



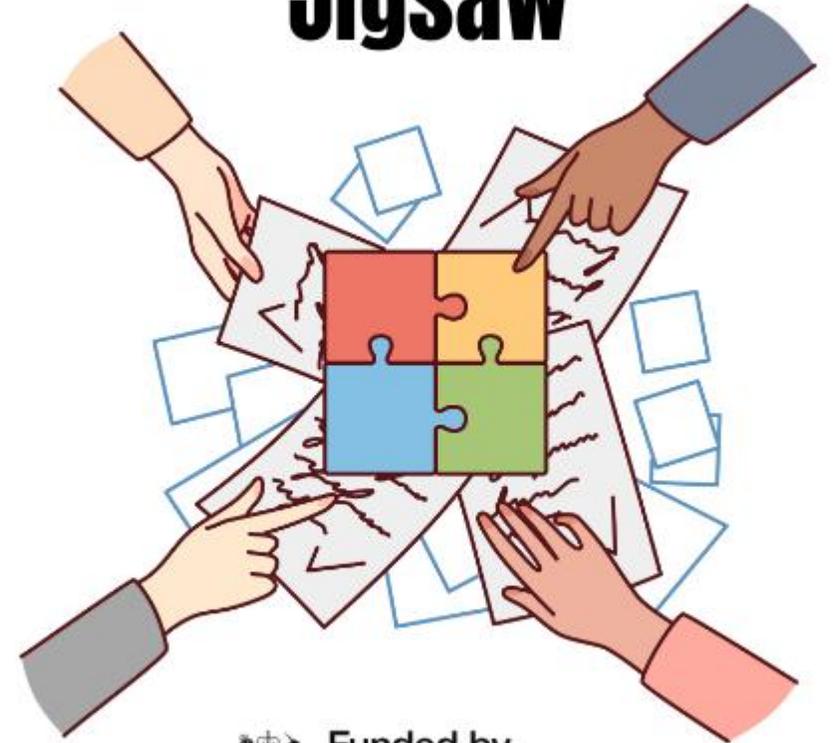
DASH Services

Providing Quality Housing Services

5+1 Housing Meeting via East Midlands Council

4th December 2025

Jigsaw



Funded by
UK Government

Introduction

Who we are

- DASH Services
- Jigsaw



Aim is to improve housing conditions in the PRS



The screenshot shows the DASH Services website with a navigation bar at the top containing links for Home, About Us, Resources, Training, Shared Services, Accreditation, Contact Us, News, Apply Now, and Log In. The main content area features a hero image of a couple in front of a house, followed by a quote from Linda Cobb, OBE, DASH Services Principal Manager: "Where we live defines who we are. Poor housing is linked to poor health and reduces people's life chances." Below this are four service tiles: DASH Accreditation (with an 'APPROVED' stamp), DASH Training (with a 'Training' stamp), DASH Resources (with a 'Download' stamp), and Shared Services (with a 'More' button). A 'Latest News' section on the right highlights 'Selective Licensing in Mansfield - Applications Open 12 June 2025 & Free Support Events' and 'Rent Smart Wales Evaluation published'.



Derby City Council



Housing Act 2004

www.dashservices.org.uk

www.dashtraining.org.uk

Established over 20 years ago &
now work with over 100+ Local
Authorities across England

The team's objectives for the year include:



Supporting local authorities in preparing for Renters' Rights



Delivering in-person and virtual training on the Bill



Assisting officers in accessing qualifications and further training



**Sharing best practice
and learning from other areas and projects**



Ensuring teams have access to guidance and templates



JIGSAW

The work-streams and training sessions will be delivered in order of priority for local authorities.

This will include:



Workforce development – helping teams make decisions on recruitment, retaining existing staff, reorganisation of teams and support for apprenticeships



Preparing for the new workload within each authority – strategic discussions on how legal, finance, data protection and other teams within each Council need to be involved at an early stage



Specific training needs around the Bill – the aim is to deliver as many in-person training sessions as possible and support that with recorded webinars



Model region readiness – helping regions with collaborative projects to lessen the burden and identifying key local partners to assist



Practical discussions on how to absorb the new duties into an already busy workload and how to use the new powers in the Bill



Supporting authorities with tenant and landlord engagement

Updates on RRA

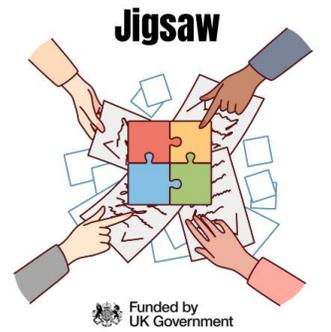
- Timeline
- New Burdens

Date	Audience	Milestone
27 October 2025	Tenants, landlords and local councils	Royal Assent for the Renters' Rights Act 2025
November 2025	Landlords	Landlord guidance for first phase of measures goes live
November 2025	Local councils	Enforcement guidance for local councils goes live
November 2025	Landlords	Communications campaign for landlords commences
27 December 2025	Local councils	New local council enforcement measures and investigatory powers (provided by the Act) for local councils go live
April 2026	Tenants	Communications campaign for tenants commences
April 2026	Tenants	Tenant guidance for first phase of measures goes live
1 May 2026	Tenants, landlords and local councils	Implementation of first phase of measures of the Renters' Rights Act 2025
From late 2026	Landlords and local councils	PRS Database and associated guidance goes live for local councils and landlords
2027	Tenants and landlords	Reforms apply to the Social Rented Sector
2028	Landlords	Mandatory sign-up for landlords to join the PRS Landlord Ombudsman
TBC – subject to consultation	Tenants and landlords	Implementation of Awaab's Law for the PRS
TBC – subject to consultation	Tenants, landlords and local councils	Implementation of Decent Homes Standard for the PRS



Jigsaw Resources

- Jigsaw
 - RRB Checklist
 - KHub



RRB Checklist - 1.1. Areas to enforce

Subject & Overview	Act + Offence	Enforcement	
		Responsibility to enforce	Which teams to lead and support?
<p>Abolition of s21 "no reason evictions" and grounds for possession.</p> <p><i>Schedule 2 of the Housing Act 1988 contains the grounds for possession of homes let on assured tenancies. Section 3 of the RRB makes changes to this schedule such that L/L's will have to give a reason or 'grounds' for possession. As such the Courts will no longer be able to order possession unless the new requirements are followed effectively banning s21 evictions.</i></p>	<p>1. Protection from Eviction Act 1977: Unlawful eviction and harassment.</p> <p>2. Housing Act 1988: Not providing a written statement of terms of the tenancy; Attempting to end the tenancy by service of a notice to quit; Attempting to end the tenancy orally or require that it is ended orally; Serving a possession notice that attempts to end the tenancy outside of the prescribed section 8 process; Relying on a ground where a person does not reasonably believe that the landlord will be able to obtain possession.</p>	A Duty to Enforce – Local Housing Authority	<p>1. Protection from Eviction Act 1977</p> <p>2. Housing Act 1988</p>
<p>Offering for sale and reletting within the restricted 12month period.</p>	<p>1. Housing Act 1988: Reletting or marketing a property within the 12 month no let period after using the moving or selling grounds section.</p>	A Duty to Enforce – Local Housing Authority	
<p>Discriminating against prospective tenants on benefits or with children</p>	<p>1. Renters Rights Act 2025: Discrimination against those on benefits or with children in the lettings process.</p>	A Duty to Enforce – Local Housing Authority	1. Renters Rights Act 2025
<p>Rental bidding</p>	<p>1. Renters Rights Act 2025: Inviting, encouraging or accepting any offer of rent greater than the advertised rate</p>	A Duty to Enforce – Local Housing Authority	1. Renters Rights Act 2025
<p>Rent in advance</p> <p><i>Requiring multiple months rent in advance places considerable financial strain on tenants and can exclude some people and families from renting altogether. The Act ends the practice of landlords demanding large amounts of rent in</i></p>	<p>1. Housing Act 1988 *1: Demanding rent in advance after a tenancy has been entered into.</p> <p>2. Tenant Fee's Act 2019 *2: Demanding rent in advance before a tenancy has been entered into.</p>	Is this a duty to enforce? Local Housing Authority*1 and Trading Standards*2	<p>1. Housing Act 1988 *1</p> <p>2. Tenant Fees Act 2019 *2</p>
<p>Rental increases</p> <p><i>There is already an existing statutory procedure for increasing rent under the Housing Act 1988 known as section 13. The Renters Rights Act 2025 makes</i></p>	<p>1. Housing Act 1988: Section 13B enables a tenant to challenge the validity/format of the notice, whilst Section 14 provides for a tenant to make an application to the Residential Property Tribunal to challenge the actual increase.</p>	Tenant makes an application to the Residential Property Tribunal	1. Housing Act 1988
<p>Right to a pet</p> <p><i>Section 11 of the Renters Rights Act 2025 inserts a provision into the Housing Act 1988 that it is an implied term of every tenancy that a tenant may keep a pet if the tenant asks to do so and the landlord consents. Such consent cannot be reasonably refused by the landlord. In proceedings in which a tenant alleges that the landlord has breached the implied term created by section 16A, the</i></p>	<p>1. Housing Act 1988: Prohibiting the keeping of a pet section</p>	Civil action by the tenant to secure performance of the obligation. A landlord may subsequently threaten eviction, but this would be illegal and dealt with under the Protection from Eviction Act 1977 described above in 'Abolition of s21 no fault evictions'.	1. Housing Act 1988
<p>Rent Repayment Orders</p> <p><i>A rent repayment order is an order from a tribunal to a landlord to pay back a portion of the rent paid by a tenant. A landlord must have committed at least</i></p>	<p>1. Housing & Planning Act 2016: Lists offences for which a RRO can be made.</p>	Application to an RPT in most cases by a tenant but a local authority can also make an application to recover benefit payments.	1. Housing & Planning Act 2016

RRB Checklist - 2. Data and statutory reporting readiness

NUMBER	ACTION	TIMELINE	RESOURCES	OWNER	STATUS
2.1	<p>Audit existing private rented sector data</p> <p>Review what data is already collected on the private rented sector, assess its quality, and identify any known gaps. This includes licensing data, enforcement records, and tenancy complaints.</p>	<input checked="" type="checkbox"/> Start now			
2.2	<p>Identify the team or person responsible for coordinating data and future reporting</p> <p>Make sure there is a clear point of contact for managing PRS data and responding to new reporting requirements under the Bill.</p>	<input checked="" type="checkbox"/> Start now			
2.3	<p>Clarify what data will be required to report under the Bill</p> <p>This will depend on final guidance. Start building an internal picture of anticipated reporting needs and be ready to respond when requirements are set out.</p>	 Wait			
2.4	<p>Identify teams that may hold additional PRS data</p> <p>This might include housing options, trading standards, legal services, environmental health, or revenues and benefits.</p>	 Wait			
2.5	<p>If necessary, establish data sharing protocols across teams</p> <p>Agree how and when data will be shared between teams and with other local authorities. This includes managing secure access to records and you will need to explore access to IDB (Intelligence DataBase).</p>	 Wait			
2.6	<p>Conduct a gap-analysis of the statutory reporting fields of existing software databases in comparison to the data reporting requirements under the Bill (as identified in 2.3 above).</p>	 Wait			
2.7	<p>Liaise with the external / internal database software providers (and internal IT Procurement where appropriate) to establish the development costs for the additional statutory reporting fields identified in the gap-analysis. MHCLG is liaising with the major PSH software providers over the new reporting requirements. It's feasible therefore that these providers will be cognisant of the additional reporting fields required for their systems. It is unlikely that MHCLG will fund the development costs centrally, and hence these costs will need to be negotiated locally with the software providers. New Burdens funding may help to mitigate such costs.</p>	 Wait			



Jigsaw

Restricted group | Started - June 2025 | Last activity - Today | 1727 members

- Home
- Discussion
- Library
- Blogs
- Events
- Wiki
- Ideas
- Members
- Search

Group information ▾

Group facilitator: [Alison Farrar](#), [Nick Looby](#), [Emma Welfare](#)

Promoting collaboration across PRS teams in England and supporting readiness for Renters' Rights reforms. Funded by Government to support Local Authorities in preparing for the new legislation. Please use your .gov email or equivalent to join

Recent activities

[Leslie Billingsy](#) and 56 other people commented on this.

Linda Cobb started a new discussion.

20 Aug 2025 - 08:54

Preparing for Renters Rights Leaflet for Landlords - Editable version

[See more](#)

♥ 0
💬 70 Comments

Announcements

New
Archive

Renters' Rights Act for Council members ⋮

24 Nov 2025 - 14:19

A short briefing for Council Members at 2-2.30pm on 3rd December

Sign up using .gov or equivalent email using this link:

[Renters' Rights Act for Council Members | Meeting-Join | Microsoft Teams](#)

DAMP AND MOULD

- Damp, Mould & Condensation: A useful guide for Landlords
- National Guidance for Landlord on addressing Damp & Mould in their rental properties
- A helpful video on preventing and managing Damp & Mould
- Nottingham City Council Condensation and Damp Leaflet

FIRE SAFETY & CO DETECTION

- Battery versus hardwired Smoke Alarms?
- Smoke & Carbon Monoxide Alarms - A Useful Guide
- Fire Doors - A useful guide for Landlords
- NRLA Video: Fire Safety Risk Assessments. Part 1
- NRLA Video Fire Safety Risk Assessments in Larger HMOs. Part 2
- Furniture and Furnishings: Fire safety considerations for Landlords
- Fire Kills - E Bikes & Scooters
- For more Fire Safety information visit our dedicated DASH pages

ENERGY EFFICIENCY, ELECTRICAL SAFETY & BURNS

- Minimum Energy Efficiency Standards: National Guidance for Landlords
- Choosing an Electrician, Where to start?: Advice from Electrical Safety First
- [Visual Electrical Checklist](#)
- Safety from Burns & Scalds: A guide for Landlords

FALLS

- Falls Between Levels: A guide for Landlords
- Balustrading in the Home: A guide for Landlords
- Falling Elements & Structural Collapse: A guide for Landlords
- Staircase Safety: A guide for Landlords
- Window Restrictors, Do Landlords need them?
- [A Fall Prevention Checklist](#)

DOORS & CELLARS & PREVENTING CANNABIS GROWS

- Choosing Door Locks in HMOs?: A guide for Landlords
- Cellar Safety: A guide for Landlords
- A guide to help landlords avoid the Cannabis grows in their properties

HOMES FITNESS FOR HUMAN HABITATION ACT:

- The Homes Act: A guide for Landlords
- How to reduce Common Hazards in your Rental Property

NOTTINGHAM CITY COUNCIL GUIDANCE

- Anti Social Behaviour guide for Landlords v9
- Waste Management Plan Guide

DASH Resources & Training

- DASH FREE e-learning Portal
- DASH editable leaflet
- DASH landlord resource website pages
- Credit Buying service
- RRA ½ day Course similar to the Shelter one
- HHSRS review course almost ready (for when it drops)





DASH Online Learning

[Home](#) / [Courses](#)

Search courses 

 [Renters' Rights Act: A Guide for Landlords and Agents. Part 1: Tenancy Reforms](#)

 [Renters' Rights Act: A Guide for Landlords. Part 2: Standards, Enforcement and Redress](#)

 [Yorkshire and the Humber Regional HMO Licence Holder Training](#)

 [Landlord Development Course \(Foundation\)](#)

 [Advanced DASH Landlord Course](#)

 [DASH Knowledge Hub - Course 1](#)

 [DASH Knowledge Hub - Course 2](#)

 [DASH Damp and Mould Course 1](#)

 [DASH Damp and Mould Course 2](#)

 [Yorkshire and the Humber Regional Landlord Training](#)

 [Online Support Package for Providers of SEA](#)



The Renters' Rights Bill:

Staying Compliant:
A Practical Checklist
for Landlords



Jigsaw Training



- What's coming from Jigsaw
 - RRA specific training
 - Face to face training – part 4 (new powers) - Jan - March
 - Webinars – everything else
 - Third party providers (e.g. DASH) - list on Khub
 - E-learning (2026?)
 - Broader – skills gap
 - Apprenticeship cohort

The ANUK/Unipol National Codes

**Simon Kemp
National Codes
Administrator**



ANUK/Unipol – Who Are We?

- Unipol Student Homes is a student housing charity, based in Leeds, that was set up in 1973 to help students find accommodation
- In the mid 1990s Unipol devised a landlord accreditation scheme to help students identify ‘good landlords’ and to provide landlords with guidance on best practice for the operation of student housing
- The Accreditation Network UK was established in 2001 as an umbrella body to promote landlord accreditation schemes



History of the Codes

- First discussed in 2002 – a response to problems caused by newly built, private Halls of Residence not being completed on time
- In 2003 a consortium of the Accreditation Network UK (ANUK), the National Union of Students and Unipol developed a Code of Standards at the end of 2004
- In 2005 a separate Code for educational establishments was produced
- In 2006 both Codes were first awarded “approved” status by the Government



Scope of the Codes

- Designed to cover high density accommodation occupied by students
- Covers all on-campus developments operated and managed by educational establishments
- Covers private developments with 15 or more student occupants
- Aim to set some clear parameters to the business relationship between the provider and the occupant
- To act in the interest of students



Membership Procedures

- All new applicants complete a declaration form and property schedule. Membership covers a three -year period
- Members of the Committee of Management are invited to raise any objections to the application within 5 days
- If an objection is raised, then the provider is permitted to respond
- Provider is asked to complete an organisational self-assessment questionnaire and return it within 28 days
- A verification visit would normally take place to the provider within 30 days of the organisational SAQ being submitted, although ahead of it they are required to complete a site SAQ for the development that is to be visited



Current Membership

- The two Codes currently cover 440,146 bed spaces across the UK
- The Code for private providers alone has 402,636 bed spaces
- The Code for educational establishments has 37,510
- 166 different providers are members of the Codes – 51 educational establishments and 115 private providers
- 2,283 different developments are included under the Codes, operating in 93 different locations throughout the UK
- The Renters' Rights Bill has increased applications considerably, but it's unclear how many additional bed spaces this will translate into.



Membership – Top 10

- Unite 66,841 beds in 152 buildings
- Homes for Students 42,271 beds in 167 buildings
- IQ Student 30,948 beds in 74 buildings
- Student Roost 22,001 beds in 56 buildings
- Fresh 14,611 beds in 45 buildings
- CRM 13,407 beds in 58 buildings
- Greystar 11,428 beds in 24 buildings
- Student Castle 10,782 beds in 33 buildings
- Yugo 10,000 beds in 26 buildings
- Collegiate AC 9,640 beds in 30 buildings



Membership – Bottom 10

- Ashwell House 48 beds in 1 building
- AoLT 47 beds in 1 building
- SCIO 43 beds in 1 building
- Manor Villages 38 beds in 1 building
- Westminster College 38 beds in 1 building
- HomeLets 32 beds in 1 building
- Williams College 32 beds in 3 buildings
- D-Luxe Living 31 beds in 1 building
- Baaz Properties 26 beds and 1 building
- GLSP 20 beds and 1 building



East Midland Locations

- **1** Nottingham 25,473 beds, 107 buildings
- **2** Leicester 10,776 beds, 48 buildings
- **3** Lincoln 3,441 beds, 8 buildings
- **4** Loughborough 3,399 beds, 18 buildings
- **5** Southwell 499 beds, 2 buildings
- **6** Derby 452 beds, 2 buildings
- **7** Northampton 225 beds, 2 buildings
- **8** Kettering 81 beds, 3 buildings



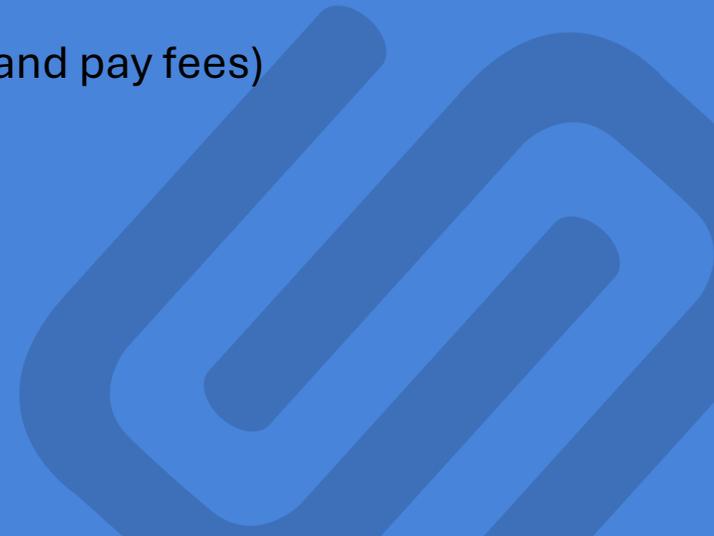
Code Content

- Both of the ANUK/Unipol Codes cover similar management issues, although there are a minor number of differences in the requirements
- The focus is on day-to-day management issues, as opposed to physical standards, as these are generally newly-built developments
- Both Codes have a specific section covering health and safety requirements
- Both Codes have some 'show-stopper' requirements
- Some of the requirements are related to 'external' regulation/legislation



Show-Stoppers

- Members respond to any enquiries from the Code administrators within 5 working days (Non-Ed Est Code);
- No person or group of persons applying for accommodation will be treated less favourably than any other (Both Codes);
- Late construction of buildings: Managing the problem and communicating with students (Non-Ed Est Code);
- Fining of residents (Non-Ed Est Code);
- Fire Safety (Both Codes);
- Legionella (Both Codes, although slight differences);
- Submit provider and development details on an annual basis (and pay fees) (Both Codes)
- Recognise the authority of the Tribunal (Both Codes)



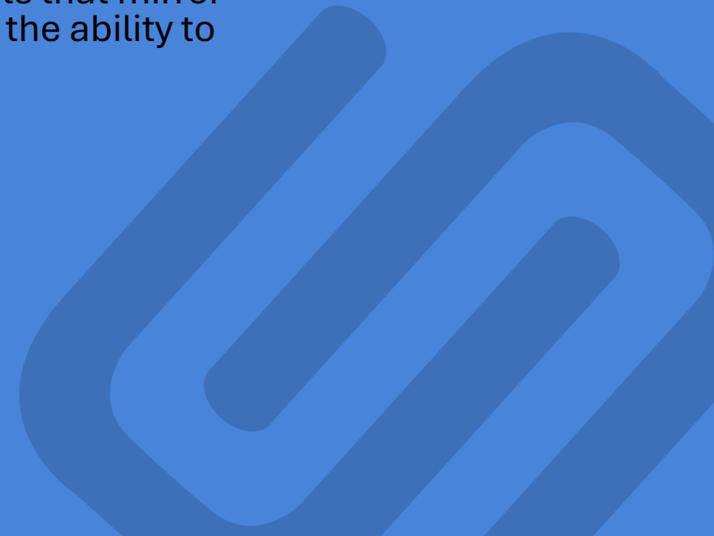
External Regulations/Legislation

- All procedures for the allocation of accommodation comply with all equality policies that apply to its letting (Both Codes);
- Property details are accurate and in accordance with the CRA 2015 and the relevant ASA Code (Non-Ed Est Code);
- Comply with HMO and other local authority licensing (Non-Ed Est Code);
- Developments meet with local authority kitchen and toilet/bathroom amenity standards (Non-Ed Est Code);
- Furniture that is provided meets with Furniture and Furnishings (Fire Safety) Regulations (Both Codes);
- Gas Safety Regulations, Electrical Safety (BS7671), Energy Efficiency Regulations, Lift Operating Regulations (Both Codes);
- Deposit Protection, where taken (Both Codes, where appropriate)



Points to Note

- There is some evidence to suggest that LHA's do not inform providers as to whether they should be licensed, but also that the providers themselves don't ask the question either
- HMO licensing requirements do not apply to the Ed Est Code members as they are excepted by law from the HMO definition for the purposes of licensing. However, they are not excepted from other parts of the 2004 Housing Act
- When it comes to kitchen, toilet and bathroom facilities, the standards all refer back to those which the relevant local housing authority sets for buildings of this type
- Where a verifier therefore has any concerns about what is being provided in these respects they need to look at the LHA's website for guidance and/or make contact with relevant LHA staff to check what should be in place
- Under the Renters' Rights Act, members of the non-educational establishment Code will be taken out of the scope of the tenure reforms and, as such, will be able to make use of common law agreements
- However, that Code has been revised in order to include additional requirements that mirror the enhanced rights that the legislation gives to private rented tenants, such as the ability to give notice in given circumstances



Further Information

- The National Codes website – www.nationalcode.org provides the following: Copies of both Codes; A list of all members; A list of developments operated under the Codes in each geographical location; Details of the complaints process
- If anyone has any questions about any aspect of the Codes, then they can email NationalCodes@unipol.org.uk



The Renters Rights Act & Alternatives

Ben Reeve-Lewis
Safer Renting

Who me

- Tenancy Relations Officer 35 years
- Co-founded Safer Renting 10 years ago - a contractor TRO service of 13 people working in partnership with 11 London boroughs and 3 in Suffolk.
- Around 300 cases of serious harassment and illegal eviction each year.
- Co-author Safer Renting/York University report published 2 days ago “[Are the civil and criminal remedies for harassment and illegal eviction fit for purpose?](#)”

Problems with the PFEA

- Its nearly 50 years old and the wording comes from legislation that is 70 years old.
- Despite its name it protects nobody.
- It doesnt provide tools for dealing with today's criminal activity
- Prosecutions are very labour intensive and the absence of sentencing guidelines for offences results in paltry fines

The PFEA is not the only game in town

- Injunctions under s222 Local Government Act 1972
- Community Protection Notices and Warnings under S43(5) Anti Social Behaviour, Crime & Policing Act 2014
- Forced entry for reinstatement of displaced residential occupiers s6(1A) Criminal Law Act 1977
- Prosecution for harassing people over rent arrears s40 Administration of Justices Act 1970
- Clearing arrears to prevent disconnection of utilities s33 Local Government (Miscellaneous provisions) Act 1976

The Renters Rights Act 2025

- The power to prosecute harassment and illegal eviction is to become a “Duty to enforce” - **s107 RRA 25**
- “Enforce” is set out in **s107(6) RRA 25** as being either a prosecution (PFEA) or the imposition of a Civil Penalty Notice
- Such prosecutions are still subject to passing the evidential test and the public interest test.

Harassment, illegal eviction and the Renter's Rights Act

- New housing officers powers of entry without warrant - **s126 RRA 25**
- (Unfortunately only applies to assured periodic tenancies and protected tenancies - **s63 RRA 25**)
- Power of magistrates to grant warrants of entry - **s128 RRA 25**
- Housing officers powers of entry without warrant to business premises (ie letting agents) and powers to seize documents - **s118 RRA 25**
- Power of magistrates to grant warrants of entry to business premises - **s120 RRA 25**

Harassment, illegal eviction

and the Renters' Rights Act

- New Civil Penalty Notice of £40,000 for PFEA offences as an alternative to PFEA prosecution.
- A range of new £7,000 CPNs for new breaches relating to the creation of tenancies, the paperwork used for possession proceedings and failing to fulfil the requirements of the new database due late 2026.
- Subsequent breaches within 5 years incur further CPNs of up to £40,000
- See **s15 RRA 25** for new penalties

Harassment, illegal eviction

and the **Renter's Rights Act**

- A reinvigorated Rent Repayment Order mechanism.
- 2 years to claim back 2 years worth of rent
- Claims can be made against superior landlords and directors of companies - so payment on awards is more assured - **s103 RRA 25**
- Where CPN has been imposed and appeals exhausted the tribunal has to award 100% - **S46 Housing and Planning Act 2016**

RRO & R2R

- Criminal R2R is a growing epidemic across Britain. the opportunity to “Make money from property without owning property” is proving a strong magnet to dodgy operators.
- At the moment RROs can only be made against the immediate landlord and if the immediate landlord is an insubstantial limited company or an individual with no assets there is no point doing an RRO
- Under the RRA applications can be made against asset holders putting directors of dodgy companies at risk and property owners who will need to exercise extreme due diligence.

Will it work?

- New burdens funding announced last week is based on the size of the PRS in a council district @£3.77 per property (not ring fenced)
- Meeting the new duty to enforce will require a robust adoption of the CPN mechanism and a re-examination of RROs.
- Gossip is that a proportion of the money paid by landlords to register on the database will also be given to local authorities to fund enforcement

Will it work?

- Money from CPNs will not come in straight away so there is going to have to be an upfront commitment from local authorities.
- There are range of new investigatory powers under the RRA that are drawn straight from legislation used by Trading Standards Officers - if housing officers are to take advantage of them they will need training and procedures.
- The RRA creates a hostile environment for independent landlords but as usual its the local authority who are expected to police it.

**Thanks for your time and any
questions?**

breevelewis@ch1889.org