



Media Release

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New Tenant Pulse Report Reveals Urgent Need for Action on Housing Affordability and Maintenance in Wales

TPAS Cymru has unveiled its **Fourth Annual Tenant Pulse Report**, providing a deep dive into the experiences and priorities of tenants across Wales. The survey, representing 610 voices from diverse sectors, including—Housing Associations, Local Authorities, Supported Housing, and Private Rental—painting a striking picture of the challenges tenants face, particularly regarding affordability, maintenance, and energy efficiency.

Among the findings, **affordability concerns have surged**, with nearly half of tenants (49%) now struggling to pay rent or bills, a sharp rise from 40% last year. Maintenance issues, including the long-standing challenges of damp, mould, and inadequate energy efficiency, remain critical, with 61% of tenants calling for clearer and more responsive maintenance plans.

“This report is a clear call for change,” said **Elizabeth Taylor**, Policy Lead at TPAS Cymru. “The findings underscore what we have been hearing directly from tenants across Wales: affordability, transparency, and timely maintenance are not just issues—they are barriers to a stable and dignified life. It’s imperative that policymakers and landlords act swiftly and collaboratively to address these priorities.”

Tenant voices also highlighted growing disparity in engagement across housing sectors, with social housing tenants being far more likely to be asked for feedback (87%) compared to private renters (<5%). This engagement gap represents a missed opportunity to address unique needs, especially among younger renters and underrepresented groups.

The report includes actionable recommendations for housing providers, such as implementing transparent maintenance plans, prioritising energy efficiency improvements, and addressing anti-social behaviour through tenant-led initiatives. It also emphasises the importance of involving tenants in policy development, especially with the Welsh Government’s Rent Policy consultation on the horizon.

David Wilton, Chief Executive of TPAS Cymru, stated:

“We are proud to amplify tenant voices through this comprehensive report. These findings serve as a roadmap for landlords, policymakers, and the Welsh Government to create meaningful and tenant-centred changes. We owe it to the tenants of Wales to ensure their homes are affordable, safe, and suitable for their needs.”



The full report is available at www.tpas.cymru/pulse, and TPAS Cymru invites all stakeholders to join the conversation. Together, we can shape a housing landscape in Wales where tenants thrive, not just survive.

About TPAS Cymru

For over 35 years, TPAS Cymru has been the leading organization championing tenant engagement and empowerment in Wales. Through training, policy advocacy, and community support, TPAS Cymru strives to create safer, fairer, and more connected housing systems.

For media inquiries or to request an interview with Elizabeth Taylor, please contact: Elizabeth@tpas.cymru