

Business Continuity Survey – September 2021 Summary

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This is the seventh 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 format which 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 June 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 rates have remained high during the quarter, whilst losses from empty properties reduced in September. There was a small increase in arrears levels in the last quarter and more than 30% of tenants are known to be claiming Universal Credit.

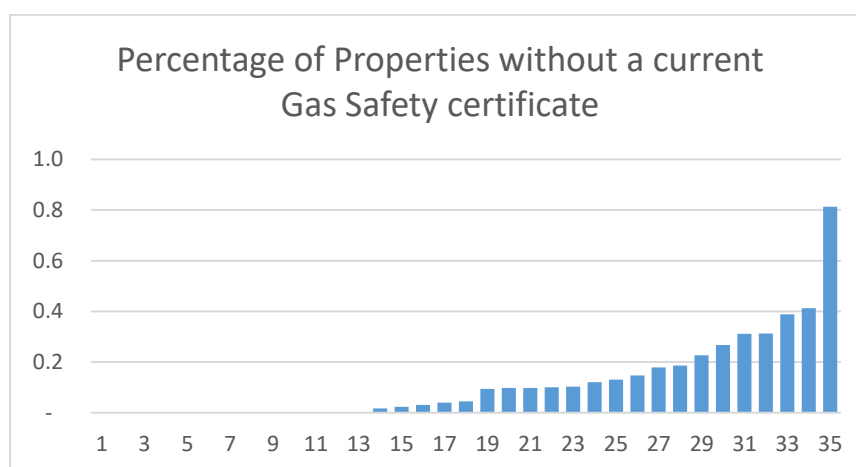
Health and Safety Compliance

Whilst we will continue to take a pragmatic and proportionate approach, the health and safety of residents as well as service users is the absolute priority for all of us.

Reported levels of compliance remain high since the surveys began.

Gas Safety

- The level of compliance reported across the sector is currently 99.87% having dropped marginally from 99.89%.
- 13 RSLs report compliance levels of 100%, down from 14 in June.
- No associations report less than 99% compliance.



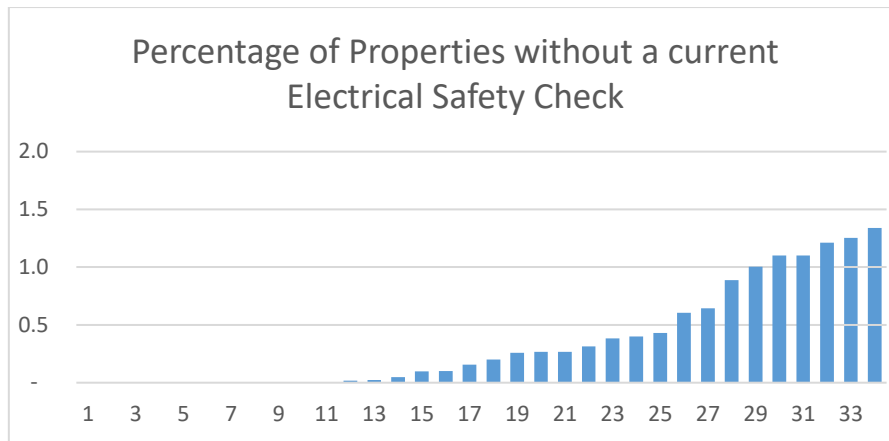
Gas safety compliance as at September 2021 - data set 35.

Fire Risk Assessments

- The number of fire risk assessments reported as being up to date stands at 99.7%, up from 99.5%.
- 29 RSLs, (the same as in June) report up to date assessment levels of 100%.
- No RSLs are now reporting less than 99% compliance.

Electrical Safety Checks

- 99.5% of properties across the sector are reported as having a current electrical safety certificate, up from 99.4%.
- 11 RSLs are reporting 100% of electrical safety inspections are up to date, down from 14.
- The number of RSLs reporting less than 99% compliance remains at 5.



Electrical safety checks as at September 2021 - data set 34. One RSL has been excluded due having a small number of properties, which adversely affects the statistics.

Asbestos Surveys

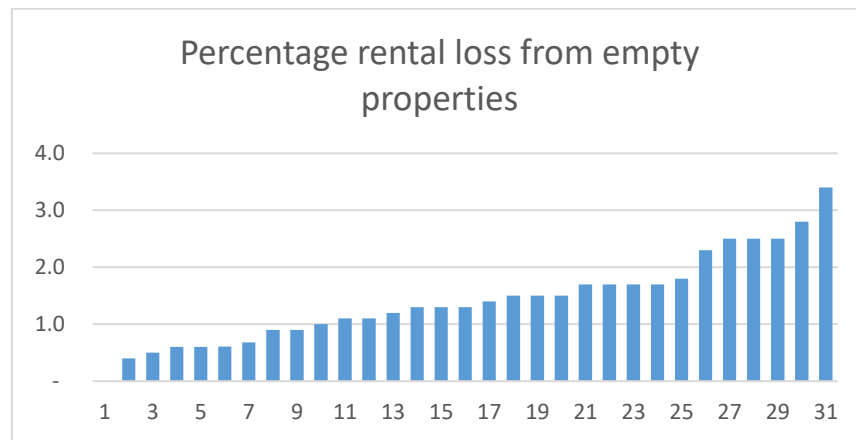
- 99.8% of surveys are reported as being up to date, 0.1% lower than previously reported.
- 31 RSLs are reporting 100% up to date assessment levels (the same as June).
- Note – the data excludes the return from 1 RSL which is 1 year into a 2 year program of surveying all individual properties for asbestos.

Water Hygiene

- 99.2% of testing is reported as being up to date, down from 99.4%.
- 33 RSLs report up to date assessment levels of 100%, up 2.
- There are no RSLs now reporting less than 95% of testing is up to date.

Void Loss - Rent

- The average level of rent loss from vacant properties in the quarter was 1.8%, unchanged from the quarter to June.



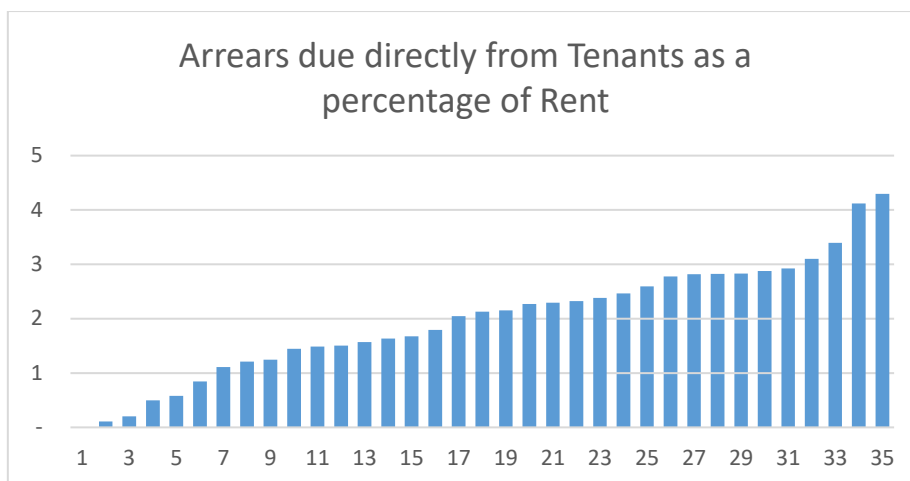
RSL rent losses from unlet properties during September - data set 31, 5 small RSLs which provide specialist accommodation have been removed from the graphical analysis.

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

Arrears

- The total rent outstanding from current tenants remains much the same as June, £30.0 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 £19.1m, a rise of £0.9m in the quarter. This is 2.3% of the annual rent roll.

Within this relatively stable sector position two RSLs have seen a fall in the amount due directly from tenants of more than 0.5% since June, and four have seen a rise of more than 0.5%.



Rent arrears at the end of September 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.

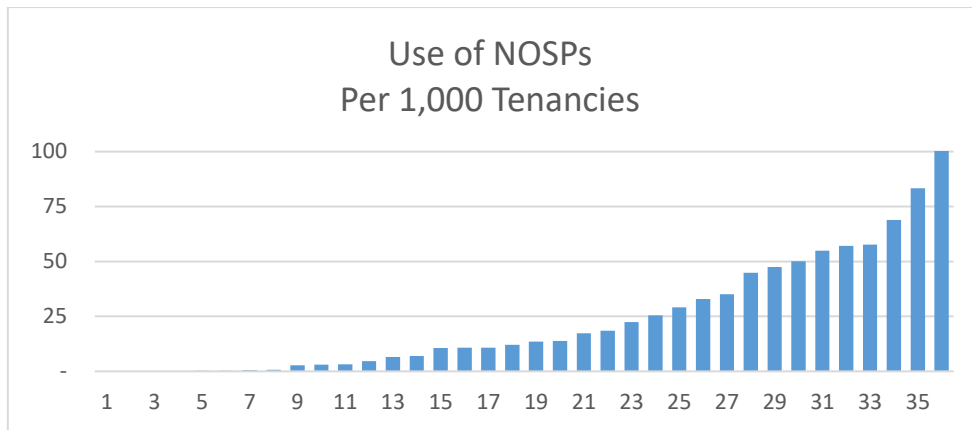
- The number of tenancies in arrears banded by weeks of rental income has remained broadly similar with a slight rise in numbers with arrears of between 8-52 weeks arrears.

Number of weeks in arrears	Percentage of tenants	
	Jun	Sep
8-12	3.1%	3.2%
13-26	2.1%	2.3%
26-52	0.5%	0.6%
52 or more	0.1%	0.1%

- A total of 44,000 tenants (30.4%) are known to be in receipt of Universal Credit, up from 28.3% in June. A total of 17,300 APAs were received in September (11.9% of tenancies).

Notices of Seeking Possession (NOSPs)

- There is a wide range in the use of NOSPs over the past year. Three RSLs, which are all smaller specialist providers have not issued any notices whilst six have issued at a rate of more than 50 per 1,000 tenancies, and two at a rate of more than 100 per 1,000 tenancies.
- It should be noted that the RSL with the 2nd highest issue rate has significantly reduced the number of NOSPs issued over the past seven months.



Number of NOSPs issued in the last 12 months per 1,000 tenancies. Data set 36

Other Information

- To date, RSLs in Wales report spending an additional £11.6 million on Covid-19 related activities, up from £10.9 million in June.