Due Diligence

- Agents working with us follow our standard, but they remain **independent third parties**.
- We **cannot accept responsibility** for a third party's actions.
- **Landlords should still do their own Due Diligence** (check redress scheme, client money protection, insurance, and confirm the Agent's process matches the standard set out here).

13.13 In Summary

We only work with Agents who **mirror our quality**. Those who pass screening run a strict process: **Government Verification**, **Angel Moves Interview**, **Tenant Disclaimer**, **Virtual Pre-Inspection** with **Fix List**, correct **Section 13** usage, and a full **Evidence Pack** with **Proof Of Service** and **Repair Log**. **UC Managed Payment Direct** + any **Council Top-Up** is confirmed in writing. If anything wobbles, we step in with **Free Support & Guidance** and **Free Mediation**. Outcome: lower risk, cleaner claims, and calmer tenancies."

SECTION 14 — CONTINUOUS HOUSING DEMAND = CONTINUOUS SECURITY

(Why Voids Are Low • How We Keep Rent Flowing • What This Means For You)

Bottom Line: The housing pressure in London has existed for **decades** and shows **no sign of easing**. **Local Authorities** spend **many times more** keeping households in **Temporary/Emergency Accommodation** than placing them with compliant Landlords in the **Private Sector**, so verified need — and demand for good homes — is **continuous**. **Angel Moves** converts that demand into **predictable Lets** using **Government Verified Tenants**, a locked **Payment Route** (**UC Managed Payment Direct** + any **Local Authority Top-Up**), and a disciplined pipeline. Result: **Fewer Voids**, steadier **Cash-Flow**, and calmer Tenancies.

14.1 Why Demand Is Continuous

- **Decades Of Pressure:** This is a long-running issue with **no near-term fix**; demand remains **high** all year.
- **Cost Reality: Temporary/Emergency Accommodation** costs **Local Authorities far more** than a compliant private Let (commonly quoted as **well over 10×**).
- **Affordability Gap:** Many London homes need **£70,000–£100,000** income; typical incomes are **£35,000–£40,000**. Verified households must be rehoused in the **Private Sector**.
- **Landlords Selling & Rising Rents:** Stock leaves the market while need continues — sustaining **continuous demand**.

14.2 Different Local Authorities, Different Better Deals

- **Better Deals (Not "Incentives"):** Each **Local Authority** has its own scheme; we negotiate the **Best Overall Deal** for the Landlord (rate, terms, speed).
- **Void Cover:** Some **Local Authorities** pay **Void Cover from the moment they take the property on** while they match a Tenant.
- **Urgent Need = Better Deals:** Where there is acute need, we can often secure **Better Deals** (including **Higher Rents** or improved terms).

14.3 If A Tenant Leaves (Why This Isn't A Crisis)

- **Backfill Fast:** The property is immediately re-circulated to multiple **Local Authorities**.
- **Costs Aimed To Be Covered:** Our goal is to cover Landlord costs during any brief gap; with some **Local Authorities**, **Void Cover** applies.
- **Switching Local Authorities:** If another **Local Authority** offers a **Better Deal**, we can re-offer through that route.
- **Typical Gap:** Even if there's a week or two empty, it's planned and managed — not a shock.

14.4 How We Keep Voids Low

- **Government Verified Tenants Only:** We place from live, verified cases — not random enquiries.
- **Pre-Matched Shortlist:** For each area and property type we maintain a **Shortlist** across several **Local Authorities**.
- **Virtual Pre-Inspection: Timestamped Video/Photos** + live walkthrough; targeted **Fix List** to pass **HHSRS/Decency** first time.
- **Reasonable Rent Strategy:** We price for quick, reliable acceptance. "Highest Rent Wins" slows placement and increases risk.
- **Evidence Pack Rolling:** Photos, alarms on video, logs and letters kept current for **Ombudsman/Court**.

14.5 What Keeps Rent Predictable

- **Payment Route Locked: UC Managed Payment Direct** + any **Local Authority Top-Up** agreed **in writing**; confirmations/screenshots filed in your **Evidence Pack**.
- **Two-Year AST Option: Rent Fixed** for 24 months; if **LHA** rises and the **Local Authority** agrees, we use a **Written Variation** mid-term.
- **Bespoke Rent Guarantee & Legal Protection:** Cover for **Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency** — **No Deposit Needed**.
- **Free Support & Guidance + Free Mediation:** Early, calm intervention keeps cases on track.

14.6 Virtual Viewings (Accepted & Fast)

- **Standard With Local Authorities:** Because placements run city-wide, **Virtual Viewings** are **normal**.
- **What We Provide: Timestamped Video/Photos** of key areas; smoke/CO alarm test on camera; hazards highlighted.
- **Acceptance:** Some **Local Authorities** place from verified media alone; where a viewing is required, virtual usually suffices and keeps momentum.

14.7 With / Without — At A Glance

	DIY / Typical Agent	Angel Moves Route
Demand Source	Portals & general enquiries	**Government Verified Tenants** via multiple **Local Authorities**
Voids	Unpredictable	**Shortlist** + **Virtual Pre-Inspection** → fast acceptance
Rent Strategy	"Highest Wins"	**Reasonable Rent** → quicker, steadier
Payment Route	"Tenant will pay"	**UC Direct** + **Local Authority Top-Up** confirmed
If Tenant Leaves	Start again from scratch	Backfill pipeline; **Void Cover** with some **Local Authorities**
Total Return	Peaks + gaps	Fair **Rent** + low **Voids** = better net outcome

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14.8 What We Need From You (To Keep Voids Low)

- **Provide Timestamped Media Quickly:** Clear **Video/Photos** speed verification and acceptance.
- **Action The Fix List Fast:** Small, targeted jobs prevent delays later.
- **Keep Contact Details Current:** So **UC/Local Authority** confirmations land immediately.
- **Stick With Reasonable Rent:** Faster placement, fewer disputes, steadier **Cash-Flow**.

14.9 Quick Q&A

Q: Will there be a shortage of Tenants?

A: No. This pressure has lasted **decades** and shows **no sign of easing**. Demand from **Local Authorities** is **continuous**.

Q: Do Local Authorities really cover Voids?

A: Some do (from the moment they "take on" the property) — it depends on the **Local Authority**. We'll flag where **Void Cover** is available.

Q: Can you move my property to another Local Authority for a Better Deal?
A: Yes. If another **Local Authority** offers a **Better Deal** (including **Higher Rent** or improved terms), we can re-offer through that route.

Q: Are Virtual Viewings acceptable?

A: Yes — **Virtual Viewings** with **Timestamped Video/Photos** are standard. Some **Local Authorities** will place on verified media alone.

Q: What happens if UC is delayed?

A: We keep evidence/screenshots, escalate via our **Local Authority** links, follow the **Arrears** timeline, and your **Policy** engages at the threshold.

14.10 In Summary

"Because **Temporary/Emergency Accommodation** is vastly more expensive than private Lets, **Local Authorities** want reliable placements fast. We prepare your property to pass **HHSRS/Decency** on the first go using **Timestamped Video/Photos**, agree a **Reasonable Rent** for quick acceptance, and lock the **Payment Route** (**UC Managed Payment Direct** + **Local Authority Top-Up**) with confirmations filed in your **Evidence Pack**. If a Tenant leaves, we backfill from multiple **Local Authorities**; some will even provide **Void Cover** once they've taken the property on. Where need is urgent, we can secure **Better Deals** (including **Higher Rents**). Add **Bespoke Rent Guarantee & Legal Protection** (**No Deposit Needed**) and **Free Support & Guidance/Free Mediation**, and your **Cash-Flow** stays steady."

SECTION 15 — HOW THE PROCESS WORKS (START TO FINISH)

(From First Contact • To Keys • To Steady Cash-Flow)

Bottom Line: We assess your Property fast, guide you to pass **HHSRS/Decency** first time, place **Government Verified Tenants**, lock the **Payment Route** (**UC Managed Payment Direct** + any **Local Authority Top-Up**), and keep a clean **Evidence Pack**. We also help at move-in (including **UC** admin on the spot), invoice any agreed shortfalls/**Void Cover**, and continue with **Free Support & Guidance**/**Free Mediation**.

15.1 First Contact & Quick Fit Check (What We Look At)

- **Initial Media:** You send recent **Photos** of each room and key items (heating, windows/locks, alarms, meters, any damp/mould).
- **Business Model Fit:** We check the Property against our **Business Model** and live **Local Authority** demand (at a **Reasonable Rent**).
- **Response:** We confirm fit and book a **Virtual Inspection**.

15.2 Why We Use A Virtual Walkthrough

- **Speed & Practicality:** Properties can be anywhere and Landlords want to Let **ASAP**. It isn't always feasible to visit in time, so a **Virtual Inspection** lets us act **quickly** and still be thorough.
- **Prevention Is Better Than Cure:** Early spotting of small issues avoids onsite "fault-finding" later and keeps things moving in a **timely** manner.

15.3 Virtual Inspection (WhatsApp/Video Walkthrough)

- **How:** Live **WhatsApp/Video Call**; you walk us through the Property.
- **What We Check:**
    - **Compliance basics: EPC**, **Gas**, **EICR**, smoke/CO alarms (working).
    - **Condition & Safety:** doors/windows, handrails/stairs, visible damp/mould, trip/slip hazards, basic heat/hot water.
- **Outcome:** If anything needs doing, we give a short, targeted **Fix List** so you pass **HHSRS/Decency** first time.

15.4 Timestamped Video and Photos (Why Both Are Required)

- **Photos: Local Authorities** can **zoom** to inspect detail (chips, seals, cracks).
- **Video:** Shows **all walls/ceilings/floors** in sequence, alarms tested, taps run, etc.
- **Timestamped:** Proves the media is **current** so no one can say "the home looked different."
- **We Train You:** Simple guidance on angles, room order, and what to capture—first time right.

15.5 We Market To Local Authorities (Multiple Offers, You Choose)

- **Circulation:** We present your Property to multiple **Local Authorities**.
- **Offers:** We gather **Best Overall Deal** options (Rent, terms, speed, any **Void Cover**).
- **Your Choice:** We table the offers; **you instruct us** which route to take.

15.6 How Fast It Moves (Typical Pattern)

- Once **EPC/Gas/EICR** and **Timestamped Video/Photos** are supplied, a **Local Authority** usually puts the Property on their system and starts **matching** (often within **a day or so**, authority-dependent).
- Some **Local Authorities** start **Void Cover from the date they "take the Property on."**
- Others allow **up to 5 days** to match; if not matched, **Void Cover** starts until matched.
- Homes are scarce; they don't sit long. We generally prefer **2–3 days** to avoid mistakes; **around 5 working days** is common (varies by area and Property).

15.7 Tenant Match = Government Verified Tenants

- **Local Authority Verification** includes **Affordability**, **Arrears**, **ASB/Conduct** notes (if any), **Right To Rent/ID**, and **Intentional Homelessness** screening.
- **They Cannot Lie** (Official Records). Stronger than the **Normal Tenant Referencing Process**.

15.8 Angel Moves Second Screen (Belt-and-Braces)

- **Interview:** We check consistency and expectations.
- **Tenant Disclaimer (Signed Before Move-In):** Duties in **Standard 7 English**: **Access**, **UC** updates/appointments, **Top-Ups**, **ASB**, "**Deposit is not last month's Rent**."
- **Non-Signer?** We **do not proceed**.

15.9 Locking The Payment Route (Predictable Rent)

- **UC Managed Payment Direct** requested to Landlord/Agent (where criteria allow).
- Any **Local Authority Top-Up confirmed in writing**.
- **Screenshots/confirmations** saved to your **Evidence Pack**.

15.10 Check-In At The Property (Documents & UC Admin Done There And Then)

- **Meet At The Property:** The **Landlord/Agent** meets the Tenant on move-in day.
- **Sign & Upload On The Spot:** Any remaining documents are **signed** and, with Tenant consent, uploaded to the **UC Journal there and then** (AST, ID, proof as needed) to prevent payment delays.
- **Release Of AST:** We issue the fully **signed AST** once required uploads/confirmations are completed (keeps the file clean and avoids admin gaps).

- **Inventory/Video:** Alarms tested on camera; meter readings; key handover recorded.

15.11 Invoicing Shortfalls / Void Cover (And Payment Timelines)

- If the **Local Authority** agreed a **shortfall** or **Void Cover**, we **invoice** them as per the offer.
- Typical **Local Authority** payment runs are **around 10–14 days** after invoice (varies by authority).
- We **pass through** funds to the Landlord on receipt.

15.12 During The Tenancy (Keep It Predictable)

- **Repair Log:** dated entries; photos before/after; **Access Notices** if needed.
- **Rent Ledger:** kept current.
- **Arrears Timeline:** Day 1 / 7 / 14 calm letters, then **Pre-Action** steps if required.
- **Section 13 Review:** once in 12 months if appropriate; **Written Variation** mid-term if **LHA** rises and the **Local Authority** agrees.
- **Free Support & Guidance** and **Free Mediation:** calm de-escalation, documented.

15.13 If A Tenant Leaves

- **Re-Offer** to multiple **Local Authorities** immediately.
- **Virtual Pre-Inspection Refresh:** quick top-up media and any light fixes.
- Where applicable, **Void Cover** runs **from the date the Local Authority takes the Property on**.
- If another **Local Authority** offers a **Better Deal**, we can switch routes with your instruction.

15.14 When We Discharge Duty (And What Continues)

- Our formal instruction ends **once the Landlord has received full payment** due for the placement (including any agreed **shortfalls/Voids**).
- **Relationship First:** We continue to offer **Free Support & Guidance** and **Free Mediation** for the life of the Tenancy.

15.15 Availability & Contact

- **Client Relationship Managers** are **reachable beyond standard office hours** (most work until **7pm**, some later).
- There is **always someone contactable** for practical next steps or calm guidance.

15.16 What We Need From You (So We Can Move Fast)

- **Timestamped Video/Photos** promptly after the Virtual Inspection.
- **Action the Fix List** quickly (small, targeted jobs).

- Copies of **EPC**, **Gas**, **EICR**, warranties.
- Bank details for **UC Managed Payment Direct** (if used).
- A single point of contact so **Local Authority/UC** confirmations land immediately.

15.17 In Summary

"After the quick fit check (against our **Business Model**), we run a live **WhatsApp** walkthrough so we can act quickly without waiting for travel. You then send **Timestamped Video/Photos**—photos for zoomed detail, video to show full rooms in sequence, timestamp to prove recency. We circulate to multiple **Local Authorities**, price at a **Reasonable Rent**, and present **Best Overall Deal** options (including where **Void Cover** starts). You instruct us; we take a **Government Verified** match. We conduct our **Interview**, explain duties in **Standard 7 English**, and get the **Tenant Disclaimer** signed **before** move-in. On move-in day, the **Landlord/Agent** meets the Tenant; we sign anything outstanding and **upload documents to the UC Journal on the spot**—then issue the **signed AST**. We lock the **Payment Route** (**UC Managed Payment Direct** + any **Local Authority Top-Up**) and file confirmations. We assist with logistics and invoice any agreed **shortfalls/Voids** (many **Local Authorities** pay **around 10–14 days** after invoice). If anything wobbles, we mediate early; if a Tenant leaves, we backfill fast and can switch to another **Local Authority** for a **Better Deal**. Our team is contactable beyond office hours."

SECTION 16 — FAQ (LANDLORD-FOCUSED)

(Straight Answers • Standard 7 English • No Jargon)

Bottom Line: This answers the questions Landlords ask most about using **Angel Moves** in the new **Periodic** world—how we get from **Readiness** to **Steady Rent** with **Government Verified Tenants**, a locked **Payment Route**, and a Court-Ready **Evidence Pack**.

1) How fast can you place a Tenant?

Trigger point: Once we have **EPC**, **Gas Safety**, **EICR**, plus the **Virtual Inspection** with **Timestamped Video/Photos**, we present your Property to our **Local Authority** partners. **Speed:** We **have had same-day placements**. We **recommend 2–3 days** to complete thorough checks.
Typical turnaround: 2–5 working days (varies by **Local Authority** and Property). **Void Cover:** Some **Local Authorities** start **Void Cover from the day they "take the Property on."** Others allow **up to 5 days** to match; if not matched, **Void Cover** then starts.

2) Can Tenants come for a viewing first?

Usually no in-person viewings. We work **across the UK**; in-person viewings are often not feasible (time/cost) and delay Lets when Landlords want to Let **ASAP**. **What we use instead:**

- **Virtual Viewing Pack** with **Timestamped Video/Photos** (every room, all walls/ceilings/floors, alarms tested on camera).
- **Local Fact-Find Brochure**: nearby **GPs**, **Schools/Colleges/Universities**, **Transport**, **Shops/Supermarkets**, **Places Of Worship** (Churches/Temples/Mosques), and **Specialist Food Stores** (e.g., Afro-Caribbean/Asian). **Decision basis:** Tenants decide from the **Digital Pack**—it's faster and avoids "old photo" disputes. **Move-in day:** The **Landlord/Agent** meets the Tenant at the Property; any remaining documents are **signed** and, with consent, **uploaded to the UC Journal on the spot**. We then issue the fully **signed AST**.

3) How is my Rent paid?

We lock a **Payment Route**: **UC Managed Payment Direct** to the Landlord/Agent (where criteria allow) plus any **Local Authority Top-Up** confirmed **in writing**. Screenshots/confirmations go into your **Evidence Pack**.

4) Do I still need a Deposit?

Not for protection. Your **Bespoke Rent Guarantee & Legal Protection** does **not** require a cash **Deposit**. It protects the real risks: **Arrears**, **Legal Costs**, **Malicious Damage**, **Home Emergency**—far beyond one month's **Deposit**.

5) What if UC is delayed or changes?

We keep proof (screenshots/messages), escalate via **Local Authority** links, run the **Arrears** timeline (Day 1/7/14 calm letters), and your **Policy** engages at the threshold.

6) How do Rent increases work now everything is Periodic?

One lawful increase per 12 months using **Section 13** (correct form, timing, fair figure). If **LHA** rises mid-term and the **Local Authority** agrees, we use a **Written Variation**.

7) How do you keep Voids low between Tenancies?

We re-offer to multiple **Local Authorities** immediately, refresh the **Virtual Pre-Inspection** media, and act on small fixes fast. Some **Local Authorities** provide **Void Cover** from the date they "take the Property on."

8) Are your Tenants reliable?

They are **Government Verified Tenants**. Checks on **Official Records** include **Affordability**, **Arrears**, **ASB/Conduct**, **Right To Rent/ID**, and **Intentional Homelessness**. **They Cannot Lie.** We then add our **Interview** and require a signed **Tenant Disclaimer before** move-in.

9) What if the Tenant refuses Access or raises disrepair?

Your **Enhanced AST** + **Tenant Disclaimer** include **Access** and cooperation duties. We keep a dated **Repair Log** with photos and **Access Notices**. This calms disputes and supports a clean **Section 8** route if required.

10) What if a Tenant leaves early?

We backfill quickly via multiple **Local Authorities**. Where available, **Void Cover** applies once a **Local Authority** has "taken the Property on." If another **Local Authority** offers a **Better Deal** (including **Higher Rent**), we can switch with your instruction.

11) Do you manage the Property?

We provide a **Free Tenant Referral Service** with **Free Support & Guidance** and **Free Mediation**. Day-to-day management (repairs, contractors, routine inspections) remains with the Landlord/Agent—supported by our templates and guidance.

12) What paperwork do I need to keep?

We build and maintain a Court-Ready **Evidence Pack**: **Enhanced AST**, **Tenant Disclaimer**, **Right To Rent** output, **Two Forms Of ID** (one **Photo ID**), **EPC/Gas/EICR** proofs, **Timestamped** media, **Payment Route** confirmations, **Repair Log**, **Rent Ledger**, **Arrears Letters**, **Access Notices**, **Proof Of Service**, and any **Local Authority** case refs.

13) Why are Agents working with you safer?

They must **mirror our quality standard** or they don't onboard, and we don't place again. They follow the same process (Government Verification, **Enhanced AST**, **Tenant Disclaimer**, **Payment Route** locked, **Evidence Pack** kept current) and can access **Free Support & Guidance/Free Mediation**.

14) How long are the Tenancies?

We operate in the **Periodic** world but commonly structure for stability with a **Two-Year AST Option** (where appropriate). **Rent** is fixed for 24 months; if **LHA** rises and the **Local Authority** agrees, we issue a simple **Written Variation**.