



Scottish Letting Day 2025



Scottish Letting Day Centenary slides

Conference and exhibition 21 October 2025

Conference partner:



Conference sponsors:





Scottish Letting Day 2025



Social space

Next session in Centenary room:

10.40 – 11.15 Novoville Shared Repairs – a technology solution for landlords' and agencies' common repairs duties

Conference partner:



Conference sponsors:





Scottish Letting Day 2025



Novoville Shared Repairs – a technology solution for landlords' and agencies' common repairs duties

Lynsey Barrow

Novoville

Scottish Letting Day 2025



building local repair,
maintenance & retrofit
ecosystems

novoville

shared repairs



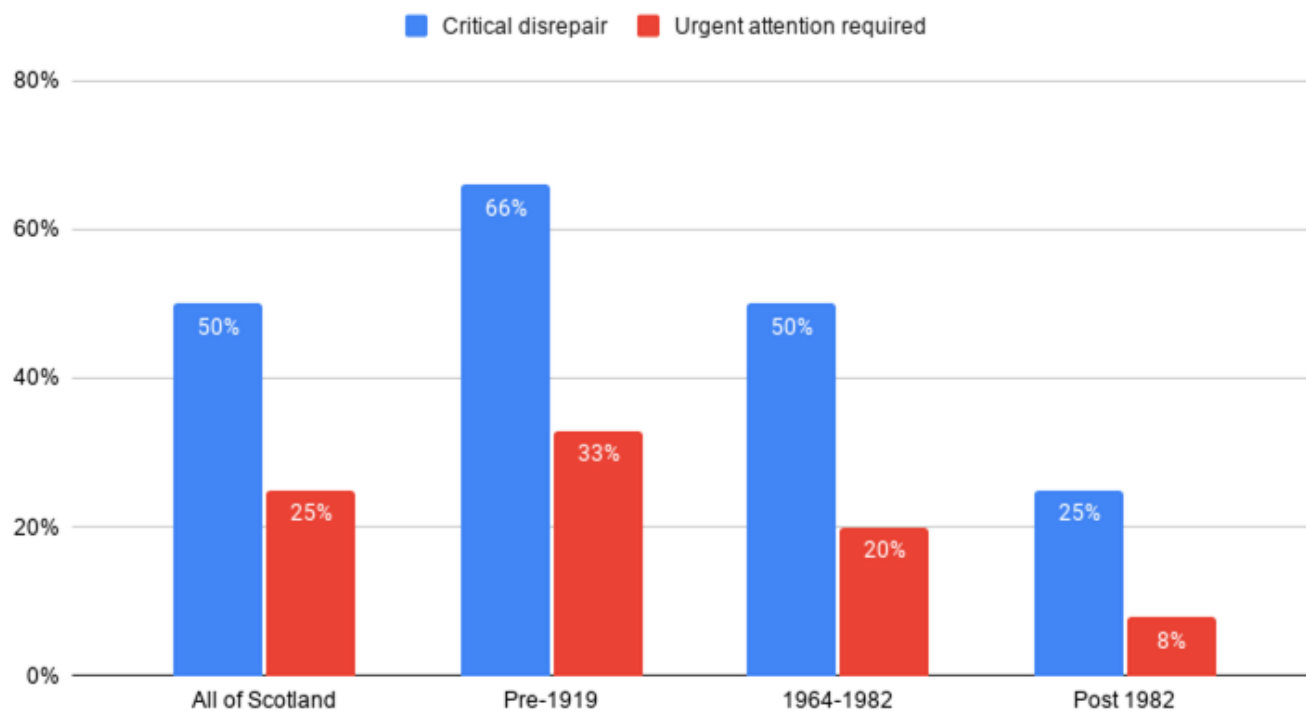
live in

the challenge: “How can we use **technology** to manage the property condition of **communal areas** in privately owned **tenements**?”

CivTech[®]



state of Scottish housing stock



state of play before novoville shared repairs

Annie

“180k worth of repairs!

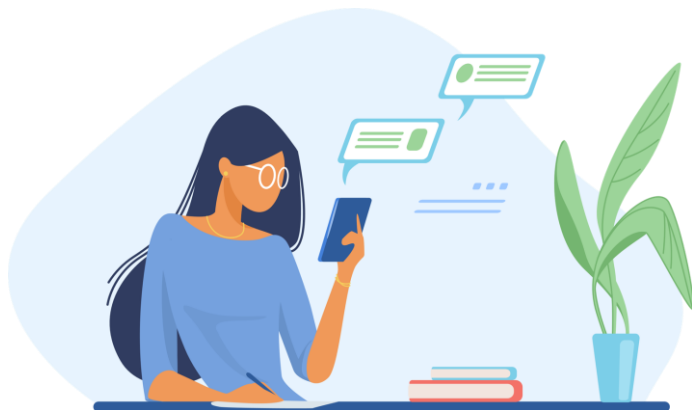
*Owners are totally **apathetic!**”*

Mark

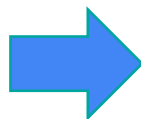
“Nobody will organise repairs except me. I should not be doing it!”

John

*“One owner **held up urgent roof repairs. Anything** that could help avoid such situations **would be welcome!**”*



Homeowners,
landlords,
agents



App and web
marketplace



Traders,
consultants



Job

Available on



mobile app

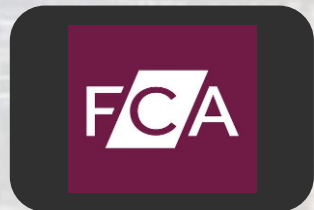


website

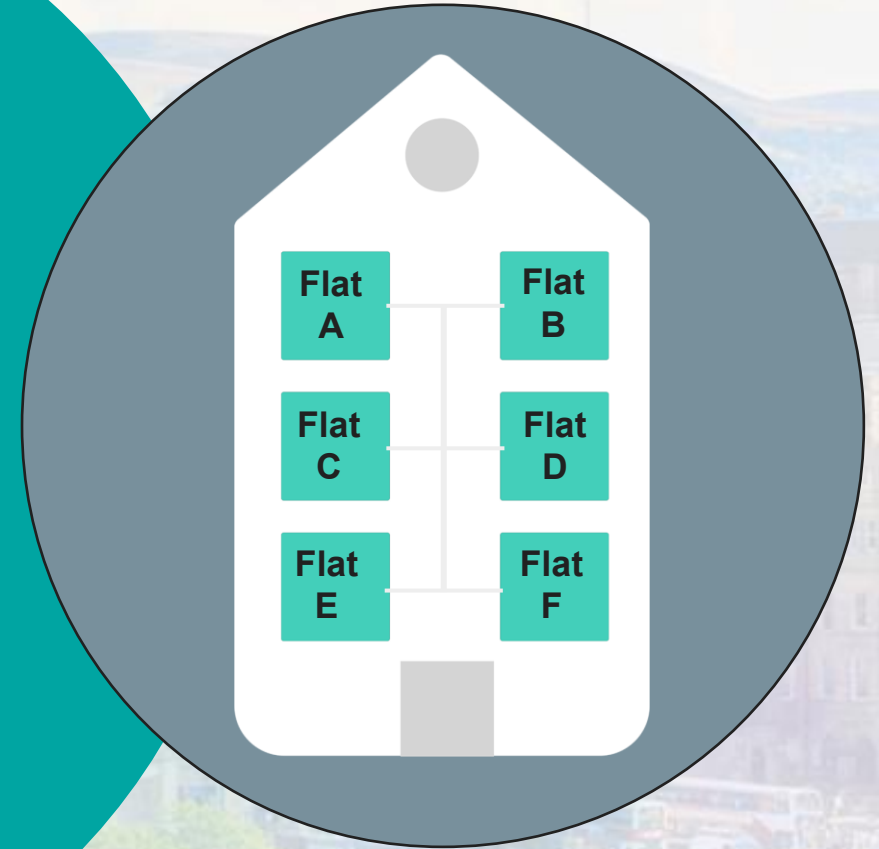
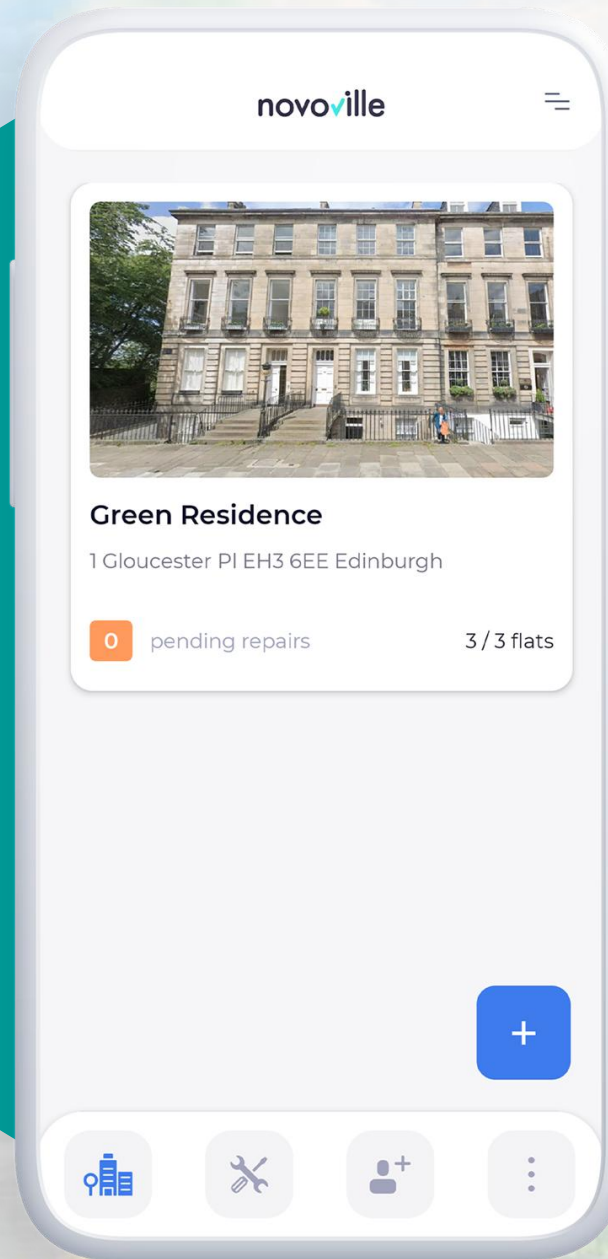
Virtual
tenement



Integrated
market-
place



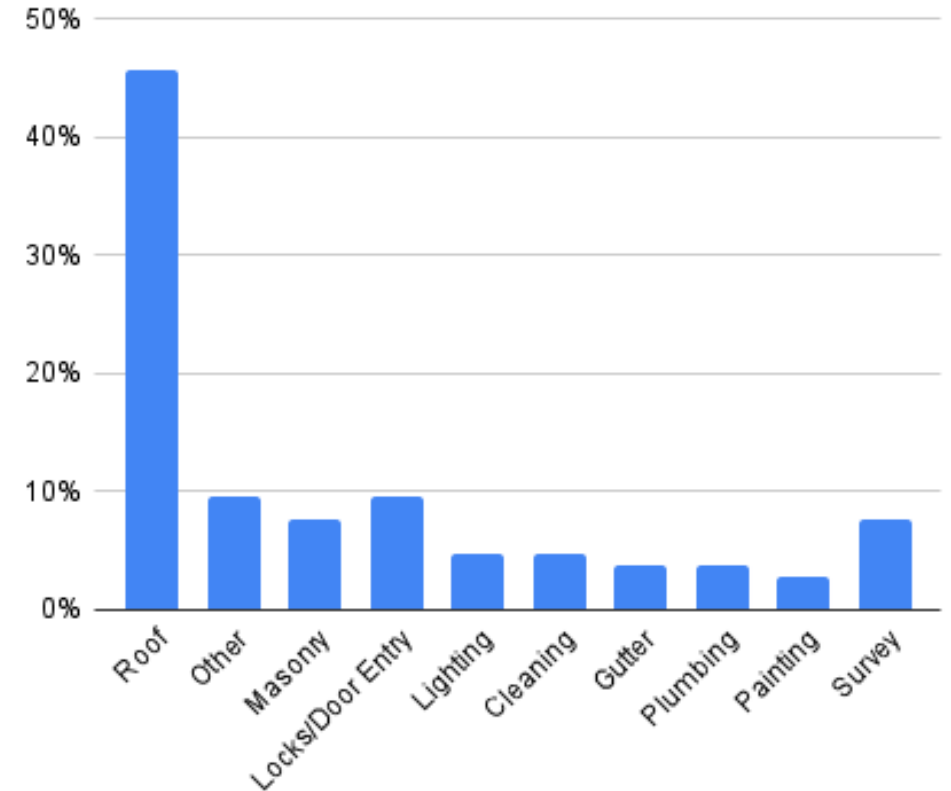
Payment
account



some key numbers

- **Tenement (buildings)** signed up: 1,500+
 - Represents over 15,000 flats
- **Users** signed up: 5,000+
- **Costs** range
 - 70% under £5k
 - 20% under £30k
 - 10% over £30k
- **Availability:** all over Scotland
- **Partnerships** with local authorities: 10 and counting!
- **Applications** for “Missing share” facilitated: 50+

Proportion of type of issues solved





some customer feedback

“This really **wouldn't have been possible** without the Novoville system. Thanks a lot for this.” *Dan, EH5*

“It gave me that **transparency** so others knew I wasn't doing **anything untoward with people's money.**” *Penny, EH4*

“It helped us **avoids long email chains, simplified the admin side** of repairs.” *Alan, EH8*

“The app made it **more transparent and easy to keep in line with requirements of the law** and Council.” *Teddy, EH7*



some key questions

- Not everybody in my block uses smartphones, can we still use the app? **Yes.**
- Can we use our own traders? **Yes.**
- Is there a fee to use the service? How is it paid? **Yes. Automatically.**
- Who are Novoville and what is your relationship to the council? **A private company.**
- Can we use the payment account as a sinking fund? **Yes.**
- Does this replace a constituted owner's association? **No.**

Get in touch!

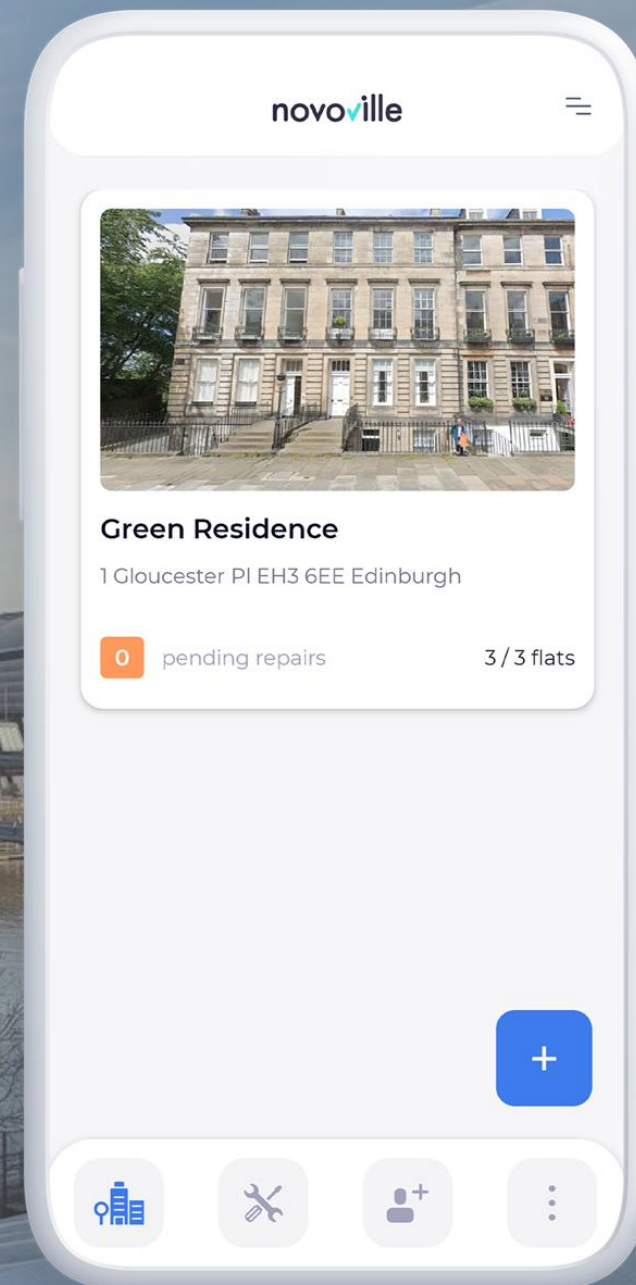
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Scottish Letting Day 2025



Sessions now available to attend

Presidents 2

Passing the keys – future-proofing your property wealth

Presidents 1

Meeting MEES – the latest proposals for a minimum energy efficiency standard and how to improve your property's rating

Moncrieff

Buy-to-let market panel discussion

Cap & Thistle

Rent arrears in Scotland (*PayProp*) - (11.30 – 11.50)
The future of renting in Scotland – tackling the supply crisis together (*Logan Property*) - (11.55 – 12.15)

Centenary (current room)

Paperwork matters – a First-tier Tribunal preparation guide for landlords and agents

Scottish Letting Day 2025



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Paperwork matters – a First-tier Tribunal preparation guide for landlords and agents

Elsbeth Boyle
Gail Bowden

Landlord Accreditation Scotland

Scottish Letting Day 2025



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LANDLORD
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SCOTLAND

Get it right first time

Preparing tribunal paperwork
"I need to apply for an eviction order"





Help!



I am worried my
application will be
rejected



Why applications might get rejected

Attention
to detail

- ▶ Small mistakes or omissions can't be overlooked
- ▶ The forms must be accurate
- ▶ The information must be complete
- ▶ The tribunal must follow strict legal rules
which means
- ▶ Small mistakes can mean a delay in the process
for weeks



So, where do I
start?



Finding the correct information

Right form,
right rule

- ▶ The information you need is available on the Housing and Property Chamber website
- ▶ Use form E for private residential tenancy evictions
- ▶ Use the guidance form



What do you mean
by “the right rule”?



Check the guidance notes

Housing and Property Chamber First-tier Tribunal for Scotland



Glasgow Tribunals Centre
20 York Street
GLASGOW
G2 8GT
www.housingandpropertychamber.scot
0141 302 5900

NOTES ON COMPLETING FORM E

• APPLICATION TYPE

Before completing application form E, a landlord must first have carried out the prescribed actions under the relevant legislation for the type of possession or eviction application they wish to make to the Tribunal. You should seek legal advice if you are unsure of this, since the actions that must be taken before possession is sought will depend on the type of tenancy involved. Please note that the Tribunal is an impartial judicial body. We are therefore unable to provide legal advice to a party on (1) the type of tenancy which is in place and (2) the notification procedure which must be followed prior to lodging an application with the Tribunal. The Tribunal administration will provide information only on the application procedure. Failure to carry out the required actions prior to submitting the application to the Tribunal could lead to the application being rejected or dismissed.

PLEASE NOTE: In terms of the legislation that governs the application process we will send copies of any application, attached documents, correspondence and representations to all other parties associated with the case and their representatives, copies will also be provided to the Tribunal. This will include documents submitted in support of your application such as bank statements. The Housing and Property Chamber cannot redact any documentation submitted by any party. If you wish certain information redacted from a document please do this before sending to the Housing and Property Chamber, this may include bank details.

A tenancy which began on or after 2 January 1989, and prior to 1 December 2017, is likely to be an Assured Tenancy or a Short Assured Tenancy under the Housing (Scotland) Act 1988. This type of tenancy is subject to Rule 65 or Rule 66. For cases under Rule 65 and 66, this will usually require a Notice to Quit to be sent to

the tenant, along with a form AT6 (also known as a Section 19 Notice) or a Section 33 Notice. The Notice to Quit must contain certain information which is set out in legislation to be valid.

A tenancy which began prior to 2 January 1989 is likely to be a regulated tenancy under the Rent (Scotland) Act 1984. This type of tenancy is subject to Rule 77 and 79. For cases under Rule 77 and 79, a Notice to Quit must have been sent to the tenant, as well as a notice of proceedings. The Notice to Quit and notice of proceedings must contain certain information which is set out in legislation to be a valid application.

Any new tenancy created from 1 December 2017 is a Private Residential Tenancy, under the Private Housing (Tenancies) (Scotland) Act 2016 and is subject to Rule 109. For cases under Rule 109, a Notice to Leave must be issued to the tenant, and this Notice must set out the grounds on which possession will then be sought, as well as containing other specified information.

• APPLICANT DETAILS

The details of the applicant should be entered in Section 2. For applications under Rule 65, 66, 77 & 109, the applicant should be the landlord at the date of the application. This will usually be the landlord named in the lease/occupancy agreement under which possession or eviction is sought.

For applications under Rule 79 the applicant should be the property owner.

Failure to correctly identify the landlord/owner in this section can result in a delay in processing the application. The landlord's representative should not enter their details in Section 2. There is an opportunity to enter representative details in Section 3.

If there is more than one landlord, please give details of all other landlords on a separate sheet clearly marked "Section 2: Applicant Details continued", and write the address of the property to clearly indicate that it relates to this application.

3. APPLICANT REPRESENTATIVE DETAILS

Enter the details of any person or company who will be representing the applicant in this section. The Tribunal will require a mandate from the Applicant appointing the representative to act for the Applicant. If no details are entered here, the Tribunal will deal directly with the applicant.

If details are entered in this section, the Tribunal will correspond solely with the listed representative. Any correspondence sent to the representative will be deemed to have been sent to the applicant. It is important that any changes to an applicant's named representative are notified to the Tribunal.

4. TENANT/OCCUPIER DETAILS

In this section, you should give the details of the tenant/occupier who is the subject of the application for possession/eviction.



Will I need to send
anything else with
the form?



Supporting documents

Gather all
your
information

- ▶ Tenancy agreement
- ▶ Notice to leave
- ▶ Evidence of service
- ▶ Section 11 notice
- ▶ Rent statement



Section 11?

I served the notice
ages ago – will it
still be valid?



More essential checking

Check and
double
check

- ▶ Grounds must be valid and correctly stated
- ▶ Notice period must be correct for your ground
- ▶ Have you told the local authority that you intend to seek an eviction order?



Evidence and presentation

Helps you,
helps your
application

- ▶ 1: Tenancy documents
- ▶ 2: Notices and proof of service
- ▶ 3: Rent statements
- ▶ 4: Correspondence or other evidence
- ▶ Put all your documents into one pdf if possible and include a contents page and number pages clearly



There is a lot of
paperwork
Can I post it to the
tribunal?



Evidence and presentation

Again, check
and double
check

- ▶ Omissions on the application form, missing evidence – will cause delays



I email it – what
happens next?



Tribunal checking process



The sift

- ▶ The tribunal will check your paperwork first.
- ▶ If everything is in order, they will “accept” your application and issue a case reference.
- ▶ Then they will notify your tenant and set a hearing date.
- ▶ If they reject it — don’t panic. You will get a reason, and you can re-submit.
- ▶ But every rejection adds weeks to the process.





Common mistakes?



Most common errors

We see
these all
the time

- ▶ Wrong form or missing signature.
- ▶ Notice to leave errors – wrong ground or incorrect notice dates.
- ▶ No proof of serving notices.
- ▶ Missing Section 11 proof.
- ▶ Messy or incomplete rent statements.
- ▶ Forgetting to check the latest legislation — things change!



One final thing.....



Keep copies
of everything

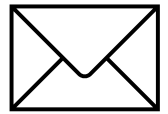
- ▶ Keep both digital and paper copies of all documents
- ▶ The tribunal may ask for originals later



More from LAS



0131 553 2211



info@landlordaccreditationscotland.com



www.landlordaccreditationscotland.com



Or scan here





Scottish Letting Day 2024



Scottish Letting Day

Lunch is now served in the exhibition area

Please visit our exhibitors' stands

Conference partner:



Conference sponsors:





Scottish Letting Day 2025



Social space

Next session in Centenary room:

14.25 – 14.55 Step-by-step – issuing rent increase notices the right way

Conference partner:



Conference sponsors:





Scottish Letting Day 2025



Step-by-step – issuing rent increase notices the right way

Elspeth Boyle
Gail Bowden

Landlord Accreditation Scotland

Scottish Letting Day 2025



LAS
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SCOTLAND

Step-by-step

- issuing rent increase notices the right way

with

Elspeth Boyle,
LAS director

&

Gail Bowden,
LAS tutor & PRS
specialist



I want to increase
the rent
I've Googled it



Download a template notice

You can download a rent increase notice template to print and fill in.

[Download a rent increase notice form on gov.scot.](#)

RENT-INCREASE NOTICE

LANDLORD'S RENT-INCREASE NOTICE TO TENANT(S) UNDER SECTION 22(1) OF THE PRIVATE HOUSING (TENANCIES) (SCOTLAND) ACT 2016

Important information for the Tenant(s) - Please read this notice carefully.

Advice - If you have questions about this notice, speak to your landlord or contact one of the following:

- your local council
- Shelter Scotland
- your local Citizen's Advice Bureau
- a solicitor (you may be able to get legal aid depending on your income)



Check the guidance notes

GUIDANCE NOTES FOR TENANTS ON THE RENT INCREASE NOTICE (These notes are for guidance only)

This notice will be used by your Landlord to increase your rent if you have a private residential tenancy, as set out in the Private Housing (Tenancies) (Scotland) Act 2016¹ (the Act).

PART 1 – THE TENANT AND THE LET PROPERTY

IS THE LET PROPERTY LOCATED IN A RENT PRESSURE ZONE?

1. If the Scottish Ministers have designated the area you live in as a rent pressure zone, there will be a cap on the amount that your rent can increase by. You can check whether the Let Property shown in Part 1 is located in a rent pressure zone on the Scottish Government's web page at (<https://www.mygov.scot/rent-pressure-zone-checker/>).

PART 2a – THE PROPOSED RENT INCREASE

DELIVERY OF THIS NOTICE

2. Your Landlord must take steps to ensure that you receive this notice as soon as possible. A notice is only valid if it is served on you in the following ways:
 - by handing it to you
 - by sending it to you recorded delivery post at the address of the Let Property
 - by emailing it to your current email address (if you have previously agreed that email is your preferred contact method)
3. If your Landlord sends this notice to you by post or email, they must give you 48 hours to receive it. This delivery time should be added on to the three months' notice your Landlord has to give you. You can challenge the 48 hours delivery time, but you must give your Landlord evidence which shows the exact date you received this notice.
4. For example, if your Landlord sends this notice to you by recorded delivery on 13 January, you would be expected to receive it on 15 January. So the 3 months' notice period would start on 15 January (see section 'YOU ARE ENTITLED TO 3 MONTHS' NOTICE OF ANY RENT INCREASE').

YOU ARE ENTITLED TO 3 MONTHS' NOTICE OF ANY RENT INCREASE

5. Your Landlord must give you at least 3 months' notice of any rent increase. This starts on the day you received the notice and ends on the same date 3 months after you received it. If the month in which it ends does not have that date, then it is the last day of that month.
6. For example, if you received a rent increase notice on 15 January, the 3 months' notice period would end on 15 April. So the earliest date the increased rent would apply is 16 April. If you received the notice on 30 November, the notice period would end on 28 or 29 February (depending on whether or not it was a leap year), and the earliest date the increased rent would apply is 1 March.

¹ <http://www.legislation.gov.uk/asp/2016/19/contents/enacted>

7. If you think that your Landlord has not provided you with enough notice, you must be able to give evidence to support your claim. You should send a copy of the evidence to your Landlord along with the completed Part 3 of this form.

FREQUENCY OF RENT INCREASES

8. A Landlord can only increase your rent using this notice if:
 - you have a private residential tenancy, and
 - at least 12 months will have passed between the date of your last rent increase, and the date of the proposed rent increase shown in Part 2 of this notice.
9. If this is the first rent increase since the tenancy began, the rent increase can take place within 12 months of the start date of the tenancy. If there is less than 12 months between the date of your last increase and the proposed rent increase date, the rent increase may be illegal, and you may not have to pay it – speak to your Landlord about this.

IF YOU THINK THE PROPOSED RENT INCREASE IS TOO HIGH – REFER IT TO A RENT OFFICER FOR RENT ADJUDICATION

10. If the Let Property is NOT located in a rent pressure zone, and you think that the rent increase proposed by your Landlord is too high, you can refer this notice to a Rent Officer for rent adjudication.
11. Rent Officers are independent officers appointed by statute. They will determine your rent by comparing rents for similar size properties in your area. You have 21 days from the date you received this notice to make a referral to the Rent Officer. Before you make a referral to a Rent Officer, you must tell your landlord that you are going to do this by completing and returning Part 3 of this form to your landlord. If you are a joint tenant and you received a joint notice, make sure Part 3 is signed by all joint tenants. If you each received individual notices, make sure you each sign and send back Part 3 of the notice you received.
12. You apply to the Rent Officer by using the specific rent adjudication form that can be found at the link: <https://www.mygov.scot/apply-about-rent>. Printable versions of the form and guidance notes can be found at the link: <https://www.gov.scot/publications/private-residential-tenancy-prescribed-notices-forms/>. The Rent Officer will aim to send you the decision within 40 days of receiving the completed form. **A Rent Officer can increase as well as reduce the amount of rent you pay.**
13. You cannot refer this notice to a Rent Officer if the Let Property is in a rent pressure zone.

PART 2b – IF THE LET PROPERTY IS IN AN RPZ

WHAT IS AN RPZ AND HOW DOES THIS AFFECT YOUR RENT?

14. If you live in an RPZ, your local authority applied to the Scottish Ministers to have the area you live in classified as a Rent Pressure Zone because rents in your area are rising too much. This is causing difficulties for existing Tenants in that area, and having a negative effect on the authority's housing system.





Promoting best practice in Scotland's private rented sector



Can I email the
notice to the
tenant?



That
depends...

4. COMMUNICATION

The Landlord and Tenant agree that all communications which may or must be made under the Act and in relation to this Agreement, including notices to be served by one party on the other will be made in writing using:

- ☐ hard copy by personal delivery or recorded delivery; or
- ☐ the email addresses set out in clauses [2 or 3] and 1].

For communication by email it is essential that the Landlord(s) and Tenant(s) consider carefully whether this option is suitable for them. It should be noted that all notices will be sent by email, which includes important documents such as a rent-increase notice and a notice to leave the Let Property.

To ensure all emails can be received and read in good time, the Landlord(s) and Tenant(s) agree to inform each other as soon as possible of any new email address which is to be used instead of the email address notified in this Agreement.

If sending a document electronically or by recorded delivery post, the document will be regarded as having been received 48 hours after it was sent, unless the receiving party can provide proof that he or she received it later than this. This extra delivery time should be factored into any required notice period.





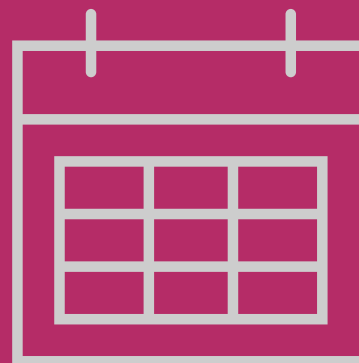
How much is too
much?





Promoting best practice in Scotland's private rented sector





What happens if I
don't hear
anything from the
tenant?





The following equation has been used by the Scottish Ministers to set the cap for the area that you live in:

$$R \times \left(1 + \frac{\text{CPI} + 1 + X}{100}\right) + Y$$



Sounds like a lot of
rules when I'm
entitled to ask for
higher rent!





Quick recap

- ▶ use the official rent increase notice
- ▶ wait at least 12 months since the last increase or tenancy start
- ▶ give at least 3 months' notice
- ▶ base the increase on market evidence
- ▶ be aware tenants can challenge it within 21 days
- ▶ communicate clearly — ideally, no surprises



So, I was right,
there is a form



I suppose you
were



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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:



Conference sponsors:





Scottish Letting Day 2025



Social space

15.20 – 16.15

Final speaker session of the day in Presidents 1 and 2 rooms

Conference debate special

Conference partner:



Conference sponsors:





Scottish Letting Day 2025



Scottish Letting Day

Conference and exhibition 21 October 2025

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