

# Registered Social Landlord Quarterly Regulation Survey

## April - June 2024 Summary

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## **Introduction**

The purpose of the survey is to provide regulatory assurance data to enable the early identification of potential issues and challenges through analysis of individual data and sector wide trends.

## **Data Returns**

This summary is based on the quarterly surveys submitted by RSLs, the last of which covered the period 1<sup>st</sup> April – 30<sup>th</sup> June 2024 (Q1) and all RSLs requested to return the survey did so.

We have noted where the results are based on a data set which is less than the full 34 RSLs surveyed.

The Regulation team will continue to discuss any performance outliers with the RSL concerned and agree any appropriate actions.

The data used is management information provided by RSLs. It has not been subject to any quality assurance or validation.

Rather than provide a narrative, the graphs now contain the individual figures, and we have also provided the weighted average for the period where applicable. This quarter's data can be compared to the Q4 2023 by using the figures provided.

Please contact [housingregulation@gov.wales](mailto:housingregulation@gov.wales) for any queries.

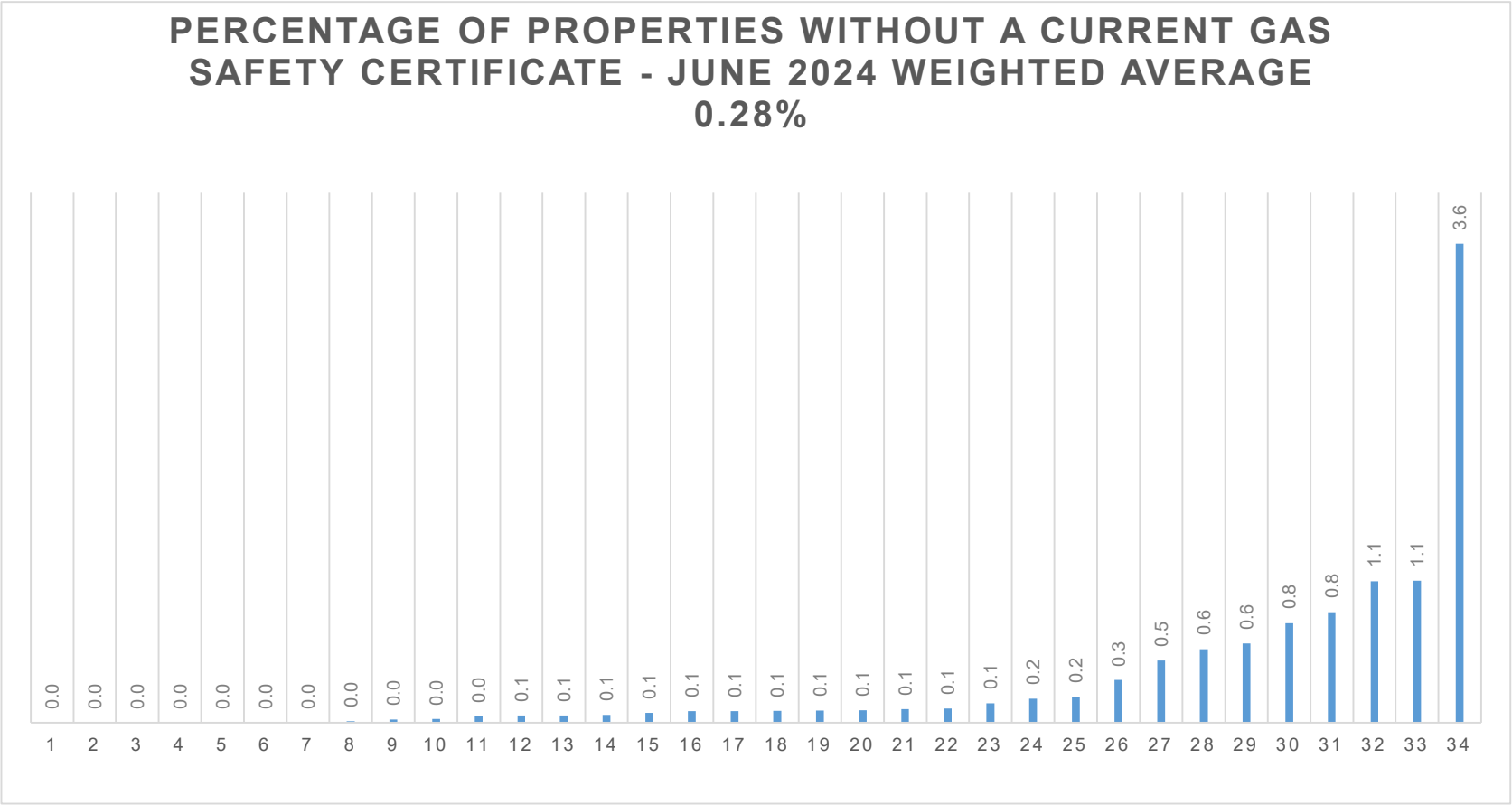
**Ian Walters**  
**Head of Regulation**

## **Tenant Safety**

Whilst we will continue to take a pragmatic and proportionate approach, the safety of residents as well as service users is the absolute priority and remains a zero-tolerance matter for the regulator.

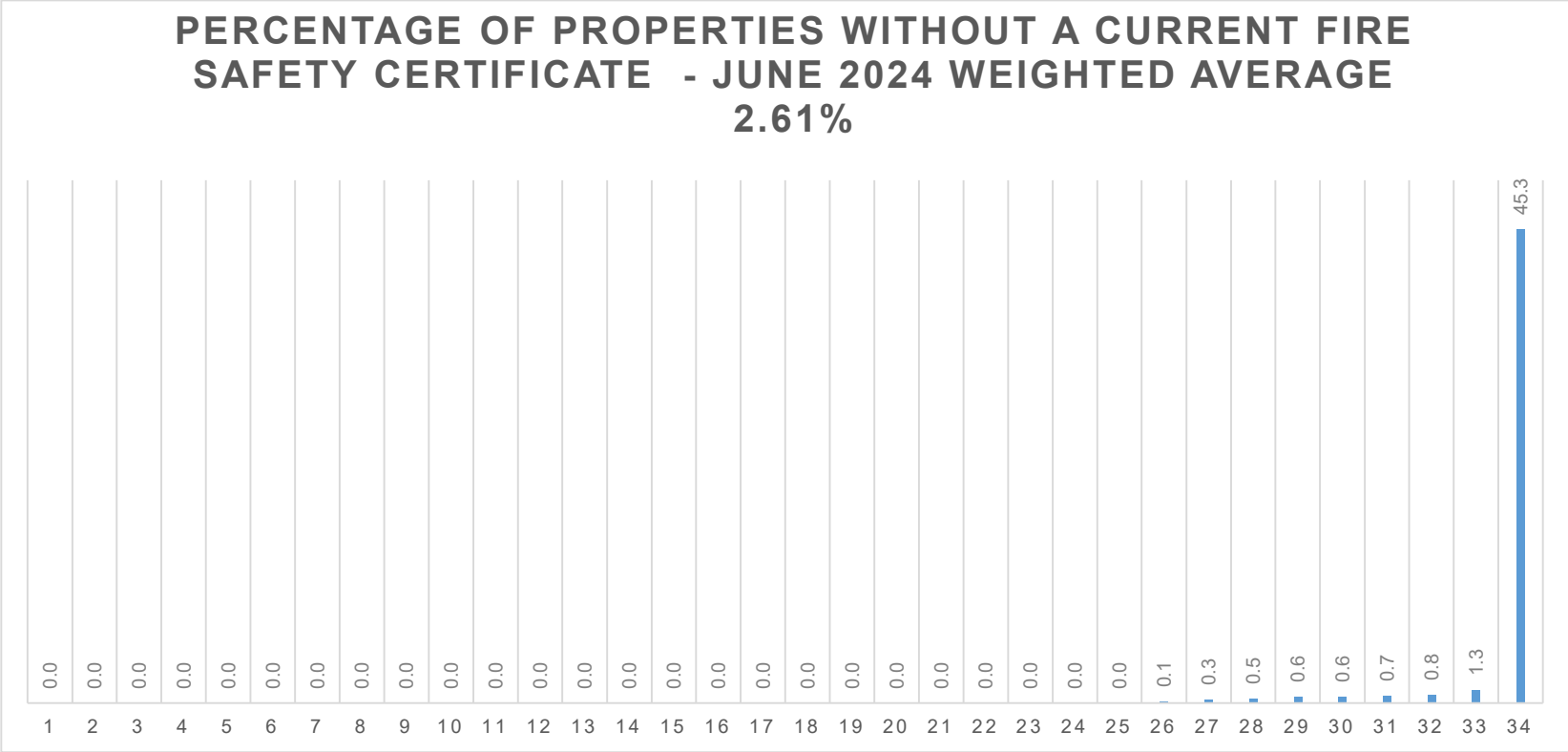
A safety check/inspection/survey may identify and recommend works or further investigations which should be carried out within a timescale set by each individual RSL unless there is a statutory or other applicable timescale. We have asked RSLs to advise us of the number of properties with outstanding recommendations/improvements that have not been completed within the agreed timescale and remain outstanding as at the end of June 2024. RSLs must however ensure any outstanding works do not pose a risk to tenant safety in any circumstances.

Gas Safety



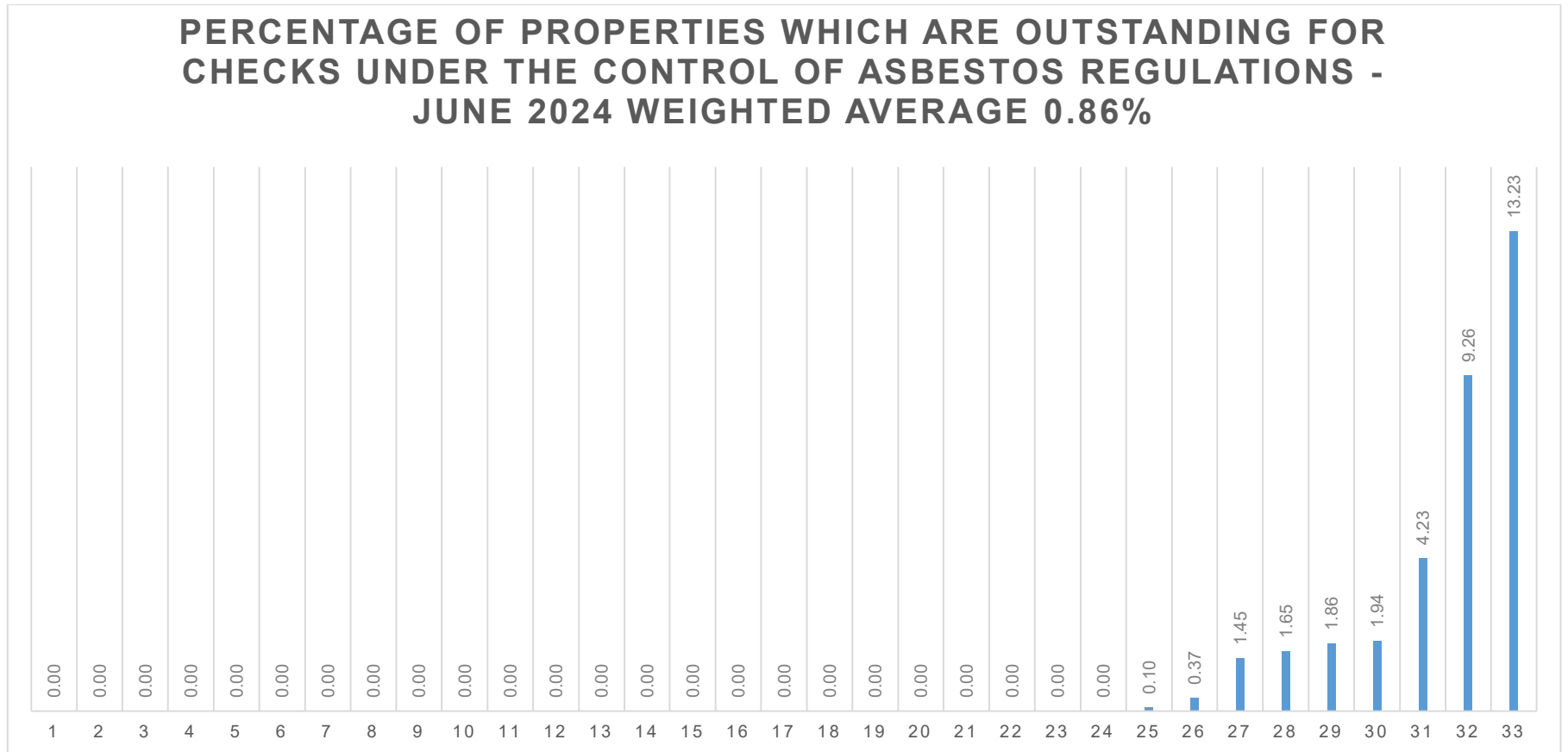
Gas safety compliance of individual RSLs as at June 2024- data set 34.

Fire Risk Assessments



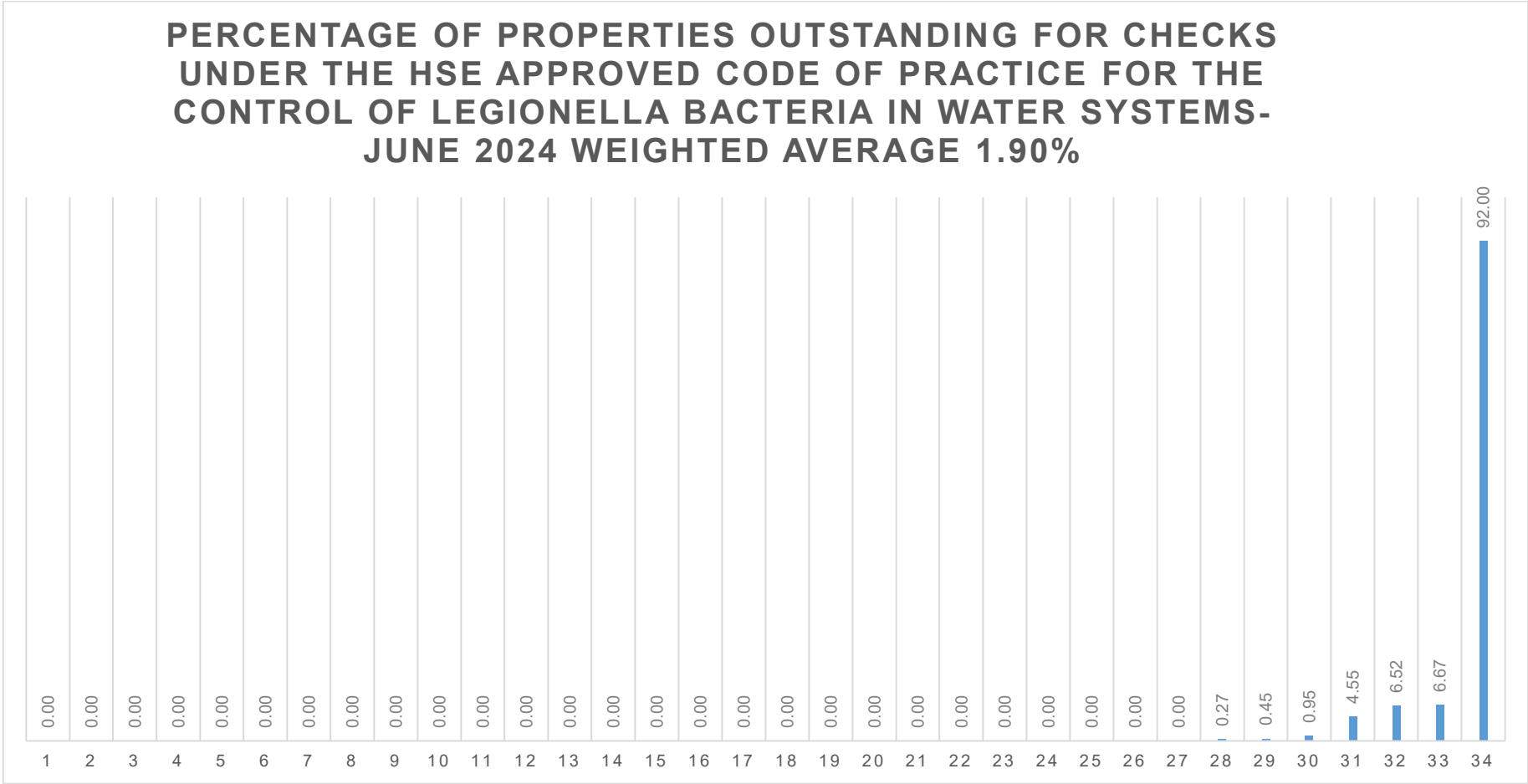
Fire safety compliance of individual RSLs as at June 2024 - data set 34

## Asbestos Surveys



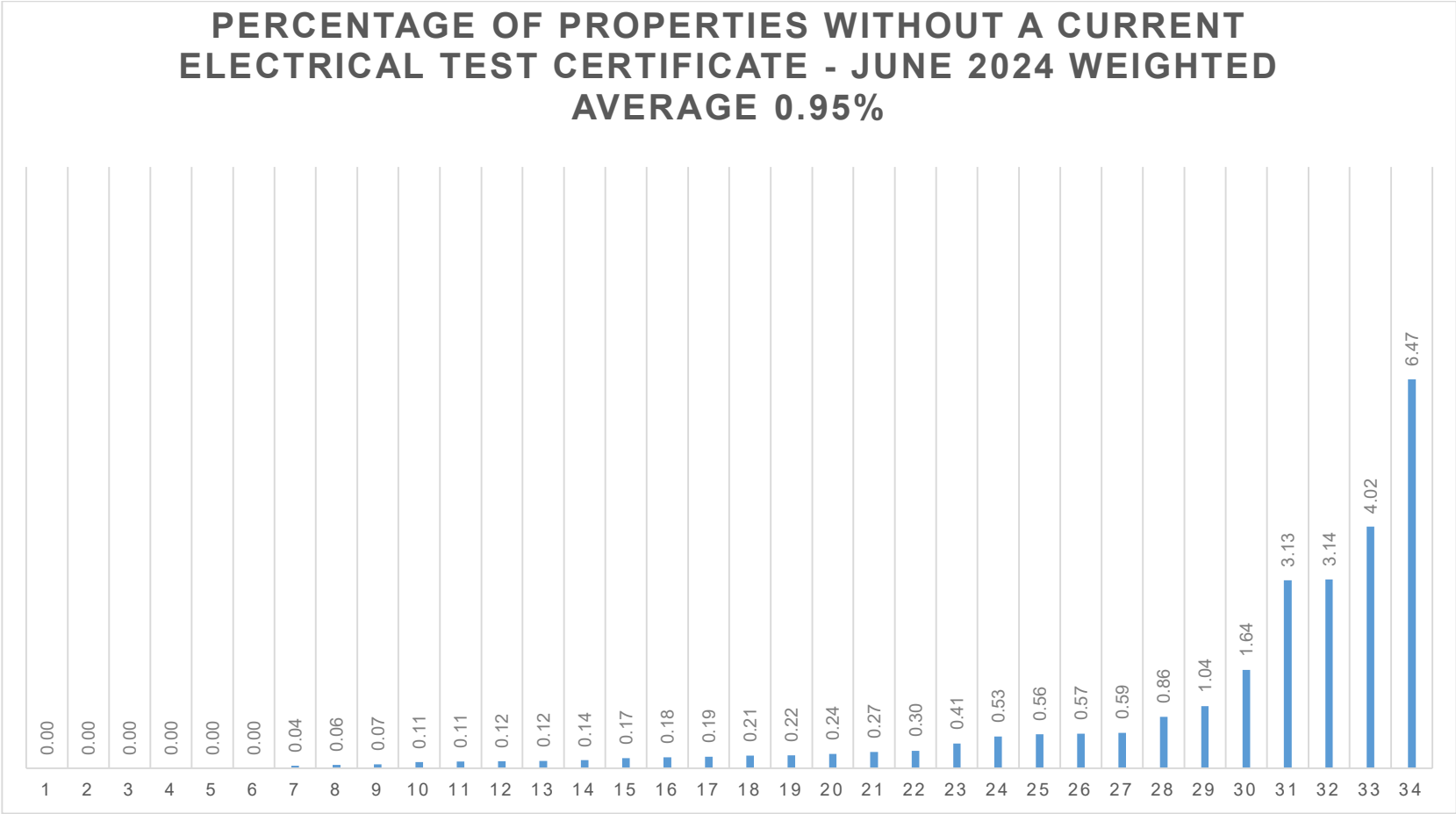
Control of Asbestos Regulations compliance of individual RSLs as at June 2024- data set 33

Water Hygiene



Code of practice for the control of legionella bacteria compliance of individual RSLs as at June 2024 - data set 34

Electrical Safety Checks

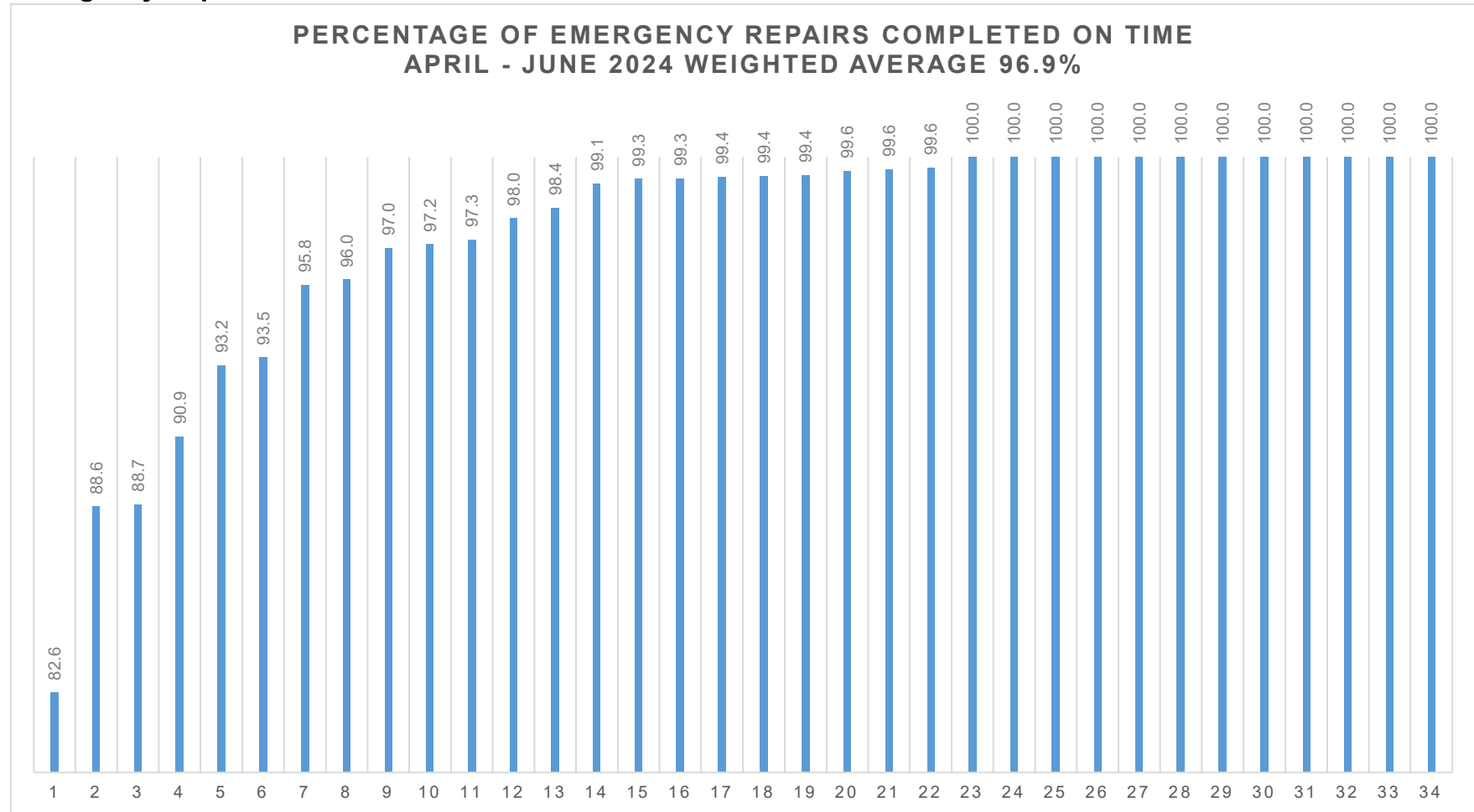


Electrical safety checks as at June 2024 - data set 34.



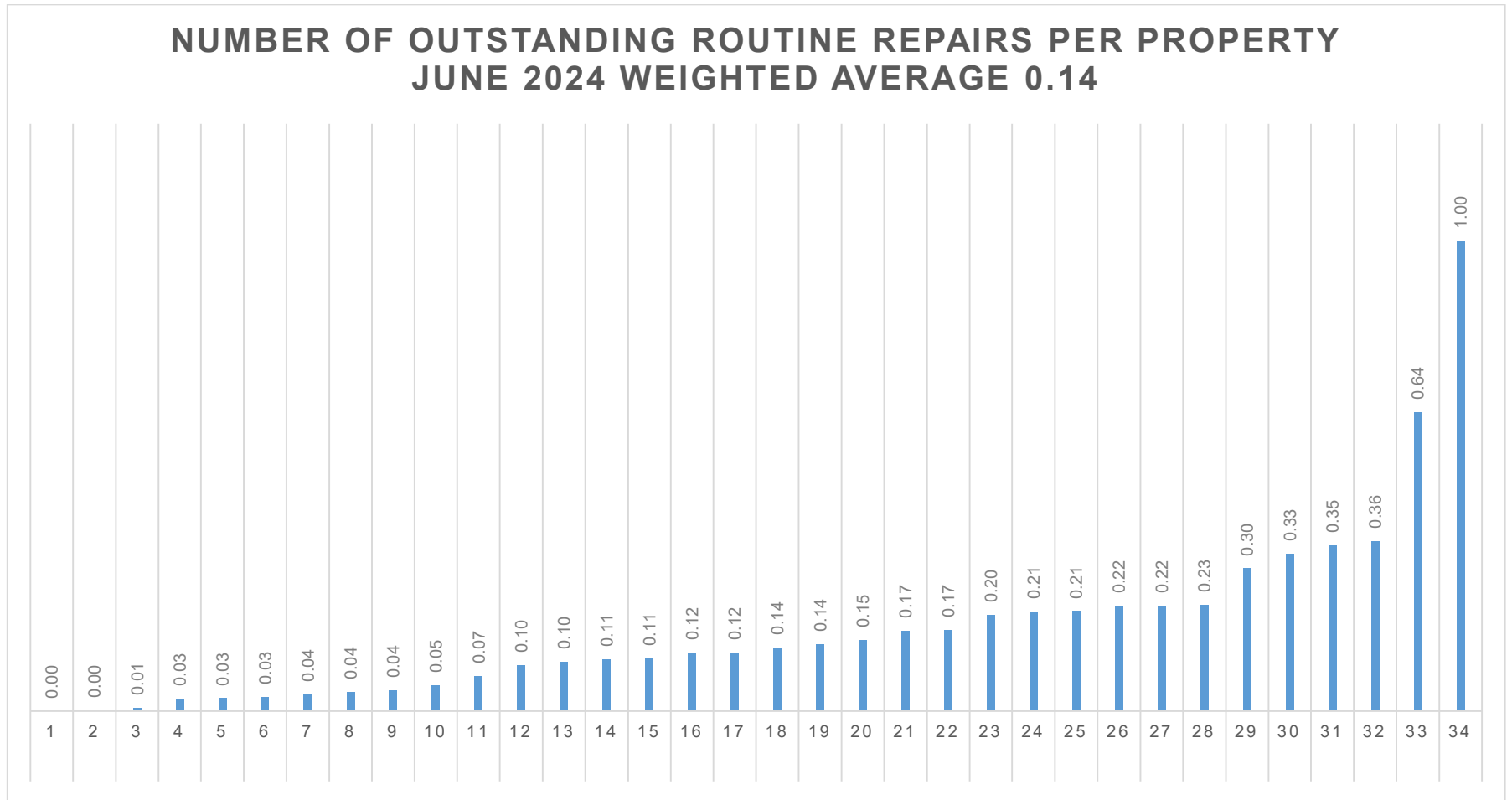
## Repairs and Maintenance

### Emergency Repairs



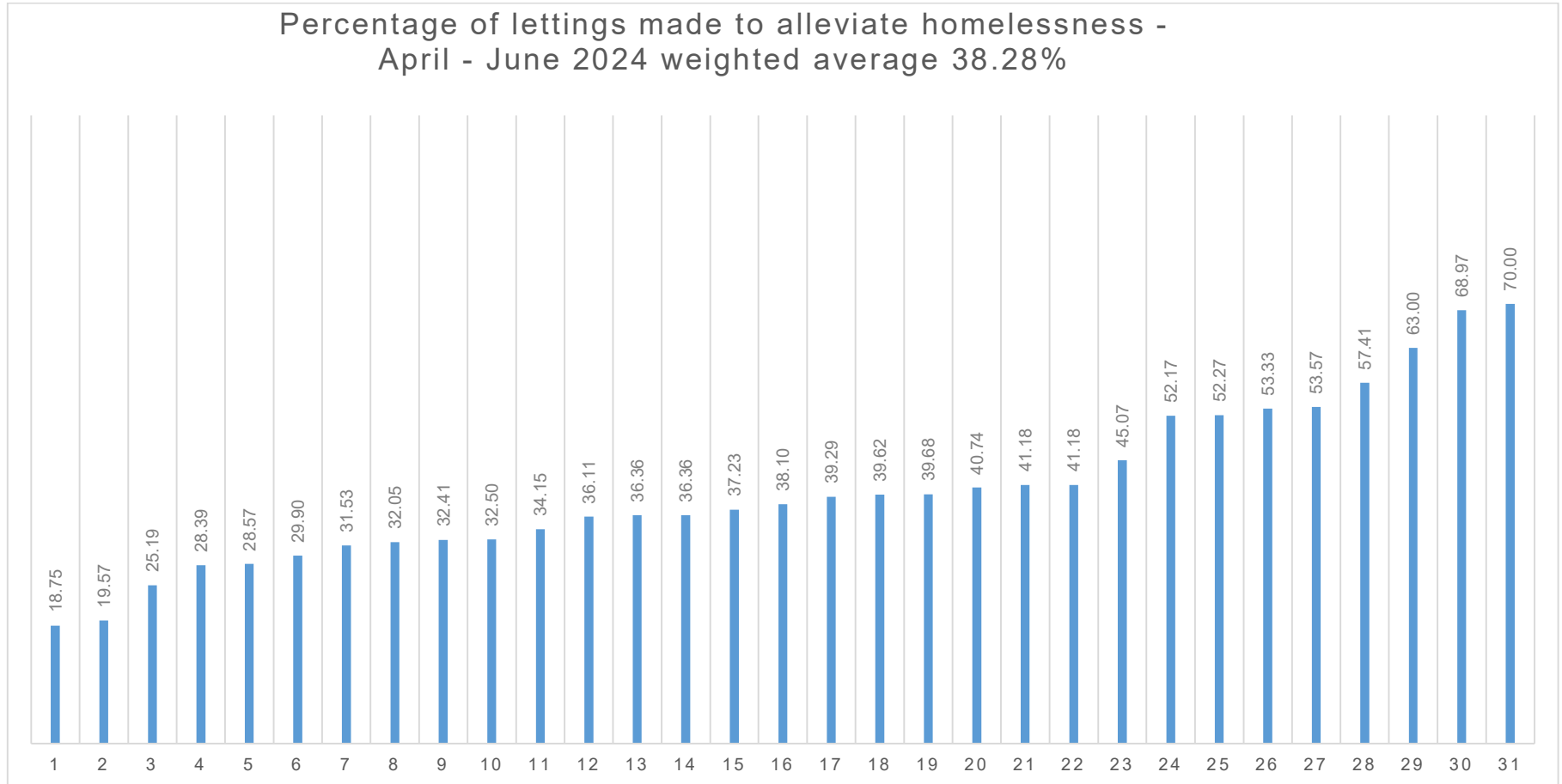
RSL emergency repairs completed to target during April – June 2024 - data set 34

## Routine Repairs outstanding per property



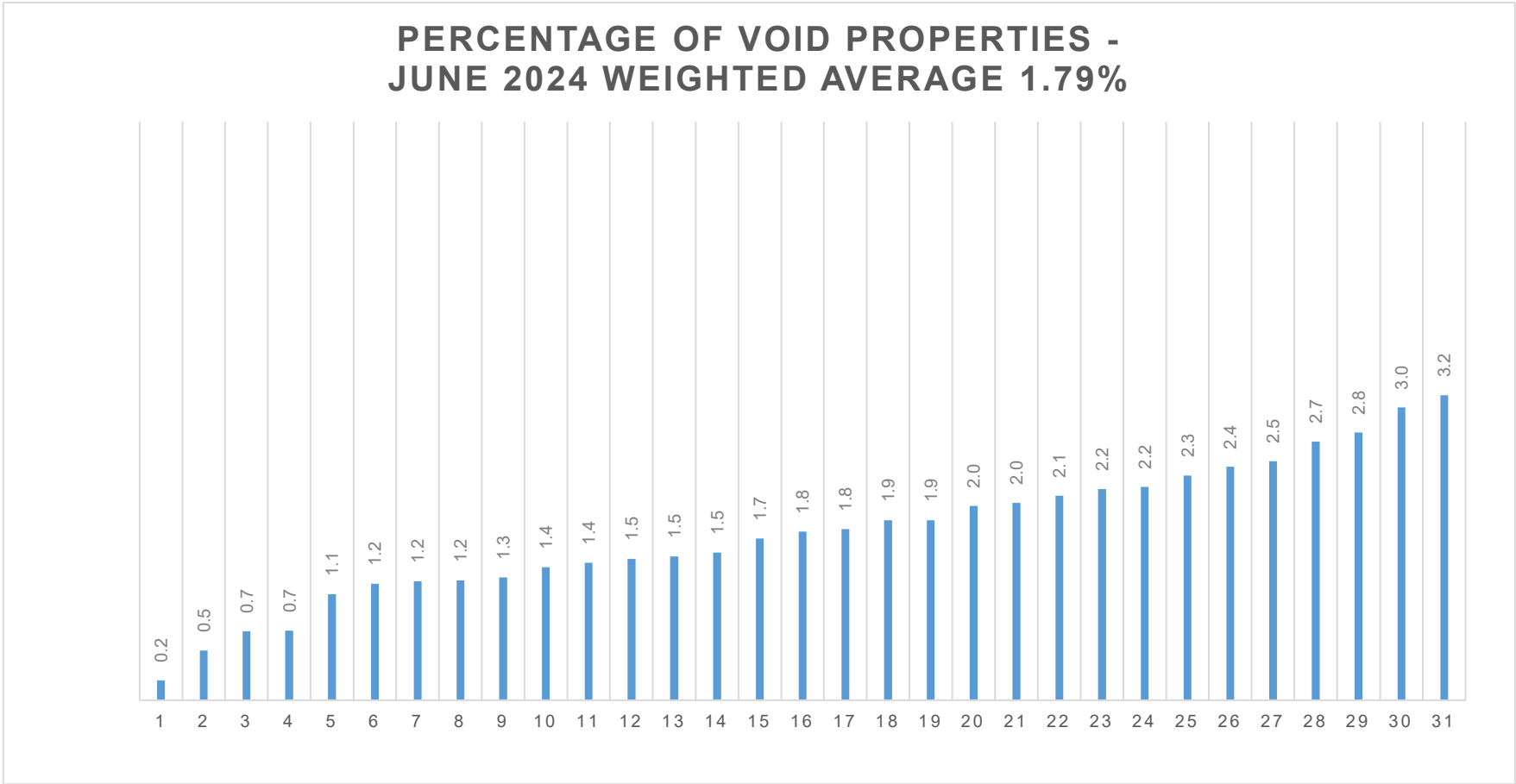
RSL Routine repairs outstanding at June 2024 - data set 34. Some properties will be waiting for more than one repair to be completed.

## Lettings



RSL percentage of lettings to alleviate homelessness during April – June 2024 - data set 31.  
Three small RSLs have been removed from the graphical analysis.

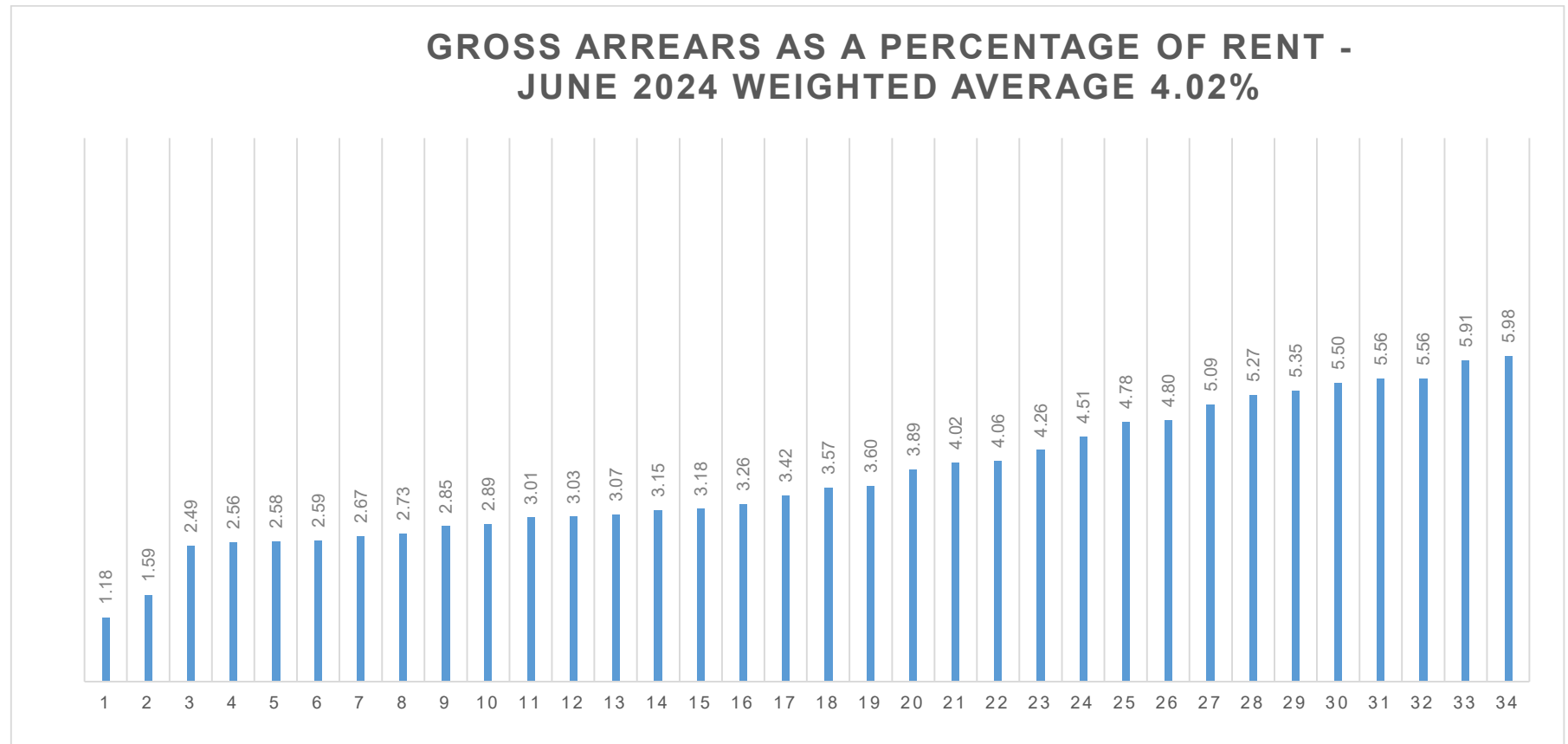
**Void Properties**



**RSL void properties as at June 2024 - data set 31.  
Three small RSLs have been removed from the graphical analysis.**

## Arrears, Notices of Seeking Possession (NOSP) and Evictions

### Arrears



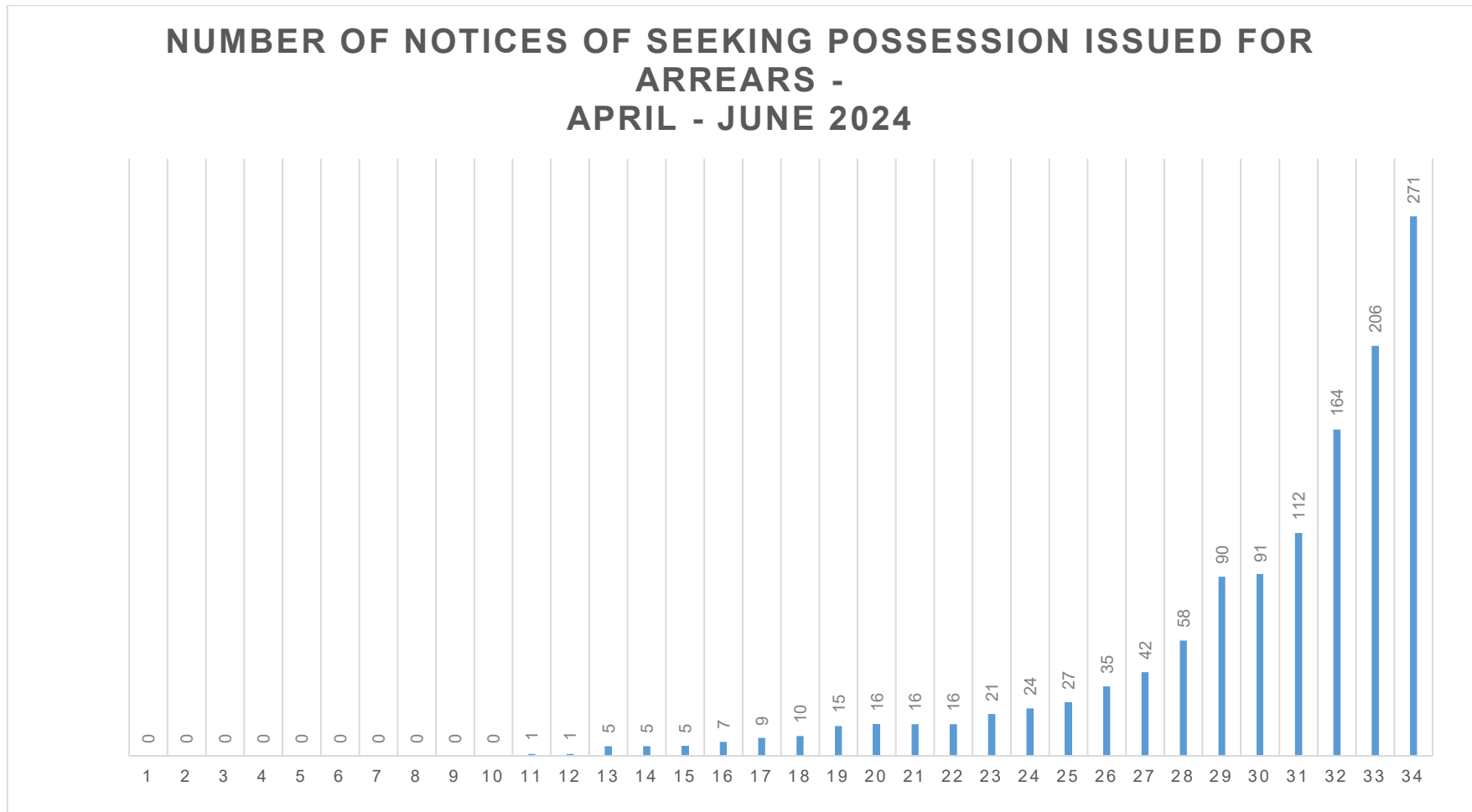
Rent arrears at the end of June 2024 - data set 34  
Some RSLs are specialist providers with limited rental income due directly from tenants

The percentage of tenancies in arrears banded by weeks of rental income has increased for those with 8-12 weeks of arrears:

Number of weeks in arrears	Percentage of tenants	
	June 24	Mar 24
8-12	3.62%	3.90%
13-26	2.43%	2.86%
27-52	0.61%	0.66%
52 or more	0.11%	0.12%

A total of 59,540 tenants (38.6%) are known to be in receipt of Universal Credit, up from 37.4% in March. A total of 32,591 APAs were received (21.1% of tenancies).

## Notices of Seeking Possession (NOSP)



Notices of Seeking Possession issued for rent arrears between April and June 2024 - data set 34

## **Evictions for arrears**

There were 7 evictions for arrears during the quarter April – June 2024 by six RSLs (Jan-Mar – 8).



## **Financial Resilience**

### **Availability of funding**

Of those RSLs requiring new funding to complete development programmes, two have less than 12 months funding, six have between 12 and 18 months' funding and the rest have more than 18 months' funding. We are satisfied that those RSLs with less than 18 months' funding are taking appropriate action.

### **Covenant Compliance**

No RSL reported non-compliance with covenants in 2023/24. No RSL is forecasting headroom of less than 10% on its interest covenant in 2024/25.