



Section 21 Q&As

Q What can I do when I have received a Section 21 notice?

A Check the RentSmart Wales website to see if the landlord has registered the property. The RentSmart website address is: <https://www.rentsmart.gov.wales/en/check-register/>

Q The property is not registered?

A The Section 21 notice is not valid. You can remain at the property.

Q The landlord/managing agent is not licensed?

A The Section 21 notice is not valid. You can remain at the property.

Q Is your rental property managed by the landlord direct or a managing agent what do I do next?

A Check Rent smart website to see if the landlord/managing agent is registered. <https://www.rentsmart.gov.wales/en/check-register/>

Q The landlord/managing agent is not licensed?

A The Section 21 notice is not valid. You can remain at the property.

Q The property is registered and landlord/letting agent are licensed what do I do next?

A Complete the income and expenditure form, supply all bank statements for the previous three months, payslips etc for assessment for assistance with the Vale Assisted Tenancy Scheme for a private rental property.

Q What happens if I leave the property with an invalid notice?

A You could be seen as making yourself intentionally homeless.

Q What can the landlord/managing agent do next?

A The landlord/managing agent can register the property and apply for a license through RentSmart Wales. When the landlord/managing agent completes this process they can reissue the Section 21 notice.





Section 2 | Q&As

Q Can the landlord ask me to leave or change the locks?

A No the landlord cannot evict you, only a Court order can do this. Should your landlord change the locks call the Police as its an illegal eviction.

Q What happens with a Court Order?

A The landlord can apply to the Courts to gain possession of the property. There is a cost involved which you will be liable for. Once a possession order is granted, you are able to remain at the property until a bailiff is instructed, a further cost to you. We will work with you and your landlord in order minimise this from happening.

Q I do not want to private rent again, I want a Council property?

A We are all aware of the shortage of Social rented property and unfortunately this may not be the quickest route for you as people have been waiting a considerably long time for this. Under the Vale Assisted Tenancy Scheme we would not look at assistance into an unaffordable property as this would be 'doomed to fail'. By correctly completing your income and expenditure form along with providing all bank statements, payslips etc this can reduce the time taken to assess your application and secure accommodation quickly.

