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Free sample
Lettings & Housing Vault

One complete playbook from the Vault, free, plus the full list of what's inside. Written for letting agents, landlords and housing companies. Doable yourself, no coding, no setup from us.

5 pages

1 full playbook

12 in the full Vault

lumin42.com/store

What's inside the full Vault

12 step-by-step playbooks and 16 copy-paste templates in a members web app. Tick steps off as you go; it remembers your progress on phone or computer.

Section	Playbook	Time
Find and let	**Answer every property enquiry within minutes**	1 hour
Find and let	**Viewings that are fair, fast and recorded**	1 hour
Find and let	**The move-in compliance checklist**	1 hour per tenancy
Find and let	**Handle tenant requests on time (pets and more)** (this sample)	30 minutes
Repairs and compliance	**A repair reporting system tenants actually use**	1–2 hours
Repairs and compliance	**A compliance calendar for every property**	2 hours to build
Repairs and compliance	**A damp and mould process that's fast and recorded**	1 hour to set up
Repairs and compliance	**Periodic inspections with photo reports**	45 minutes per inspection
Rent, owners and growth	**Rent tracking and early, friendly arrears follow-up**	1 hour, then 10 minutes per rent day
Rent, owners and growth	**Monthly owner statements and updates (for agents)**	1 hour to set up, 10 minutes per owner a month
Rent, owners and growth	**Win more landlords with reviews and a useful guide**	3 hours
Rent, owners and growth	**End of tenancy and deposit return without disputes**	1–2 hours per check-out

Sample playbook: Handle tenant requests on time (pets and more)

Requests such as keeping a pet are logged, answered in writing within the legal time and decided reasonably.

Time	Cost	Level
30 minutes	Free	Beginner

Why it matters

Since 1 May 2026 tenants have a stronger right to ask to keep a pet, and landlords must consider requests reasonably and answer within a set time.

Tools

- Request log
- Email templates

Steps

1. **Log every request**: Date received, tenant, property, request, date answered, decision and reason.
2. **Acknowledge straight away**: Confirm you've received it and when they'll get a decision.
3. **Consider it properly**: Look at the property, the lease if it's a leasehold flat, and the specific animal. A refusal needs a reasonable reason.

Steps (continued)

4. **Answer in writing on time**: GOV.UK sets the deadline for a decision on pet requests (28 days at the time of writing; check the current guidance). Put the decision and reasons in writing.
5. **Record conditions**: If you agree, write down any conditions (for example professional cleaning at the end) and keep them with the tenancy file.

Copy-paste templates

> **Acknowledgement:** Hi [name], thanks for your request to [keep a pet / request]. We've received it on [date] and will give you a written decision by [date]. [agency/landlord]

> **Decision letter:** Hi [name], thank you for your request dated [date] to [request] at [address]. We are happy to agree, on these conditions: [ ]. / We are unable to agree because [reasonable reason]. If you'd like to discuss this, please contact [name] on [phone].

Done when

- [ ] Request log in place
- [ ] Same-day acknowledgement
- [ ] Decision within the legal deadline
- [ ] Reasons and conditions recorded

Avoid these

- Don't ignore requests; silence can count against you.
- Don't charge pet fees or an extra pet deposit outside the payments the Tenant Fees Act 2019 allows.
- This is general information, not legal advice.

The 90-day quick start in the full Vault

1. Week 1: Compliance calendar for every property, and book anything due soon.
2. Week 2: Repair reporting system and priorities shared with tenants.
3. Week 3: Instant enquiry replies and fair viewing process.
4. Week 4: Move-in checklist and tenant request log.
5. Month 2: Rent tracker, damp and mould process, inspections schedule.
6. Month 3: Owner statements, end-of-tenancy process and winning new landlords.

Get the full Lettings & Housing Vault

All 12 playbooks and 16 templates, £47 one-off, lifetime access, instant access after payment.
See inside: **lumin42.com/lettings-vault**

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