



# Scottish Letting Day Cap & Thistle slides

Conference and exhibition 21 October 2025

Conference partner:













# Welcome and introduction

John Blackwood

Scottish Association of Landlords





# Organising common repairs in flats

Mike Heffron

Under One Roof



### Navigating common repairs

Mike Heffron
Chief executive

underoneroof.scot

# Under One Roof

Scotland's only charity providing free, impartial information on repairs, maintenance, and retrofit for tenement flat owner-occupiers, landlords, and housing professionals in Scotland

underoneroof.scot

### What is a tenement?

- Defined in Section 26 of Tenements (Scotland) Act 2004 as:
  - ...a building or part of a building which comprises two or more related flats, at least two of which: are designed to be in separate ownership; and are divided from each other horizontally...
    - cottage flat or 4 in a block
    - converted Villa
    - high-rise multi-storey flats

It does not cover detached, semi-detached, terraced or townhouse properties

## Legal management position

#### The relevant management scheme for a tenement will

- 1. operate to the rules set out in the titles
- 2. operate to the rules set out in the tenement management scheme
- 3. operate to the rules set out in development management scheme
- 4. operate under a combination of 1 and 2 above

Tenement management scheme can be used if deeds are silent/unworkable OR all owners agree it as an alternative

### Tenement management scheme

#### The tenement management scheme helps make flat owners' responsibilities clearer

- lists the common parts of the tenement every owner should maintain
- explains what counts as maintenance and how to arrange works
- tells you how to come to agreements about maintenance
- tells you how maintenance costs are shared between owners
- can amend any previous scheme decision
- can appoint or dismiss a property manager/factor

The 2004 Act did change one major aspect of the previous common law which is the roof is now a shared responsibility – UNLESS THE TITLES SAY OTHERWISE

### Owners' associations

An owners' association is a formal arrangement between the owners of the building, however it is typically not defined by legislation and not recognised as a corporate body

It should have a constitution, and an agreed set of rules and procedures

Rules - purpose of association; subscriptions; office bearers; structure of meetings

**Decisions** - planning repairs and maintenance; choice of contractors; payment arrangements

Office Bearers – chairperson; secretary and treasurer

**Advantages** 

- it can make speedier and better decisions
- it gives leadership to the repairs process and encourages active participation
- it provides a single source of contact and better communication

### Proper procedures

#### **Procedures**

- an owner can appeal against decisions if proper procedures have not been followed
- everything must be recorded in writing agenda, minutes, decisions etc.

#### **Tracing owners and landlords**

- owners Registers of Scotland (ROS)
- landlords local authority Landlord Registration team or Scottish Landlord Register

#### Voting

- there is one vote per flat (including jointly-owned flats)
- a majority decision is required to progress with maintenance plans and is binding on all owners
- a tied decision (e.g. 4 out of 8 owners agreeing) is not a majority decision

## **Enforcing repairs**

#### **Duty to maintain**

- every owner has a duty to maintain the parts of the tenement that provide support and shelter
- this duty can be enforced by affected owners and does not require majority agreement, though this should be sought wherever possible
- no obligation on other owners to pay upfront but can be responsible once works are completed

#### **Emergency Repairs**

- repairs which cannot wait for a scheme decision to be made
- are required to prevent damage to a building
- are in the interests of health and safety

If fellow owners do not pay their share, then you can consider taking legal action to recover costs

### Non-payers

#### Where an owner is unwilling to pay

If an owner is <u>unable</u> to pay, they should contact Citizens Advice and/or Money Advice Centres for financial advice and support.

If unwilling, organise the repair, settle the bill (splitting the bill between owners willing to pay, and then invoice the owner).

#### Next steps

- Missing Share Council Schemes
- Notice of Potential Liability for Costs (most effective if owner is looking to sell flat)
- Simple Procedure

### **Notice of Potential Liability for Costs**

- this notice makes the selling owner/new owner responsible for repair costs
- you need to serve this notice through ROS, the cost of registering the notice is £80 per flat and needs to be lodged at least 14 days before the sale takes place
- the notice lasts for 3 years but can be renewed
- you can check if the notice has been served on the ROS website.
- factors can use this notice as a way of recovering costs on the sale of a property

### Simple Procedure

When an owner refuses to pay, you can raise a payment action in the Sheriff Court to recover payment from the owner

- Simple Procedure if the outstanding sum is less than £5000 (costs £20 if claim is less than £300 or £110 for other claims)
- if over £5000, an Ordinary Cause Procedure will be raised (you'll need a solicitor)

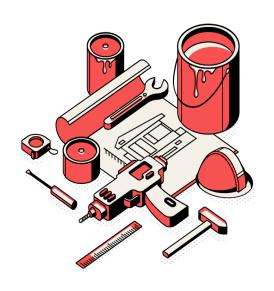
Ordinary Cause procedures are lengthy processes and expensive with no guarantee of success so consider community mediation schemes

# **How can Under One Roof help?**





Informative articles on our website
Enquiry service - 'Ask the Expert'
Upcoming events calendar
www.underoneroof.scot



# Feedback







### Sessions now available to attend

Presidents 2	Making sense of Making Tax Digital
Presidents 1	Lettings landscape – unpacking the Scottish market in 2025
Moncrieff	Talking Deposits LIVE
Cap & Thistle (current room)	UniHomes in Scotland – 1 year on
Centenary	Novoville Shared Repairs - a technology solution for landlords' and agencies' common repairs duties





# UniHomes in Scotland – 1 year on

**Angela Wallace** 

UniHomes









50

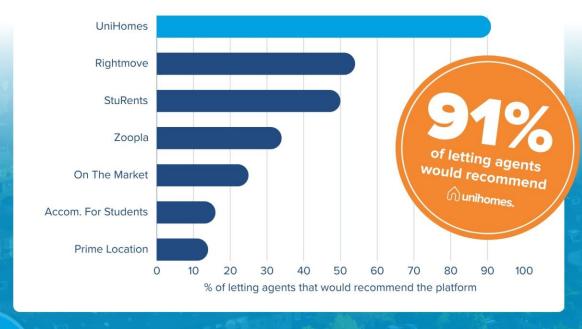
Technology Fast 50 2023



### 10 years of growth

Over the past decade, we've grown from our home in Sheffield to offering our services to 60+ university locations across the UK, including launching in Scotland 12 months ago.

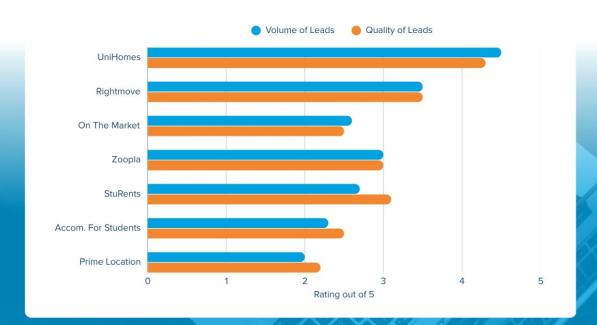
We've become the market leader in generating high-quality, bill-included student property enquiries for our letting agents, all whilst allowing them to remove the hassle of utility management.



# Market leading lead generation

We've been enhancing the rental experience for students and letting agents for over a decade.

Our partner agents tell us that we not only deliver more enquiries than other platforms, but that the quality of those enquiries is consistently higher than elsewhere.





# Hassle-free utility management

Our hassle-free utility packages make life easy for students and our partner agents by including gas, electricity, broadband and TV licence as standard.





Uncapped gas, electricity and fibre broadband, and TV licence



Dedicated account manager and customer service team



Earn passive income through every tenant who signs onto a utility package.

#### **UniHomes in Scotland**

Since launching in Scotland just over a year ago, thousands of house-hunting students have come to our platform to find their perfect home-from-home, with bills included.

When we launched in Scotland in 2024, we recognised the need to tailor our offering to the Scottish market, ensuring we could maximise benefits for both students and agents.

Unlike our 'typical' model, Scotland differs in terms of:

- No water included in our packages
- Packages available for students and sharers
- · Advertising not linked to traditional English 'letting season'



**Properties listed** 

1.5K+

Website users

72.7K+

**On-site searches** 

595K+

**Properties enquiries** 

13.5K+

# Reaching students across the country

When it comes to driving traffic to our partner agents' properties, we don't just rely on one or two channels - we go all in.

From digital and social, to out-of-home advertising, brand collabs, influencer campaigns, campus events and so much more, we invest heavily to make sure their listings stay top of mind.

- 25.4K Instagram followers
- 9.6M views across Meta (Instagram & Facebook)
- 31K+ TikTok followers, with over 1.7M likes
- 100+ Brand Ambassadors across the UK, achieving 18.7M views last year
- Nationwide Content Ambassadors, writing blogs that reach thousands of students













# Reaching student at their universities

Alongside our national out-of-home and digital channels, we get boots on the ground to meet students first-hand.

Freshers and housing fairs are a great way to introduce new students to who we are and what we do. First-year hall students traditionally start looking for their next home from October.

In the past year we visited Dundee, Glasgow and Edinburgh, reaching thousands of students.



# Providing value to students

Our offering benefits student tenants, landlords and our partner letting agents to make the student letting process simpler.

- 40K+ properties to choose from
- Easy to search, share and book viewings
- 60+ university locations nationwide
- Utilities split between housemates
- Uncapped energy = peace of mind
- Free 24/7 wellbeing support
- Rated 5\* on Trustpilot with over 8,000 reviews





# Providing value to landlords

Our offering benefits student tenants, landlords and our partner letting agents to make the student letting process simpler.

- Uncapped packages mean houses are kept warmer and drier
- Packages are all-inclusive and uncapped, so there are no fears of over-usage and unexpected additional charges
- Utility setup and installation are managed by our in-house operations team, from start to finish

# Providing value to letting agents

Our offering benefits student tenants, landlords and our partner letting agents to make the student letting process simpler.

- Generate high-quality enquiries
- Access an innovative portal to easily list properties, which can also work with CRM feeds and give you market insights
- Gain more exposure through our nationwide marketing efforts
- Hassle-free utility management with a dedicated customer support team is on hand to sort any utility-related query, saving you time and hassle
- A dedicated account manager to help you maximise your potential
- Uncapped passive income



### Minimal effort, maximum reward

A UniHomes partnership is straightforward. In just a few days, your properties could be in front of thousands of house-hunting students.





Easily upload and manage your student properties in just a few clicks via our **state-of-the-art letting agent portal**. Seamless CRM integration is available if required.



Embed UniHomes Utility Order Forms into tenancy sign-up processes or use e-sign to generate sign-ups. Our utility specialists communicate with suppliers and tenants to facilitate the setup of accounts.



Commission statements can be downloaded directly from our intuitive letting agent portal, and you can track earned and potential commission throughout the year.



# Working with agents like you across Scotland

Our offering benefits student tenants, landlords and our partner letting agents to make the student letting process simpler.



"The volume of enquiries from UniHomes has been strong and consistent, which has been great for maintaining occupancy levels. UniHomes is doing a good job of targeting the right audience and providing them with the information they need before they make contact. It's made the process more efficient and productive overall."

Daniel, Director of Lettings

**DJ Alexander** 

Edinburgh







### Sessions now available to attend

Presidents 2	Passing the keys – future-proofing your property wealth
Presidents 1	PRS legal update – a round up of all the legislation due to be introduced in the private rented sector over the next few years
Moncrieff	Buy-to-let market panel discussion
Cap & Thistle (current room)	Rent arrears in Scotland ( <i>PayProp</i> ) (11.30 – 11.50) The future of renting in Scotland – tackling the supply crisis together ( <i>Logan Property</i> ) (11.55 – 12.15)
Centenary	Paperwork matters – a First-tier Tribunal preparation guide for landlords and agents

Scottish Letting Day 2025





## Rent arrears in Scotland

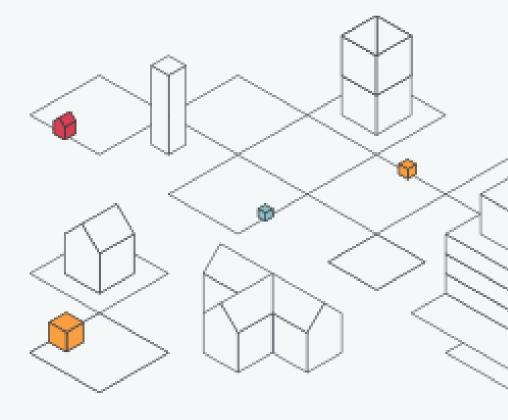
Dr Neil Cobbold

PayProp

Scottish Letting Day 2025

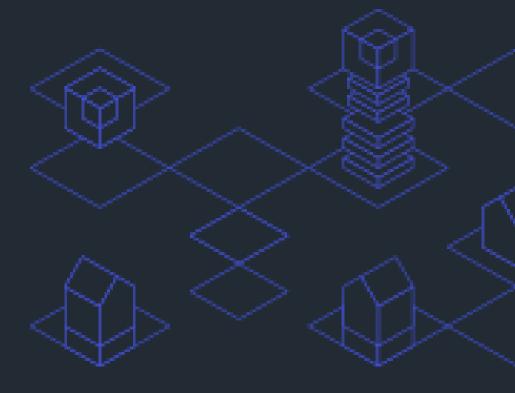
# Rent arrears in **Scotland**

Managing arrears before they mount October 2025



# **Dr Neil Cobbold**

Commercial director – Reapit





# Where are we now?

al

14%

Average arrears increase since September 24 £

# £1,582.20

Average arrears per tenant in September 25



11%

More tenants in arrears since September 24



# What do the best do?



£

## £913.72

Average arrears per tenant in September 25



£

1.7

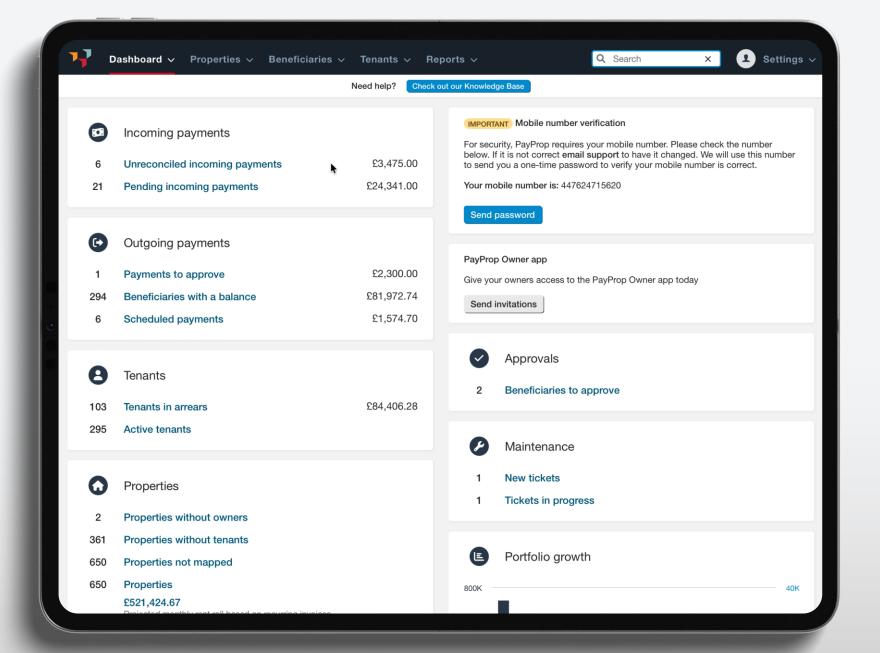
Tenants in arrears per agency September 25 al

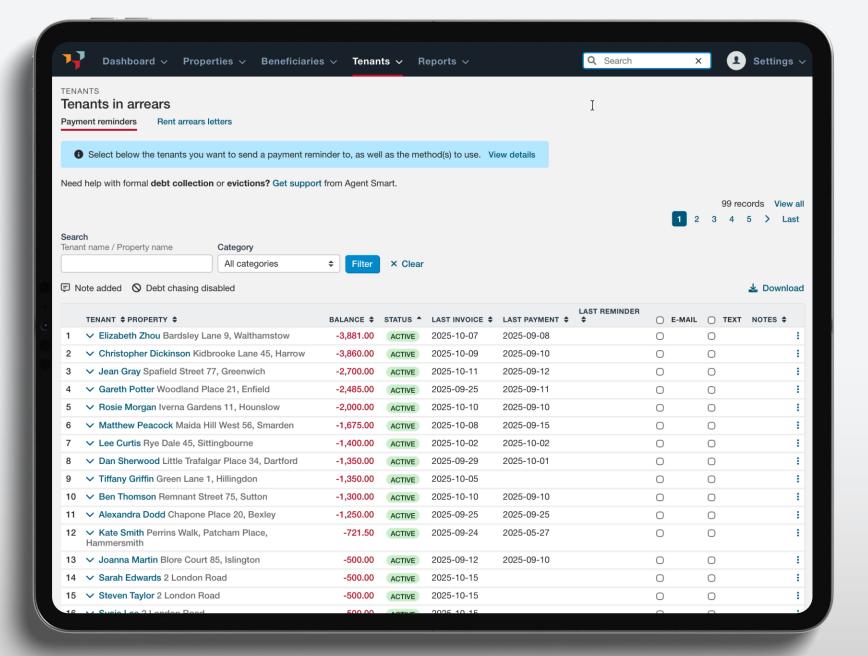
14.83%

Average growth in rent commission income in 12 months



## Now the how







#### CUT THEIR TOTAL ARREARS BILL BY £60,000

"Having PayProp has made the management of arrears and the payment process to landlords quicker, easier and more streamlined. Our previous system had complex procedures which, looking back, were time consuming and very unproductive."

**Ashley Froment, General Manager** 





"I've been able to do so much more business over the last 18 months. I've had time to go out without worrying about chasing or reducing arrears. It's all automated – no more paper statements or the like. No more spreadsheets and bank statements."

**James Harris, Managing Director** 



## Questions?





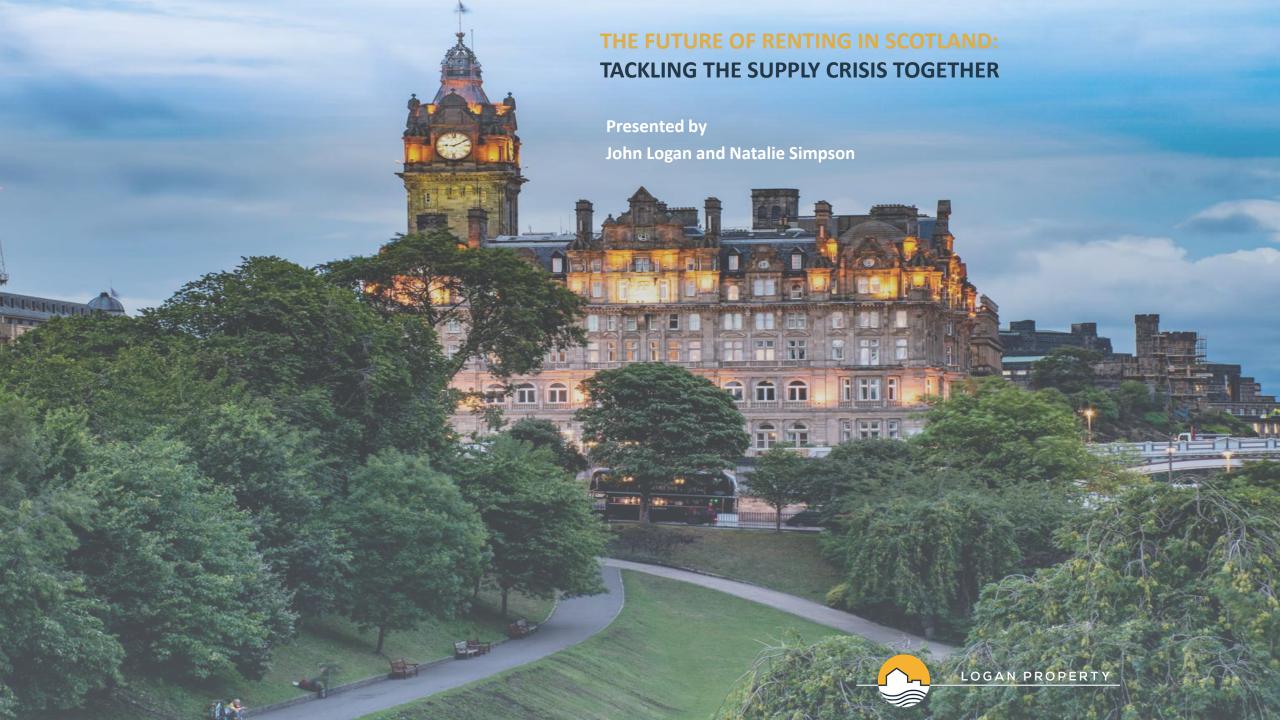




# The future of renting in Scotland - tackling the supply crisis together

John Logan

Logan Property



#### THE CURRENT LANDSCAPE:

#### WHAT'S REALLY GOING ON?

Available rental properties

down significantly last 3 years

In some areas, homes seeing up to **60 applicants** 

Rents rising faster than incomes affordability under pressure

Landlords exiting → shrinking supply increased costs and tighter regulation

Vicious cycle: fewer homes, more demand

higher rents



## THE ROLE OF THE SMALL LANDLORD WHEN SMALL LANDLORDS SUCCEED, RENTERS BENEFIT

Registered rental properties (Mar 2024)

346,816

Small landlords (1 property) fell (2019–2023)

94% **→** 72%

Homes lost from the private rented sector in two years

52,225 (≈15%)

Main reasons for exit:

**79%** felt government hostility

increasing regulation **70%** 

**62%** rent control concerns



LOGAN PROPERTY

## **BUILD TO RENT:**A MODERN SOLUTION

Professionally managed homes

**Purpose-built** 

Flexibility, quality, and community

**Meets demand** 

Focus on cities like Edinburgh and Glasgow

Fast scale delivery

Planning delays, cost inflation, rent control

**Barriers to delivery** 

Build to Rent 'BTR' homes stuck in planning pipeline

14,000



LOGAN PROPERTY

## IN IT TOGETHER: BUILDING THE FUTURE OF RENTING

#### The challenges:

Rent control uncertainty

Planning system delays

Rising build and finance costs

#### The opportunities:

Public-private partnerships

Incentives for long-term landlords

Tech and transparency = better landlord-tenant relations

Evidence-based policy, not politics

"Housing isn't just a market — it's the foundation of opportunity."







## **Scottish Letting Day**

Lunch is now served in the exhibition area

Speaker programme resumes at 13.25

Please visit our exhibitors' stands

Conference partner:













## **Scottish Letting Day**

Conference and exhibition 21 October 2025

Tweet #LettingDay

Conference partner:













# Debt recovery, litigation and enforcement

**Mark Fishman** 

Curo Virtual Outsourced Credit Control

# CREDIT CONTROL, DEBT RECOVERY AND ENFORCEMENT

MARK FISHMAN
GORDON & NOBLE
MESSENGERS-AT-ARMS & SHERIFF OFFICERS

CURO VIRTUAL
OUTSOURCED CREDIT CONTROL

## Introduction and objectives

- Credit control principles
- Requirements when considering and bringing legal proceedings
- Overview of litigation procedures
- Assessing enforcement options as the case progresses

## **Credit control**

■ Internal credit control processes

External debt recovery

■ Tracing – absent landlords/former owners

### **CIVIL COURTS - Scotland**

FIRST TIER TRIBUNAL

COURT OF SESSIONSupreme Civil Court

- SHERIFF COURTS
- Divided into six Sheriffdoms

### SHERIFF COURT ACTIONS

■ ORDINARY CAUSE (£5000+)

■ SIMPLE PROCEDURE (-£5000)

#### **TERMINOLOGY**

PURSUER/CLAIMANT

DEFENDER/RESPONDENT

DECISION/DECREE

JURISDICTION

#### ORDINARY CAUSE

INITIAL WRIT (recorded delivery or SO)

■ DEFENDER HAS 21 DAYS TO LODGE NOTICE OF INTENTION TO DEFEND

■ TIME TO PAY DIRECTION - lump sum/instalments (pursuers discretion)

#### SIMPLE PROCEDURE

CLAIM FORM (recorded delivery/sheriff officer)

 LAST DAY FOR SERVICE/LAST DAY FOR RESPONSES

DEFENDED – CMD/EVIDENTIAL

TIME TO PAY DIRECTION

## MESSENGERS-AT-ARMS AND SHERIFF OFFICERS

- CIVIL ENFORCEMENT OFFICERS APPOINTED BY THE COURTS
- GOVERNED BY VARIOUS LEGISLATION PRINCIPALLY MAASO RULES 1991
- DUTIES (Citation, Diligence, Recovery of Heritable Property, Civil Apprehension, Interdict)

#### **ENFORCEMENT**

CHARGE FOR PAYMENT

14 DAY DEMAND FOR PAYMENT

MODES OF SERVICE – personal, leaving, depositing

#### **DILIGENCE**

Diligence is the collective name given to the manner in which a court decree is enforced

- ARRESTMENT
- ATTACHMENT
- EARNINGS ARRESTMENT
- INHIBITION
- MONEY ATTACHMENT

#### ARRESTMENT

- This means that money or goods held by a third party (the arrestee) are 'frozen'. The most common example is arrestment of funds in a bank account.
- To enable the creditor to obtain access to the funds, the debtor can sign a mandate authorising the arrestee to hand over sufficient funds to satisfy the debt. In absence of any such instruction, the arrestee automatically remits the arrested funds to the creditor after fourteen weeks.

### **ATTACHMENT**

ATTACHMENT (goods not held within a dwelling place)

 EXCEPTIONAL ATTACHMENT (goods held within a dwelling place) – separate application to the court

## **ATTACHMENT**

FREEZES GOODS BELONGING TO A DEBTOR

 DEBTOR CANNOT SELL, TRANSFER OR DISPOSE OF GOODS

GOODS CAN LATER BE SOLD AT AN AUCTION

## **EARNINGS ARRESTMENT**

- If a debtor is working, the money they owe can be deducted from their wages/salary directly from their employer by an earnings arrestment.
- The employer deducts a sum in accordance with the statutory table of deductions contained in the Earnings Arrestment Schedule and regular payments are forwarded to the creditor until the sum due is paid. If the employer fails to make deductions, they become liable for those monies which should have been deducted.

## INHIBITION

- The debtor is inhibited from selling his heritable property (e.g. his house) for a period of five years unless the debt is repaid.
- RECORDED IN REGISTER OF INHIBITIONS
- MANDATE FROM SOLICITOR
- NOTICE OF POTENTIAL LIABILITY

## MONEY ATTACHMENT

- Money attachment enables the uplift and removal of money subject to attachment.
- Includes cheques, foreign currency or any other payment instrument.
- Cannot be executed in a dwelling place.
- Payment order of the sheriff required to release funds.

## DILIGENCE ON THE DEPENDENCE

- Arrestment
- Inhibition
- Interim attachment
- Does not include earnings arrestment)

## BANKRUPTCY/TRUST DEED

- PERSONAL BANKRUPCY IN SCOTLAND SEQUESTRATION £5000+
- FOUND UPON

CHARGE FOR PAYMENT

STATUTORY DEMAND

PETITION FOR SEQUESTRATION

## DEBT ARRANGEMENT SCHEME

 INTRODUCED BY SCOTTISH EXECUTIVE AND MANAGED BY MONEY SCOTLAND

DEBT PAYMENT PROGRAMME

DILIGENCE STOPPER (including bankruptcy)

## **FUTURE DEVELOPMENTS**

- BANKRUPTCY AND DILIGENCE ACT
- LAND ATTACHMENT
- RESIDUAL ATTACHMENT
- DISCLOSURE OF INFORMATION creditors can obtain disclosure orders from the court allowing them access to information on debtors held by third parties which could assist in recovery of debt.



# Scottish Letting Day 2025



## Sessions now available to attend

Presidents 2	PRS legal update – a round up of all the legislation due to be introduced in the private rented sector over the next few years
Presidents 1	Making sense of Making Tax Digital
Moncrieff	Buy-to-let market panel discussion
Cap & Thistle (current room)	Lettings landscape – unpacking the Scottish market in 2025
Centenary	Step-by-step – issuing rent increase notices the right way



# **Scottish Letting Day 2025**



# Lettings landscape – unpacking the Scottish market in 2025

**Richard Donnell** 

Zoopla

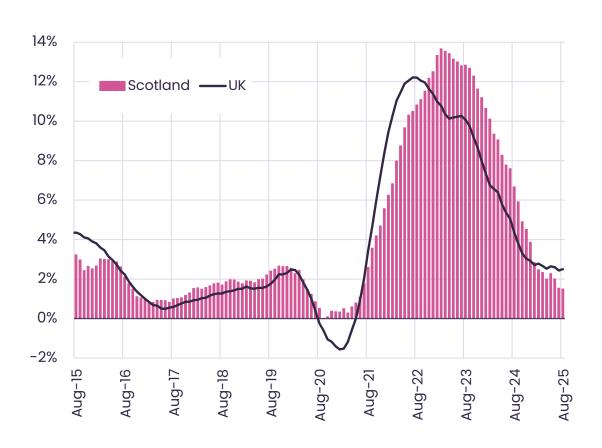
### ZOOPLO

# Outlook for landlords in Scotland

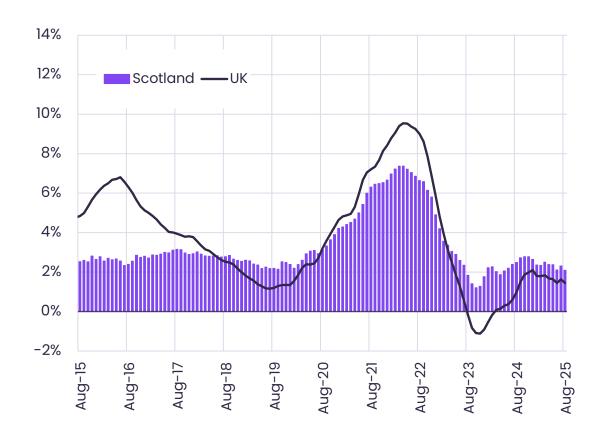
Richard Donnell – Executive director October 2025

## Rents have powered ahead as house price inflation stalls

#### Rental inflation (new lets, % yoy)



#### House price inflation (% yoy)

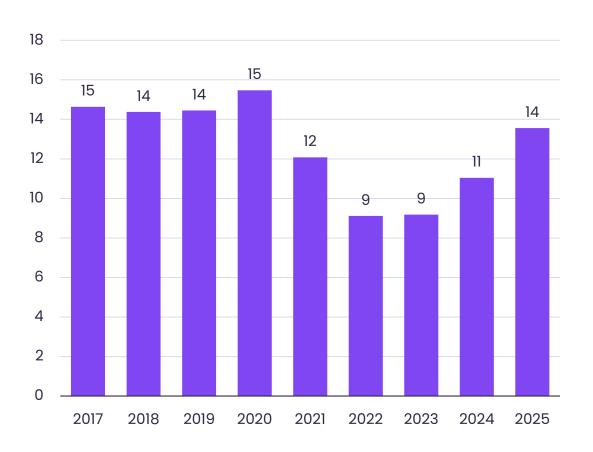


Source: Zoopla House Price and Rental Indices

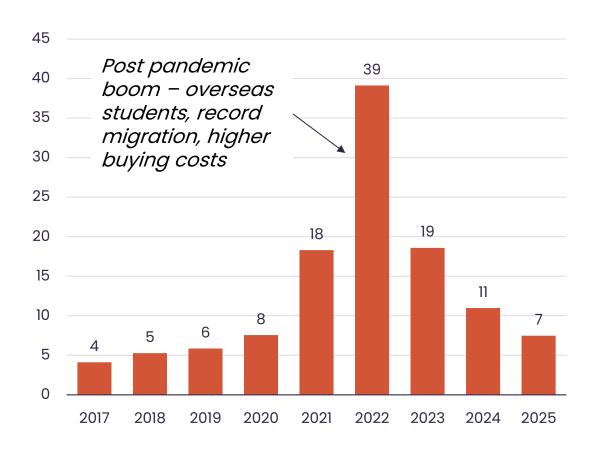


## Rental supply recovers and demand returns to normal ...

#### Number of homes for rent per estate agent (Q3)



#### **Enquiries per rented home in Scotland**

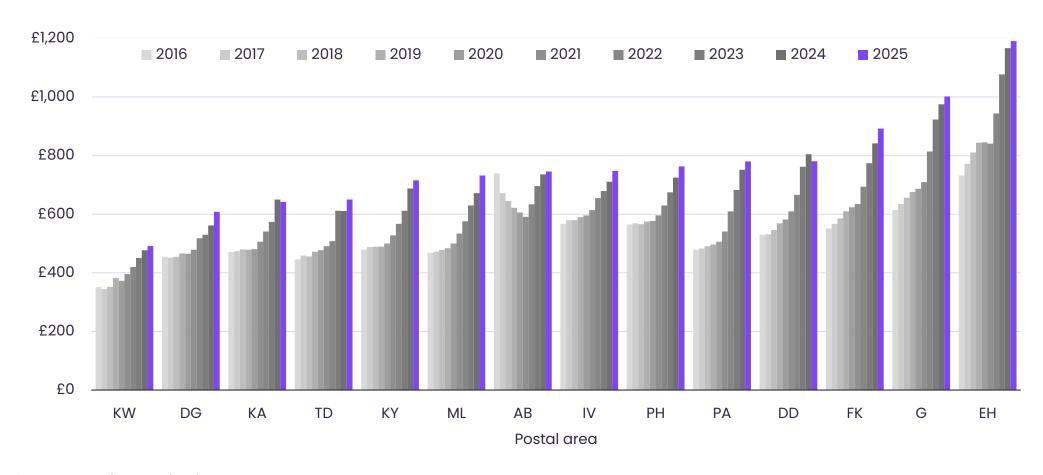


Source: Zoopla Research



## Strong rental inflation across Scotland now slowing

#### Rents by postal area (annual average)

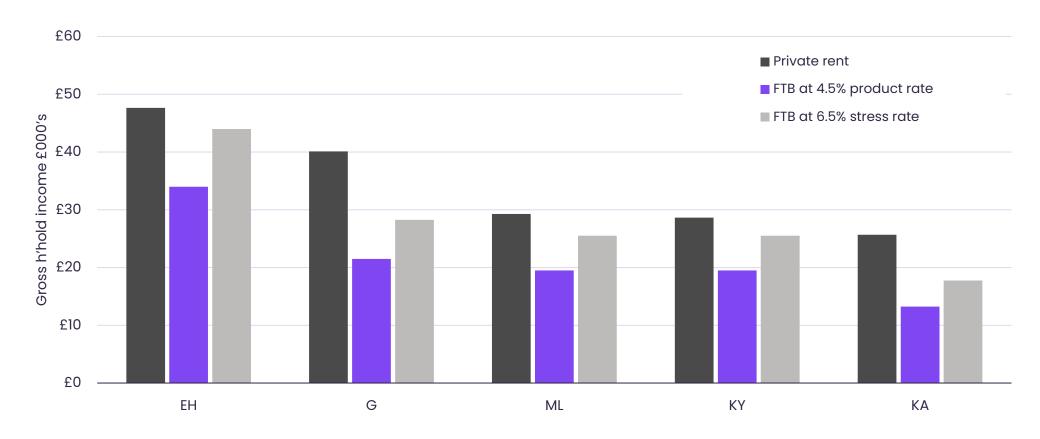


Source: Zoopla Rental Index



## It's cheaper to buy than rent – so long as you have a deposit

#### Gross income to rent and buy a typical FTB home (80% LTV)

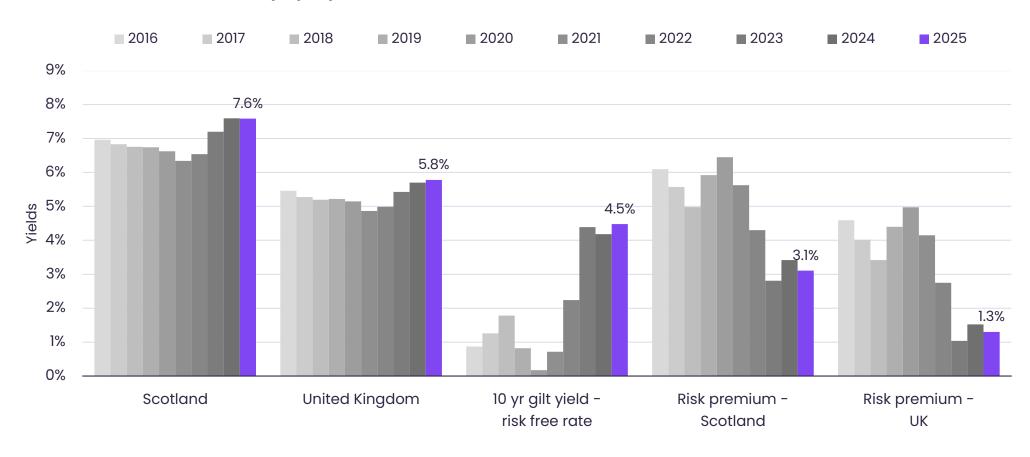


Source: Zoopla Research calculations using actual rents and FTB home prices



## Yields increase ... but premium over risk free rate shrinks

#### Yields for landlords from residential property

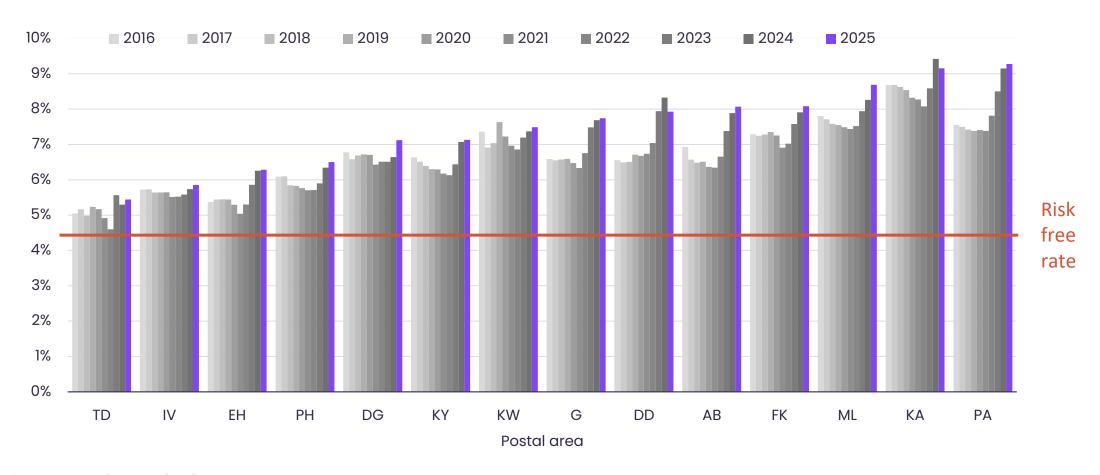


Source: Zoopla Research



### Yields have increased across much of Scotland

#### Residential yields by postal area



Source: Zoopla Rental Index



## **Rent setting**

## **Rent indices**

New lets v existing tenancies

ONS, Zoopla, CityLet

## Comparables

Asking rents

Rents per sq ft / per bed per month

Leverage agent expertise



## **Summary**

- Rental boom a one off as rents adjust
  - Demand unaffordability of buying homes, high migration for work/study
  - Static supply lack of new housing delivery and low net new investment
- Lower migration, improved home buyer affordability, stretched rental affordability to limit Scottish rent inflation in near term
- Rental inflation returns to tracking earnings growth 3% per annum
- Cashflow and running costs all important –take what the market delivers on house price inflation





# **Scottish Letting Day 2025**



# **Scottish Letting Day**

Refreshments are served in the exhibition area

Speaker programme resumes at 15.20 in Presidents 1 and 2

Please visit our exhibitors' stands

Conference partner:











## **Scottish Letting Day 2025**



# **Scottish Letting Day**

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Final speaker session of the day in Presidents 1 and 2 – Conference debate special

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