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FAQ

# Renters' Rights Act

Everything you need to know about converting your tenancies in Alto



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The Renters' Rights Act (RRA) came into force on 1 May 2026. All assured shorthold tenancies in England are now Assured Periodic Tenancies (APTs) — fixed terms can no longer be created. Alto's RRA Converter Tool is designed to take you through the process step by step. This guide answers the questions that agents most commonly encounter along the way.

## Converting Tenancies and Properties

### Why are some of my tenancies missing from the Converter Tool?

The first thing to check is that you've reviewed both the Properties section and the Tenancies section within the RRA Converter Tool — records can appear in either, depending on their status.

If tenancies are still missing from the main Tenancy Selection list, check the Requires Review tab. You can convert tenancies from there in exactly the same way — they appear separately because they may need a little extra attention first. Tenancies land in Requires Review when:

- The tenant is paying rent quarterly or yearly
- The property is currently listed on the market

The converter only shows tenancies where all of the following apply:

- The property is residential and located in England (or has a postcode that straddles the border with Scotland or Wales)
- The tenancy is Active, Periodic, or Vacate in Progress

Tenancies that are Renewal in Progress are intentionally excluded. Fixed terms are no longer permitted under the RRA, so any active renewals should be cancelled. If the reason for the renewal was to increase the rent, you can either create a New Periodic Term instead, or convert the tenancy to APT first and then raise a Rent Review.

### TIP

Use Alto Analytics or the Property Groups filters to check for Commercial properties, properties outside England, or tenancies currently in renewal — these are the most common reasons for a tenancy not appearing.

If a tenancy still doesn't appear after checking the above, contact our support team with the property address and tenancy details.

### 1. Do I need to convert properties as well as tenancies?

**Yes** — we recommend reviewing and converting both where applicable.

When you convert a tenancy, Alto also updates the associated property automatically. The Properties section of the tool captures something different: properties that don't currently have an eligible active tenancy linked to them. This can include properties that are vacant, no longer on the books, or currently on the market with no active tenancy.

We recommend converting these too. It ensures they follow the updated listing rules introduced under the RRA — and it takes only a couple of minutes to avoid a potential issue later.

### 2. Can I manually convert a property to Assured Periodic Tenancy?

**Yes** — Open the property and change the Tenancy type field to Assured Periodic Tenancy. When you save, Alto applies the updated validation rules. You may need to resolve a few things before the save goes through — for example:

- Children or Pets marked as not acceptable without a reason entered
- Rental Frequency set to anything greater than Monthly
- A Price Qualifier that is no longer permitted, such as Guide price or Offers over

### 3. Can I manually convert a tenancy to Assured Periodic Tenancy?

**Yes** — Create a New Periodic Term on the tenancy and set the Contract type to Assured Periodic Tenancy. To do this:

1. Click Tenancies on the main navigation bar
2. Select the relevant tenancy, or find it using the Search Tenancies bar in the top right
3. Click Tenancy on the side menu, then the Tenancy top tab
4. Click New Periodic Term
5. Set the required Start Date and update the Contract field to Assured Periodic Tenancy
6. Click New Periodic Term to confirm

This updates the available progressions on the tenancy and moves it to the Information Sheet stage of the RRA Converter Tool.

### 4. If I've converted a property incorrectly, can I undo this?

**Yes** — You can move a tenancy back to a non-APT type by creating a New Periodic Term and selecting the required non-APT contract type — for example, Assured Shorthold Tenancy or Company Let. Follow the same steps as a manual conversion, but choose the appropriate contract type at step 5.

If the tenancy should be on a fixed term, once you've moved it back to a non-APT periodic term, you can then click Renew Tenancy to create a new fixed term.

## Tenancy Terms After Conversion

### 5. Why have my term dates changed after converting?

When a tenancy is converted, Alto closes the existing term and creates a new APT term. The start date of that new term depends on when the conversion took place:

- Converted before 1 May 2026: the new APT term starts on 1 May 2026
- Converted after 1 May 2026: the new APT term starts on the day of conversion
- A future-dated term already existed: the new APT term starts the day after that future term begins

Your rent payment dates, charge dates, active charges, and rent history all remain aligned with the previously used term dates.

### 6. Why is my APT term set to start on 1 May 2026, and does this affect my charges?

If you converted before 1 May 2026, the new APT term is anchored to the date the legislation came into effect. This doesn't change the tenant's rent payment date — if they previously paid on the 20th of the month, they'll continue to do so. Any active charges are copied over from the previous term unchanged.

### 7. Why doesn't the APT term start on 1 May 2026?

If the tenancy was converted after 1 May 2026, the APT term starts on the day you ran the conversion. This avoids complications from editing historic tenancy terms and has no impact on the tenancy's functionality or your legal compliance.

### 8. Why does the APT term start one day later than I expected?

This happens when a future-dated term already exists on the tenancy — for example, a scheduled rent increase set to take effect next month. Alto sets the new APT term to begin the day after that future term starts, so no changes you've already recorded are lost. Rent charges carry over as normal, with charge dates intact.

### 9. Can I realign the APT term dates??

**Yes**, but this needs to be done manually per tenancy. Create a New Periodic Term with the dates you need.

For example: if the current term starts on 1 May 2026 with charges on the 15th, and you'd prefer the period to align to the 20th, create a new term with:

- Start Date: 20 June 2026
- First Full Rent Date: 15 July 2026
- Next Review Date: as currently set (Alto will warn if this is less than 12 months from the last increase, but you can proceed if you choose)

## Information Sheets

### Why are Information Sheets failing to send?

Send failures are usually caused by the tenant's email address being unable to receive mail. Within the Information Sheet section, the Send Failures tab will show whether the failure was:

- **Dropped** — the email address could not accept the message
- **Bounced** — the receiving mailbox rejected it

Common causes include a typo in the email address, or a mailbox that is full or unavailable. Emails that fail due to internal delivery issues are automatically retried by Alto.

If you need to correct an email address, update it directly from the Information Sheet > Send Failures tab. This preserves the email audit trail.

If a tenant doesn't have a usable email address, serve the Information Sheet by post or in person, then select Mark as Done on the tenancy row rather than Email Information Sheet.

### How can I track who has received the Information Sheet?

The Completed / Ignored section shows all successfully completed tenancies, split into:

- **Completed** — converted tenancies where the Information Sheet has been served
- **Ignored** — tenancies you've intentionally excluded from conversion

You can filter the Completed list by how the sheet was served using the Information Sheet Filters on the left-hand menu.

You can also click Export records to download a CSV audit of all Information Sheets sent or recorded through the Converter Tool. Each row covers one tenant and includes delivery timestamps, attachment details, tenant and property information, landlord details, the user who sent or recorded the sheet, and details of any sheets recorded as served outside Alto (in person, by post, or ad-hoc email).

This gives you a single downloadable record for your own audit purposes, and you can filter it — for example by landlord — if you need to provide evidence that sheets have been served.

### Can I move tenancies back to the Information Sheet stage after completing them?

Tenancies can't be moved back to the Information Sheet stage by the user once they're in the Completed section. Contact our support team and we can arrange this for you, typically by the end of the next working day.

When getting in touch, please include:

- your agency name
- the relevant property or tenancy details
- how many tenancies you expect to be moved
- any filtering requirements — for example, whether sheets were emailed, posted, or marked as served in person

Before contacting support, click Export records to download the Information Sheet audit from the Completed tab. This preserves a record of everything that has already taken place.

### Can I send the Information Sheet on behalf of both the agency and the landlord?

Yes. If you haven't sent any sheets yet, we recommend creating a single email template that explicitly states the sheet is being served on behalf of both the agency and the landlord. Use the example template in the RRA Converter Tool as a starting point, and include merge codes for both the agency and landlord names in the footer. This fulfils both parties' obligations under the RRA with one send.

If you've already sent your information sheets and need to send them again, contact our support team and we can move the relevant tenancies back to the Information Sheet stage.

## Rent Reviews (Section 13)

### How is the APT Rent Review date calculated?

#### For converted periodic tenancies:

The review date is set to 12 months after the most recent rent increase, based on the tenancy's charge history. If no charge history is available, Alto falls back to the rent recorded on the tenancy terms.

#### For converted active fixed-term tenancies:

The review date is set to the later of: 12 months after the most recent rent increase, or the renewal date recorded on the active term.

### How can I update the APT Rent Review date?

There are two ways to update the date:

- Open the tenancy, click Dates on the side menu, find the APT Rent Review date, select it, update the Due Date, and click Update
- Use the Event Dates widget on the Property Management Dashboard — click the relevant due date entry

### What if I don't want an APT Rent Review date for a particular tenancy?

Open the tenancy record, click Tenancy on the side menu, then the Details top tab, and untick Create APT Rent Review Date. This defaults to on for managed properties and off for all others.

**Note:** Tenancies converted before approximately 15 May 2026 may have this setting enabled by default, even if they are not managed. You can change it at any time.

### I've set the wrong date on a Rent Review. What should I do?

Once a Rent Review progression has been finalised, the date can't be amended directly. You may also see an error if you try to finalise a Rent Review, or create a new periodic term, with a start date earlier than an existing term's start date.

If this has happened, contact our support team before making any further changes to the tenancy. We're also developing functionality that will allow a new Rent Review to overwrite an existing one — in the same way replacement terms work for AST renewals today — and this will be available in May 2026.

### What if a rent increase is due in less than two months?

Under the RRA, the Proposed Effective Date must be at least two months after the Rent Notice Served Date. However, the Rent Notice Served Date can be set to any date — it doesn't have to match the Next Calculated Rent Notice Serve Date that Alto suggests in the progression.

If a rent increase was agreed before the RRA came into effect and needs to be recorded in Alto — for example, an increase effective 10 May after notice was served on 10 April — we recommend:

1. Start a new Rent Review progression
2. Set the Rent Notice Served Date to 10 March
3. Set the Proposed Effective Date to 10 May
4. Add a Note in the progression stating that notice was actually served on 10 April and is valid under the RRA transitional provisions

This keeps a clear audit trail against the tenancy record.

## Section 8 Possession Notices

### When will the new Section 8 possession progression be available?

The updated Section 8 progression will be available from the week commencing 8 June 2026.

## Section 8 and Section 13 Forms

### Does the Lettings Centre Pack include the Section 8 and Section 13 forms?

No. Section 8 and Section 13 are official government forms and must be used exactly as provided. They are not included in the Lettings Centre Pack and cannot be added via the letters team or training team — the formatting of these forms isn't compatible with how Alto handles document templates.

In the meantime:

- Download the relevant forms directly from the Government website
- [gov.uk/guidance/assured-tenancy-forms](https://www.gov.uk/guidance/assured-tenancy-forms)
- Complete them outside of Alto
- Upload the completed document to the tenancy in Alto so it's stored and accessible

We're working on a longer-term solution to make these forms available through Alto, though we don't have a timeline to share yet.

## Pet Requests

### Is there a pet request tracker in Alto?

A dedicated pet request tracker is planned for a future Alto release. We'll update the Help Centre when more information is available.

### How should I record pet requests in the meantime?

Until the tracker is in place, you can record pet requests manually. We recommend:

1. Add a custom management date called Pet Request Response Deadline (via Templates and admin > System Administration > Group Settings > Management Diary Events > Create Management Date)
2. Record the request by adding a File Note on the tenancy (+ icon alongside Recent Activity)
3. Include what was requested, the date it was made, and which tenant submitted it
4. Set the Pet Request Response Deadline date to 28 days from the date of the request

This keeps a clear record and ensures the 28-day response window is visible in your calendar.

## Need more help?

Visit the Alto Help Centre or contact our support team (9am–5:30pm, Monday to Friday).

[support.altosoftware.co.uk](https://support.altosoftware.co.uk)

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