

Renters Rights Act and iampropertyCRM



This guide provides a step-by-step process for navigating the Renters Rights Act using iampropertyCRM, making it essential for landlords and property managers.

This document will detail what is changing in the Renters Rights Act and how to manage those changes in CRM.

From 1st May 2026 (or for tenancies that start from that date):

1

Add tenancies as normal – when adding the tenancy and setting periodic as the lease type, you can choose an indicative end date or leave the end date the same as the start date and select the drop down for the lease type to be periodic. To learn how to add a tenancy [\[Add Tenancy\]](#))

Set the Lease type to Periodic see below for a guide on this.

Once the tenancy has been added you can add a rent review date onto the primary tenant in the 'Additional Information' section on the tenants details tab – this would be 12 months after the tenancy start date. To learn how to add a Rent Review date [\[Add Rent Review Date\]](#)

Using the activity list to track the Rent Review dates you have set. On the lettings dashboard set rent review to notify of upcoming reviews due, we suggest 90 days. To learn How to use the Activity List [\[Configure Activity List\]](#)

If a Rent Increase is required. The Rent Review date will give you the opportunity to track upcoming opportunities to issue a Section 13 notice. To learn how to send a Section 13 [\[Issue Section 13 letter\]](#)

If a rent increase is implemented. Use tiered rent to initiate the new amount for the correct date. To learn how to create a Tiered rent [\[Create a Tiered Rent\]](#)

Once reviews etc are completed. Update the Rent review date on the tenant record 12 months forward

2

How to change the lease period to '**Periodic**'

3 Navigate to the **Tenancy Record**

The screenshot shows the 'iam property' dashboard. On the left is a sidebar with a 'Details' menu item highlighted. The main content area is titled 'Tenancy Record'. It features a 'Tenancy Dates' section with five cards: 'Tenancy Start' (28/03/2026), 'Tenancy End' (18/02/2027), 'Renewal Start' (28/03/2026), 'Vacating Date' (19/02/2026), and 'Visit Next Due' (19/02/2026). Below this is the 'Tenancy Details' section, which includes a 'Lease Period' dropdown menu (currently set to '12 Month Shorthold'), a 'Relocation Agent' dropdown, an 'Agreement Name' field (Mr Lettings Applicant211), an 'Agreement Signed' toggle (checked), a 'Follow Up' toggle (unchecked), and a 'Follow Up Date' field (19/02/2026). To the right of these details is the 'General Information' section, which includes a 'With Effect Break' field, a 'Notice Date' field, a 'Break Clause' section with buttons for Bold (B), Italic (I), Underline (U), and a grid icon, and a text area for 'Enter your notes...'. The top navigation bar includes links for 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications', along with a search icon and a user profile icon labeled 'My a'.

iam property My day Lettings Sales Accounts Reporting Communications

Total Rent £ 1600.00
Total Deposit £ 1846.00
Status **Live**

Tenancy Dates

Tenancy Start	Tenancy End	Renewal Start	Vacating Date	Visit Next Due
28/03/2026	18/02/2027	28/03/2026	19/02/2026	19/02/2026

Tenancy Details

Lease Period: 12 Month Shorthold
Relocation Agent:
Agreement Name: Mr Lettings Applicant211
Agreement Signed: ☒ Follow Up: ☐
Follow Up Date: 19/02/2026

General Information

With Effect Break: Notice Date:
Break Clause: **B** *I* U
Enter your notes...

4 Click "**Lease Period**"

This screenshot is identical to the one above, but with an orange rectangular box highlighting the 'Lease Period' dropdown menu in the 'Tenancy Details' section. The dropdown is currently set to '12 Month Shorthold'. The rest of the interface, including the sidebar, navigation bar, and other data fields, remains the same.

iam property My day Lettings Sales Accounts Reporting Communications

Total Rent £ 1600.00
Total Deposit £ 1846.00
Status **Live**

Tenancy Dates

Tenancy Start	Tenancy End	Renewal Start	Vacating Date	Visit Next Due
28/03/2026	18/02/2027	28/03/2026	19/02/2026	19/02/2026 17:09

Tenancy Details

Lease Period: 12 Month Shorthold
Relocation Agent:
Agreement Name: Mr Lettings Applicant211
Agreement Signed: ☒ Follow Up: ☐
Follow Up Date: 19/02/2026

General Information

With Effect Break: Notice Date:
Break Clause: **B** *I* U
Enter your notes...

5 Click "Periodic"

Total Rent£ 1600.00

Total Deposit£ 1846.00

StatusLive

Details

Tenants

Checklist

Renewals Checklist

Compliance

Rent Insurance

Information

Documents

Journal

E-Sign

Tenancy Dates

Tenancy Start28/03/2026

Tenancy End18/02/2027

Renewal Start28/03/2026

Vacating Date19/02/2026

Visit Next Date19/02/2026

Tenancy Details

Lease PeriodHMO Room

Relocation Agent

6 Month Shorthold

Periodic

Rolling Tenancy

HMO Room

9 Month Shorthold

Follow Up

General Information

With Effect Break

Notice Date

Break Clause

Enter your notes...

Notice Notes

6 Setting a Rent Review Date

7 Click "Tenants"

iamproperty CRM movebutle

My day Lettings Sales Accounts Reporting Communications

Total Rent £1600.00
Total Deposit £1846.00
Status **Live**

Details
Tenants
Checklist
Renewals Checklist
Compliance
Rent Insurance
Information
Documents

Tenancy Dates

Tenancy Start 28/03/2026	Tenancy End 18/02/2027	Renewal Start 28/03/2026	Vacating Date 19/02/2026	Visit Next Date 19/02/2026
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Tenancy Details

Lease Period: Periodic
Relocation Agent:
Agreement Name: Mr Lettings Applicant211
Agreement Signed: ☒ Follow Up: ☐
Follow Up Date: 10/02/2026

General Information

With Effect Break: Notice Date:
Break Clause: **B** **I** **U**
Enter your notes...

8 Click "View Tenant"

Total Rent £1600.00
Total Deposit £1846.00
Status **Live**

Details
Tenants
Checklist
Renewals Checklist
Compliance
Rent Insurance
Information
Documents
Journal
E-Sign

LA Lettings Applicant211
zaggs.dave@gmail.com
078855255222

9099 Pelaw Crescent, Chester le Street

Reference: Negotiator: Training Dave Branch: Morgan & Co Status: Current

+ Manage Tenants
+ New Permitted Occupier

Sort Tenants
Search
Clear filters

2 Tenants

LA Lettings Applicant211
zaggs.dave@gmail.com
078855255222
9099 Pelaw Crescent,
Chester le Street, County...

View Tenant

LA Letitia Applicant211
zaggs.dave@gmail.com
07852655222
9099 Pelaw Crescent,
Chester le Street, County...

View Tenant

9 In the Tenant screen click the **"Rent Review"** field.

The screenshot shows the Tenant screen with a sidebar on the left containing financial data: £ 1600.00, Monthly, 28 Mar 2026, and £0.00. The main content area is divided into two sections: Personal Information and Additional Information. The Personal Information section includes fields for Title (Mr), Forename (Lettings), Surname (Applicant211), Company Name, Website, Phone Number (078855255222), Work phone, Mobile phone (078855255222), Email Address (zagg.dave@gmail.com), Salutation (Mr Applicant211), and a checkbox for 'Tenant doesn't have an email address'. The Additional Information section includes fields for Occupation, Employer, NI Number, Agreement Name (Mr Applicant211), Rent Review (highlighted with an orange circle), Rent Type (Please select a rent type), Automatically Rent Inv. (toggle), Use Alternate Address (toggle), Housing Benefit (toggle), Case Number, and two sections for 'Hb charged ahead' and 'Hb charged arrears'. A calendar icon is visible in the bottom right corner.

10 Update the **Rent Review Date**

The screenshot shows the Tenant screen with the 'Rent Review' field highlighted with an orange circle. A calendar pop-up is displayed over the 'Rent Review' field, showing the month of February 2026. The calendar has a grid with days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and dates (1 to 28). The date 28 is highlighted with an orange circle. The sidebar on the left contains the same financial data as in the previous screenshot. The main content area is divided into two sections: Personal Information and Additional Information. The Personal Information section includes fields for Title (Mr), Forename (Lettings), Surname (Applicant211), Company Name, Website, Phone Number (078855255222), Work phone, Mobile phone (078855255222), Email Address (zagg.dave@gmail.com), Salutation (Mr Applicant211), and a checkbox for 'Tenant doesn't have an email address'. The Additional Information section includes fields for Occupation, Employer, NI Number, Agreement Name (Mr Applicant211), Rent Review (highlighted with an orange circle), Rent Type (Please select a rent type), Automatically Rent Inv. (toggle), Use Alternate Address (toggle), Housing Benefit (toggle), Case Number, and two sections for 'Hb charged ahead' and 'Hb charged arrears'. A calendar icon is visible in the bottom right corner.

11

Navigate to the Lettings dashboard. Rent Review dates will show in here (once selected) Click the 'cog' to edit the notification timescales.

The screenshot shows the Lettings dashboard with the following counts:

- Properties: 123
- Landlords: 92
- Tenants: 61
- Applicants: 15
- PB Tenants: 40
- Contracts: 30

The Activity List on the left includes:

- Deposits Requiring Registration: 4
- Rent Review: 7** (highlighted)
- Public Liability: 3
- Hmo Licence Expiry: 1
- Calls Upcoming/Outstanding: 49

The Rent Review table on the right shows the following data:

	Negotiator	Tenant	Property
⋮	☐ David-George Morgan	Stanley Morgan	Flat 2 Chesterf
⋮	☐ David-George Morgan	Ella Petch	24 Westgarth T
⋮	☐ David-George Morgan	George Reeks	The Loft Johns
⋮	☐ Training Dave	Lettings Applicant109	345 5 Yew Tree
⋮	☐ Training Dave	Lettings Applicant34	69 Kingsway, D
⋮	☐ Training Dave	Lettings Applicant136	715 Pelaw Cres

12

Sending the Section 13 from CRM

13 From the Tenancy record, click the **'Send Letter'** icon.

My account

Lettings Applicant211
zagg.dave@gmail.com
078855255222

9099 Pelaw Crescent, Chester le Street

Reference Negotiator Training Dave Branch Morgan & Co Status Current

+ Manage Tenants

+ New Permitted Occupier

Sort Tenants

Search

Clear filters

2 Tenants

Lettings Applicant211
zagg.dave@gmail.com
078855255222

Letitia Applicant211
zagg.dave@gmail.com
07852655222

14 Click "Please select a letter"

Lettings tenancy
Please select a letter

15

Select your Section 13 notice from the the drop down menu in this example we are using the optional Dutton Gregory letters pack so we select "Dutton Gregory - Section 13(2) Notice"

Lettings Tenancy
Please select a letter

Dutton Gregory - Parking Bay Agreement

Dutton Gregory - Section 13(2) Notice

Dutton Gregory - Section 13(2) Notice

Dutton Gregory - Section 47 Notice

Dutton Gregory - Section 47 Notice

Dutton Gregory - Section 48 Notice

16

Click here to create the letter.

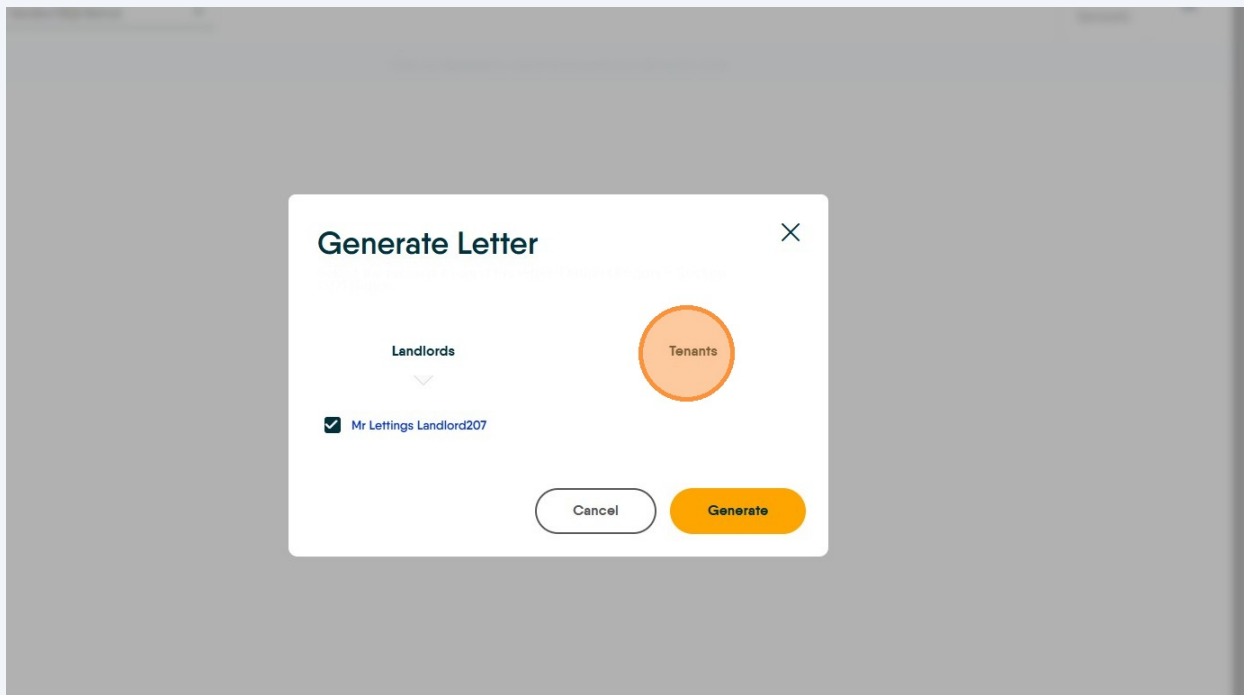
Section 13(2) Notice

Generate

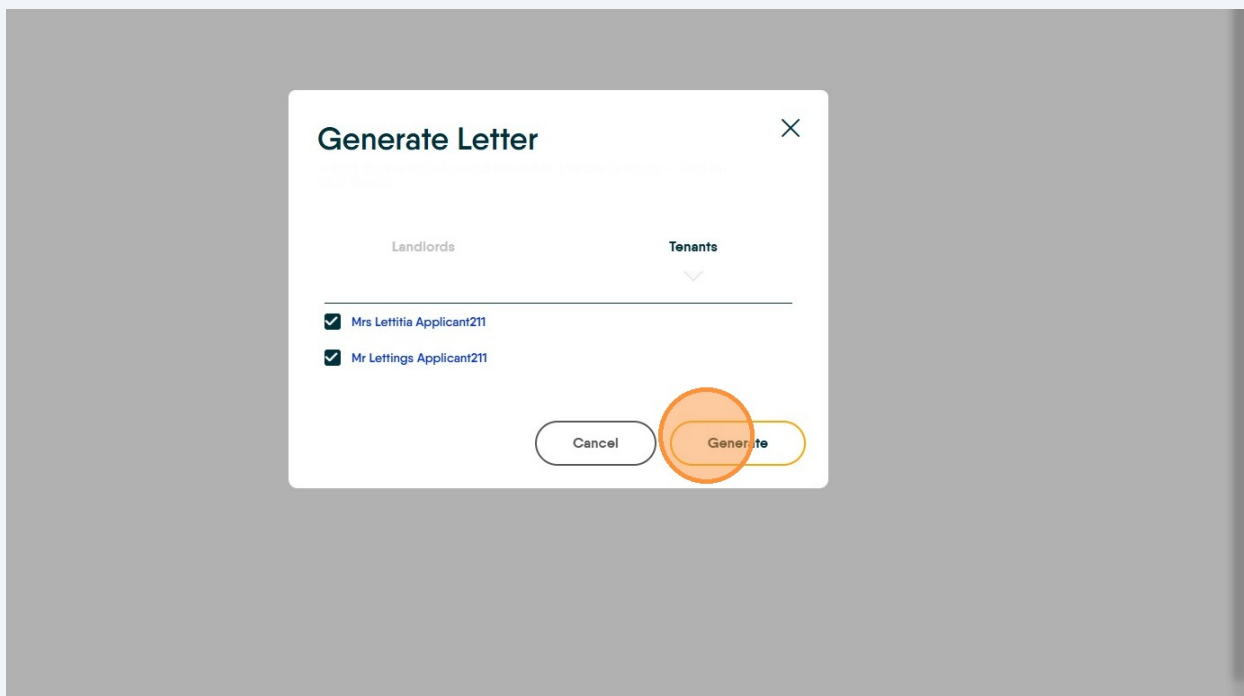
×

Click on Generate to select the records you want in the letter.

- 17 Check the details for the Landlord and click "Tenants"...



- 18 ...to check the details from the Tenants. Click "Generate" to create the letter.



19

Click The letter will show on the screen. Click 'View Merged Data' to see the letter as it will be sent, to send the letter use either the Send Email option or (if enabled) E-Sign.

Lettings Tenancy
Dutton Gregory - Section 13(2) Notice

Home Insert Page Layout View Generate Letter

View Merged Data Previous Record Next Record Export PDF Export Word Save to Documents Send Email Save to E-Sign

Records Print OpenView

1 2 3 4 5 6 7

Housing Act 1988 section 13(2), as amended by the Regulatory Reform (Assured Periodic Tenancies) (Rent Increases) Order 2003

FORM 4

To: <<TenancyAgreementName>>
[Tenant(s)]

of: <<PropertyAddressShortAddress>>, <<PropertyAddressPostcode>>
[Address of the premises subject to the tenancy]

From: <<Landlord1AgreementName>>
[Landlord(s) // Landlord's Agent]*

<<Landlord1ShortAddress>>, <<Landlord1Postcode>>
[Address for correspondence]

<<Landlord1Phone>>
[Contact telephone number]

Landlord's Notice proposing a new rent under an Assured Periodic Tenancy of premises situated in England

Housing Act 1988 section 13(2), as amended by the Regulatory Reform (Assured Periodic Tenancies) (Rent