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THE 4TH ALL WALES ANNUAL REPORT

HOUSING THAT WORKS:
A TENANT-DRIVEN APPROACH TO
IMPROVEMENT

EXECUTIVE SUMMARY

DECEMBER 2024
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OVERVIEW

This report captures the views of 610 tenants across Wales, encompassing Housing Associations, Local Authority Housing, Supported Housing, and the Private Rental Sector (PRS). It provides insights into tenant experiences, challenges, and priorities while offering data-driven recommendations for improving housing services.

The survey was conducted in October 24,
To drive innovation and broaden our survey's influence, we implemented a dynamic approach. This involved using the power of diverse social media platforms, including Meta, X, TikTok and LinkedIn, complemented by personalised outreach to landlords.



KEY FINDINGS

1. Affordability and Financial Pressures:

- Keeping rents affordable remains the top priority, with 65% of tenants emphasising its importance (up from 58% in 2023).
- Affordability challenges have intensified, with 49% of tenants struggling to pay rent or bills compared to 40% in 2023. Increased living costs and insufficient Universal Credit (UC) are key factors.
- Private sector renting is a bigger financial struggle, seeing significant year on year decline of 'Renting till I can afford to buy'. Those aged 18-30 are the highest responders with those aspirations (78%).

2. Maintenance and Energy Efficiency:

- Tenants from both sectors are desperate for clearer maintenance plans and this has become a rising priority (61%, up from 41% in 2023).
- Tenants consistently rate energy efficiency of their home as one of the lowest satisfaction categories, highlighting the need for implementation of the new WHQS and clearer road map for private sector decarbonisation.

3. Tenant Engagement:

- 60% of tenants are satisfied with landlord engagement, though younger renters (18-30) report lower satisfaction levels.
- Social housing tenants are more likely to be asked for feedback (87%) than private renters (ie minimal engagement <5%).
- More tenants than ever want to know what their rents and service charges are being spent on

KEY FINDINGS

4. Living Conditions and Community:

- Satisfaction with homes is generally high (78%), though issues such as damp, mould, and poor energy efficiency persist.
- Tenants desire safer and cleaner communities, with reduced anti-social behaviour (ASB) and better public transport as their top community priorities.

5. Demographics and Underrepresented Groups:

- Private renters aged 60+ have increased significantly (from 4% in 2023 to 34% in 2024).
- Representation of LGBTQ+ tenants and carers has risen, though responses from Black, Asian, and Minority Ethnic (BAME) communities have declined compared to other recent Tenant Pulse surveys.



RECOMMENDATIONS

1. Improve Affordability:

- With a new Welsh Government Rent Policy on the horizon, social landlords should encourage tenants to have their voice heard in the consultation to ensure rents are sustainable, amid rising living costs.

2. Enhance Repairs and Maintenance:

- Develop transparent, actionable maintenance and improvement plans to share with tenants.
- Prioritise repairs addressing damp, mould, and energy efficiency.

3. Boost Tenant Engagement:

- Increase outreach to underrepresented groups and younger tenants to understand their unique concerns and preferable method of engagement.
- Landlords to create transparent communications around rent and service charges that meet the needs of their tenant profile.
- Landlords and agents in the PRS to be more transparent around rent setting with tenants to foster collaboration and trust.

4. Focus on Energy Efficiency:

- Social landlords to communicate openly and honestly with tenants around the implementation of WHQS: Particularly around the elements that improve energy efficiency.
- Landlords to educate tenants on available support or energy-saving practices.

RECOMMENDATIONS

5. Strengthen Community Support:

- Landlords to address ASB through tenant-led initiatives and partnerships with local authorities and communicate better with impacted tenants.
- Tenants rely on public transport and have been clear that this is something that they value and want to see improved. Welsh Government and Local Authorities need to continue working on regional public transport strategies to ensure a prosperous Wales.

6. Targeted Support for Diverse Groups:

- Landlords to customise housing and support services for the aging population of tenants, LGBTQ+ individuals, and carers.
- Address affordability and housing security for BAME tenants and those reliant on state benefits.

NEXT STEPS

- Share findings with key stakeholders, including policymakers, housing providers, and tenant groups.
- Promote discussions on implementing recommendations through presentations and tenant workshops.
- Encourage landlords to adopt a tenant-centred approach, ensuring their voices drive decision-making.

Conclusion

The report underscores the importance of listening to tenants to build safer, more affordable, and community-focused housing.

Implementing these recommendations will enhance tenant satisfaction and build long-term trust between landlords and renters.

TPAS Cymru Support

TPAS Cymru is committed to supporting you in implementing these recommendations, ensuring sustainable and inclusive housing solutions in Wales.

WE ARE HERE TO SUPPORT YOU!



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