SHELTER
for professionals

Learning pathway: Tenancy Relations Officer

Structured free webinars and eLearning courses for Tenancy Relations Officers.

This Pathway covers housing status, homelessness duties, possession, housing conditions, and the changes brought by the Renters' Rights Act 2025.

The modules are in a recommended sequence. We encourage you to follow this order, although you do not have to.

There is no timescale for completion. We recommend giving yourself time between modules to reflect on your learning and how to apply it.

The webinars and courses are free.

Funded by the Ministry of Housing, Communities & Local Government



How to join this Learning Pathway

Book your place on the Tenancy Relations Officer Learning Pathway.

You will receive an email with a link to the welcome module and instructions on how to work through the Pathway.

Once you are enrolled on the Learning Pathway, you will need to book the following live webinars:

- Introduction to housing status
- Understanding homelessness and housing: local authority duties
- Introduction to possession proceedings for rented housing
- Introduction to housing conditions and disrepair
- Dealing with landlord harassment and unlawful eviction

You need to select one date for each live webinar session when booking.

You will automatically be booked onto any eLearning modules included on the Pathway.

You can book for more than one person if you have manager access. We recommend you do not book more than 6 people on the same course date.

Please email training@shelter.org.uk with any questions or booking problems.

Learning Pathway

Total completion time: 14 hours 10 minutes

Introduction to housing status

Method: Webinar

Time: 90 minutes

This webinar covers:

- where housing rights come from
- how to correctly identify housing status
- how a tenancy differs from a licence
- what fixed term and periodic mean

- an overview of the key housing tenures in the private and social sector

Introduction to housing law for beginners

Method: eLearning, Pre-recording

Time: 40 minutes

This eLearning covers:

- key primary and secondary legislation
- commencement orders and transitional provisions
- using references and abbreviations
- what is statutory and non-statutory guidance

Understanding homelessness and housing: local authority duties

Method: Webinar

Time: 90 minutes

This webinar covers:

- what duties a local authority might owe to a homeless applicant
- the five tests of homelessness, including priority need and eligibility
- when accommodation duties are triggered and what this means

Identifying housing status (1): tenancy or licence

Method: eLearning

Time: 15 minutes

This eLearning covers:

- the key differences between a tenancy and a licence
- how the case of Street v Mountford [1985] applies to tenancies
- what exclusive possession means

Identifying housing status (2): excluded occupiers, no court order required

Method: eLearning

Time: 15 minutes

This eLearning covers:

- why tenancy status matters
- what to consider about written and verbal agreements
- which occupiers can be evicted without a court order

How to identify a landlord in the private rented sector

Method: eLearning

Time: 20 minutes

This eLearning covers:

- why it is important to be able to identify a landlord
- a tenant's legal rights to information about a landlord's identity
- what to do when you can't easily find the landlord's details

Introduction to possession proceedings for rented housing

Method: Webinar

Time: 90 minutes

This webinar covers:

- an overview of the possession process for rented properties
- how to prevent or delay homelessness
- advising on notices and court processes
- options after a court decision

Renters' Rights Act 2025 overview

Method: eLearning, Pre-recording

Time: 40 minutes

This eLearning covers:

- abolition of assured shorthold tenancies and section 21 notices
- grounds for possession and notice period
- duties on landlords, civil penalties, criminal offences and local authority enforcement
- changes affecting rent increases, deposits, rent in advance and other financial matters
- changes to the homelessness legislation

Introduction to housing conditions and disrepair

Method: Webinar

Time: 90 minutes

This webinar covers:

- a landlord's repairing obligations under section 11 of the Landlord and Tenant Act 1985
- the Homes (Fitness for Human Habitation) Act 2018 and when it applies
- the role of local authority environmental health departments
- safety rules including gas safety, smoke alarms, and carbon monoxide
- potential options and remedies for tenants experiencing disrepair and bad housing conditions

Dealing with landlord harassment and unlawful eviction

Method: Webinar

Time: 90 minutes

This webinar covers:

- what landlord harassment is
- how to identify an unlawful eviction
- how to enforce civil measures to tackle harassment and unlawful eviction
- when local authorities can enforce criminal sanctions against landlords
- other potential consequences for landlords who are involved in harassment and unlawful eviction

Local housing allowance

Method: eLearning, Pre-recording

Time: 30 minutes

This eLearning covers:

- what the Local Housing Allowance (LHA) scheme is
- how LHA is calculated
- how LHA is paid
- who is exempt from the LHA scheme