

Business Continuity Survey – March 2022 Summary

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This is the eighth 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 longer survey format which was introduced as a result of concerns over the Omicron Covid variant. Where a new question was asked, there will not be a comparison to previous data.

This report is based on the monthly surveys submitted by RSLs, the last of which covered the period 1st- 31st March 2022. A new quarterly survey will now be issued for completion, with the first one due at the end of June 2022.

Data Returns

As with previous returns all RSLs requested to return the survey did so. Where the data set is less than the 35 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 December 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.

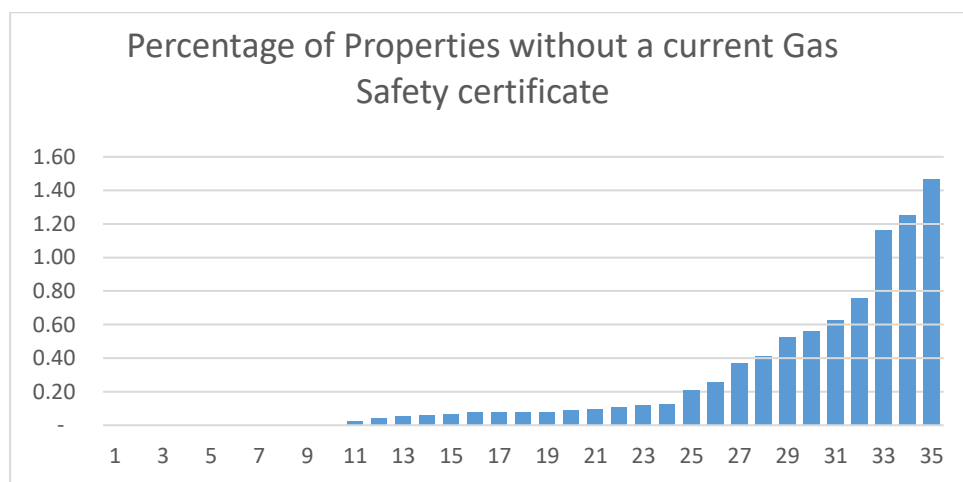
Health and Safety compliance rates have generally remained high, although changes to fire safety regulations mean some RSLs now have more Fire Risk Assessments to complete, and the compliance rate area has dropped as a result. The Regulation team is working closely with the RSLs involved to ensure that they are following the appropriate guidance. Rent losses from empty properties has reduced in March and arrears levels have also reduced. More than 32% 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.

Gas Safety

- The level of compliance reported across the sector is currently 99.75% having dropped marginally from 99.83%.
- 10 RSLs report compliance levels of 100%, one less than in December with three reporting less than 99% compliance.
- The Regulation Team is working with the others to ensure that appropriate action is being taken to bring outstanding properties into compliance.



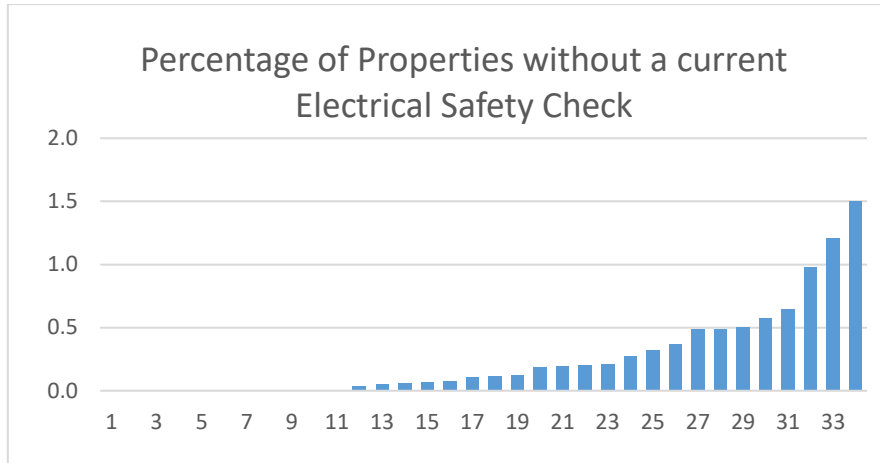
Gas safety compliance as at March 2022- data set 35.

Fire Risk Assessments

- The number of fire risk assessments reported as being up to date stands at 94.4%. This low compliance figure is due to the changes to Fire Risk Assessments.
- 24 RSLs, (25 in December) report up to date assessment levels of 100%.
- Eight RSLs are now reporting less than 99% compliance.

Electrical Safety Checks

- 99.7% of properties across the sector are reported as having a current electrical safety certificate, the same as December.
- 12 RSLs are reporting 100% of electrical safety inspections are up to date, an improvement from the previously reported 10.
- The number of RSLs reporting less than 99% compliance has reduced to three (five in December).



Electrical safety checks as at March 2022 - data set 34. One RSL has been excluded due having a small number of properties, which adversely affects the statistics.

Asbestos Surveys

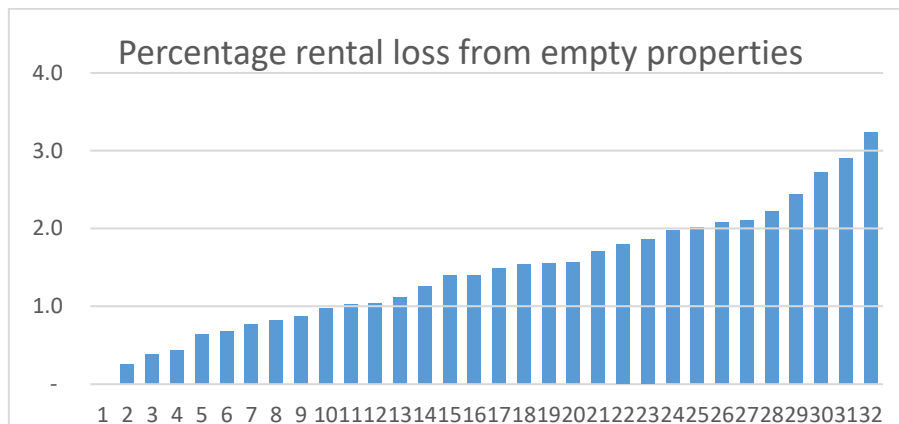
- 99.8% of surveys are reported as being up to date, 0.4% higher than in December.
- 30 RSLs are reporting 100% up to date assessment levels (28 in December).
- One RSL reports less than 95% of surveys are up to date.

Water Hygiene

- 99.8% of testing is reported as being up to date, up from 99.7%.
- Nine RSLs report up to date assessment levels of 100%, down from 12.
- One RSL reports less than 95% up to date testing.

Void Loss - Rent

- The average level of rent loss from vacant properties in the quarter was 1.4% (December 1.8%).

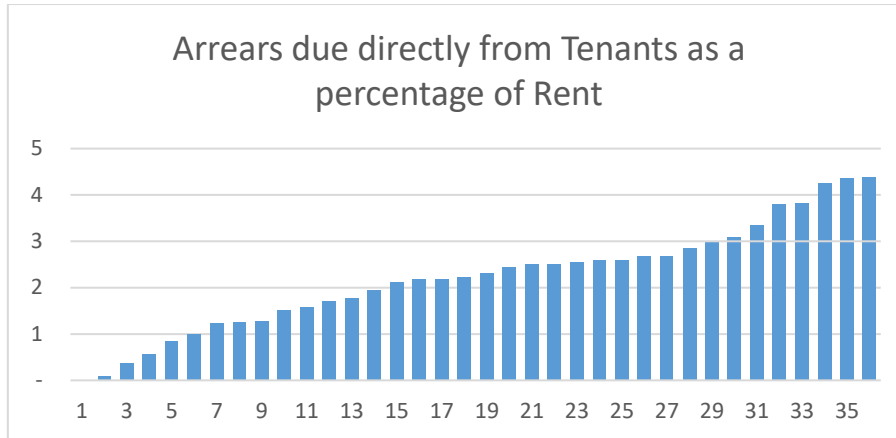


RSL rent losses from unlet properties during March - data set 32.
Four small RSLs have been removed from the graphical analysis.

- Whilst the overall rent loss has improved there is a difference in performance of individual RSLs. Three are reporting an increase of 0.5% or more in void loss and two, a reduction of over 0.5%.

Arrears

- The total rent outstanding from current tenants has reduced to £31.8m (December £33.5m), which is 3.8% of the annual rent roll (December – 4%).
- The total rent outstanding due directly from tenants, i.e. excluding amounts due directly from housing benefit and alternative payment arrangements (APAs), has reduced. It currently stands at £19.5 (2.3% of the rent roll), a reduction of £1.9m since December.
- Within this relatively stable sector position one RSL has seen a fall in the amount due directly from tenants of more than 1.5%, and seven have seen a fall of more than 0.5%. However, another seven have seen an increase of 0.5% or more in arrears from December.



Rent arrears at the end of March 2022 - data set 35
Some RSLs with the lowest arrears are specialist providers with limited rental income due directly from tenants

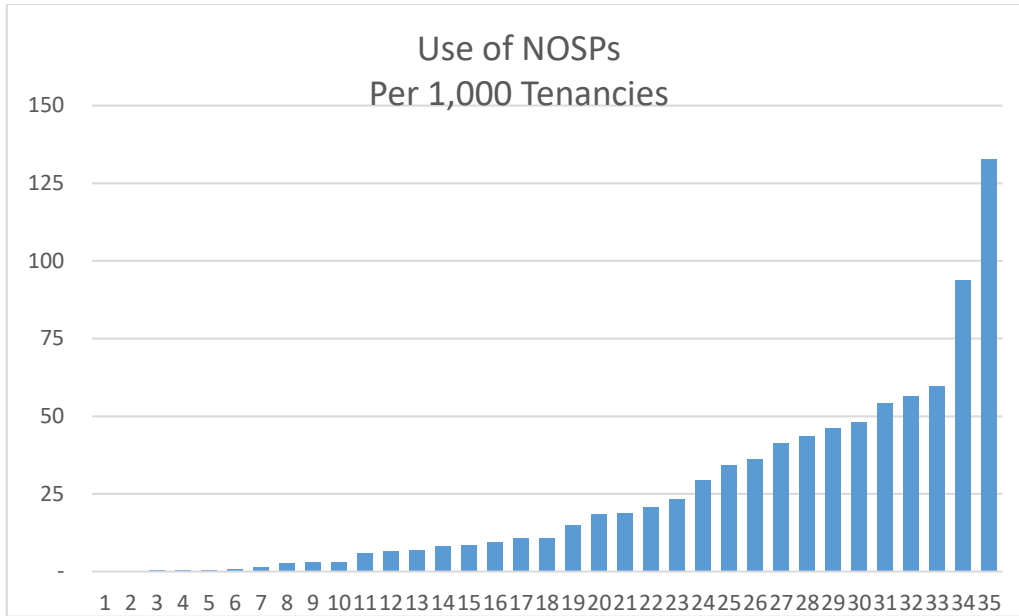
- The number of tenancies in arrears banded by weeks of rental income has improved.

Number of weeks in arrears	Percentage of tenants	
	Dec	Mar
8-12	3.5%	3.1%
13-26	2.4%	2.2%
26-52	0.6%	0.4%
52 or more	0.1%	0.1%

- A total of 47,672 tenants (31.6%) are known to be in receipt of Universal Credit, up from 31% in December. A total of 19,707 APAs were received in March (13.1% of tenancies).

Notices of Seeking Possession (NOSPs)

- There is a wide range in the use of NOSPs over the past year. Two RSLs have not issued any notices whilst five have issued at a rate of more than 50 per 1,000 tenancies, one of which was at a rate of more than 100 per 1,000 tenancies.



Number of NOSPs issued in the last 12 months per 1,000 tenancies. Data set 35

Other Information

- To date, RSLs in Wales report spending an additional £13.4 million on Covid-19 related activities, up from £12.9 million in December.