

A HOW-TO GUIDE

Navigating Disputes: 5 Essential Tips for Landlords



MEYERS
MOVING BEYOND EXPECTATIONS



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ABOUT MEYERS

With Meyers, You'll Feel The Care.

We're a family run business, which influences the way we work. Our customers always come first and the service you receive from our 'family' of experienced professionals is tailored to exactly meet your individual needs.

Letting? Our team is here for you 24/7! We focus on finding the right tenant and managing the letting and tenant find service for you.

We believe in helping you save for the future so that you keep more of your pennies from your Buy-to-Let properties.



We're better value. We believe our service will not be beaten by any local agency.

We give back to the community. Our community fund has raised over £300,000 for local good causes since 2011.

Our philosophy is simple. We're friendly, experienced, determined, great value and absolutely focused on you. We really look forward to hearing from you.

Mark Meyer



Contact Us Today

Trusted Property Experts

Disputes Don't Need to be a Disaster.

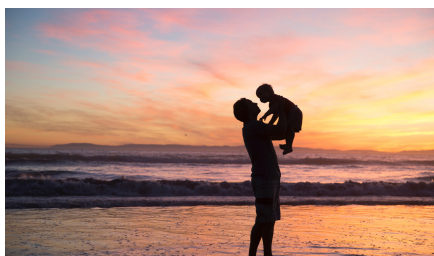
Even with the best tenants and a well-run rental, conflict can happen.

Maybe it's a late rent payment, a dispute over damage, or a disagreement about the deposit at the end of a tenancy.

But how you handle these situations makes all the difference.

A well-managed dispute can be resolved quickly and fairly. But if things aren't dealt with properly, issues can drag on, costing you time, money, and stress.

To help you avoid unnecessary headaches, we've got five key tips for handling landlord-tenant disputes with confidence.



ONE

DID YOU KNOW?

*UK Housing Ombudsman

A study found that poor communication is a leading cause of landlord-tenant disputes.

Keep Communication Open and Professional



Most disputes stem from misunderstandings, so clear, consistent communication helps prevent minor issues from escalating into major conflicts.



A tenant who feels heard is far more likely to cooperate, making resolution much easier. A calm, professional approach reassures your tenants and keeps things constructive.



- Stay polite and professional, even if emotions run high.

- Respond to tenant concerns promptly - delays make things worse.



- Use written communication (emails, texts, WhatsApp) to document important discussions.

- If a tenant calls with a complaint, follow up in writing to confirm what was discussed and agreed.

TWO

Know Your Legal Responsibilities

Understanding your rights and obligations as a landlord makes it easier to handle disputes correctly and stay on the right side of the law. A solid understanding of your legal obligations can help prevent disputes from escalating.

Key areas to be aware of:

- **Repairs and Maintenance:** You're legally responsible for keeping your property safe and habitable. Delays in fixing issues can lead to complaints and disputes.
- **Rent Arrears:** If your tenant falls behind on rent, follow the correct legal process rather than reacting impulsively.
- **Right to Quiet Enjoyment:** Your tenants have the right to live in the property without unnecessary interference. Always provide at least 24 hours' written notice before visiting.



THREE

Address Rent Arrears Quickly and Fairly

Late rent payments can be stressful, but acting early can prevent bigger problems.

While it's frustrating, avoid threatening eviction without following legal procedures.

A proactive yet fair approach will prevent rent arrears from becoming a bigger issue.

- Send your tenant a polite reminder as soon as any rent is overdue.
- Talk to your tenant. If they're struggling financially, a temporary payment plan may help.
- Keep records of communication and missed payments - crucial if legal action becomes necessary.



FOUR

DID YOU KNOW?

The dispute resolution service provided by your deposit scheme is free and impartial.

Handle Deposit Disputes Professionally



Deposit disputes are one of the most common sources of conflict at the end of a tenancy.

Having a clear process in place can prevent arguments and ensure any deductions you make are justified.



A well-documented process makes disputes much easier to handle.



Protect your tenant's deposit in a government-approved scheme (DPS, TDS, or MyDeposits) within 30 days of receiving it.



Conduct thorough check-in and check-out inspections with a detailed inventory, including dated photos. This provides clear evidence if deductions are needed.



Be fair with deductions. If damage has occurred provide evidence and a clear explanation of costs.



FIVE

Try Mediation Before Legal Action

Despite your best efforts, some disputes may still be difficult to resolve. But, going to court should always be a last resort, as it's expensive, time-consuming, and stressful for you and your tenant.

In most cases, mediation leads to an improved outcome for both landlords and tenants.

Here's why mediation is a better alternative:

- It's quicker and cheaper than legal proceedings.
- Organisations like **The Property Redress Scheme** and **The Property Ombudsman** can help facilitate resolutions.
- A neutral third party can help you and your tenant reach a fair compromise.
- Mediation can help you preserve a positive landlord-tenant relationship.



THE BEST WAY TO HANDLE DISPUTES

Prevention is Always Better!

A well-managed rental with clear expectations and proactive management reduces the risk of disputes, allowing you to focus on growing your property portfolio and ensuring steady rental income.

By staying organised, responsive, and solution-focused, you can keep your rental business running smoothly and avoid unnecessary complications.

- Set clear expectations from day one with a well-drafted tenancy agreement.
- Keep your property in good condition - addressing issues early prevents complaints.
- Stay professional and solution-focused in all tenant interactions.



THE BEST WAY TO HANDLE DISPUTES

Prevention is Always Better!

- Check in with tenants periodically. An email or visit (with notice) can help resolve minor issues before they escalate.



- Be transparent about responsibilities. Make sure your tenants understand what they're expected to maintain.

- Conduct mid-tenancy inspections. Routine checks (with proper notice) will help you spot potential problems early and ensure your property is being well looked after.

- Be proactive with renewals. Discuss tenancy renewals in advance, giving you and your tenants time to negotiate terms.



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today for
your **FREE**
rental valuation.



MEYERS
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**Let us manage the entire letting
and tenant find service for you.**



Letting your home?

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expert property management
advice, head to
meyersestates.com to contact
our lettings department.**

If you have instructed another agent on a sole agency
and/or sole letting rights basis, the terms of those
instructions must be considered to avoid a possible
liability to pay two commissions.