

Briefing

From: GLA Private Rented Sector team
To: London Assembly Housing Committee
Date: December 2025
Re: **Investigation into the implementation of the Renters' Rights Act**

1. Introduction

- 1.1. Londoners are more likely to rent privately than people anywhere else in the country and bear the most expensive rents. The Mayor has consistently made the case on behalf of London's 2.7m renters that the private rented sector (PRS) must be made safe, secure and affordable.
- 1.2. The Renters' Rights Act 2025, which became law on the 27 October 2025, provides a fundamental rebalancing of powers between landlords and private renters and addresses the poor conditions faced by many of England's 11 million renters. The Act contains many of the policy recommendations contained within the Mayor's London Model for reforming private tenancies.
- 1.3. Renters have, for too long, lived in insecurity. After almost a decade of campaigning by the Mayor and others, and years of delay by the previous Government, the Mayor is pleased that the Government has acted swiftly to transform the experience of private renting.
- 1.4. Londoners will have stronger rights to stay in their home, to challenge unfair rent increases and to make their landlord accountable for keeping their home safe and decent. Unfair no-fault evictions, which undermined renters' security and hampered their ability to challenge poor conditions and unreasonable rent increases, will be abolished and consigned to history.

2. The Mayor's action on private renting

- 2.1. While the Mayor has no formal powers over the private rented sector, he has consistently championed the voice of renters. His 2024 manifesto committed to delivering a New Deal for Renters in London, supporting boroughs to use their licensing powers to improve standards and conditions; backing renters to defend their rights, with advice and guidance, and building new rent controlled (Key Worker Living Rent) homes.
- 2.2. The Mayor's use of his convening powers, and available funding, to address the worst conditions and practices in private renting in London has been highly impactful. His pioneering online tools and checkers empower renters to make informed decisions about who they rent from and enables Londoners to easily report problems with, or concerns about, privately rented properties, landlords or letting agents.
- 2.3. The Mayor's PRS Partnership brings together senior officers from all London boroughs to share intelligence and best practice in private rented sector enforcement. Through this he has launched a new PRS Qualification, and facilitated training for local authority PRS enforcement officers, to help boroughs pursue the worst landlords.
- 2.4. The Mayor has long been a vocal campaigner for improving renters' rights and scrapping 'no fault' section 21 evictions. In his London Housing Strategy 2018, he committed to developing a 'London Model' of tenancy reform that would strengthen renters' rights to a secure and stable tenancies whilst also protecting the legitimate interests of responsible landlords.

- 2.5. At its heart, the model aimed to ensure that private renting could be a viable long-term housing tenure for the increasingly diverse groups of Londoners who use it and that renters would be more empowered to assert their rights. In August 2018, in his response to the Government's consultation, 'Overcoming the Barriers to Longer Tenancies', the Mayor published a high-level blueprint, including the three key 'pillars' that would form the basis of the London Model.

These included:

- i. replacing the existing model with open-ended tenancies, that allow renters to leave whenever they want or need to
 - ii. an end to 'no fault' (Section 21) evictions to prevent tenancies ending at short notice and for spurious reasons.
 - iii. new provisions, with appropriate safeguards, to ensure that landlords that can reclaim their properties where they do have a legitimate reason.
- 2.6. The impact of the London Model has been tangible, with the previous government committing, in their April 2019 response to Overcoming Barriers consultation, to implementing measures that echoed the key pillars of the Model. These measures, alongside enhanced protections, eventually formed the Renters' Rights Act.
- 2.7. In 2019, following extensive consultation with stakeholders, including renter and landlord organisations, academics and other key stakeholders, the Mayor published his full London Model for tenancy reform. This, and subsequent consultation responses, set out in detail the reforms necessary to achieve a better functioning PRS, including provisions that are now adopted in the Renters' Rights Act, including:
- the abolition of Section 21, no-fault, evictions
 - the introduction of open-ended tenancies with no break clause
 - the four-month notice period for the possession grounds to sell and occupy
 - effective consumer redress for renters provided by an independent PRS Ombudsman
 - the 12-month restricted period in which a landlord cannot re-market or re-let the property
 - the 12-month protected period in which landlords cannot use the new possession grounds
 - the reforms to the First Tier Tribunal; and a one-stage implementation process.

3. Implementation and outcomes

- 3.1. The Renters' Rights Act is a once in a generation change that will deliver a fairer balance of rights and responsibilities between renters and landlords. It will also modernise the private rented sector, ensuring that it is suitable for the diversity of households that now call it home.
- 3.2. No change this significant, however, comes without challenges, and the detail of how the Government's roadmap is implemented will be critical, as will monitoring of outcomes and unintended impacts. The GLA will tracking trends and several key areas, including:
- **Prospect of increased evictions:** a spike in homelessness presentations and demand for temporary accommodation could occur if landlords rush to serve Section 21 notices to remove a current tenant or secure a rent increase ahead of the tenancy reform rules going live in May 2026.
 - **Unequitable access:** marginalised groups including low-income and migrant renters may be further locked out of renting if landlords choose to request guarantors by default or become even more selective about their tenants, in response to rent-in-advance and blanket bans against households with children or in receipt of benefits being outlawed.

- **Enforcement capacity:** Local authorities will struggle to meet new demands on their capacity without sufficient additional funding, including to address the chronic lack of new and qualified private sector housing officers coming into the sector. The pressures will be more acute before tools such as the PRS Database and Ombudsman come into force.
- **Tenant awareness:** Many tenants remain unfamiliar with their current rights and getting information out about the significant changes to all communities will be a challenge. Effective communication and reaching community settings and 'by and for' groups will be crucial for tenants to be able to advocate and achieve a culture shift in the long term.
- **Rent hikes as economic evictions:** while restricted by the Act itself, the continued use of unreasonable or unmanageable rent increases could force or 'encourage' tenants to move, without adequate enforcement. This practice risks continuing if renters are unaware of Rent Tribunals and their ability to challenge, as is the case now.
- **Claims over landlord market exit:** landlord organisations warn that more regulation, potentially leading to reduced profit and increased workload, might prompt landlords to sell and exit the sector, or alternatively, switch to potentially more profitable sub-markets, causing an increase in rental supply pressures. It is difficult to quantify this. Many factors cause landlords to reassess their portfolios, and many properties stay within the private rented sector, even if individual landlords exit the market. It may also be appropriate for landlords who do not wish to comply with the law, to improve security for renters and conditions in their homes, to leave the sector.

3.3. The Renter's Rights Act roadmap was published in November 2025, and the GLA will continue to engage with government on the details of its implementation. While the substantive changes to tenancies will apply from May 2026, and to some local authority powers in December 2025, other integral elements of the Act will come into force in several stages. These include:

- the PRS Database - the details are being determined, but from late 2026, a phased regional roll-out of functionality for landlords and local authorities is anticipated
- the PRS Ombudsman - will be established from late 2026 although mandatory membership for landlords will only apply from 2028.
- new Decent Homes Standard and Awaab's Law - the timescales for extension of these measures addressing poor conditions in rented properties is subject to consultation.

4. Responses to Housing Committee questions

What work is the GLA planning to support the implementation of the Renters' Rights Act in London?

- 4.1. The Renters' Rights Act is national legislation of a significant scale and will fundamentally need a national awareness campaign to be delivered from central government to ensure that renters and landlords understand their new rights and responsibilities. Local authorities also need to be adequately supported by central government through extra funding, capacity building and training and guidance to be able to effectively make use of their new powers.
- 4.2. The GLA has a key role as a strategic authority and has many years' experience of improving private renting in London. In this role, we will support the implementation of the Act by:
- investing over £11m to fund organisations to offer free advice on housing, welfare benefits and debt, which will help extend advice services into community settings across London, directly supporting renters and equipping them with knowledge and awareness about their new rights.
 - using the Mayor's platform and channels, including voluntary and community sector networks and bulletins, to ensure renters are aware of, and can use, their new rights.

- utilising the Mayor’s Private Rented Sector Partnership to support borough readiness and intelligence gathering on impacts, by providing space for private renting leads to share their knowledge and experience with each other, and with government.
 - working with boroughs (including Trading Standard teams), MHCLG, Jigsaw and others to increase PRS enforcement capacity
 - engaging with MHCLG on the implementation of the Act, particularly the PRS Database and Ombudsman and on impacts, including on rents and vulnerable groups
 - adapting GLA intermediate housing products e.g. the Mayor’s London Living Rent and Keyworker Living Rent to the new tenancy regime.
- 4.3. This is not an exhaustive list, however, and the PRS team will continue to advance the full breadth of its workplan which forms the Mayor’s New Deal for Renters. More details are provided below, but this includes identifying and, where necessary commissioning, further specialist training required by boroughs and rolling out a new toolkit to promote an increase in, and best practice and consistency across selective licensing schemes implemented in London.
- 4.4. The Mayor will also continue his work in other programme areas that either support the success of the Renters’ Rights Act or may help minimise any adverse impacts that become apparent as the reforms take hold. This includes:
- continuing action on short-term lets, by lobbying for a pan-London licensing scheme to limit the loss of homes from the PRS,
 - continuing to lobby government to devolve the power to implement rent controls, to reduce the impact of high rents on Londoners,
 - flexibility to fund a limited number of council-led acquisitions for the purposes of Temporary Accommodation within the LSAHP, in addition to the 4th round of government’s Local Authority Housing Fund allocation,
 - cross-sector working with local authorities, homelessness outreach organisations and other services using a systems thinking approach to deliver the London Homelessness Accelerator programme and end rough sleeping by 2030, and
 - continuing to work with government with the aim of removing the benefits cap and reinstating Local Housing Allowance rates to cover, as a minimum, the 30th percentile of actual rents.

How will the work of the GLA (i.e. the PRS team and/or other housing teams) adapt to the Renters’ Rights Act?

Is the work programme of the PRS team and/or other housing teams changing as a result of the Renters’ Rights Act?

- 4.5. The GLA’s workplan will, in many respects, continue without change because it has long been predicated in part on the delivery of stronger renters’ rights. The Act has been a long time coming and we have worked closely with government, local authorities, renters’ organisations and others throughout. The importance of our work to ensure that private tenure reform is achieved, and the safety and conditions of the properties that Londoners live in is driven up, is reflected in the Improving London’s Housing Stock mandate and delivery plan.
- 4.6. The Housing Strategy team, of which the PRS team is a part, engages routinely with stakeholders and networks which, with the Mayor, have been highly influential in helping to achieve this legislation. This includes engaging with ministers and government officials, liaising with renters’ and advice organisations and working with local authority colleagues through the Mayor’s PRS Partnership and organisations such as London Councils.

- 4.7. A good example is the Mayor's London Housing Panel and Migration Sector Advisory Panel. These are key forums of voluntary sector and 'by' and 'for' organisations representing Londoners, many of whom rent privately that we have engaged with to disseminate information about the new rights renters will have and to discuss the impacts and pressures we might see. We will work with them as the Act is implemented to monitor live impacts, particularly on the most marginalised communities.
- 4.8. We also have well-established links with GLA teams whose work interfaces with, and can improve, the lives of private renters. These include Financial Hardship, Public Health, Migration and Specialist and Supported Housing teams who lead programmes and initiatives in areas like financial resilience, rights-based awareness and advocacy, social prescribing, and supporting specific cohorts such as migrant communities and those on a pathway towards independent living.

How is the PRS team working with local authorities to support the implementation, monitoring and enforcement of the Renters' Rights Act?

How will the PRS team support the implementation, monitoring and enforcement of the Renters' Rights Act?

- 4.9. Councils will be responsible for investigating and enforcing breaches of the new legislation and a key enabler of that success will be helping renters to feel empowered to use their new rights and complain about poorly performing landlords. The resourcing challenges to achieving this are well understood. The government has rightly committed to funding councils for the new burdens of enforcing landlord and agent compliance, so that more of London's private rented homes are safe, decent and secure. The funding announced, so far, however, is not sufficient to ensure that boroughs will have the resource they need to adequately resource the demands of the Act.
- 4.10. The PRS team will continue to support London boroughs with the new requirements of the Act, through the PRS Partnership. The Partnership enables PRS Heads of Service to share best practice and discuss solutions to the challenges they face. MHCLG colleagues and other specialist speakers regularly join these meetings to discuss specific topics, including many aspects of the Renters' Rights Act. Alongside this, the Rogue Landlord and Agent Checker will capture some of the new enforcement work undertaken.
- 4.11. Borough officers have received upskilling training on issues including damp and mould, and harassment and illegal eviction, through the Mayor's Better Renting project. This will help to equip officers to respond to the new duties introduced by the Renters' Rights Act. The GLA is reviewing the needs of borough teams ahead of the implementation of the Act, and is working closely with Jigsaw, who regularly attend PRS Partnership meetings and have received funding from MHCLG to provide further training to officers in readiness for the Act.
- 4.12. The new PRS Database, introduced through the Renters' Rights Act, will also be a key mechanism for helping renters and councils hold landlords to account. GLA officers and borough leads are also inputting on the design of the PRS Database with MHCLG to ensure it is effective both as a tool to communicate rights and responsibilities and to provide intelligence that will support effective enforcement against rule-breaking landlords.
- 4.13. There is a chronic shortage in PRS housing officers. We are working closely with boroughs, MHCLG, Jigsaw and other GLA teams to promote careers in Environmental Health, with a housing specific pathway. This work will be particularly important as the powers in the Act come into force.

- 4.14. The Mayor has also supported Metropolitan Police officers to help prevent illegal evictions and this will be even more important as the Act beds in. This includes the commissioning of training for more than 11,000 frontline officers to date and working with renters' groups to update guidance for officers. We will explore further work on this with government and the Metropolitan Police, to ensure that back-door illegal evictions do not undermine the new security renters have.
- 4.15. As part of the General Approval 2024, which devolved selective licensing powers to local authorities from the Secretary of State, local housing authorities in mayoral strategic authority areas are required to include the Mayor in selective licensing scheme statutory consultations. To support this, the GLA has worked with the PRS Partnership to develop a selective licensing toolkit. This toolkit includes a framework, setting out the elements of an effective selective licensing scheme. This work will also develop a digital resource library and discussion forum to further support boroughs in their selective licensing work.
- 4.16. The PRS team will be monitoring the impact of the Act in several ways including:
- gathering insight and intelligence from PRS Partnership boroughs and through Jigsaw, MHCLG and others,
 - monitoring key data sets and written enquiries to the Mayor from Londoners to understand emerging trends, impacts and improvements in private renting,
 - working directly with renters' organisations, both individually and through the Renters' Reform Coalition, and through established GLA networks including the London Housing Panel, to understand the impacts of the reforms and how all renters can best access information about their new rights.

How will the tools developed through the PRS Partnership, including the Rogue Landlord and Agent Checker, the Report a Rogue tool and the Property Licence Checker, change as a result of the Renters' Rights Act?

- 4.17. The Rogue Landlord and Agent Checker (the Checker) is a publicly searchable database listing landlords and agents who have been prosecuted or fined in relation to a relevant housing-related offence. There are currently 3,428 records listed and it has received over 620,000 page views since its launch in 2017. The Report a Rogue Tool sits alongside the Checker and provides Londoners with a simple way to report a concern regarding a property, landlord or agent, directly to the borough. Over 12,000 reports have been sent via this tool since its launch in 2017. The Property Licence Checker is an online tool that allows the public to see if a property should be licenced. It has had over 280,000 views since its launch in 2021.
- 4.18. Government's PRS Database is expected to go live in late 2026 with a phased roll out; there is no definitive timeline for when renters will be able to view information about properties and landlords. Specific details of the new database have yet to be released so it is also uncertain if it will share the same features and functionality of the Mayor's Rogue Landlord and Agent Checker.
- 4.19. The GLA Checker has many features that the existing MHCLG Database of Rogue Landlords does not have. The main difference is that the Mayor's Checker has a searchable public tier. Boroughs can only add a limited range of offences. The GLA has shared information and expertise with MHCLG to support the development of their new database, to ensure it works effectively for renters and local authorities.
- 4.20. The Mayor's Rogue Landlord and Agent Checker is constantly kept under review to ensure it delivers the best service to Londoners and boroughs users. It will be updated with the new

offences brought in by the Act, which will enable London's renters to continue to make informed choices about who they rent from and support boroughs in new enforcement duties.

- 4.21. We do not anticipate making any changes to the Report a Rogue tool or Property Licence Checker as a result of the Act. They will continue to provide important information to Londoners.