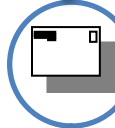


# Important changes to

## Section 21

Tenant complains in writing about the condition of their property



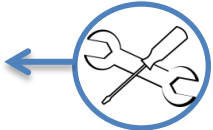
Complaint received by Landlord or Agent

Adequate response provided within 14 days



No adequate response provided within 14 days

Works carried out



Works not carried out

No impact on Section 21 Notice



Tenant complains to local Authority

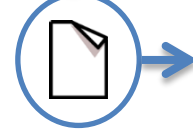
Local authority does not issue a Relevant Notice



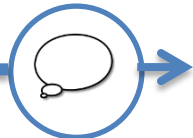
No impact on Section 21 Notice



Local authority has not decided whether to issue a Relevant Notice



Section 21 Notice can be successfully defended by Tenant



Local authority issues a Relevant Notice



Section 21 cannot be served for 6 months from the date of that notice

### Landlord defences against these changes

The tenant failed to use the property in a tenant like manner.

Disrepair is due to a breach of the Tenants obligations in the Tenancy Agreement

A mortgagee is seeking possession under a mortgage that was placed before the tenancy commenced

When s21 notice is served the property is genuinely on the market for sale.

If the Landlord or Agent provides an effective method of communicating in writing- if they do not, a tenant can trigger the process with a verbal complaint. This means that an Agent or Landlord will face difficulty in evidencing whether or not a complaint was received and what that complaint stated. An adequate response is one which states remedial work will take place and a reasonable timeframe for completion of work. A relevant notice is an improvement notice. (Cat 1 or Cat 2 hazard) or an emergency remedial action notice