

propertymark QUALIFICATIONS

PROPERTYMARK QUALIFICATIONS
LEVEL 2 AWARD IN
INTRODUCTION TO RESIDENTIAL PROPERTY
MANAGEMENT PRACTICE
(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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Contents

ABOUT PROPERTYMARK QUALIFICATIONS	1
QUALIFICATION PURPOSE	3
QUALIFICATION RECOGNITION	3
STRUCTURE	3
QUALIFICATION SUMMARY AND KEY INFORMATION	3
ENTRY GUIDANCE	3
REGISTRATION	3
ACCESSIBILITY	4
RECOGNITION OF PRIOR ACHIEVEMENT	4
KNOWLEDGE, UNDERSTANDING AND SKILLS	4
ASSESSMENT	4
GRADE BOUNDARIES	5
ENQUIRIES ABOUT RESULTS	5
CERTIFICATION	5
PROGRESSION	5
REPLACEMENT CERTIFICATES	5
QUERIES ABOUT THIS SPECIFICATION	5
HEALTH AND SAFETY, SECURITY AND GENERAL LAW	6
CUSTOMER SERVICE WITHIN THE PROPERTY SECTOR	9
INTRODUCTION TO RESIDENTIAL PROPERTY LETTING PRACTICE	10
INTRODUCTION TO RESIDENTIAL PROPERTY MANAGEMENT PRACTICE	11
KNOWLEDGE, UNDERSTANDING AND SKILLS (KUS) UPDATES	12

QUALIFICATION PURPOSE

The **Level 2 Award in Introduction to Residential Property Management Practice** is an introductory qualification ideal for learners wanting to gain basic knowledge in the key areas related to residential lettings. This qualification would suit those who are currently working, or aspiring to work, as a Trainee or Junior Lettings Agent/Negotiator or a Lettings/Office Administrator.

QUALIFICATION RECOGNITION

This qualification can fulfil part of the criteria to join various professional bodies and meet requirements of industry licensing schemes.

This qualification is recognised by Propertymark for membership purposes. For any queries on Propertymark's membership, please contact them directly.

STRUCTURE

- Unit 1: Health and Safety, Security and General Law (COM1)
- Unit 2: Customer Service within the Property Sector (CSPS1)
- Unit 3: Introduction to Residential Property Letting Practice (IRPLP)
- Unit 4: Introduction to Residential Property Management Practice (IRPMP)

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 1, 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 20 questions (unit 1) 15 questions (units 2, 3 and 4)
Grading information	Pass/Fail
Assessment availability	On demand

GRADE BOUNDARIES

The grade boundary for unit 1 is set at 70% Pass, and 73% Pass for units 2-4. 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 a 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**
- **Propertymark Qualifications Level 3 Award in Tenancy Deposit and Dispute Resolution**

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 **Level 2 Award in Introduction to Residential Property Management Practice** 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).</p>

		Direct and indirect discrimination, harassment, victimisation. Remedies awarded by employment tribunal: declaration, compensation, recommendation.
9. Understand the requirements of the data protection legislation	<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).</p> <p>Data (Use and Access) Act 2025.</p> <p>Data Protection Act 2018.</p> <p>Principles: lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation.</p>
10. Understand the requirements of the legislation dealing with the handling of money	<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.</p> <p>Politically Exposed Persons (PEP) and Sanction checks including the role of the Office of Financial Sanctions Implementation (OFSI).</p> <p>Financial Action Task Force (FATF).</p>

Unit Code	Unit Title	Unit Reference
CSPS1	Customer Service within the Property Sector	R/505/6883
<p>This unit is about knowing and understanding the importance of customer relations in any type of business environment. It deals with the general principles of customer service but puts them in the context of the work done in the property sector. It also considers the importance of record keeping and how that is essential when dealing with complaints. The dispute resolution services available to the property sector will also be covered.</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 the range of property related services that can be offered and promoted.	1.1 Identify the various services within the property sector 1.2 Identify the methods of advertising 1.3 Identify the procedures for engaging with customers	Digital Markets, Competition and Consumers Act 2024 (DMCCA). CMA207 Guidance (2025). Business Protection from Misleading Marketing Regulations 2008. How to maintain a well-run office; dealing with customers: in person, in writing and via telephone. Presenting information on services. Use of social media, smart phone apps, property portals, websites and Customer Relationship Management (CRM) software platforms.
2. Understand the principles of customer service and customer relations	2.1 Outline the types of communication which a business may use 2.2 Identify the groups of people with whom communication must be made 2.3 Identify the most appropriate communication method for each individual/group 2.4 Identify the consequences of failing to communicate appropriately 2.5 Identify the factors that can affect a customer's view of the organisation	Digital Markets, Competition and Consumers Act 2024 (DMCCA). CMA207 Guidance (2025). People: customers, clients, colleagues and third-party contractors. Obtaining relevant and accurate information from customers and clients; identifying the correct person to deal with enquiries, opportunities and challenges. Keeping and updating records. Consumer Rights Act 2015.
3. Understand the importance of administration procedures and record keeping	3.1 State the reasons why it is necessary to have set procedures 3.2 Identify the most appropriate ways of monitoring procedures 3.3 Outline the procedures for arranging appointments 3.4 Recognise the importance of accurate record keeping	Digital Markets, Competition and Consumers Act 2024 (DMCCA). CMA207 Guidance (2025). Making appointments; explaining procedures; follow-up and feedback, monitoring the processes; taking appropriate action and communicating to relevant parties.
4. Understand the complaints and disputes procedures	4.1 Indicate the stages of a complaint's procedure 4.2 Recognise the documents needed within a complaint's procedure 4.3 Identify the parties who could be involved in the complaints and disputes procedure 4.4 Identify the role of consumer redress and professional body in dealing with complaints 4.5 Clarify the consequences of non-compliance	Dealing with problems, disputes, and complaints handling. Codes of Practice. Consumers, Estate Agents and Redress Act 2007. Enterprise and Regulatory Reform Act 2013.

Unit Code	Unit Title	Unit Reference
IRPLP	Introduction to Residential Property Letting Practice	H/505/7049
<p>This unit is about knowing and understanding the types of occupation rights that can be offered to occupiers/tenants and the factors that affect the rents that can be charged. It covers the relationship between the agent and the landlord and the statutory checks that must be made relating to the property. It also covers a basic understanding of the relationship that arises between the agent and the occupier/tenant and the statutory protection that must be offered to the occupier/tenant.</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 the different types of residential occupation	1.1 List the types of residential occupiers/tenants 1.2 List the main types of occupation/tenancy rights	Leases, licences. ASTs [Assessed until 30 th April 2026]. Assured Tenancies [Assessed from 1 st May 2026]. non-Housing Act tenancies
2. Understand the fundamental legislative provisions and Codes of Practice that affect the lettings market	2.1 Outline what an EPC is and when one is required 2.2 Recognise statutory requirements concerning 'To Let' boards 2.3 Identify the safety checks which are required on an ongoing basis 2.4 Outline when disability adaptations may be required 2.5 Outline the powers available to the relevant authority in relation to the condition of a rented property 2.6 Identify the implications of a property being an HMO 2.7 Recognise the impact of Codes of Practice 2.8 Outline the importance in identifying personal interests/connected persons	Energy Performance Certificate (EPC), Minimum Energy Efficiency Standard (MEES). Fire, gas, electrical, furniture and furnishings regulations, alarms, legionella. Disability: reasonable adjustments. Fitness for habitation: Housing Health and Safety Rating System (HHSRS), Awaab's Law, (not yet in force) [Assessed from 1 st May 2026]. Decent Homes Standards (not yet in force) [Assessed from 1 st May 2026]. Local authority enforcement. Housing Act 2004. Housing and Planning Act 2016.
3. Understand the relationships between the agent and the landlord(s)	3.1 List the checks to be made on a landlord at the point of instruction 3.2 List the key issues that should be covered in the terms of business 3.3 Identify the factors that will influence rental values 3.4 Recognise the responsibilities in handling deposits	Checks: ownership; money laundering, Housing Act 2004. Clients' account. Tenancy deposit. Renters' Rights Act (2025) [Assessed from 1 st May 2026]. Landlord and property registration on the Private Rented Sector Database (not yet in force) [Assessed from 1 st May 2026]. Landlord joining an approved redress scheme (Private Rented Sector Ombudsman) (not yet in force) [Assessed from 1 st May 2026].
4. Understand the relationship between the agent and occupier(s)	4.1 Recognise when an applicant should be notified of costs that could be required from them 4.2 List the checks that should be carried out on applicants 4.3 Identify the situations where a guarantor might be needed 4.4 Recognise the core terms found in most occupation/tenancy agreements 4.5 List additional terms you might find in occupation/tenancy agreements 4.6 Outline what should be included in an inventory/schedule of condition	Referencing. Inventory and schedule of condition documentation. Renters' Rights Act (2025) [Assessed from 1 st May 2026].

Unit Code	Unit Title	Unit Reference
IRPMP	Introduction to Residential Property Management Practice	H/505/6886
<p>This unit is about knowing and understanding the obligations that an agent takes on when they undertake the management of a property. It covers maintenance and repairing obligations and the processes and procedures necessary to fulfil those obligations. It also covers the renewal and ending of an occupancy/tenancy agreement; dealing with deposits and rents. Finally, it deals with methods of dispute resolution.</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 the ongoing obligations of the parties concerning condition and safety of property	1.1 Recognise the types of repair and maintenance which are usually the responsibility of the occupier/tenant 1.2 Recognise the types of repair and maintenance which are usually the responsibility of the landlord 1.3 Set out the procedures to be followed on a routine visit to a property	Landlord and Tenant Act 1985 (Section 11).
2. Understand the ongoing obligations to the parties concerning management of properties	2.1 Identify the situations where a visit to a let property may be required 2.2 Outline the responsibilities concerned with managing client money 2.3 Outline the responsibilities for dealing with complaints and contractual breaches 2.4 Identify the procedures required when instructing and monitoring outside contractors	Third party complaints; suspicion of breach of tenancy. Overseas landlords. Client money protection (CMP). Complaint process.
3. Understand the ways in which occupancy/tenancy agreements could be continued or ended	3.1 List the circumstances in which an occupancy/tenancy agreement can be continued or ended 3.2 List the common grounds on which a landlord may gain possession 3.3 Outline the procedures for recovery of possession 3.4 Identify the procedures to be followed at and after check-out	Occupancy/tenancy agreements. Grounds for possession, procedures, and notices, Housing Act 1988 (updated under Renters' Rights Act 2025) [Assessed from 1st May 2026] .
4. Understand how to deal with deposit returns and disputes	4.1 Outline the procedures for returning deposits 4.2 Recognise the consequences concerning a dispute if it arises out of the return of a deposit	Tenancy deposit schemes. Housing Act 2004.

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
CSPS1	1	Consumer Protection from Unfair Trading Regulations 2008 Removed	v1.6 Jan 2026
CSPS1	1	Digital Markets, Competition and Consumers Act 2024 (DMCCA) CMA207 Guidance (2025) Added	v1.6 Jan 2026
CSPS1	2	Consumer Protection from Unfair Trading Regulations 2008 Removed	v1.6 Jan 2026
CSPS1	2	Digital Markets, Competition and Consumers Act 2024 (DMCCA) CMA207 Guidance (2025) Added	v1.6 Jan 2026
CSPS1	3	Consumer Protection from Unfair Trading Regulations 2008 Removed	v1.6 Jan 2026
CSPS1	3	Digital Markets, Competition and Consumers Act 2024 (DMCCA) CMA207 Guidance (2025) Added	v1.6 Jan 2026
IRPLP	1	<i>Assured Tenancies [Assessed from 1st May 2026]</i> Added	v1.6 Jan 2026
IRPLP	2	Minimum Energy Efficiency Standard (MEES). Awaab's Law, (not yet in force) <i>[Assessed from 1st May 2026]</i> Decent Homes Standards (not yet in force) <i>[Assessed from 1st May 2026]</i> Added	v1.6 Jan 2026
IRPLP	3	Tenancy deposit. Renters Rights Act (2025) <i>[Assessed from 1st May 2026]</i> 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
IRPLP	4	Renters' Rights Act (2025) <i>[Assessed from 1st May 2026]</i> Added	v1.6 Jan 2026
IRPMP	2	Suspicion of breach of tenancy Client money protection (CMP) Added	v1.6 Jan 2026
IRPMP	3	Housing Act 1988 (updated under Renters' Rights Act 2025) <i>[Assessed from 1st May 2026]</i> Added	v1.6 Jan 2026