

Business Continuity Survey – June 2021 Summary

Contents

Business Continuity Survey – June 2021 Summary	1
Data Returns	2
Findings	2
Health and Safety Compliance	3
Gas Safety	3
Fire Risk Assessments	3
Electrical Safety Checks	3
Asbestos Surveys	4
Water Hygiene	4
Void Loss - Rent	5
Arrears	5
Notices of Seeking Possession (NOSPs)	6
Other Information	7

This is the sixth summary publication of findings from the monthly survey. Thanks again for your co-operation in meeting the submission deadlines.

The report is based on the findings from the shortened survey information gathered from the surveys in the last three months. This shortened format will remain in place pending the outcome of a review of the survey requirements.

Data Returns

As with previous returns all RSLs requested to return the survey did so. Where the data set is less than the 36 RSLs surveyed this is noted.

The data used in this report is based on management information provided by RSLs and has been subject to limited quality assurance.

Unless otherwise indicated, all comparisons are to the March 2021 survey.

As always, if you want to discuss any issues or have any questions, please get in touch.

Ian Walters
Head of Regulation Strategy and Policy

Findings Summary

RSLs are continuing to report that pressures are being managed. The Regulation team will continue to discuss any performance outliers with the RSL concerned and agree any appropriate actions.

Health and Safety compliance has improved again during the last quarter, losses from empty properties were reduced and repairs performance remained steady. Whilst the capacity for arrears levels to rise remains, their level fell in the last quarter and more than 25% of tenants known to be claiming Universal Credit.

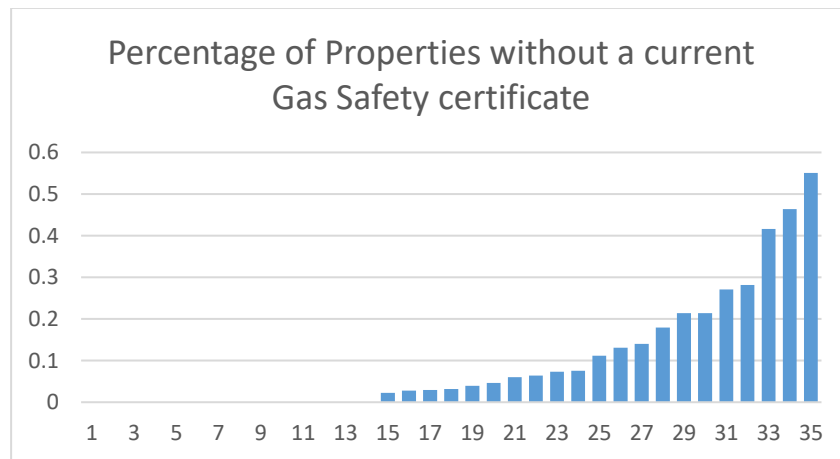
Health and Safety Compliance

Statutory health and safety responsibilities remain in place. The health and safety of residents as well as service users is the absolute priority. We will continue to take a proportionate and pragmatic approach to compliance during the pandemic.

Health and safety measures continue to improve with all 5 indicators at their highest level of compliance since the surveys began.

Gas Safety

- The level of compliance reported across the sector is currently 99.89% having risen from 99.81%.
- 14 RSLs report compliance levels of 100%, down 1 from March.
- The number reporting less than 99% compliance has fallen from 1 to 0.



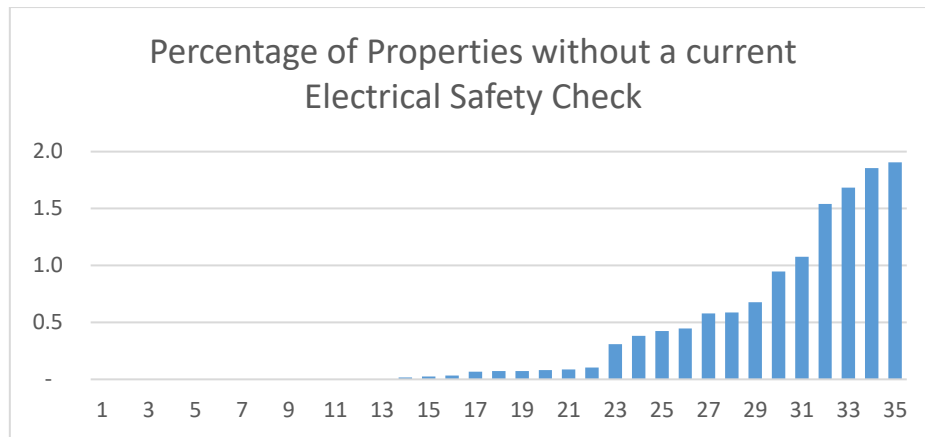
Gas safety compliance as at June 2021 - data set 35.

Fire Risk Assessments

- The number of fire risk assessments reported as being up to date stands at 99.5%, up from 99.4%.
- 29 RSLs, 3 more than in March report up to date assessment levels of 100%.
- No RSLs are now reporting less than 90% compliance.

Electrical Safety Checks

- 99.4% of properties across the sector are reported as having a current electrical safety certificate, up from 99.2%.
- 14 RSLs are reporting 100% of electrical safety are up to date, up from 10.
- The number of RSLs reporting less than 99% compliance has fallen from 8 to 5.



Electrical safety checks as at June 2021 - data set 35.

Asbestos Surveys

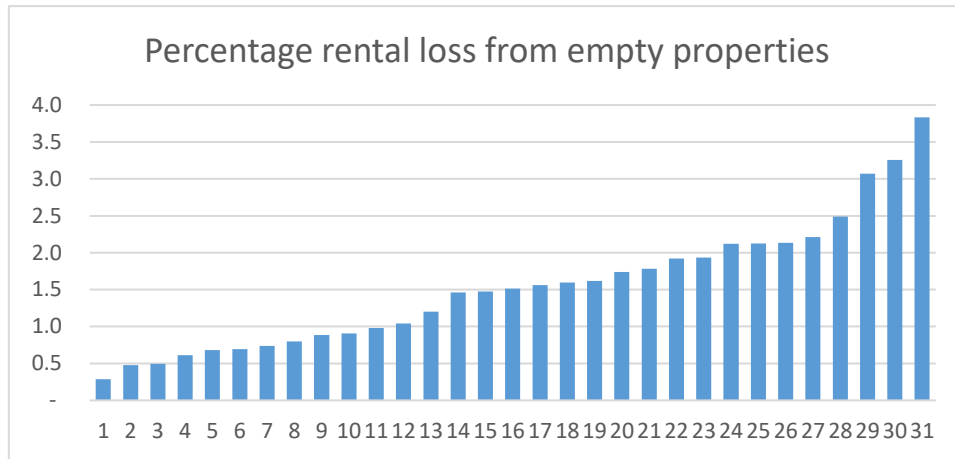
- 99.9% of surveys are reported as being up to date, 0.1% higher than previously reported.
- 31 RSLs are reporting 100% up to date assessment levels, up 3 from 28.
- It is important to note that the data excludes the return from 1 RSL which is 1 year into a 2 year program of surveying all individual properties for asbestos.

Water Hygiene

- 99.4% of testing is reported as being up to date, up from 97.9%.
- 31 RSLs report up to date assessment levels of 100%, up 3.
- There are no RSLs now reporting less than 90% of testing is up to date as opposed to 3 last time.

Void Loss - Rent

- The average level of rent loss from vacant properties in the quarter was 1.8%, slightly up on the 1.7% reported for the quarter to March. In the month of June it was 1.83%.

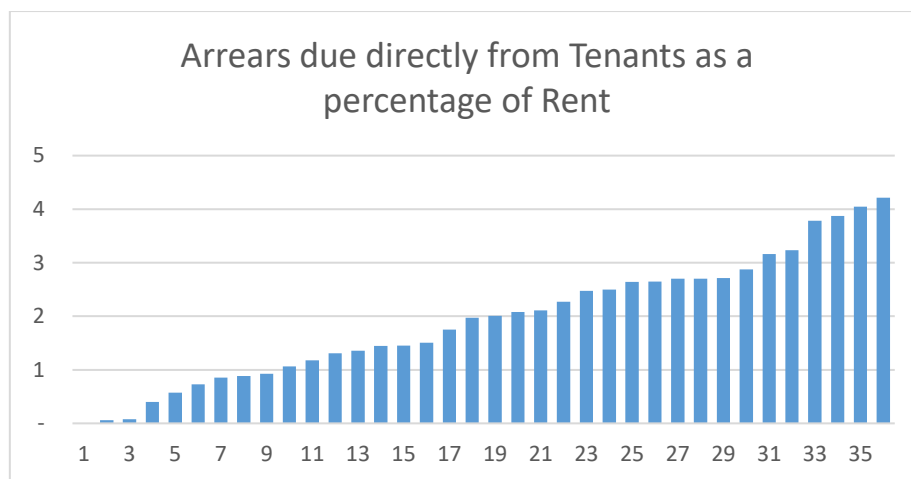


RSL rent losses from unlet properties during June - data set 31, 5 small RSLs which provide specialist accommodation have been removed from the graphical analysis.

- Whilst the overall rent loss remains stable there is a difference in performance of individual RSLs. 4 are showing an increase of 0.5% or more in void loss with 6 showing a fall of the same amount.

Arrears

- The total rent outstanding from current tenants remains the same as March, £30.2 million or 3.6% of the annual rent roll.
- The total rent outstanding due directly from tenants, i.e. excluding amounts due directly from housing benefit and alternative payment arrangements (APAs), has risen slightly. It currently stands at £18.2m, a rise of £1.1m in the quarter. This is 2.2% of the annual rent roll, at the same level as July last year when the data was first collected.
- Within this relatively stable sector position 7 RSLs have seen a fall of more than 0.5% since July and 5 a rise of more than 0.5% in the amount due directly from tenants.



Rent arrears at the end of June 2021 - data set 36

The 5 RSLs with the lowest net arrears are all small specialist providers with limited rental income due directly from tenants.

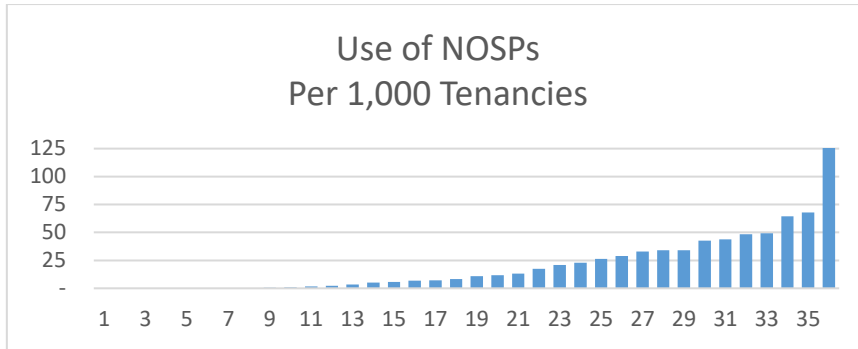
- The number of tenancies in arrears banded by weeks of rental income has remained broadly similar with a slight rise in numbers with arrears of between 8-12 weeks arrears.

Number of weeks in arrears	Percentage of tenants	
	Mar	Jun
8-12	2.8%	3.1%
13-26	2.1%	2.1%
26-52	0.5%	0.5%
52 or more	0.1%	0.1%

- A total of 42,000 tenants (28.3%) are known to be in receipt of Universal Credit, up from 26.5% in March. A total of 16,000 APAs were received in June (10.8% of tenancies).

Notices of Seeking Possession (NOSPs)

- There is a wide range in the use of NOSPs over the past year. 5 RSLs, which are all smaller specialist providers have not issued any notices whilst 3 have issued at a rate of more than 50 per 1,000 tenancies.
- It should be noted that the RSL with the highest issue rate has significantly reduced the number of NOSPs issued over the past 4 months.



Use of NOSPs from July to June – Number issued per 1,000 tenancies. Data set 36

Other Information

- To date, RSLs in Wales report spending an additional £10.9 million on Covid-19 related activities, up from £10.0 million.