

What's new?

All sections are reviewed biannually by expert authors. The major section updates are below.

New section: NTSELAT guide to letting

Author [Alison Farrar](#) , Operations Manager at the National Trading Standards Estate and Letting Agency Team (NTSELAT), has produced a [new section](#) offering advice about the [Tenant Fees Act 2019](#) (TFA 2019). It defines what letting agency work is and looks at the general requirements of the TFA 2019, including the requirement to belong to a redress scheme. The section also looks at other legislation relevant to letting and property management agents.

Section updates

Agent-solicitor relationships

[This section](#) has seen major updates to [Appointing a solicitor/conveyancer: setting expectations](#) , [Apps and online tools](#) and [Buy-to-let](#) .
ASTs, deed of guarantee and deed of assignment templates

The [AST DPS custodial template](#) has been updated.
Common pitfalls and mistakes

[Common pitfalls and mistakes](#) received a general update throughout.
Ending the tenancy in England

[This section](#) has been updated to remove references to the law in Wales, now that the relevant legislation in England and Wales has diverged.
How to deal with complaints

[This section](#) now has updated complaints figures from ombudsman bodies.
Leases

Information has been added to this section in [How the lease is structured](#) . Amendments have been made throughout.
Letting agents: regulation and consumer protection

[This section](#) has seen updates to [Approved redress schemes](#) , [Legislation on licensing and registration in Wales](#) and [Proposed changes to letting agent regulation](#) .

It was further updated in July 2023 with information regarding the Renters Reform Bill.
Lettings law and the client

This section has received amendments throughout. See especially [Agents' fees](#) and [Marketing the property](#) .
Maintenance and repairing obligations

The section on [Gas and electrical safety](#) has been thoroughly overhauled and expanded.

NTSELAT guide to sales

[This section](#) has been updated throughout by new author Alison Farrar.
Photographing property

[This section](#) has been updated with up-to-date pricing information and some new images.
Property and safety standards

[This section](#) has been updated to reflect [The Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022](#) .
Property Redress Scheme guide to lettings

This section has been updated in [Visuals](#) and [Conclusions](#) , with other amendments throughout.
Property Redress Scheme guide to sales

This section has received amendments throughout. See especially [Advertising and marketing](#) .
Residential property licensing

The most heavily updated parts of [this section](#) include [HMO management regulations](#) , [Criminal offences and civil penalties](#) and [RROs under the Housing and Planning Act 2016](#) .

This section was updated a second time in July 2023, in particular [Exceptions from the definition of an HMO](#) , [Selective licensing of other residential property](#) , [The application process](#) and [Penalties in residential property licensing](#) .
Short-term lettings

[This section](#) has been updated after the [Renting Homes \(Wales\) Act 2016](#) came into force on 1 December 2022, and then updated again with a new page on [Proposed reforms to short-term letting industry](#) .
Taking deposits

[This section](#) has been updated to reflect the changes in legislation between England and Wales.
Tenancy deposit adjudication

[This section](#) has been updated with statistics for 2021-22.
Tenancy deposit protection

[This section](#) has also been updated with new statistics for 2021-22.
Tenant arrears and bankruptcy

[This section](#) has seen a major overhaul of the [Possession claims](#) subsection.
The Property Ombudsman guide to lettings

[The Property Ombudsman guide to lettings](#) received a minor update and hyperlinks were updated.
The Property Ombudsman guide to sales

[The Property Ombudsman guide to sales](#) received a minor update and hyperlinks were updated.
Types of tenancies

[This section](#) has also been updated due to the [Renting Homes \(Wales\) Act 2016](#) , and then again with the introduction of the Renters Reform Bill.

RICS initiatives

iConsult

See [iConsult](#) for RICS standard drafts.

This page was last updated March 2024.