

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.