

propertymark QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS LEVEL 3 AWARD IN RESIDENTIAL TENANCY DEPOSIT PROTECTION AND MANAGEMENT (ENGLAND AND WALES)

QUALIFICATION SPECIFICATION

ACADEMIC YEAR 2025/2026

FOR ASSESSMENT FROM JANUARY 2026

RENTERS' RIGHTS ACT 2025 ASSESSED FROM 1ST MAY 2026

VERSION 1.6

ABOUT PROPERTYMARK QUALIFICATIONS

Propertymark Qualifications is the UK's specialist awarding organisation offering industry recognised qualifications in property and property affiliated disciplines. We draw our expertise from an array of experienced property industry practitioners and academics from relevant fields including property, law, surveying and finance.

Propertymark Qualifications is an independent organisation and is recognised by the national qualification regulators in England, Wales, and Northern Ireland; namely the Office of the Qualifications and Examinations Regulator (Ofqual), Qualifications Wales and the Council for Curriculum, Assessment and Examinations (CCEA Regulation) respectively. We also offer qualifications which are credit and level rated in the Scottish Credit and Qualifications Framework (SCQF). This means we follow strict guidelines and maintain quality standards in the provision of all our qualifications.

Propertymark Qualifications has been operating as a recognised and regulated awarding body since March 2002 with our first qualifications being awarded to learners in 2003. We work in association with professional membership bodies which allows us to collaborate with them and draw on their expertise and experience to ensure the design and development of our qualifications is at pace with changes in the industry at large.

Propertymark Qualifications is also recognised by Skills England and Ofqual to deliver assessments as an Assessment Organisation for the apprenticeship standards for which we are approved.

All of this puts us in a unique position to provide tailored and industry specific qualifications that meet industry requirements, reinforce industry standards, and afford individuals the opportunity to progress.

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QUALIFICATION PURPOSE

The **Propertymark Qualifications Level 3 Award in Residential Tenancy Deposit Protection and Management** is an introductory qualification ideal for learners wanting to gain and/or improve existing knowledge in the key areas related to residential tenancy deposit. This qualification would suit those who are currently working, or aspiring to work, as an Inventory Provider/Clerk.

STRUCTURE

- Unit 1: Health and Safety, Security and General Law (COM1)
- Unit 2: Legal Aspects of Letting and Management (RLPM2)
- Unit 3: Handling, Protecting and Processing Residential Tenancy Deposits (RTDPM3)
- Unit 4: Returning Residential Tenancy Deposits and Dispute Resolution Procedures (RTDPM4)

QUALIFICATION SUMMARY AND KEY INFORMATION

Approved age ranges	16 +
Assessment	On-screen Assessment
Total Qualification Time (TQT)	120 hours
Guided Learning Hours (GLH)	120 hours
Grading	Pass or Fail
Entry requirements	N/A

ENTRY GUIDANCE

There are no formal entry requirements for this qualification. However, learners will benefit from having achieved other qualifications at Level 2, or higher, and experience of working in the property industry.

REGISTRATION

Learners must be registered for the qualification. Accurate and timely registration is essential to ensure that learners receive appropriate support and that examinations are made available. Learners should discuss any questions about registration with their training provider.

ACCESSIBILITY

Learners who require reasonable adjustments, access arrangements or special consideration should discuss their requirements with their training provider at the earliest opportunity. Recognised centres can find the relevant policies and forms on the Propertymark Qualifications CRM system.

RECOGNITION OF PRIOR ACHIEVEMENT

Qualifications and units awarded by Propertymark Qualifications and other awarding bodies, where relevant, may be used to gain exemptions from units of qualifications offered by Propertymark Qualifications under certain circumstances. Learners should contact their training provider for further information. Recognised centres can find further information on the Propertymark Qualifications CRM system.

KNOWLEDGE, UNDERSTANDING AND SKILLS

Assessment Guidance is provided through the description of Knowledge, Understanding and Skills to amplify the learning outcome and/or assessment criterion as relevant and enable national or industry specific information and requirements to be noted.

This guidance is intended to be indicative and not exhaustive. Learners are encouraged to undertake wider reading and research aligned with the assessment criteria to deepen their understanding and fully meet the Learning Outcomes. All assessments are designed in accordance with stated Learning Outcomes and Assessment Criteria.

ASSESSMENT

Each unit is assessed individually through an online exam. The units can be taken in any order. Learners will be provided with further information on the online assessment system by their training provider. Recognised centres can access supporting documentation for online exams on the Propertymark Qualifications CRM system.

Each unit has the following assessment methodology	
Assessment details	On-screen multiple-choice questions
Assessment Duration	30 minutes for each unit
Number of questions	20 questions for each unit
Grading information	Pass/Fail
Assessment availability	On demand

GRADE BOUNDARIES

The grade boundary for each unit is set at 70% Pass. This is notional and subject to change by Propertymark Qualifications.

ENQUIRIES ABOUT RESULTS

Propertymark Qualifications make provision for learners and centres to make an enquiry into or appeal against an assessment decision. Learners should discuss this with their training provider. Recognised centres can find policies and forms on the Propertymark Qualifications CRM system.

CERTIFICATION

Learners wishing to complete this qualification are required to pass all four units. Once all units have been passed, Propertymark Qualifications will provide certification for the full qualification.

PROGRESSION

Learners can progress onto another Level 3 qualification to gain wider knowledge of related areas:

- **Propertymark Qualifications Level 3 Certificate in Property Agency (Lettings)**
- **Propertymark Qualifications Level 3 Certificate in Property Agency (Sales)**
- **Propertymark Qualifications Level 3 Certificate in Property Agency (Commercial)**
- **Propertymark Qualifications Level 3 Award in Inventory Practice for Residential Lettings (England)**

Learners could also progress onto the **Propertymark Qualifications Level 4 Certificate in Property Agency Management**. This could be as they progress into a management role or to prepare for one.

REPLACEMENT CERTIFICATES

If a certificate has been misplaced, lost, or stolen and a replacement is required, a Replacement Certificate Request form should be completed which can be found on our website

<https://www.propertymark.co.uk/pmq>.

QUERIES ABOUT THIS SPECIFICATION

Learners with queries about this specification should contact their training provider. Centre Administrators with queries about this specification should contact Propertymark Qualifications.

QUALIFICATION UNITS

Learners wishing to complete the **Propertymark Qualifications Level 3 Award in Residential Tenancy Deposit Protection and Management** are required to pass the four units listed below. Once all four units have been passed, Propertymark Qualifications will provide certification for the full qualification. Units can be completed in any order.

Unit Code	Unit Title	Unit Reference
COM1	Health and Safety, Security and General Law	L/616/8270
<p>This unit is about understanding the general concepts of law relevant to a property professional. It deals with the historical development of the law as well as current concepts, relevant statute and common law. It is designed to enable property professional understanding and carry out their duties to colleagues, customers and the general public. Health, safety and security issues are also covered including the legislation and best practice issues relevant to property professional in their duties within and outside their office when dealing with colleagues and customers and making necessary visits to other locations.</p>		
Learning Outcome <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i>
1. Understand health and safety at work legislation and its relevance in and out of the workplace	1.1 Identify the duties of employers 1.2 Identify the duties of employees 1.3 Select correct procedures for carrying out a risk assessment for appointments and visits	England and Wales: Health and Safety at Work etc. Act 1974. Northern Ireland: Health and Safety at Work (Northern Ireland) Order 1978.
2. Understand the issues around keeping safe when visiting property and maintaining a secure system when dealing with keys	2.1 Select appropriate procedures when securing property 2.2 Recognise a safe and secure set of procedures for dealing with keys 2.3 Identify how to ensure personal safety away from the office	England and Wales: Occupiers Liability Act 1957. Occupiers Liability Act 1984. Health and Safety at Work etc. Act 1974. Northern Ireland: Health and Safety at Work (Northern Ireland) Order 1978.
3. Understand the general legal concepts relating to the provision of property services	3.1 Recognise the different divisions of the law 3.2 Distinguish between common law and equity 3.3 Identify the remedies available under the law	Divisions: Civil/criminal; public/private. The structure of the courts and judicial precedent. Remedies: Damages, specific performance, injunctions, rectification, rescission.
4. Understand the common law duties of agents and agents' authority	4.1 Identify the common law duties owed to clients 4.2 Identify the duties that apply to customers 4.3 Differentiate between the different types of authority to act and the relevant obligations	Common law duties of an agent: to act in the principal's best interests; to avoid any conflict of interest; confidentiality; not to make a secret profit; to keep proper accounts and to account for property and money received; to carry out the role with reasonable skill and care; not to delegate their duties without the principal's consent; to obey the principal's lawful and reasonable instructions. Creation of the agency relationship: express agreement, implied agreement, by necessity, by ratification, by estoppel. Types of authority: actual authority (express or implied), apparent/ostensible authority.

<p>5. Understand the basic elements of the law of contract</p>	<p>5.1 Identify the elements needed for a contract to exist 5.2 Interpret situations where a contract will have come to an end 5.3 Select appropriate remedies where there is a breach of contract 5.4 Identify the special requirements relating to contracts relating to land and property</p>	<p>Formation of a contract: offer, acceptance, consideration, intention, capacity. Terms & Conditions. Misrepresentation, Mistake, Undue Influence, Duress. Discharge of a contract: performance, agreement, breach, frustration. Remedies: damages, specific performance, injunctions, rectification, rescission. England and Wales: Contracts that must be in writing. Law of Property (Miscellaneous Provisions) Act 1989 (Section 2). Northern Ireland: Contracts that must be evidenced in writing: Statute of Frauds (Ireland) Act 1695. Landlord and Tenant Law. Amendment (Ireland) Act 1860 (Section 4).</p>
<p>6. Understand the basic elements of liability outside the law of contract</p>	<p>6.1 Identify the elements needed for liability to be proved 6.2 Recognise situations where vicarious liability may apply 6.3 Identify situations where occupiers' liability may be relevant</p>	<p>Law of tort: negligence, nuisance. Occupiers' liability. Vicarious liability. England and Wales: Occupiers Liability Act 1957. Occupiers Liability Act 1984. Northern Ireland: Occupiers' Liability Act (Northern Ireland) 1957.</p>
<p>7. Understand the basic concepts of land law</p>	<p>7.1 Distinguish between different rights to occupy 7.2 Identify the distinguishing features of rights over the land belonging to another person 7.3 Recognise situations where such a right may exist 7.4 Interpret when those rights will pass with property</p>	<p>England and Wales: freehold, commonhold, leasehold and licences. Northern Ireland: freehold, leasehold and licences. Rights over another person's land: easements, freehold covenants, restrictive and positive covenants.</p>
<p>8. Understand the basic concepts of discrimination.</p>	<p>8.1 Identify what are protected characteristics 8.2 Analyse the circumstances when discrimination may or may not occur 8.3 Select the appropriate remedies where discrimination has occurred</p>	<p>England and Wales: Protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation (Sections 4 – 12 Equality Act 2010). Northern Ireland: age (The Employment Equality (Age) Regulations (NI) 2006; disability (Disability Discrimination Act 1995); sex (Sex Discrimination (NI) Order 1976; pregnancy and maternity, gender reassignment, marital/civil partnership status, race (Race relations (NI) Order 1997); religious belief and political opinion (Fair Employment and Treatment (NI) Order 1998); sexual orientation (Employment Equality (Sexual Orientation) Regulations (NI) 2003; Equality Act (Sexual Orientation) Regs (NI) 2006). Direct and indirect discrimination, harassment, victimisation. Remedies awarded by employment tribunal: declaration, compensation, recommendation.</p>

<p>9. Understand the requirements of the data protection legislation</p>	<p>9.1 Recognise the data protection principles laid down in the legislation</p> <p>9.2 Analyse situations to show compliance with data protection principles</p> <p>9.3 Distinguish between those who can and who cannot be given protected data</p>	<p>General Data Protection Regulations (GDPR). Data (Use and Access) Act 2025 Data Protection Act 2018. Principles: lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation.</p>
<p>10. Understand the requirements of the legislation dealing with the handling of money</p>	<p>10.1 Analyse situations that may be deemed suspicious</p> <p>10.2 Identify the procedures needed to comply with the legislation</p> <p>10.3 Apply legislative requirement to possible suspicious situations</p>	<p>Proceeds of Crime Act 2002, Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, as amended. Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI). Financial Action Task Force (FATF).</p>

Unit Code	Unit Title	Unit Reference
RLPM2	Legal Aspects of Letting and Management	T/602/5474
<p>This unit concerns the law that is specific to carrying out the letting and management of residential property. It stresses the importance of the agent knowing, understanding and complying with common law and legislation concerned with the granting, administration, financial management and termination of the various types of residential tenancies.</p>		
Learning Outcome <i>The learner should be able to:</i>	Assessment Criteria <i>The learner must:</i>	Knowledge, Understanding and Skills (KUS) <i>Indicative content only</i>
1. Understand the common elements of agreements to occupy residential properties	1.1 Identify the different types of agreements for occupying residential property in the private rented sector 1.2 Differentiate between market rents and rents which are subject to control	Housing Act 1988 (amended by Renters' Rights Act 2025) - <i>[Assessed from 1st May 2026]</i> Housing Act 1996.. Rent Act 1977. Non-Housing Act 1988 tenancies. Different types of occupancy rights licences, leases for 3 years or less, leases for more than 3 years Fair rents: Rent Act 1977 (Section 70).
2. Understand the requirements for regaining possession of let property and the protection available to the occupier	2.1 Apply the common law rules for regaining possession to a range of different circumstances 2.2 Apply the rules for regaining possession under statute 2.3 Summarise the protections given to occupiers	Effluxion of time. Surrender. Forfeiture: Law of Property Act 1925 (Section 146). Notice to Quit. Housing Act 1988: section 8 and grounds for possession –(as amended by the Renters' Rights Act 2025) <i>[Assessed from 1st May 2026]</i> . Section 21 (Form 6A) – <i>[Assessed until 30th April 2025]</i> Rent Act 1977: cases for possession. Protection from Eviction Act 1977 (Sections, 1, 2, 3 and 5).
3. Understand the statutory regulations of landlords and agents	3.1 Identify the ways in which information must be provided to an occupier 3.2 Identify the methods of controlling the activities of landlords and agents	Accommodation Agencies Act 1953. Landlord and Tenant Act 1985 (Section 1). Landlord and Tenant Act 1987 (Sections 47 and 48). Codes of Practice. Fees: restrictions; display. Rogue landlords and agents. Client money protection. Landlord and property registration on the Private Rented Sector Database (not yet in force) <i>[Assessed from 1st May 2026]</i> Landlord joining an approved redress scheme (Private Rented Sector Ombudsman) (not yet in force) <i>[Assessed from 1st May 2026]</i>
4. Understand the fitness standards for dwellings and the responsibility for repair	4.1 Summarise the requirements for a residential property to be deemed fit for letting 4.2 Apply the legislation to determine a landlord's repairing responsibilities 4.3 Apply legislation and common law to determine remedies available to landlords and occupiers for disrepair	Energy Performance Certificate (EPC). Minimum Energy Efficiency Standard (MEES). Part 1 Housing Act 2004: Housing, Health and Safety Rating System (HHSRS); Awaab's Law and Decent Homes Standard (not yet in force) <i>[Assessed from 1st May 2026]</i>

		Local authority enforcement procedures. Landlord and Tenant Act 1985 (Section 10 as amended by the Homes (Fitness for Human Habitation) Act 2018)) Landlord and Tenant Act 1985 (Section 11). Duty to use the property in a tenant-like manner (Warren v Keen).
5. Understand the requirements for safety in let property	5.1 Identify the matters that are covered by safety legislation and other guidance 5.2 Apply the relevant matters to a range of specific circumstances	Safety in properties: fire regulations; gas safety regulations; electrical regulations; furniture and furnishing regulations; legionella and deleterious materials (asbestos) Awaab's Law (not yet in force) <i>[Assessed from 1st May 2026]</i> Differences between landlord and agent responsibilities.
6. Understand the legislation relating to Houses in Multiple Occupation (HMOs)	6.1 Apply the legislative tests to determine if a property is an HMO 6.2 Apply the legislative powers of enforcement authorities to determine action in a defined scenario relating to repair or licensing	Part 2,3,4, and 7 Housing Act 2004: Houses in Multiple Occupation (HMO). Local authority enforcement procedures. Renters' Rights Act 2025 <i>[Assessed from 1st May 2026]</i> Housing Act 2016.
7. Understand the legal requirements relating to tenancy deposits	7.1 Interpret common law and statutory requirements covering the handling and protection of tenancy deposits	Tenancy deposit schemes, client money protection, deposit replacement schemes. England: Tenant Fees Act 2019.
8. Understand consumer and business protection legislation applicable to residential letting	8.1 Apply the requirements of consumer and business protection legislation to define scenarios 8.2 Apply the requirements to give a cooling off period to a range of situations where landlord instructions are taken 8.3 Apply the rules to determine what is and what is/is not an unfair term	Accommodation Agencies Act 1953. Digital Markets, Competition and Consumers Act 2024 (DMCCA) and CMA207 guidance (2025) Business Protection from Misleading Marketing Regulations 2008. Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Part 2 Consumer Rights Act 2015.
9. Understand the key requirements of any transactional tax relating to residential property	9.1 Apply the regulations for transactional tax to a range of typical situations	England: Stamp Duty Land Tax. Wales: Land Transaction Tax. Annual Tax on Enveloped Dwellings (ATED).
10. Understand the main criteria relating to the regulation of insurance based activities	10.1 Apply the insurance related regulations to range of defined scenarios	Financial Services and Markets Act 2000.. Consumer Credit Act 1974. Handling claims.

Unit Code	Unit Title	Unit Reference
RTDPM3	Handling, Protecting and Processing Residential Tenancy Deposits	H/508/1674
<p>This unit is about understanding when a tenancy deposit must be protected and the ways in which protection can be provided. The unit also covers the processes that must be followed to enable protection. In addition, the unit looks at the requirements to record information relating to the condition of the property and the money held.</p>		
Learning Outcome <i>The learner should be able to:</i>	Assessment Criteria <i>The learner must:</i>	Knowledge, Understanding and Skills <i>Indicative content only</i>
1. Understand the contents and purpose of an agent's Terms of Business and the obligations of an agent	1.1 Identify standard terms contained in agency Terms of Business 1.2 Distinguish between standard and additional agency services attracting additional costs 1.3 Identify the responsibilities of an agent to applicants and clients	Agency services: introduction only, let and rent processing, full management service. Renters' Rights Act 2025 <i>[Assessed from 1st May 2026]</i>
2. Understand the general principles behind taking deposits and the types of deposits that may be taken	2.1 Identify the requirements relating to the holding of clients' money 2.2 Differentiate between deposits which do and do not require protection	Clients' account and client money protection. Managing deposits: stakeholder, agent for landlord. Taking clients' and relevant persons' money: The Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019. Holding deposits. Tenant Fees Act 2019. Housing Act 2004. Tenancy deposits: Housing Act 2004, Tenant Fees Act 2019
3. Understand the different types of protection schemes available	3.1 Identify the characteristics of a custodial system 3.2 Identify the characteristics of an insurance scheme	Housing Act 2004 Schedule 10.
4. Understand the process of taking deposits and the supporting documentation that should be issued	4.1 Identify the stages in the process of taking deposits including the timescales involved 4.2 Identify the penalties for non-compliance	Deposits requiring protection: timescales and documentation. Housing Act 2004. Deposits not requiring protection: how held and deposit clause.
5. Understand the procedures that should be followed before a tenant takes possession of a property	5.1 Recognise the importance of an inventory/schedule of condition 5.2 Identify the process of producing an inventory/schedule of condition 5.3 Identify the stages involved in the check-in process	
6. Understand the effect that changes to a tenancy can have on holding a deposit	6.1 Identify events that may affect the tenancy 6.2 Recognise the impact of such changes	Change of landlord. Change of tenant/sharers. Change to the property. Change of scheme. Change to the party holding the deposit. Alterations to the tenancy agreement.

Unit Code	Unit Title	Unit Reference
RTDPM4	Returning Residential Tenancy Deposits and Dispute Resolution Procedures	K/508/1675

This unit is about understanding the process of returning a deposit and when money can be withheld. It looks at the dispute resolution procedures available and the strengths and weaknesses of each. It also covers the preparation of a case and the importance of evidence. Finally, it looks at the decision and its consequences.

Learning Outcome <i>The learner should be able to:</i>	Assessment Criteria <i>The learner must:</i>	Knowledge, Understanding and Skills <i>Indicative content only</i>
1. Understand the procedures that should be followed when a tenant leaves a property	1.1 Identify the stages involved in the check-out process 1.2 Recognise the relevance of the check-out process	
2. Understand the importance of assessing property condition at the end of a tenancy	2.1 Identify the considerations involved in the assessment of the amount of deposit to be returned 2.2 Identify the stages and strategy involved in negotiations 2.3 Identify when a dispute has arisen 2.4 Outline the process for repaying/ distributing the deposit	Dilapidations, damage, betterment, fair wear and tear. Timescales for repaying and distributing a tenancy deposit. Housing Act 2004 Schedule 10.
3. Understand the range of dispute resolution processes available	3.1 Identify the main methods of dispute resolution 3.2 Recognise the strengths and weaknesses of each of the methods	Mediation/conciliation. Adjudication. Independent expert. Arbitration. Litigation. Non-responding parties. Housing Act 2004 Schedule 10.
4. Understand the process of dispute resolution used by schemes	4.1 Identify what is meant by the burden of proof and the standard of proof 4.2 Identify what can be used as evidence 4.3 Identify the stages in presenting a case	Beyond reasonable doubt. Balance of probabilities.
5. Understand the processes to be followed once a decision is given	5.1 Identify the range of decisions available 5.2 Identify the process to be followed once a decision has been made	

KNOWLEDGE, UNDERSTANDING AND SKILLS (KUS) UPDATES

The guidance was last updated as of January 2026.

Unit	Learning Outcome	Update	Version
COM1	2	England and Wales: Occupiers Liability Act 1957 Added	v1.6 Jan 2026
COM1	5	Terms & Conditions Misrepresentation, Mistake, Undue Influence, Duress Added	v1.6 Jan 2026
COM1	6	England and Wales: Occupiers Liability Act 1957 Added	v1.6 Jan 2026
COM1	9	Data (Use and Access) Act 2025 Added	v1.6 Jan 2026
COM1	10	Financial Action Task Force (FATF) Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI) Added	v1.6 Jan 2026
RLPM2	1	Housing Act 1988 (amended by Renters' Rights Act 2025) Added	v1.6 Jan 2026
RLPM2	2	Housing Act 1988: section 8 and grounds for possession (as amended by the Renters' Rights Act 2025) <i>[Assessed from 1st May 2026]</i> . Section 21 (Form 6A) – <i>assessed until 30th April 2025</i> Added	v1.6 Jan 2026
RLPM2	3	Landlord and property registration on the Private Rented Sector Database (not yet in force) <i>[Assessed from 1st May 2026]</i> Landlord joining an approved redress scheme (Private Rented Sector Ombudsman) (not yet in force) <i>[Assessed from 1st May 2026]</i> Added	v1.6 Jan 2026
RLPM2	4	Awaab's Law and Decent Homes Standard (not yet in force) Added	v1.6 Jan 2026
RLPM2	5	Awaab's Law (not yet in force) Added	v1.6 Jan 2026
RLPM2	7	Deposit replacement schemes Added	v1.6 Jan 2026
RLPM2	8	Consumer Protection from Unfair Trading Regulations 2008- Removed	v1.6 Jan 2026
RLPM2	8	Digital Markets, Competition and Consumers Act 2024 (DMCCA) and CMA207 guidance (2025) Added	v1.6 Jan 2026
RTDPM3	1	Renters' Rights Act 2025 <i>[Assessed from 1st May 2026]</i> Added	v1.6 Jan 2026