



Difficult Tenant Action Tracker

Fillable Checklist for Landlords (UK Legal Guide)

Step 1: Identify the Issue

- ☐ Late or missed rent payments
- ☐ Antisocial behaviour / complaints
- ☐ Property damage
- ☐ Refusal to communicate
- ☐ Other: _____

Notes:

Date of first incident: _____

Step 2: Record Everything

- ☐ Log all incidents with dates and details
- ☐ Save copies of all emails, texts, and letters
- ☐ Photograph any physical damage (with timestamps)

Incident log notes:



Step 3: Communicate Clearly

- ☐ Sent written notice (email/letter)
- ☐ Explained issue calmly and factually
- ☐ Offered reasonable solutions or payment plan
- ☐ Gave the tenant a chance to respond

Date written notice was sent:

Summary of communication:

Step 4: Legal Considerations

- ☐ Reviewed tenancy agreement
- ☐ Considered Section 8 Notice (rent arrears or breach)
- ☐ Considered Section 21 Notice (no-fault termination)
- ☐ Did NOT change locks or enter without permission
- ☐ Referred to Shelter or Citizens Advice for guidance

Legal notes:



Step 5: Escalate When Necessary

- ☐ Attempted mediation (local council or third party)
- ☐ Consulted with legal professional or landlord association
- ☐ Applied to court for possession (if all else failed)

Escalation steps taken:

Step 6: Protect Your Business Going Forward

- ☐ Use tenant referencing
- ☐ Keep detailed records of all communication and payments
- ☐ Get landlord insurance for legal expenses and rent arrears
- ☐ Use a digital dashboard (e.g., Notion) to stay organised

Preventive measures to implement:
