



Landlord Compliance checklist.



What it is:

The Gas Safety (Installation and Use) Regulations 1998 place legal duties on landlords, agents and contractors when dealing with rented properties

Requirements include:

- Gas Appliances, Pipework & Flues leading to appliance must be safe.
- Annual check must be completed to assess whether or not the system and appliances are safe and meet current standards.
- A check on the meter to ensure there is no escape of gas.
- Failure to comply is a criminal offence and can result in imprisonment or an unlimited fine.

Common misconceptions / pitfalls:

- You must ensure the gas engineer belong to the industry regulation scheme known as the “Gas Safe Register”.
- A GSC must be served on a tenant before they move in and if renewed must be served on them within 28 days of renewal. If this is not completed it can affect a landlord or agent’s ability to serve possession notice to a renter.
- The GSC must cover the full term of the tenancy, and there can be no gaps.

Sources: Gas Safety (Installation and Use) Regulations 1998

Right to Rent

What it is:

Private landlords and agents are legally required to check the immigration status of all tenants, lodgers, and any other adults who will be living in the property

Requirements include:

- Checking if the individual has an unlimited or time-limited right to rent. For those individuals who have time-limited right to rent the check can only be completed once within a 28 day window of the tenancy start date.
- Checks are either document based, share code, or via the Home Office landlord checking service.
- It is possible to conduct checks for tenant's before they take up occupation if they cannot be completed before the tenancy start date



Common misconceptions / pitfalls:

- Applies to any adults living in the property, including permitted occupiers or dependant's over the age of 18.
- Regulations were most recently adjusted on the 1st October 2022 to introduce the requirement for IDSP to be used for any document based that cannot be conducted in person
- If a renter turns 18 during their time in the property a right to rent check would be required.
- Follow up checks may be required for time-limited renters. These should be completed in accordance with the regulation.

Deposit Registration

What it is:

Requirement that a deposit be held under an approved tenancy deposit protection scheme.

Requirements include:

- Two types of scheme; Custodial or Insurance-based.
- The schemes are required to act in an impartial way in their dealings with agents, landlords or tenants.
- Within 30 days of receipt a landlord or agent must register the deposit and provide the tenant with the prescribed information and confirmation of deposit protection.
- At the end of the tenancy any agreed amount must be returned within 10 days of an agreement or determination



Common misconceptions / pitfalls:

- The 30 day period starts as soon as the deposit monies are received (whether they are cleared or not and whether the tenancy has started or not)
- If the regulation is not adhered to a landlord could be prevented from serving possession notices and the tenant can claim a full refund of the deposit, plus compensation up to X3 times the deposit amount.

Tenant Fees Act

What it is:

Bans most letting fees and caps tenancy deposits paid by tenants in the PRS.

Requirements include:

- Deposit capped to 5 weeks where rent less than £50k p.a., and 6 weeks where rent is more than or equal to £50k
- Introduced the 15 day “deadline for agreement”
- Introduced rules regarding one week holding deposit handling
- £50 inc VAT charge for change of sharers, lost keys or security devices.
- Fee for late payment of rent capped at 3% above BOE base rate.
- Not allowed to have a differential rent in order to recoup costs from tenants. .



Common misconceptions / pitfalls:

- Each request for a prohibited payment is considered a breach. Asking for separate licenses
- Payments associated with early termination when requested by a tenant are still permitted.
- This is key legislation which interacts with most day to day processed e.g. no additional charges beyond rent, deposit & utilities can be stipulated in an AST.
- Not following the set comms e.g. Deadline for Agreement, Fall-Through emails

Sources: [Tenant Fees Act 2019](#)

EICR

What it is:

Electrical Installation Condition Report is the periodic inspection and testing of an electrical installation to determine whether the installation is in a satisfactory condition for continued service

Requirements include:

- Landlords must have an EICR completed by a qualified and competent person every five years.
- New tenants must be provided with a copy before moving in and when renewed a copy must be provided to tenants within 28 days.
- Where the report shows remedial or further investigation is required this must be completed within 28 days. Written confirmation of the completion of remedial works must be submitted to the tenant within this time frame also.



Common misconceptions / pitfalls:

- Recommendations for remedials are often in conflict with a provider's interest in securing further works. This is due to the fact that the classification codes used to indicate where a landlord must understand remedials are in the form of a "Best practice guide".
 - C1 = Danger present
 - C2 = Potentially dangerous
 - C3 = Improvement recommended

PRS / Property Ombudsman

What it is:

The PRS/property Ombudsman is a government-approved scheme to provide independent redress in relation to disputes between consumers and property agents. All agents must be members of an approved scheme.

Requirements include:

- To be registered with this scheme.
- These schemes are not regulators and do not have authority to take regulatory or legal action against an agent or impose fines.



Common misconceptions / pitfalls:

- Technicality of PRS complaints matters a lot.
- Adjudicator is tenant-friendly.
- Must share the type of membership on your website.
- Both schemes have a shared record of complaints.

EPC

What it is:

The Domestic Minimum Energy Efficiency Standard (MEES) regulations set a minimum energy efficiency level for domestic private rented properties.

Requirements include:

- EPC must be available before viewings can take place at any property.
- If a property is placed online without an EPC then the Landlord has 7 days to add one, or prove that an EPC has been commissioned and must be completed with 21 days with the possibility to extend to 28 days if required.
- A copy of the EPC must be provided to a tenant before they move into a property.
- Minimum E level for rental properties.



Common misconceptions / pitfalls:

- In 2025 the minimum rating is due to increase from E to C and properties that do not meet this minimum rating cannot be let without a valid exemption.
- This does not mean there will be “un-lettable” properties, if a landlord has to spend £3,500.00 and this is still not sufficient to increase the EPC rating a Landlord can apply for an “all improvements made” exemption.

Deed of Guarantee



What it is:

A Deed signed by the Guarantor(s) and witness by an impartial third party which outlines a Guarantor's obligations in relation to a tenancy

Requirements include:

- Guarantors take on responsibility on behalf of the tenant for the duration of the Tenancy and any potential renewals.
- It is always advisable to have a guarantor in place who can guarantee the full rent rather than a share of rent although there is not regulation in place regarding this.

Common misconceptions / pitfalls:

- Disputes between Guarantors of “share of rent” is common
- Non UK-based guarantors are hard to enforce
- If not executed as a deed this will only be a guarantor “agreement” which is not as legally strong.
- Not getting the right engagement from a guarantor and also failing to properly reference a guarantor.
- Tenants' change of sharers when a Guarantor is involved is complicated

Carbon Monoxide and Smoke Alarm Regulations

What it is:

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

Requirements include:

- Ensuring at least one smoke alarm is installed in each storey of the home used as living accommodation.
- Ensure a carbon monoxide alarm is equipped in any room used as living accommodation that contains a fixed combustion appliance (excluding gas cookers)
- Ensure smoke and carbon monoxide alarms are repaired or replaced once informed and found that they are faulty.
- Landlords are required to test all alarms to ensure they are in working order on the tenancy start date.



Common misconceptions / pitfalls:

- Tenants are responsible for replacing batteries in alarms however if after doing so the alarm is still not working the Landlord will need to repair or replace them.
- Heat detectors are not a substitute for smoke alarms.
- If a tenant has a delayed move in, the alarms still need to be tested on the tenancy start date, regardless of when the tenant actually moves in.

Sources: [Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022: guidance for landlords and tenants](#)

How to Rent Guide



What it is:

Guide introduced as part of the Deregulation Act 2015 to help tenant and landlords understand their rights and responsibilities.

Requirements include:

- Required to be given to all new tenancies and any existing tenancies that are renewed.
- Tenants can request an accessible version, and one must be provided.

Common misconceptions / pitfalls:

- If this is not provided it can affect a landlord or agent's ability to serve possession notice to a renter.
- Keep records of sent documentation.

HMO

What it is:

A house in multiple occupation (HMO) is a property rented out by at least 3 people who are not from 1 'household' (for example a family) but share facilities such as a bathroom and a kitchen. It's sometimes called a 'house share'.

Requirements include:

- Three types of licence: mandatory, additional or selective licence
- The council has to carry out a risk assessment on your HMO within 5 years of receiving a licence application. If the inspector finds and unacceptable risks during the assessment, you must carry out work to eliminate them.
- >500 clauses covering various safety aspects must be in place based on the type of license and the local authority.



Common misconceptions / pitfalls:

- Every borough has their own unique requirements and these can change without significant communication or notice to landlords or agents. It is sometimes hard to find the right website description per local authority.
- Licence applications must be completed by a landlord directly.
- A landlord is not allowed to pass the costs to the tenants.

Evictions (S8 and S21)



What it is:

Legal process required in order for a Landlord to re-obtain possession of a Property.

Requirements include:

- Section 21s can be served at the end of the fixed term of a tenancy and require two months notice to be provided to the Tenant, subject to meeting certain criteria.
- Section 8's can be served on mandatory or discretionary grounds and are usually used in cases of rent arrears.
- If a tenant and landlord mutually agree to end a contract prior to the fixed term then a Deed of Surrender should be used to outline each parties final liabilities and legal position in relation to the Tenancy.

Common misconceptions / pitfalls:

- If a tenant serves notice and a Landlord intends to relet the property it is always advisable to counter with a Section 21.
- If not served correctly it could be invalid and therefore delay possession proceedings.

AML

What it is:

Anti money laundering regulations can be defined as all the processes and activities aimed to counteract money laundering

Requirements include:

- As of 10 January 2020, all letting agents who manage properties which, individually, yield an income of 10,000 Euros per month (or equivalent) or more, must now comply with regulations set out in the Fifth Money Laundering Directive.
- Any letting agent who carries out sales and is already registered with HMRC for AML supervision and fall within the scope of the regulation, they will need to inform HMRC that they carry out lettings activity.
- Letting agents must take appropriate steps to identify and assess risks of money laundering and terrorist financing, establishing an up to date, written risk assessment and a written policy on how to manage the risk.
- All who fall within the scope of regulated businesses should appoint a nominated officer – Money Laundering Reporting Officer (MLRO) – who will be responsible for the letting agency complying with the Money Laundering Regulations
- All employees should be aware of the law too and business owners should provide regular training in how to recognise the deal with transactions that may be related to money laundering.



Common misconceptions / pitfalls:

- Company due diligence must be carried out on both the tenant and landlord for any agency agreement with a monthly rent of 10,000 Euros (or equivalent amount) or more. This means identifying and verifying the customer, obtaining information on the nature of the business relationship and details of any beneficial owners. Carrying out CDD before establishing a business relationship should be done too.
- “Cash transactions are the only form that can be laundered” - actually, any form of transaction can be laundered.
- Refunding a large amount of rent to another account than the one it was sent from.
- “You can’t be liable unless you are directly responsible of laundering money” - actually, depending on the jurisdiction and the situation, you may be liable if it’s found that you had reasonable grounds to suspect that a crime was being committed, even if you did not actually know or have actual evidence of suspect criminality.
- Requesting clarification of source of funds. The AML Officer is in charge of escalating the matter in confidence.

An aerial photograph of a city, likely St. Louis, with a teal overlay. The Gateway Arch is visible in the background. The foreground shows residential neighborhoods and parking lots.

Introducing Home Made



The UK's #1 hybrid letting management solution



The partner of choice for the UK's largest landlords and over 350,000 private landlords and renters, now offers the **perfect solution** for property portfolios.

The GREYSTAR logo is displayed over a background image of a modern apartment building. The text 'GREYSTAR' is in a bold, serif font, with a trademark symbol (TM) to its upper right.

The QUINTAIN LIVING logo is shown over a background of a modern apartment complex. The word 'QUINTAIN' is in a bold, sans-serif font, with 'LIVING' in a smaller font below it. A small, stylized infinity symbol is to the right of the text.

The getliving logo is set against a background of a modern apartment building. The word 'getliving' is in a lowercase, bold, sans-serif font.

The M&G Real Estate logo is displayed over a background of a modern apartment building. It features a square icon with a smaller square inside, followed by the text 'M&G' in a large, bold, sans-serif font, and 'Real Estate' in a smaller font below it.

The lendlease logo is shown over a background of a modern apartment building. The word 'lendlease' is in a lowercase, bold, sans-serif font, with a stylized white arrow pointing upwards and to the right behind it.

The DANDARA LIVING logo is displayed over a background of a modern apartment building. It features a large, stylized 'D' icon, followed by the text 'DANDARA' in a bold, sans-serif font, and 'LIVING' in a smaller font below it.

The Legal & General logo is shown over a background of a modern apartment building. It features a stylized umbrella icon above the text 'Legal & General' in a serif font.

The GCP logo is displayed over a background of a modern apartment building. It features the letters 'GCP' in a bold, sans-serif font, followed by a stylized square icon.

The grainger plc logo is shown over a background of a modern apartment building. The text 'grainger plc' is in a lowercase, bold, sans-serif font, with the tagline 'investing in homes since 1912' in a smaller font above it.

The Essential Living logo is displayed over a background of a modern apartment building. It features a square icon with a smaller square inside, followed by the text 'Essential' in a bold, sans-serif font, and 'Living' in a smaller font below it.

The CANADA ISRAEL logo is shown over a background of a modern apartment building. The words 'CANADA' and 'ISRAEL' are in a bold, sans-serif font, stacked vertically.

The WAY OF LIFE logo is displayed over a background of a modern apartment building. The words 'WAY OF LIFE' are in a bold, sans-serif font, with a horizontal line above them.

Tailored solutions to suit your management needs



Tenant Find £1200 +vat

- ✓ From £1200(+vat)
- ✓ No Renewal fees
- ✓ Success based

Everything is included, no hidden costs.

- ✓ Dedicated account team from day 1
- ✓ Professional photography & floor plans
- ✓ Inquiry handling and qualification
- ✓ In-person viewings, external reference checks and much more
- ✓ Comprehensive external reference checks and R2R
- ✓ Bespoke reporting



Property Management 5% +vat

- ✓ From 5%/m (+vat)
- ✓ Transparent pricing
- ✓ No hidden administration fees

Complete peace of mind

- ✓ We coordinate everything you and your tenants need. From emergency repairs to routine maintenance, our team is available 24/7
- ✓ Fully vetted contractor, and no call-out charges.
- ✓ Renewal negotiations and deposit administration
- ✓ Compliance peace of mind. We'll take care of compliance throughout your tenancy to keep you and your tenants safe.

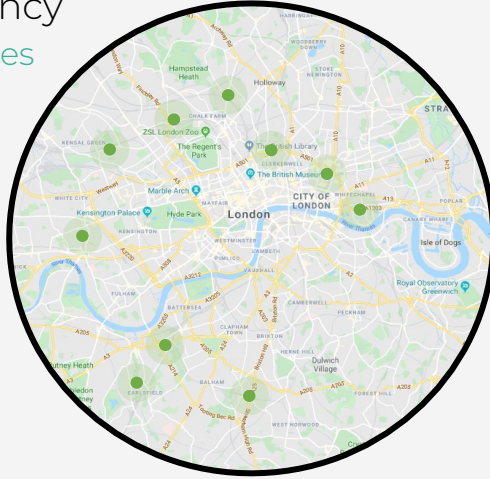
A better, cheaper way to service your customers

A new, more efficient, way of operating



Traditional Agency

Individual branches
with limited
coverage



Home Made

From one central
location, we
efficiently cover the
whole of London



▲ Viewings ↔ Routes ● Branch ○ Catchment area

The way people rent has changed.

64% of renters now consider multiple boroughs when looking to rent and not just their current location

The traditional Agency model doesn't service this change in behaviour, serving only individual neighbourhoods

Our centralised operating model allows us to deliver whole of London coverage while maintaining the human touch.

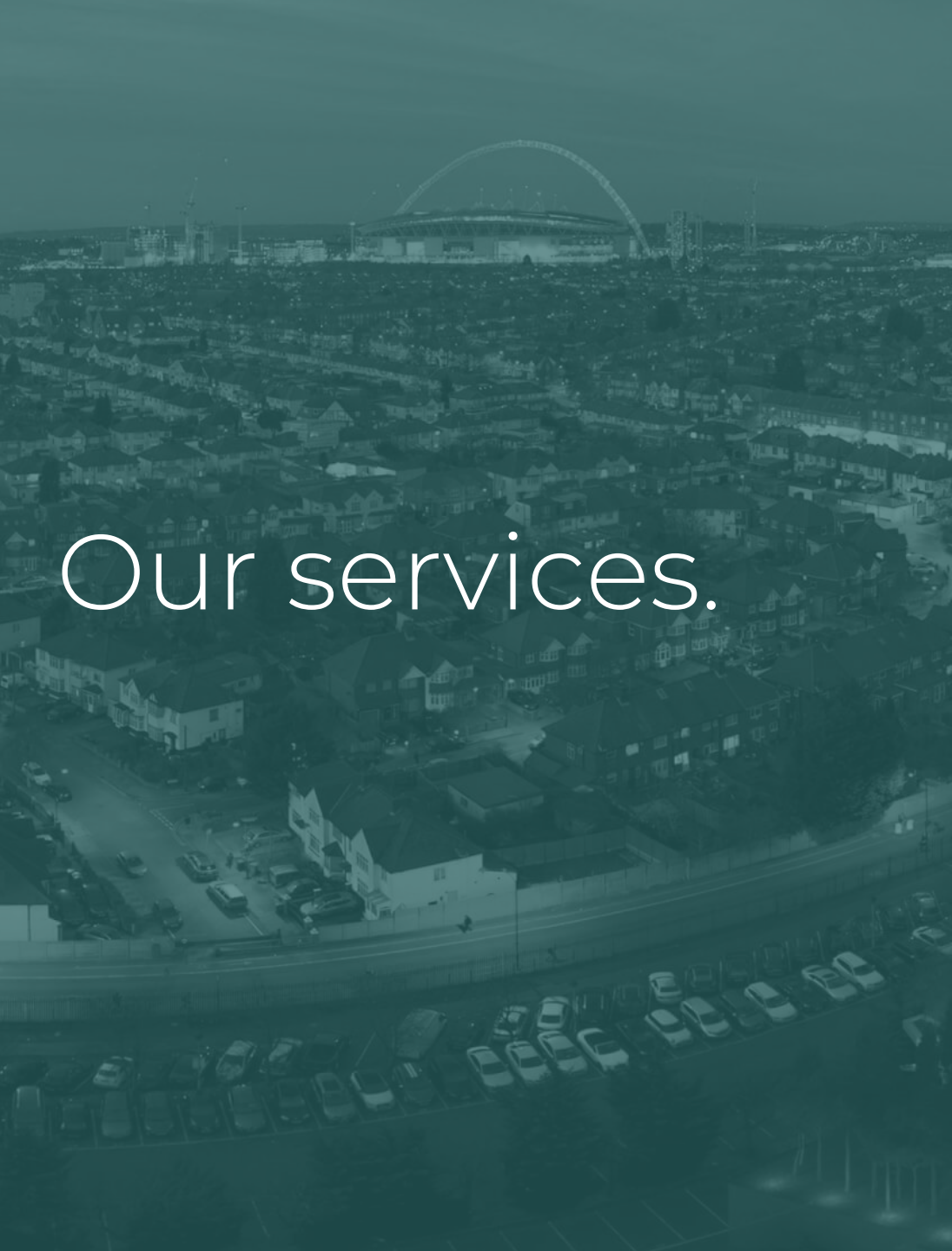
We don't believe that landlords should pay for traditional high street agencies' expensive branches and highly localised operations.

So we've reinvented the model and pass the savings on to you

Our fees, on average, represent:

50% lower than traditional high-street agencies

60% lower than the fully loaded costs of an in-house operation

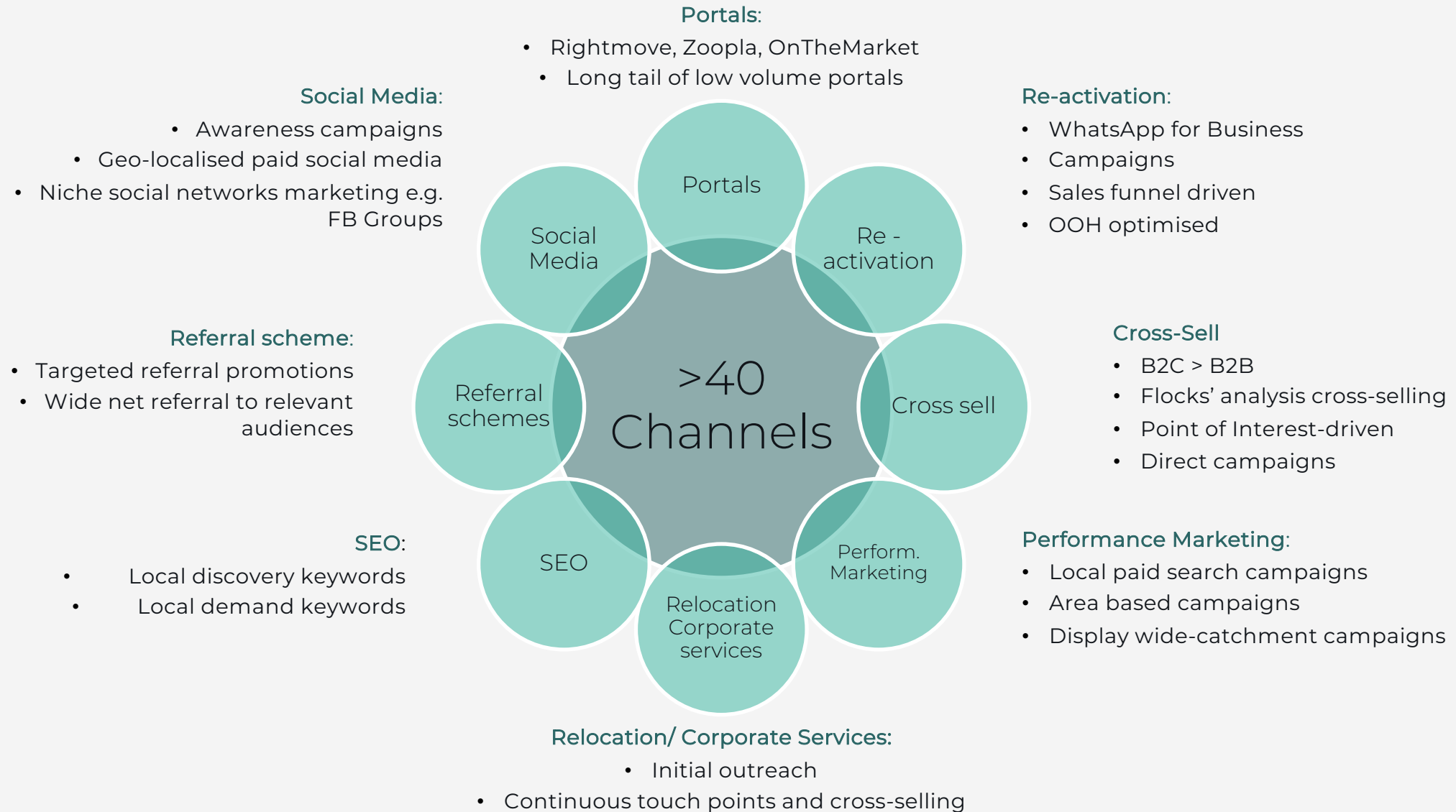
An aerial photograph of a city, likely St. Louis, with a teal overlay. The Gateway Arch is visible in the background. The text "Our services." is written in white, sans-serif font across the middle of the image.

Our services.

An aerial photograph of a city at night, featuring a tall, modern skyscraper with many lit windows. The building is the central focus, with city lights and a highway visible in the background. The text "HOME MADE" is written in white, sans-serif font inside a white outline of a house shape in the top right corner.

HOME
MADE

1. Proactive demand creation



2. Full Tenant Find services



Marketing

Professional photographs and floor plans



Advertising

All advertising and promotion handled



Enquiries

Handling, co-ordination and qualification of all inquiries



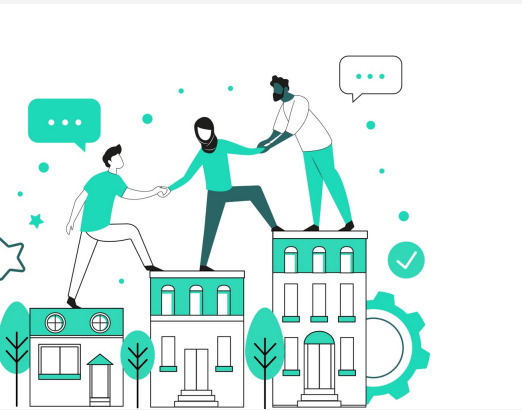
Viewings

Accompanied viewings 7 days a week and out-of-hours



Offer negotiation

Negotiating all offers on your behalf



3. Move-in process fully handled



Deposit handling

Obtaining and registering deposits and tenancy deposit protection



Due diligence

All right-to-rent checks complete, help with EPC and gas safety



Referencing

Co-ordination of referencing with third parties



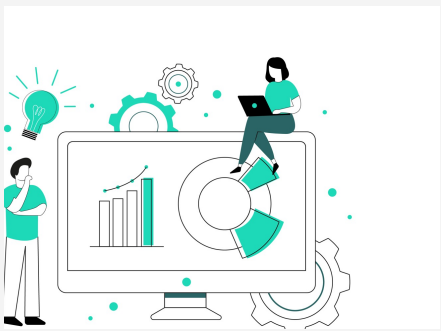
Contracting

All contracting and documentation handled



Move in

Key handling and move-in organisation

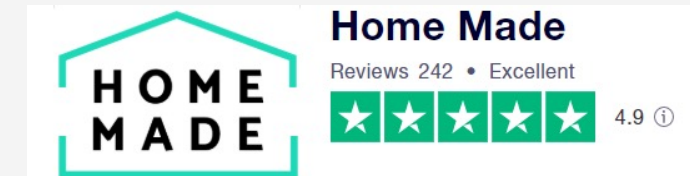


2. Digital customer journeys for your customers



Our refined, **fully digitised** process supports a seamless, simple customer journey facilitating optimum conversions

- 24/7 Call Centre
- Viewings 6 days a week until late
- Accompanied viewings by a highly skilled sales team
- WhatsApp for Business
- Contact free online contract service



Excellent Service

Absolutely Excellent Service!
Probably one the most fastest service ever, smooth and simple.
We found our flat in Brentford literally last minute because other agency couldn't accepted us with the dog even if we living here from ages.
Thanks Home Made to welcome us into a new chapter of our new life.

Really recommend!



Best estate agents I have ever worked...

Best estate agents I have ever worked with



Why us



Why us?



1. Faster more efficient Tenant Find
2. Proactive demand generation
3. Digital customer journey
4. Highly experienced team
5. Advanced analytics
6. Quality personal service



Contact:
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Clarification

- *The legal framework we will share in this document does not replace the thorough review of the public regulation resources*
- *The regulation is being updated regularly*

