

The Tenant Insight



March 2024

Listening to tenants in Wales: the current key concerns of tenants heard by TPAS Cymru

As the national tenant engagement organisation in Wales, we listen to social housing tenants across Wales about what matters to them and what concerns them regarding their homes and the communities they live in.

We wanted to share the important insight we've heard from tenants recently to help shape and influence decision making to ensure that housing in Wales meets the needs, priorities, and aspirations of tenants.

From this tenant insight we have identified key themes detailed below. These provide a snapshot of the opinions and viewpoints on the main areas that are concerning tenants now. These themes reflect the challenges tenants and the housing sector are currently facing.

This listening and learning forms part of our ongoing conversations with tenants, and we'll continue to listen to, and share their views.

How we've listened:

During our support activities, we engage with and listen to a wide demographic of tenants living in Housing Association and Local Authority properties in all parts of Wales.

We have regular contact with tenants via various platforms:

- Monthly Wales wide Tenant Network events
- At our range of housing and community themed online events
- Engagement & Housing information support – emails and phone calls from tenants
- Our survey community 'Tenant Pulse'
- Insight from online tenant forums and chat sites

From this engagement we have heard a range of views and opinions. This invaluable insight which has helped us to identify five key current themes which reflect tenants' key concerns and priorities.

The current concerns of tenants:



Lack of Flooring

Despite the progression in terms of awareness and internal policy developments, the lack of flooring in tenants' properties is still one of the main issues for tenants. We have received numerous phone calls from tenants who have moved into their new home, to find cold concrete floors.

A 19 year old woman told us that she has moved into a flat with nothing. She has accessed Discretionary Assistance Fund (DAF) to access white goods, but has not been able to get flooring. With Greenstream CIC going into liquidation, it seems that there isn't anywhere for tenants to get access to affordable flooring.

Welsh Housing Quality standards have been reviewed and have clarified that flooring will be an essential requirement for new tenancies, but what this looks like in practice is being deliberated amongst landlords and tenants.



Evictions in the Private Housing Sector

One of the most common themes amongst tenants calling into TPAS Cymru is that they have received an eviction notice and they are unsure of their rights.

Tenants are still receiving Section 21 notices, with just 2 months' notice, despite the implementation of the Renting Homes Act, which is a Section 173 notice in the Act, that states that a no fault eviction should be 6 months.

Whether you are a tenant or work in housing, do you recognise any of these current concerns? Do they reflect some of the concerns your tenants' have at the present time? Let us know your views.

This listening and learning is part of our ongoing conversations with tenants, and we'll continue to listen to and share their views.

TPAS Cymru advise many landlords and tenant groups on best practice in tenant engagement and widening tenant voice. We are here to support our members.



Poor Mental Health Linked with Cost of Living Crisis, Rent Increases

The number of calls we receive regarding tenant mental health is increasing.

Tenants within the social housing sector are feeling overwhelmed with the increased costs of living and their rents increasing annually. The most common statements we are hearing, is that 'it is all just too much', 'I don't know how I am going to be able to afford it all' and 'I can't do this'.

We refer onto Mental Health Charities, but, we are told that they are underfunded and are struggling to provide the required support.

