# Renters Rights Act and iamproperty CRM

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**



## 4   Click **"Lease Period"**

## 5 Click **"Periodic"**

| | | |
|---|---|---|
| Total Rent | £ 1600.00 | |
| Total Deposit | £ 1846.00 | |
| Status | Live | |

🏠 Details
👤 Tenants
✅ Checklist
✅ Renewals Checklist
🛡 Compliance
🛡 Rent Insurance
ℹ Information
📁 Documents
📒 Journal
🖊 E-Sign

**Tenancy Dates**

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

**Tenancy Details**

Lease Period *
HMO Room

5 Year
6 Month Shorthold
Periodic
Rolling Tenancy
HMO Room
9 Month Shorthold

Relocation Agent ▾

🔧

Follow Up ⬤

B I U ⬚
Enter your notes

**General Information**

With Effect Break

Notice Date

Break Clause

B I U ⬚
Enter your notes...

Notice Notes

B I U ⬚

## 6 Setting a Rent Review Date

3

**7** Click **"Tenants"**



**8** Click **"View Tenant"**

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



**10** Update the **Rent Review Date**

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

| Properties | + | Landlords | + | Tenants | + | Applicants | + | PB Tenants | + | Contrac |
|---|---|---|---|---|---|---|---|---|---|---|
| 123 | | 92 | | 61 | | 15 | | 40 | | 30 |

**Activity List**

| | | | |
|---|---|---|---|
| 📅 | Deposits Requiring Registration | 4 | ↗ |
| 🗃 | Rent Review | 7 | ↗ |
| 🛡 | Public Liability | 3 | ↗ |
| 🏠 | Hmo Licence Expiry | 1 | ↗ |
| 📞 | Calls Upcoming/Outstanding | 49 | |

Rent Review ✕

| | | Negotiator | Tenant | Property |
|---|---|---|---|---|
| ⋮ | ☐ | David-George Morgan | Stanley Morgan | Flat 2 Chesterfi |
| ⋮ | ☐ | 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.

y day   Lettings ∨   Sales ∨   Accounts ∨   Reporting ∨   Communications ∨   My account

LA   Lettings Applicant211
     zagg.dave@gmail.com
     078855255222

L   (!) Warning

Send Letter

9099 Pelaw Crescent, Chester le Street  🔗   SMS

Reference | Negotiator  Training Dave ▾ | Branch  Morgan & Co | Status  Current ▾

+ Manage Tenants

+ New Permitted Occupier

2 Tenants

◆ Sort Tenants ▾

Search

Clear filters

LA
Lettings Applicant211
zagg.dave@gmail.com
078855255222
—

LA
Lettitia 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"
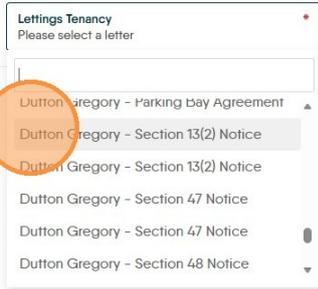
**Lettings Tenancy**
Please select a letter

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
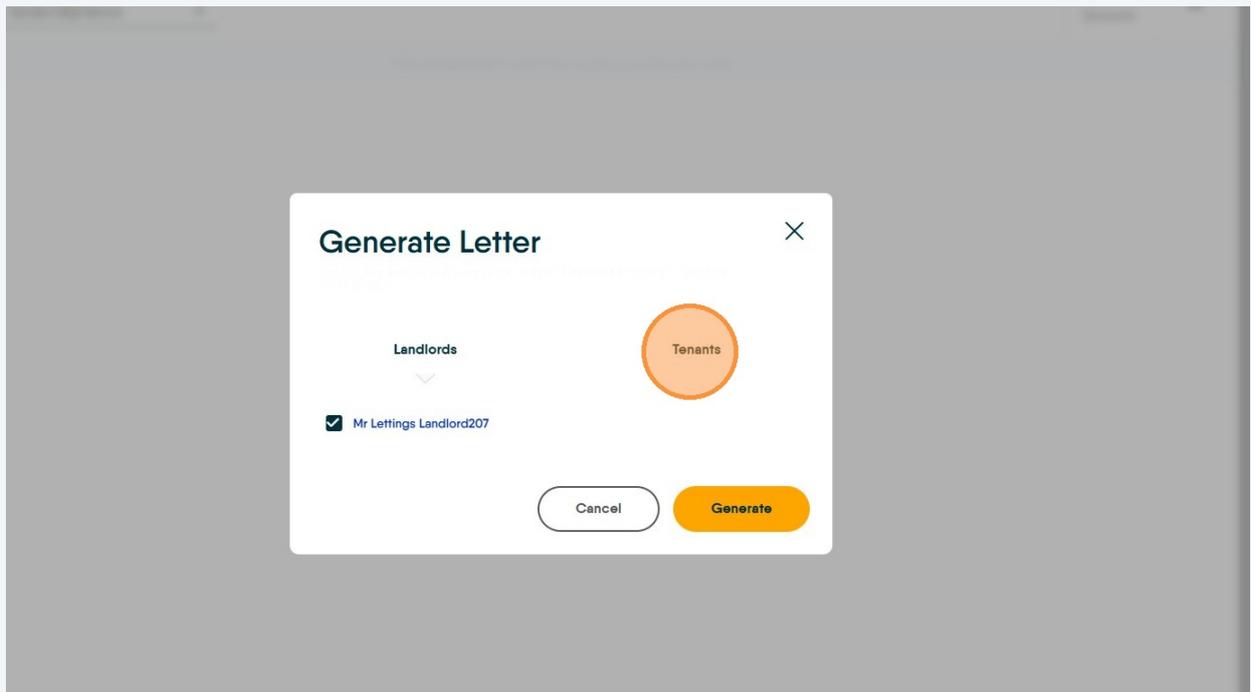
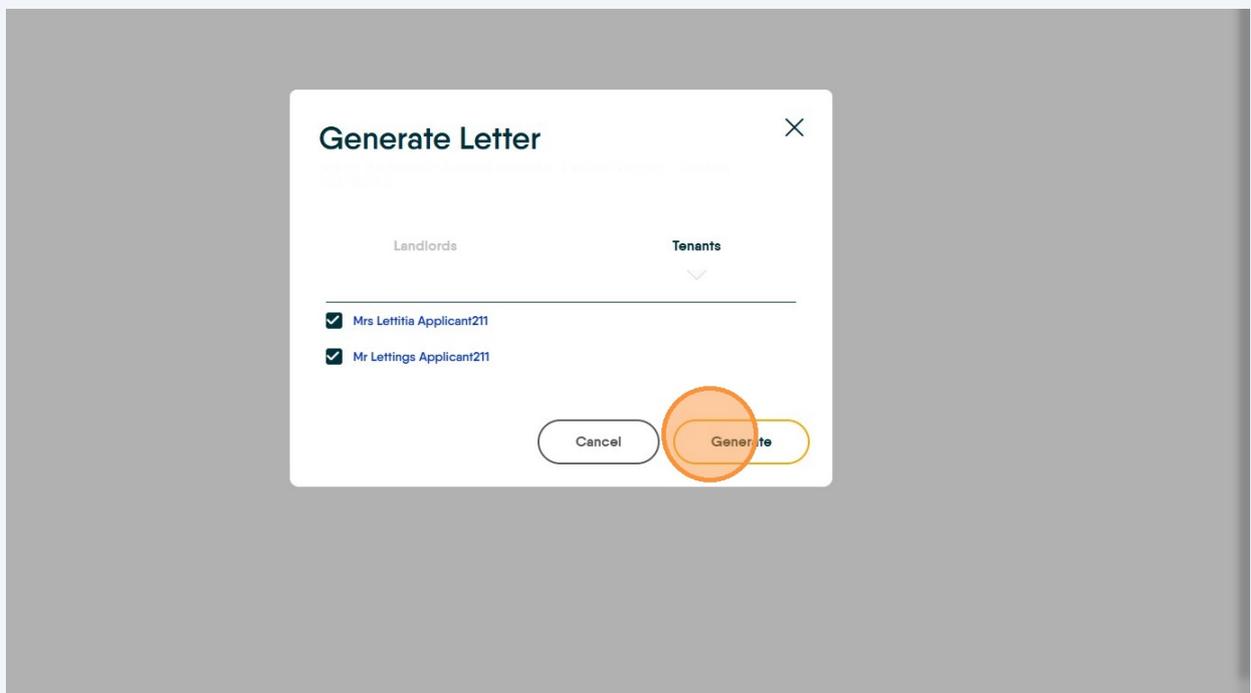**16** Click here to create the letter.

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 for 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.