

A Guide to the Renters' Rights Act



**Renters'
Rights Act**

Helping renters and landlords
in the West of England
understand the
Renters' Rights Act.

> [WE-rent.org.uk](https://www.we-rent.org.uk)



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Introduction

The Renters' Rights Act became law on 27 October 2025.

The key changes explained in this handbook will start on **1st May 2026**, with further changes being introduced over the next few years.

These reforms are designed to make private renting **fairer**, and to help people live in homes that are **safe, secure and good quality**.

This handbook outlines the main changes and directs you to places where you can find more detailed information.

It also lists local services across the region that can offer advice and support if you have questions about your renting rights or if you're at risk of homelessness.

You can dip into this guide whenever you need to – you don't have to read it all at once.

It's here to support you at your own pace.

Please note:

These changes may not affect you if you are:

- a **lodger** who lives with your landlord
- a **council (social) tenant**
- a **protected tenant** under older tenancy rules
- someone with a **valid Section 21 eviction notice** where the effective date is **before 1st May 2026**
- **students** living in university managed halls or Purpose-Built Student Accommodation (PBSA) registered under Unipol/ANUK housing codes (see page 10)

Section 21 'no fault' evictions

Your landlord cannot give you a Section 21 notice from 1st May 2026.

Instead, private landlords will need a legal reason to evict you and use a Section 8 notice to do so.

For example, if:

- you owe more than 3 months' rent
- your landlord is selling the property
- Your landlord wants to move back in

Rent increases

Your landlord will only be able to put your rent up once a year.

You will get at least 2 months' notice of a rent increase, and your Landlord must provide you with a specific notice called a Section 13 notice.

Tenancy clauses that say the rent can go up in other ways will no longer apply. You will be able to go to a tribunal if you think a rent increase is too much.

The tribunal:

- can set a lower rent if they agree that the increase is too much
- will not be able to put your rent up to more than your landlord wants
- will not be able to backdate the rent increase

Bidding wars and rent in advance

When moving into your new home, your landlord will not be able to ask for more than one month's rent in advance.

When advertising a property, landlords and letting agents will have to advertise the rent and won't be able to ask for or accept rent above that price.

Councils will be able to fine landlords who ask for or accept more.

Changes to **tenancy** agreements

There will be no more 'fixed-term' assured shorthold tenancies. Instead, you will have a periodic assured tenancy, which has no fixed end date

They will start on a periodic (month to month or rolling) basis and continue on a rolling basis until either a tenant gives 2 months' notice to vacate or a landlord obtains a legal eviction.

All assured shorthold tenancies will be automatically changed over to the new type and you should receive an information leaflet from your landlord or letting agent by 31 May 2026 outlining these changes.

Ending your tenancy

You will have to give 2 months' notice if you want to end your tenancy.

Your landlord could agree to a shorter notice, if you request one.

Your landlord can only end your tenancy by going to court. They will need a valid reason to evict you.

➤ See Page 4 “Section 21 ‘no fault’ evictions

Right to ask to keep a pet

You will be able to ask to keep a pet in your rented home.

You will need to:

- write to your landlord to ask for permission
- include a description of the pet you plan to have

Your landlord can only refuse if they have a good reason. They will normally have 4 weeks to reply in writing. They might ask for more information about the pet.

They will have another week to write to you with their decision from when you send that information.

Tenancy clauses which say you cannot have a pet under any circumstances will not apply after the law changes.

Changes for students

Most of the new changes apply to students renting from private landlords and letting agents just as they do to other tenants. However, depending on who you live with, there are a few important differences to be aware of - especially around, how and when your landlord can end your tenancy.

For full guidance and to understand how these rules affect you, visit our website:

➤ [WE-rent.org.uk](https://www.we-rent.org.uk)

We also encourage you to speak with your **Students' Union advice team** if you are concerned about what these changes mean for you. They can offer clear, tailored guidance based on your situation.



University of Bristol Students' Union

- bristolsu.org.uk/housing-advice
- Senate House, Tyndall Ave, Bristol, BS8 1TH



The Students' Union at UWE Advice Centre

- advice@uwe.ac.uk
- thestudentsunion.co.uk/support/advicecentre/



University of Bath Student Union

- suadvice@bath.ac.uk
- The SU University of Bath, Claverton Down, Bath BA2 7AY



Bath Spa Students' Union Advice Centre

- bathspasu.co.uk/advice/get-in-contact
- su-advice@bathspa.ac.uk

Future changes

Some parts of the Renters' Rights Act will not come into effect on 1 May 2026.

These measures are covered in the Act but will be introduced later. They include:

- Private Rented Sector Database
- Private Rented Sector Landlord Ombudsman
- Decent Homes Standard

Further details, including the dates these changes will come into effect, are still to be announced.

Services in your area

There are also excellent local housing advice and support services across the region.

If you need help understanding your rights, or if you're at risk of homelessness, these services can offer support, information, and guidance.

We encourage you to visit **[WE-rent.org.uk](https://www.we-rent.org.uk)** first for full information on the Renters' Rights Act and how the changes apply to you.

Services in your area

Bath & North East Somerset **BANES**

Bath & North East Somerset Council

Bath & North East Somerset Council

Bath & North East Somerset Council provides housing advice and support for anyone who is homeless, at risk of homelessness, or needing guidance on their housing options.

They manage homelessness applications and the Homesearch social housing register. You can get help online, by phone, or by visiting the One Stop Shop in Bath.

Get in touch:

- 01225 394041 or 01225 396296
- bathnes.gov.uk/housing-advice-and-support



Citizens Advice Bath & North East Somerset (BANES)

Citizens Advice BANES offers free, confidential, and impartial advice on a wide range of issues, including housing, benefits, debt, employment, and consumer problems.

Support is available by phone or through drop-in services at their Bath, Keynsham, and Midsomer Norton offices.

Get in touch:

- 0808 278 7897 (Mon–Fri, 9:30am–2:30pm)
- citizensadvicebanes.org.uk



Julian House

Julian House provides homelessness support across Bath & North East Somerset, South Gloucestershire and North Somerset

This includes emergency accommodation (such as the Manvers Street Hostel), rough sleeping outreach, supported housing, domestic abuse refuge support, Housing First, and support for people with complex needs.

Get in touch:

- 01225 354650
- julianhouse.org.uk



DHI - Reach Housing Advice & Support Service

Reach is a free, independent, and impartial housing advice service for people in BANES.

They provide practical and emotional support, help with housing rights, benefits, income maximisation, resettlement, and preventing homelessness.

Support is available by phone, at offices, and at regular drop-ins across BANES.

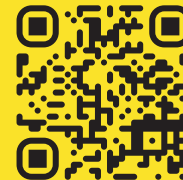
Get in touch:

- > 01225 422156
- > dhi-online.org.uk/get-help/reach

Renters' Rights Act

To find out more detail on these changes including useful national resources and guidance you can visit the website:

> [WE-rent.org.uk](https://we-rent.org.uk)



Services in your area

Bristol



1625 Independent People

1625 Independent People help young people with many different things, depending on their situation.

They support young people with housing, learning to live on their own, finding jobs and training, managing their health, and developing the confidence and skills they need to become independent.

Get in touch:

- > 0117 317 8800
- > 1625ip.co.uk



ACORN

ACORN is a community union built by and for its members. When you join ACORN, you join a group that stands together and takes action.

We deal with real issues, housing, cost of living, and unfair treatment, and we organise people to win change

Get in touch:

- > acorntheunion.org.uk
- > bristol@acorntheunion.org.uk
- > 0776 3729 390



Bristol City Council – Housing Options

/ Housing Advice Service

Provides homelessness prevention support, advice on housing options, and help finding accommodation in the private or social rented sector.

They also manage the HomeChoice Bristol social housing register.

Get in touch:

- 0117 922 2400
- Out of hours: 01454 615165
- bristol.gov.uk/housing



Helping people access justice

Bristol Law Centre

Provides free specialist legal advice and representation for people facing serious housing issues, including homelessness decisions, possession, unlawful eviction, disrepair, injunctions and appeals.

Together with Shelter, they also provide a duty solicitor service at Bristol County Court.

Get in touch:

- 0117 924 8662
- bristollawcentre.org.uk



Caring in Bristol

Caring in Bristol

A charity working to prevent homelessness through individualised housing support.

Projects include homelessness prevention programmes, youth accommodation services and support, and resources including handbooks and community food clubs.

Get in touch:

- 0117 924 4444
- caringinbristol.org.uk



Citizens Advice Bristol

Provides free, confidential and independent advice on housing, debt, benefits, and issues affecting tenants and homeowners.

Support is available by phone and via limited drop-ins.

Get in touch:

- 0808 278 7957
- bristolcab.org.uk

Clean Slate

Clean Slate offers a homelessness prevention service designed to stabilise tenants finances before a housing crisis hits.

Homelessness rarely begins with an eviction notice. By the time formal housing processes are triggered, people are already firefighting.

Get in touch:

- > 01225 302200
- > cleanslate ltd.co.uk

Housing Matters (Bristol)

Provides free, independent advice on housing and homelessness for people in Bristol and the surrounding areas.

The service supports anyone experiencing housing stress, homelessness or rough sleeping, those at risk of becoming homeless and people dealing with housing related problems in their current home.

Support is available by phone, along with regular community drop-in sessions.

Get in touch:

- > 0117 935 1260
- > housingmatters.org.uk



Shelter Bristol

Provides free specialist housing advice and Legal Aid eligible support for people facing homelessness, eviction, disrepair, or serious housing problems.

Appointments available at their Bristol centre and through drop-ins.

Get in touch:

- 0344 515 1778
- england.shelter.org.uk/get_help/local_services/bristol



Bristol Somali Resource Centre

Provides general information and advice on housing and homelessness for people living in Bristol and the surrounding areas. The service supports individuals who are at risk of becoming homeless, as well as those experiencing housing-related problems in their current accommodation.

They particularly aim to support people from refugee and immigrant backgrounds who may face additional barriers when accessing housing services.

Get in touch:

- 0117 907 7994
- somalicentre.org.uk

St Mungo's - Rough Sleeping Prevention Service (Bristol)

RSPS aims to provide rapid intervention support for people who are new to homelessness and at imminent risk of rough sleeping in Bristol.

The team of Assessment and Reconnection workers will work with clients to establish the most suitable way to resolve their homelessness. The service can be accessed by anyone who is in Bristol, over 18, is new to homelessness and at imminent risk of rough sleeping.

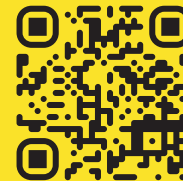
You can self-refer to the service using the details below, or you can attend a drop-in for advice/signposting. Drop-ins are held at 1 New Street, BS2 9DX and run Mondays and Thursdays 10-12.

Get in touch:

- > 0117 911 4454
- > bristolrps@mungos.org

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> [WE-rent.org.uk](https://www.west-of-england-renters-act.org.uk)



Services in your area

South Glos



Citizens Advice South Gloucestershire

Provides free, confidential and impartial advice on housing, benefits, debt, consumer rights and employment. Support is available by phone or at face-to-face drop-ins across the district.

Get in touch:

- > 0808 278 7947
- > southgloscab.org.uk



South Gloucestershire Council – Housing Options (HomeChoice)

For advice on housing options, please phone or email.

Get in touch:

- > 01454 868005
- > homelessness@southglos.gov.uk
- > life.southglos.gov.uk
(search “housing” or “homelessness”)

A drop-in housing advice service is available at the Kingswood Civic Centre, Monday – Friday, 9am – 12.30pm.

Services in your area

North Somerset



Citizens Advice North Somerset

Provides free, confidential and impartial advice on housing, benefits, debt, employment issues and more. Advice is appointment-led and available by phone, email, and in person at our Advice Shop in The Sovereign and outreach locations across North Somerset including Nailsea, Portishead, Clevedon, Banwell and Winscombe.

Get in touch:

- > 0808 278 7973
- > nscab.org.uk



North Somerset Council

North Somerset Council Homeless Prevention and Housing Team provide advice and information for people who are homeless, threatened with homelessness or who want to join the Council's Housing Register.

Also offers services to local landlords with properties to let.

Area served:

North Somerset Council - Weston Super Mare, Nailsea, Portishead, Clevedon and surrounding areas.

Get in touch:

- > 01934 426 330
- > HP.Triage@n-somerset.gov.uk
- > Town Hall, Walliscote Grove Road, Weston-super-Mare, BS23 1UJ



Shelter National Helpline

Shelter's National Helpline is a free service offering urgent housing advice for people who are homeless, have nowhere safe to stay, are at risk of harm at home, or are worried about losing their home in the next two months.

When it's open:

- Monday to Friday: 8am – 6pm
- Closed: weekends and bank holidays

What they can help with:

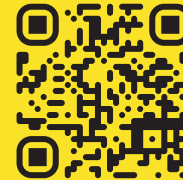
- Homelessness or nowhere to stay tonight
- Risk of abuse or harm at home
- Threatened eviction or loss of accommodation
- Understanding housing rights and next steps

Get in touch:

- 0808 800 4444 (Freephone)

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with support from

