

Important Changes to Section 21



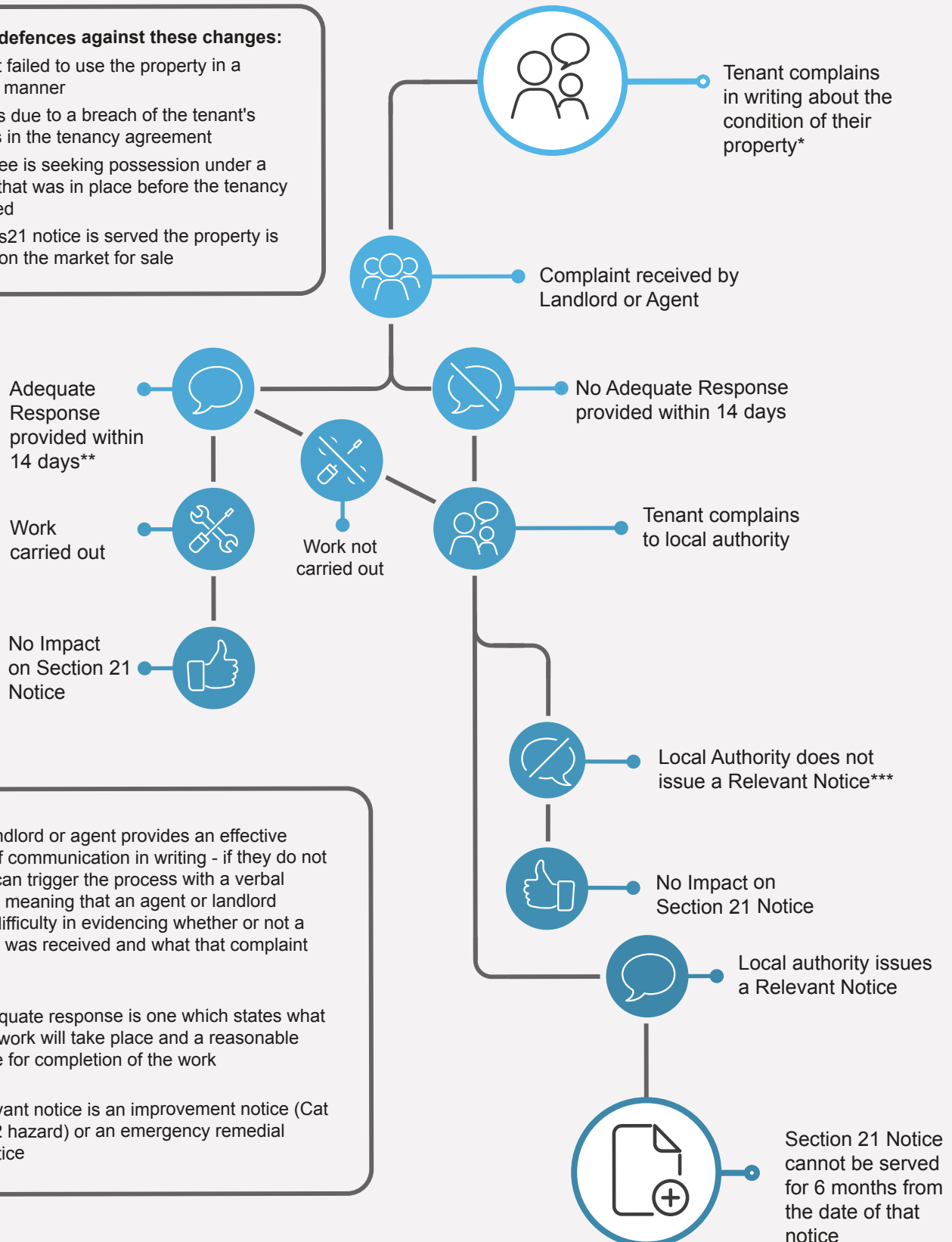
Landlord defences against these changes:

The tenant failed to use the property in a tenant-like manner

Disrepair is due to a breach of the tenant's obligations in the tenancy agreement

A mortgagee is seeking possession under a mortgage that was in place before the tenancy commenced

When the s21 notice is served the property is genuinely on the market for sale



* If the landlord or agent provides an effective method of communication in writing - if they do not a tenant can trigger the process with a verbal complaint meaning that an agent or landlord will face difficulty in evidencing whether or not a complaint was received and what that complaint stated

** An adequate response is one which states what remedial work will take place and a reasonable timeframe for completion of the work

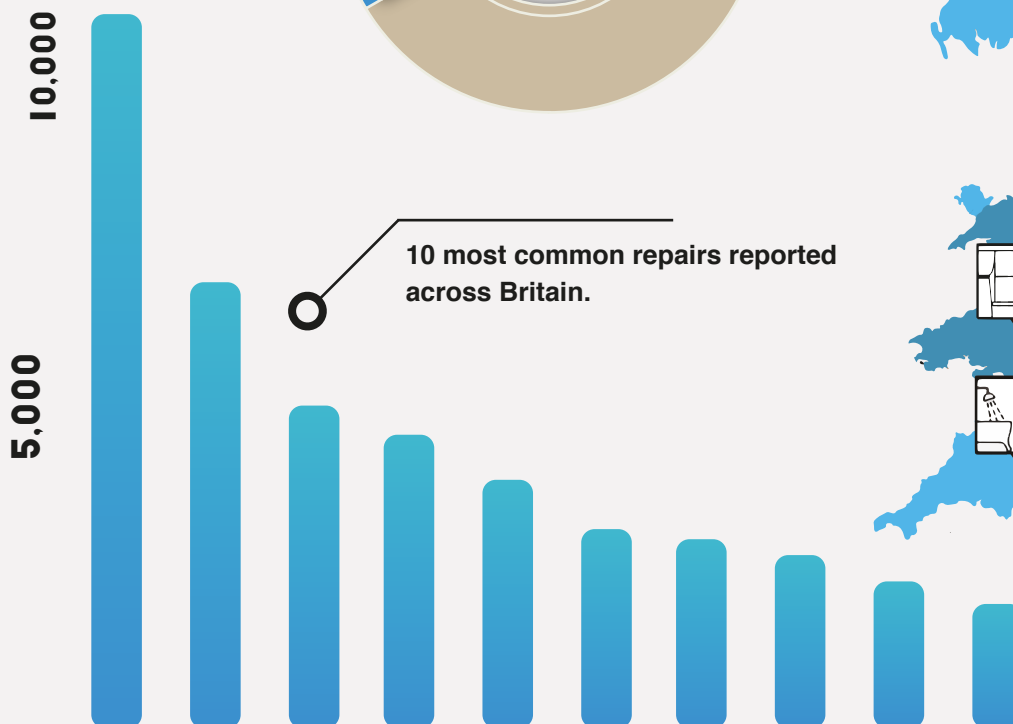
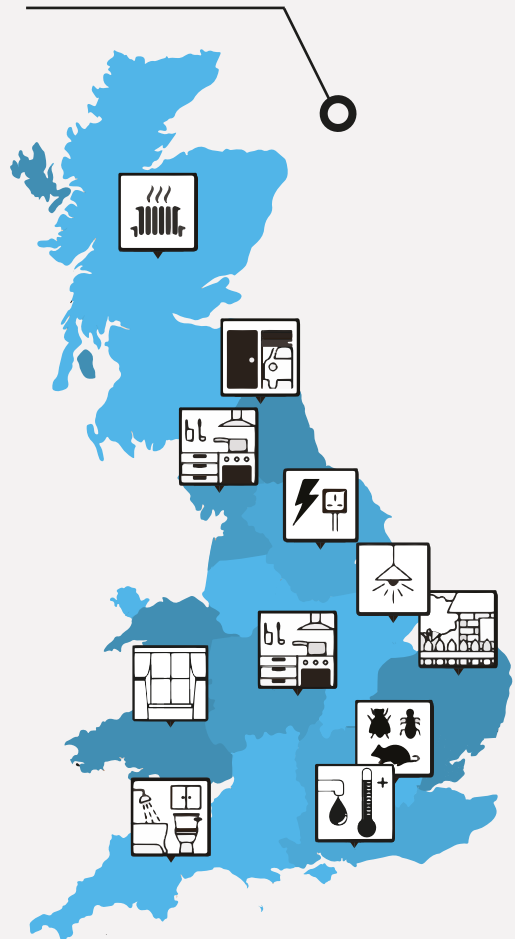
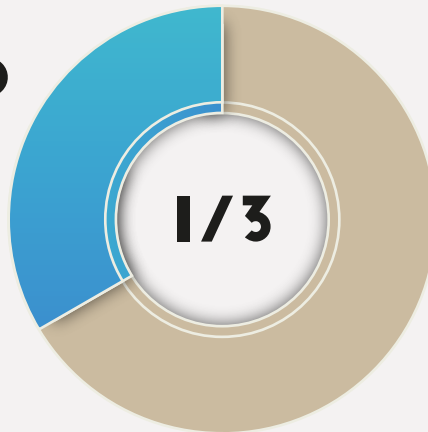
*** A relevant notice is an improvement notice (Cat 1 or Cat 2 hazard) or an emergency remedial action notice

Overview Of Managed Property Repairs Across Britain



Breakdown of most common issues reported through Fixflo by region.

1/3 of issues are reported outside office hours.



*Based on the first 70,000 reports through Fixflo in 2015

www.fixflo.com