



We recently interviewed landlords and agents to hear about their experience of finding tenants.

Here are some of the key takeaways ↓

There is **widespread uncertainty** around the Renters Reform Bill

! Most landlords expressed concern about the impact of the Renters Reform Bill

It hasn't been handled well

Several landlords initially weren't concerned, expecting universities to lobby against the bill and it not be passed.

The market will change significantly

There is widely held anticipation that landlords will leave the market, reducing supply and driving up prices.



The bill puts landlords in too vulnerable a position

Most landlords understand the need for renter protection, but feel the bill is extreme and makes renting untenable for some.

Landlords reportedly selling

Most landlords reported that they are aware of other landlords in their networks or cities that are actively selling, or planning to sell.

Which tasks do landlords find **burdensome** and **time-consuming**?

⚠ Landlords reported that managing admin tasks can be highly time-consuming and inefficient

Filtering out inappropriate applicants, especially frustrating when the property listing hasn't been read properly

Tasks that aren't regular eg. having to evict a tenant

Generating contracts, especially when renting to multiple tenants

Collecting documents, such as guarantor forms, visas etc

Keeping up with compliance, which took up a significant amount of time for some landlords interviewed

Speed is important

There can be a long gap between an expression of interest and tenancy execution, especially for larger properties. This carries the risk of students falling out and the tenancy falling through.

Tenant behaviour can present **major challenges**

Common issues

Poor cleanliness

Despite advice given to keep on top of cleaning throughout the tenancy, some landlords reported considerable cleanliness issues resulting in maintenance being required at the end of the tenancy.

Group Fallouts

Appears to be a worsening problem, resulting in tenancy swaps.

Room sharing to reduce rent

Sometimes with the permission of landlords, sometimes without the landlord being aware.

⚠ Whilst some landlords have observed that student expectations are getting higher, there was a downward trend observed overall in behaviour and ability to look after a property.

Landlords are having to **adapt to an evolving student market**

What factors are contributing to a tougher market?



Fewer international students



Increased competition from purpose built accommodation



Financial pressures on students & parents



Demographic shifts



Funding cuts for universities



Increased take up in vocational courses



Rooms with ensembles generally perform well. We'll be busy over the next few weeks installing as many ensembles as possible.

Daniel • Landlord



Several landlords expressed that it has been significantly harder to fill properties, describing the market this year as 'unprecedented'. Larger properties have been particularly difficult to let this year.

New and part-time landlords need more guidance and support


What would new landlords benefit from?

 Structured onboarding tools

 A named point of contact

 More checking in over the first few weeks

 Compliance checklists

 How to guides eg. What are renters looking for?
Top 10 things to look out for as a landlord etc.

Information sharing & connection

There was a general sense that landlords (new and experienced) appreciate information sharing and regular connection with other landlords and accommodation platforms.

 New landlords often feel isolated and under-supported

Landlord and student communication preferences can differ

What are the common issues?

Responsiveness

Students often don't answer phone calls.

Different active hours

Students and landlords/agents are active at different times of the day. This misalignment causes missed enquiries or delays in response.

24/7 availability

Some landlords would like to be able to manage working hours better.

Failure to report issues

Tenants don't always communicate problems promptly, leading to bigger maintenance issues further down the line and frustration on both sides.

 Whatsapp is broadly used to communicate between landlord and tenant. However, there is misalignment in communication that can cause frustration.