

RRA Information Sheet - Service Log Template

Tribunal-grade service log for the 31 May 2026 statutory Information Sheet duty. Penalty for non-service: up to GBP 7,000 per civil offence. Evidence is everything - print one row per tenant per service event.

Service rules at a glance

- Existing tenants on 1 May 2026 must receive the Sheet by 31 May 2026.
- New tenants must receive it on or before the start of the tenancy.
- Verbal-only tenancies: must serve in writing or evidence verbal delivery with a witness.
- Re-serve at every tenancy variation (rent change, change of tenant, change of address).

Belt-and-braces service combo (highest survival rate)

Channel	Evidence captured	Tribunal weight
Email + PDF attached	Send timestamp + read receipt	Decisive if tenant has used the address before
Royal Mail Signed For	Tracking number + signature scan	Decisive on its own; expensive at scale
Hand-delivered + photo	Photo of tenant accepting + date	Strong; combine with email
WhatsApp / SMS	Screenshot showing PDF delivered + read	Helpful supplement, not standalone

Per-tenant service log (one row per send event)

Tenant name	Property	Date sent	Channel	Reference / hash	Confirmed

Verbal-tenancy exception script

Where the tenancy is purely verbal: arrange a face-to-face meeting, hand the tenant a printed Information Sheet, take a dated photo of them holding it, and ask them to acknowledge receipt by SMS. Save photo + SMS to the property file. This is the highest tribunal-survival pattern for verbal lets.

Pre-built audit-pack export format

- Property reference + address (line 1).
- Tenant full legal name as on tenancy agreement.
- Service date in ISO 8601 (YYYY-MM-DD).
- Channel (email / signed-for / hand / WhatsApp).
- Reference: tracking number, message ID hash, photo filename.
- Confirmation: read receipt, signature scan, tenant acknowledgement.

LetCompliance auto-generates this log row whenever you click Send on the in-app RRA Information Sheet tool. The PDF, channel, tenant ID and timestamp are written to your audit log automatically.