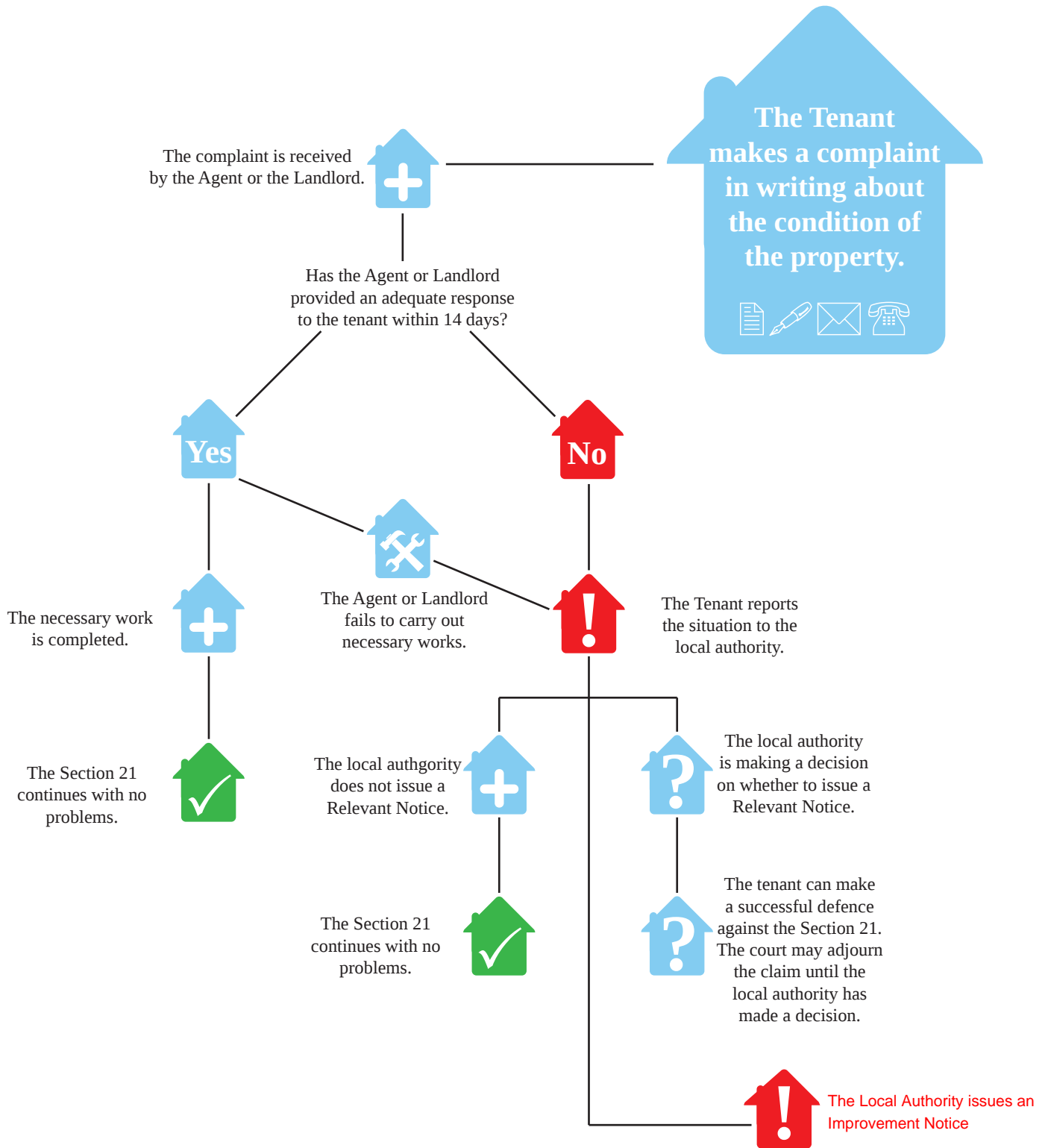


# Changes to Section 21



**The tenant may not be successful in making a defence in the following circumstances:**

- The tenant fails to use the property in an acceptable way.
- The disrepair is a direct result of the tenant breaching the contract.
- The mortgagee is seeking possession where the mortgage began before the tenancy started.
- The Section 21 Notice is served when the property is on the market for sale.

**Points to note:**

- The Agent or Landlord must provide an adequate method of communication in writing.
- The tenant could start the complaint by telephone if they are not provided with another adequate method.
- The Agent or Landlord's response to the complaint must detail what work will be carried out.
- The Agent or Landlord's response to the complaint must detail how long the work is likely to take.
- The Agent or Landlord should always complete any disrepair work in the quickest possible timeframe.
- A relevant notice is defined as:
  - an improvement notice relating to a category 1 hazard.
  - an improvement notice relating to a category 2 hazard.
  - an emergency remedial action notice.