



10th Anniversary year!

Landlord Law

For landlords, letting agents, housing
advisors, and tenants

A short services guide

What is Landlord Law?

Landlord Law is a unique online legal service provided by solicitor Tessa Shepperson.

Tessa developed the service in 2001 after seeing, from her online Q and A page, that many landlords and tenants simply had no idea what their legal rights and obligations were, and (at that time) no easy way to find out. The site first went live on 21 November 2001.

Since then Landlord Law has grown and is now a huge site with many services. This short guide describes the most important of these and shows how Landlord Law can help you.



The content is easy to read, doesn't patronize and you don't need a legal dictionary to understand it!"

Amy Harrison, tenant

Contents:

- Free services
- Tenancy Agreements
- Other forms and letters
- Information
- Rent Arrears Action Plan
- Repossession Service
- One to one advice
- Tenants information
- Help on using the site
- Membership options



Some free content

Here are some of the most important free sections:

The Which Tenancy Agreement Guide

This will guide you by question and answer to the most suitable tenancy type for you.

You will find the Which Tenancy Agreement guide in the drop down menu on the word 'Forms' on the green navigation bar (see picture above).

Tips

There are quite a few of these - ten nuggets of information on topics ranging from repossession to fire safety. Plus of course the ten top tips. You will find them linked from the landlord and tenant links on the green navigation bar.

Scams and horror stories

Both things you want to avoid. We add a new scam whenever we hear of one. The horror stories are all based on fact so they can actually happen. But hopefully not to you!

These aren't the only free content on Landlord Law - you will find more as you explore the site.



Tenancy Agreement service

Many of our members join because of the tenancy agreements service, and it is an important part of the site.

We have over 22 tenancy templates which members use to create their own unique tenancy agreements via our document generator software. This works as follows ...

Creating a tenancy agreement:

1. **Select the correct tenancy type** (eg using the Which Tenancy Agreement trail).
2. **Complete the online form.** As well as putting in the normal information, parties names, property address, term length etc, you can also adapt the tenancy by changing the payment method or adding your own terms.
3. **If you want to add an extra clause** but cannot find suitable wording on our precedents page, you can ask Tessa in the forum - often she will draft one, just for you.
4. **Then click to create the document** once you are sure that all the information is correct



'My documents'

After you have clicked the generate document button there will be a short pause, and then you will then get taken to your 'My documents' area (pictured) where all your documents are stored for you on the site.

The buttons:

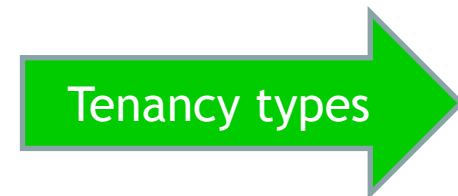
- **View** - to view the document on screen
- **Pdf** - to create a pdf to download to your computer and email out to your tenants
- **Edit** - to go back and correct any mistakes OR (if you change the title) to create a new form with the same or slightly changed information
- **Delete** - for when forms are no longer needed

You can create multiple documents from the same information using the edit button!

Note: the document generator is also used for our forms, letters and notices, its not just for the tenancy agreements!



'My Landlord Law' where all your documents are stored



The tenancy templates:

These include:

- 'Bog standard' AST (our most popular tenancy agreement)
- Separate versions for monthly and weekly rental
- Agreement for a room in a shared house
- Landlord pays the bills (very useful for HMO properties)
- Tenancy with guarantee (separate guarantee deed also available)
- Special student let agreements
- Special agreement for tenants with pets
- Special agreements for agents using TDS

Extra clauses you can add:

- Access for gardener
- Break clause
- Rent review

Or add your own!



"I love how clear and easy to understand your tenancy agreements are"

Mo B, Landlord, Clapham

Other forms and letters:

These include:

Possession notices:

- Section 8 based on rent arrears
- Section 21
- Notice to Quit

Other forms include:

- Renewal form
- Guarantee
- Inventory
- Rent increase notice

Letters include:

- Letter of authority to Housing Benefit Office
- Notifying tenant of a new landlord
- Agreement to change rent payment date

If the letter you want is not there - as Tessa to do a new one!



"You have an absolute Aladdin's Cave of a website with everything a Landlord needs"

Roger Child, landlord

Information

Landlord Law started as an information site in 2001 and has been growing every since.

For example:

FAQ - (mostly) short articles answering the questions that people ask. A very popular feature

Q&A - Tessa's answers to people's real questions, sorted by topic.

Articles - pdf articles giving more detailed information on various topics

Trails - find the answer to your problem via our question and answer 'trails'

Special sections - such as the Rent Arrears Action Plan (see later) and our enforcements section (for information about enforcement of County Court Judgements)



Most of our members don't need any 'one to one' – they find their answers in the site information

Find out how to find your way around the site on the next page



Navigation



Helpful drop down links menu from the green navigation bar leads you to the topic index pages – this menu is available from anywhere in the site (so long as you are logged in!)

Helpful 'My Landlord Law' block, found on most pages, helps logged in members find their own content such as documents and the forum



Many pages also have margin links blocks with links to relevant content

There are index pages for each topic with links to all site content on that topic – this is the page for tenancy deposits

The Rent Arrears Action Plan

Rent arrears is a real problem for landlords, particularly if the rent is your main income. The plan includes

Preliminary stage - background information you need to know

Stage 1 - Take action as soon as your tenant falls into arrears. Guidance, letters and checklist

Stage 2 - When the arrears reach two months, its time to serve a notice. We tell you how and you can generate notices via our document generator service

Stage 3 - Considering proceedings for possession. Helping you decide, annual members can then use our kits

Stage 4 - Getting a County Court Judgement - whether it is necessary and what to do. Our Kit A will help

+Plus members can also view our special video help



*"If you need an answer
this is the place to find it!"*

Philip Wheeler, Landlord

Repossession

Do it yourself



All +Plus members can use our special kits:

- Kit B - accelerated procedure
- Kit C - possession based on rent arrears

These give all the information and forms you need to get an order for possession.

Excellent value as you can use them over and over again - why employ a solicitor when you can do it yourself?

Online support is available or you can buy 'one to one' telephone support

"Just to let you know we used your kit for the accelerated possession and it all worked out fine and we now have our property back.....THANK YOU." - Sally Keaveney, landlord

Or use our service

Not everyone has time to do their own repossessions. Why not let us do all the work?

Instruct Tessa online, pay the fee and let us have your paperwork.

You just turn up at Court (if there is a hearing) where our professional advocate will look after you.



One to one advice:

On the forum:

All Landlord Law members can ask Tessa questions in the members discussion forum.

Tessa checks this daily (on working days) and will provide basic answers or refer you to the relevant part of the site.

There are also discussion areas on some pages where you can also ask questions (eg with the video content available to +Plus members).

Telephone help:

Members can buy telephone support for a modest fee.

Fixed fee advice service

This is suitable for more complex problems. Pay the fixed fee, complete the form, and let Tessa have your documents. She will email a written advice to you within a few days



Yvette Newbury,
landlord: *"Your website
gives me the courage to do
things by myself"*

Tenants information

Many people think of Landlord Law as a service just for landlords, but this is not the case. There has always been a big tenants section.

Here tenants can find help on things such as:

- Disrepair issues
- Tenancy deposits
- Sharing property with friends
- What to do if you landlord wants to evict you

There is a huge amount of information on the site drafted specially for tenants, plus tenants can also ask questions on the tenants forum.

All the tenants information is also available to +Plus members, so +Plus membership is very suitable for tenant advisors.



Help on using the site

Some people worry about using an online service thinking it will be too difficult for them.

We understand this, and have always tried to make things as straightforward as possible.

There is an extensive help section on the site (see the next page for how to find this) and members can ask for help on the members discussion forum.

There are also quite a few help videos and we will be adding to these as time goes by.

An online information service is not for everyone, but most people have been pleasantly surprised by how easy it is to use.

You don't need a degree in computer programming - just a bit of common sense!



[More on help ...](#)

***“As an eCommerce consultant, I must say I am impressed by your service”
Michael Chan, tenant***

Finding help:

Links to the help section can be found throughout the Landlord Law site



Click the menu to expand the links



This is the main help menu – the top link will take you to the website help section where you will find guidance on using the different types of content on Landlord Law



Membership options:



- +Plus member - £180 pa, or £96 for six mths



- Landlord standard member - £20 pm (free upgrade to +Plus after five months)



- Tenant standard member - £15 pm or £30 for 3 mths

- Multi user membership - see later



Moneyback guarantee

You can cancel your membership and get a full refund if you tell us within 14 days of joining



More on
membership

Standard landlord membership

Suitable for someone wanting to find out the answer to a problem or generate a tenancy agreement




- Unlimited use of tenancy agreements, notices and letters during your membership period
- Ask Tessa questions in the forum
- Access to the landlord half of the site only
- Can use Kit A (CCJ for rent arrears) but not the two repossession kits
- Cannot view the video content

£20 per month

Online payment via pay pal

- Regular standard members can upgrade to +Plus membership after 5 months



Next : +Plus
membership

+Plus membership

Suitable for landlords wanting long term support, letting agents and housing advisors

As standard membership plus:

- Access to the two 'do it yourself' repossession kits
- Access to all the video content
- A free telephone advice call
- Access to the landlord AND the tenant content
- Free suppliers page (annual +Plus members only)

- **£180** (£150 plus VAT) if you join online
- **£96** (£80 plus VAT) for six months - online only
- Non refundable admin fee of £20 if you join offline (annual membership only)



Multi user membership

Suitable for companies and organisations where more than one person will need to use the service

- One member must be the 'lead' company member - this will be our main contact and should be a senior member of the company
- Other 'standard' company members can then be added as required
- Both the lead and standard company members will have the same access rights as +Plus members
- There will also be a special company area where details of the company membership will be stored

- **£180 pa** (£150 plus VAT) for the lead member
- **£90** (£75 plus VAT) setup fee (& £60 renewal)
- **£36 pa** (£30 plus VAT) for each standard member



Tenant membership

A cheap and cheerful service for tenants wanting to find the answer to a problem



- Only available monthly or quarterly
- Access to the tenants side of the site only
- Includes the tenants letters service and
- You can ask Tessa questions in the forum
- No access to landlords content such as tenancy agreements and possession notices

- **£15 pm, or**
- **£30 for three months**
- Online payment via pay pal only



The vast knowledge and support that you provide has been of tremendous help to protect victims like us.

Patricia Tharp-Duenas, tenant

And finally ...

Thank you for reading this short brochure. We hope it has given you an idea of what the Landlord Law site provides.

If you want to find out more, there is a lot more information on the site. For example see the information pages for landlords, tenants, agents, advisers and solicitors.

You will also find other helpful pages linked from the margin on those pages.

Or you can sign up for a series of emails which will give a bit more insight into what we offer.

If you have any further queries about membership email tessa@landlordlaw.co.uk.



"the site gives us massive confidence as landlords, and it makes a huge difference having a real person fronting it rather than a faceless company name"

Ian Cosier, landlord"



That's all folks!

Now visit the website :

www.landlordlaw.co.uk