

# **Registered Social Landlord Quarterly Regulation Survey**

## **January – March 2025 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> January – 31<sup>st</sup> March 2025 (Q4) 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 33 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 Q3 2024 by using the figures provided.

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

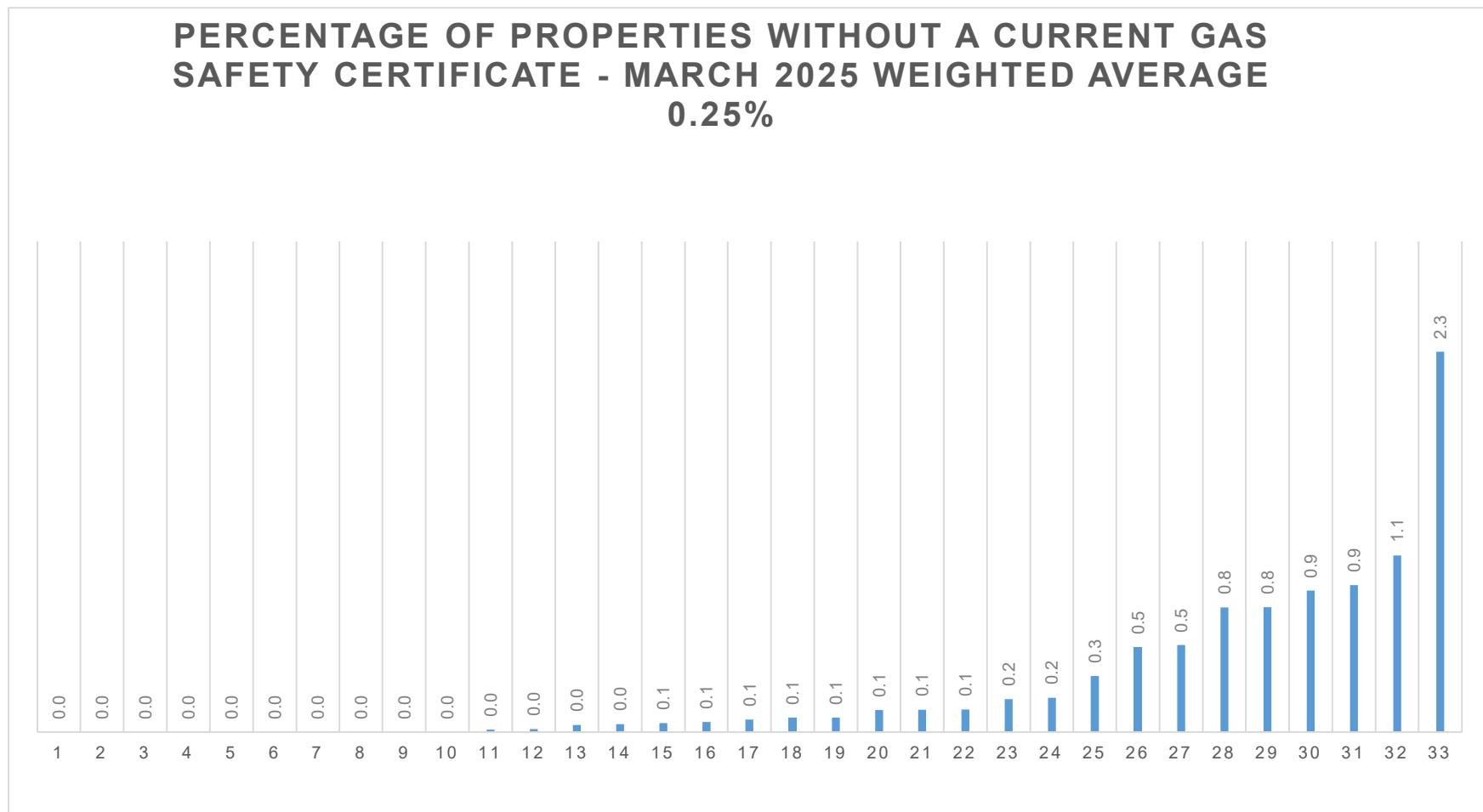
**Nicola Gibbons**  
**Head of Regulation - Operations**

## **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 March 2025. RSLs must however ensure any outstanding works do not pose a risk to tenant safety in any circumstances.

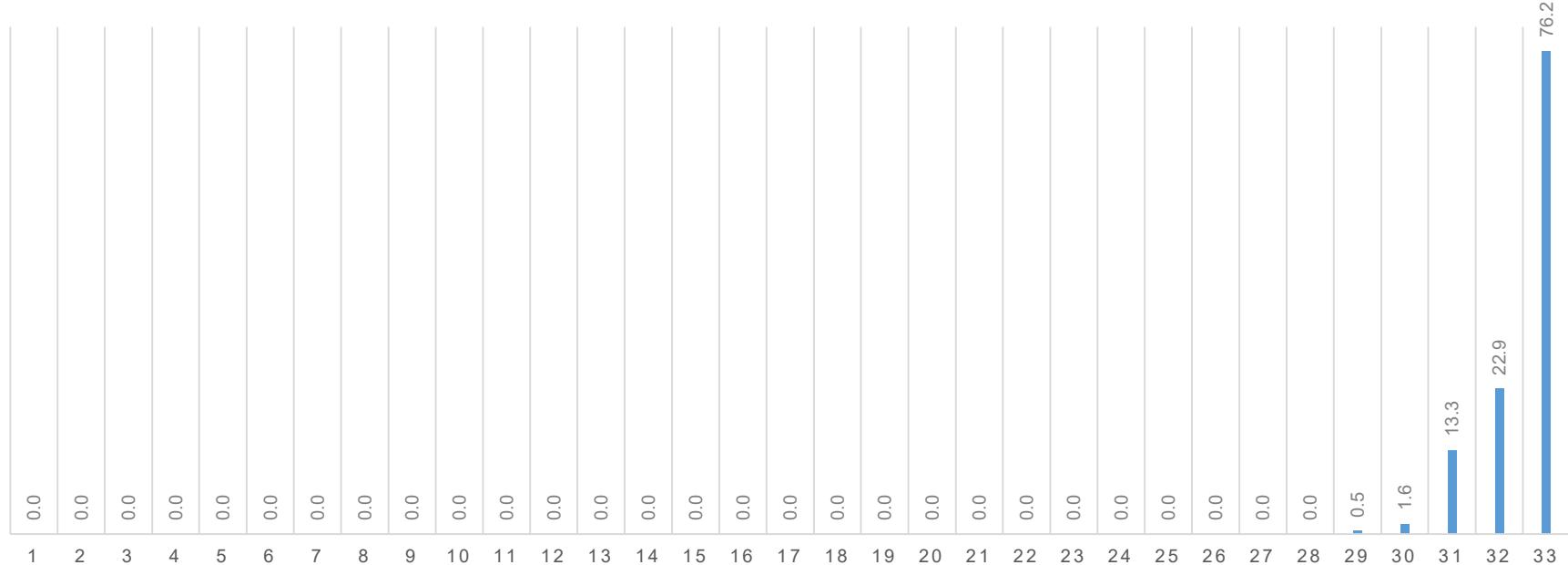
## Gas Safety



Gas safety compliance of individual RSLs as at March 2025 - data set 33.

## Fire Risk Assessments

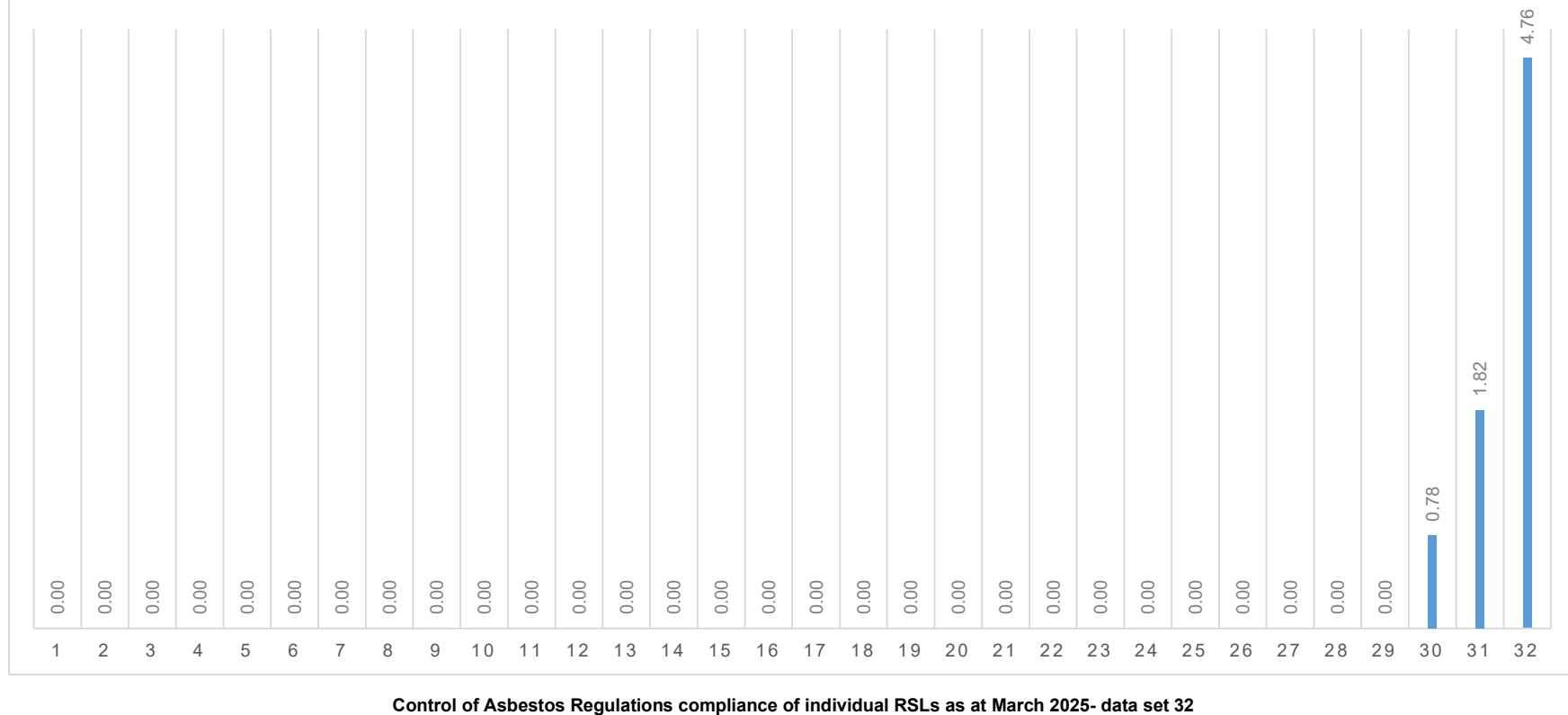
### PERCENTAGE OF PROPERTIES WITHOUT A CURRENT FIRE SAFETY CERTIFICATE - MARCH 2025 WEIGHTED AVERAGE 1.7%



Fire safety compliance of individual RSLs as at March 2025 - data set 33

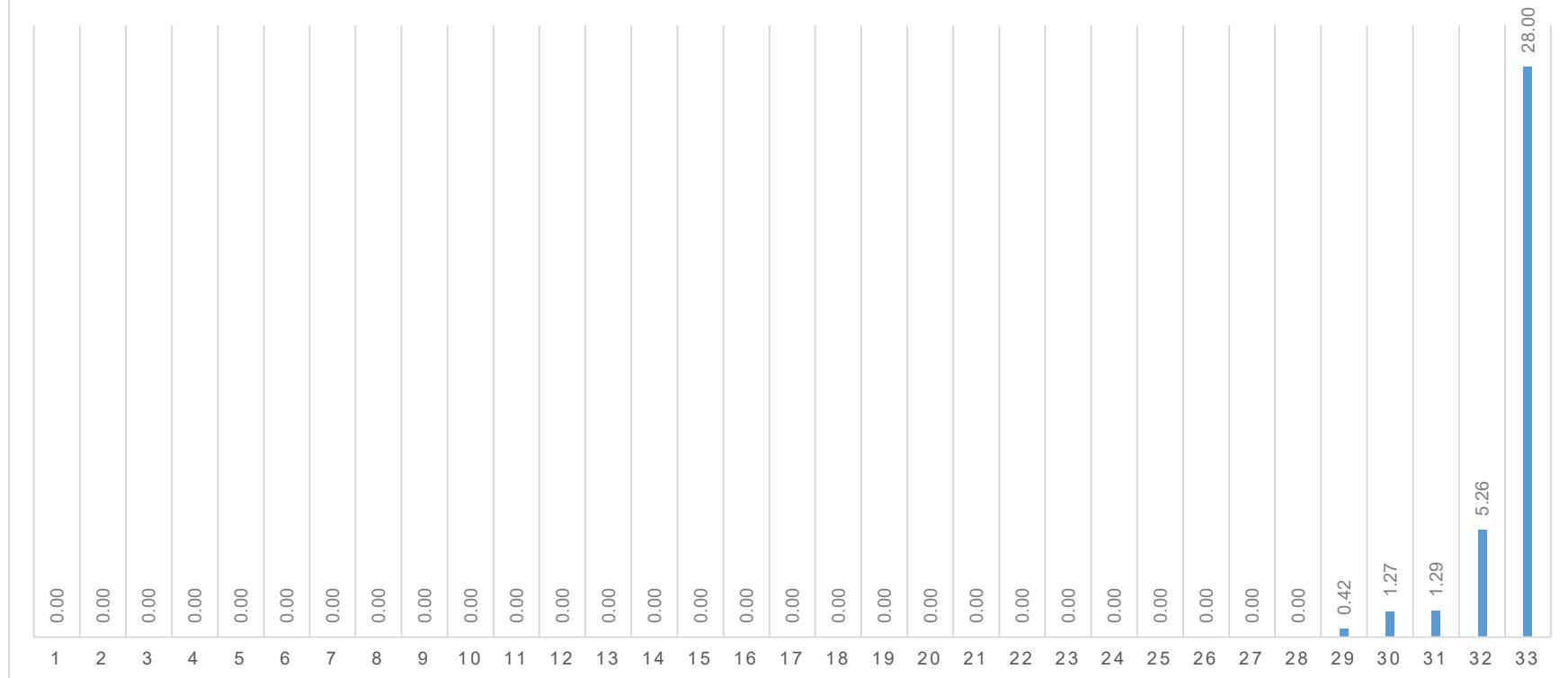
## Asbestos Surveys

### PERCENTAGE OF PROPERTIES WHICH ARE OUTSTANDING FOR CHECKS UNDER THE CONTROL OF ASBESTOS REGULATIONS - MARCH 2025 WEIGHTED AVERAGE 0.17%



## Water Hygiene

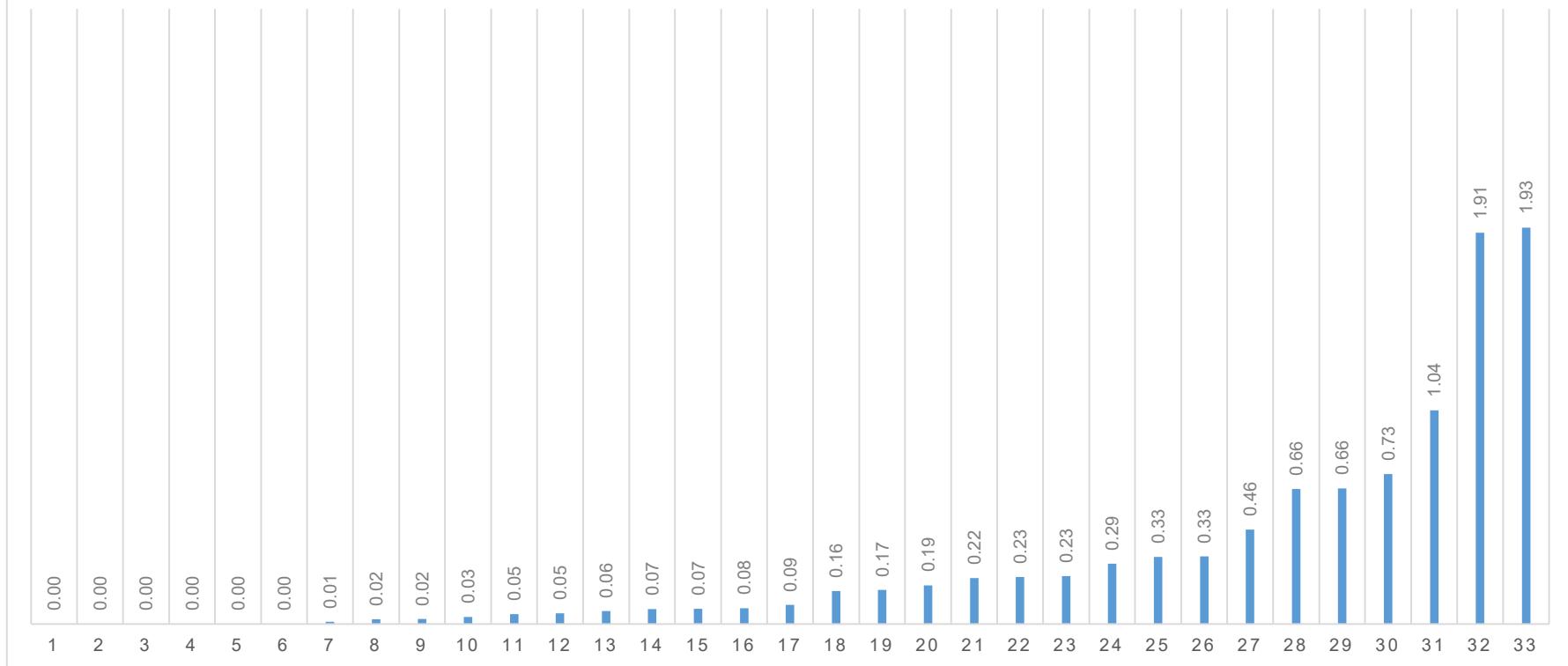
### PERCENTAGE OF PROPERTIES OUTSTANDING FOR CHECKS UNDER THE HSE APPROVED CODE OF PRACTICE FOR THE CONTROL OF LEGIONELLA BACTERIA IN WATER SYSTEMS- MARCH 2025 WEIGHTED AVERAGE 0.55%



Code of practice for the control of legionella bacteria compliance of individual RSLs as at March 2025 - data set 33

## Electrical Safety Checks

### PERCENTAGE OF PROPERTIES WITHOUT A CURRENT ELECTRICAL TEST CERTIFICATE - MARCH 2025 WEIGHTED AVERAGE 0.48%

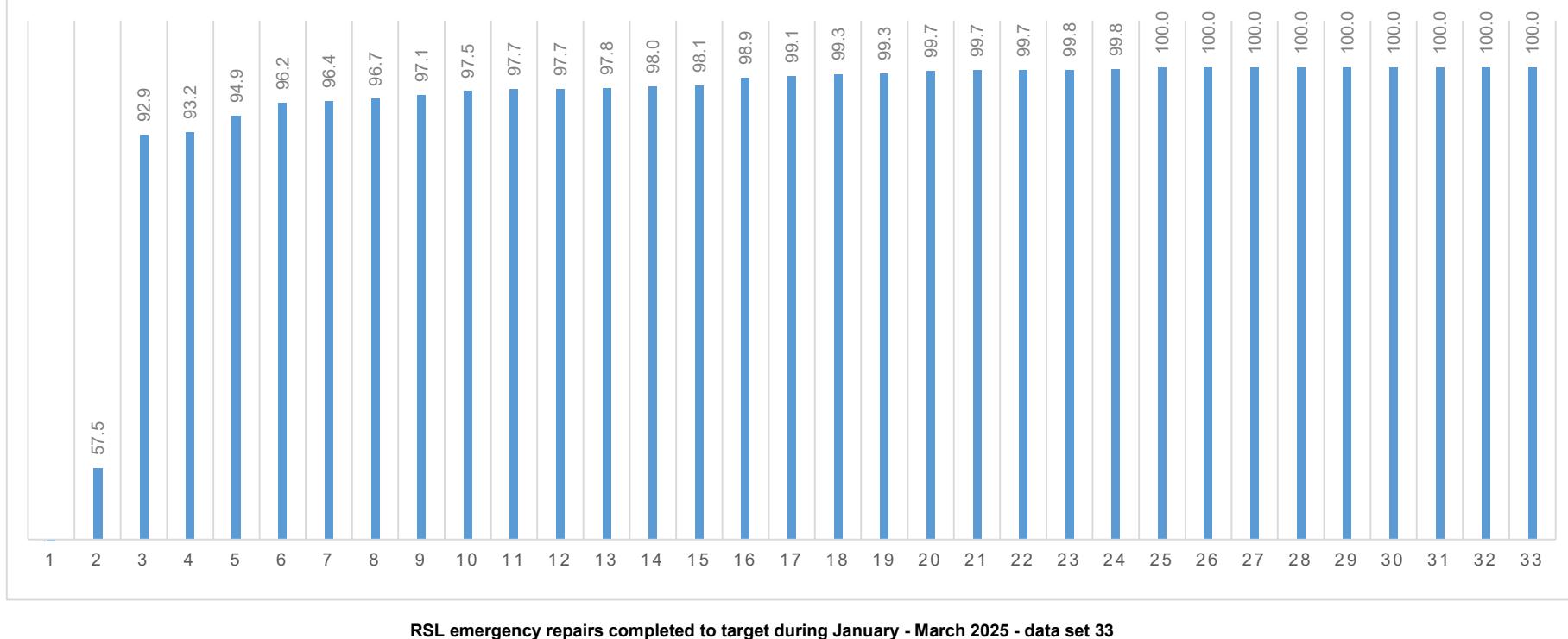


Electrical safety checks as at March 2025 - data set 33.

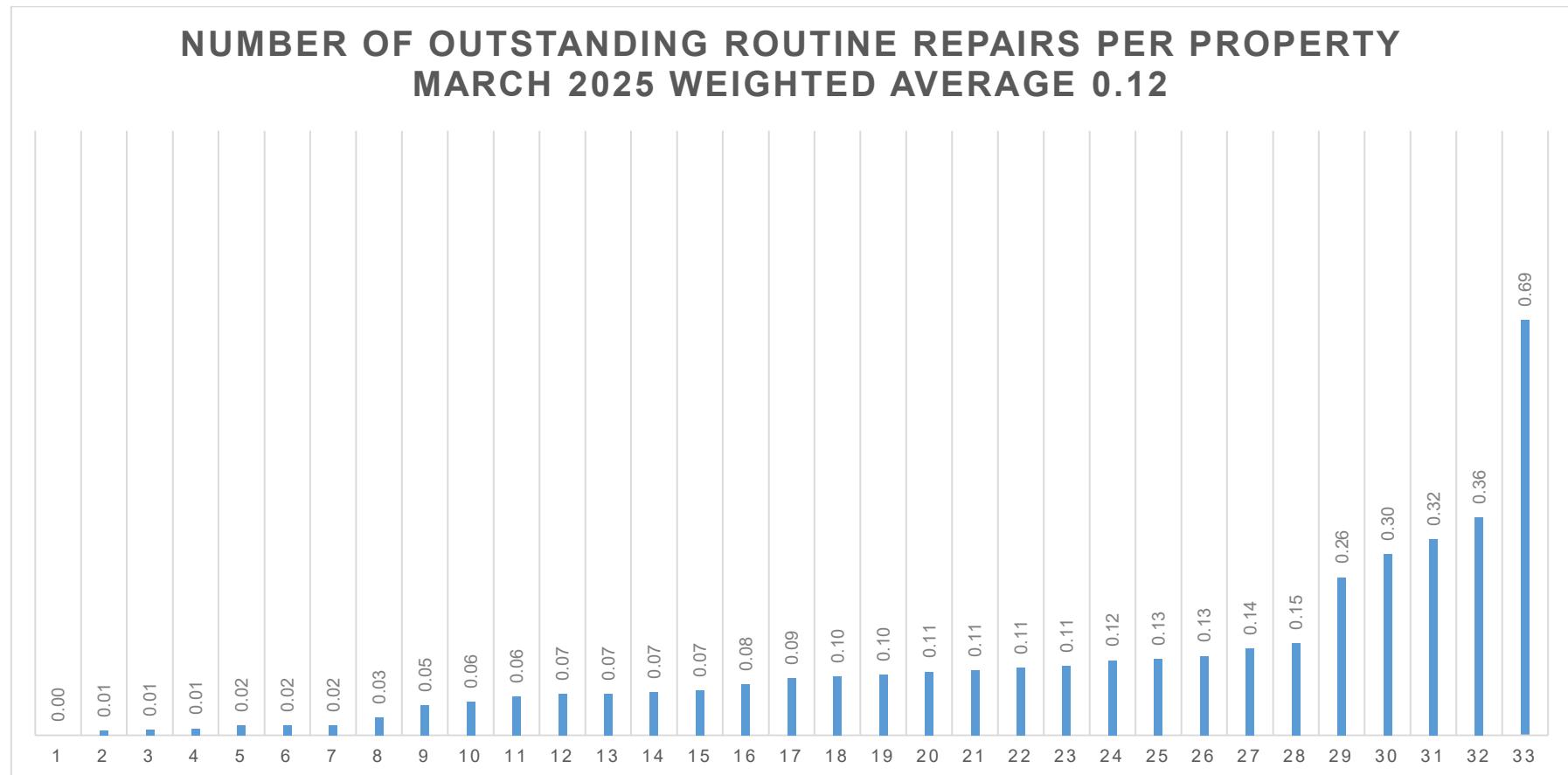
## Repairs and Maintenance

### Emergency Repairs

#### PERCENTAGE OF EMERGENCY REPAIRS COMPLETED ON TIME JANUARY - MARCH 2025 WEIGHTED AVERAGE 95.3%



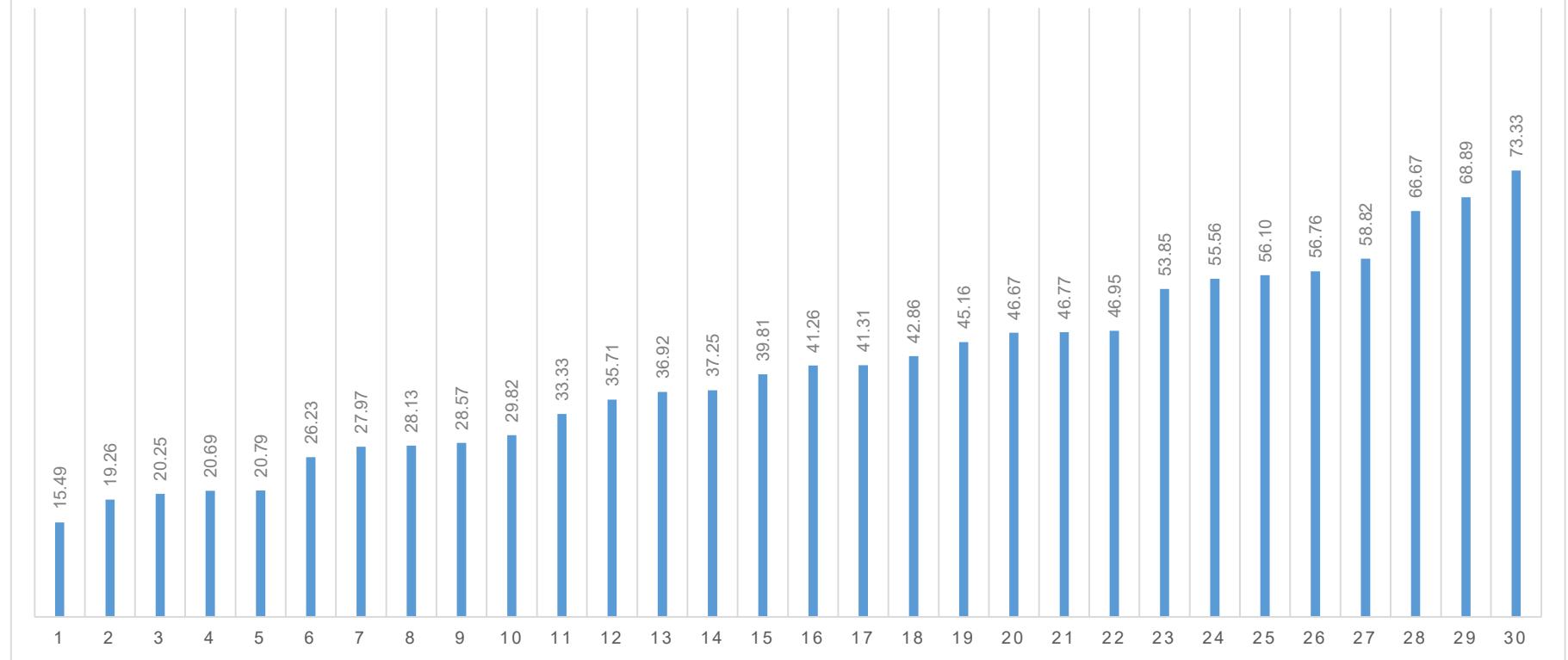
## Routine Repairs outstanding per property



RSL Routine repairs outstanding as at March 2025 - data set 33. Some properties will be waiting for more than one repair to be completed.

## Lettings

### PERCENTAGE OF LETTINGS MADE TO ALLEVIATE HOMELESSNESS - JANUARY - MARCH 2025 WEIGHTED AVERAGE 37.4%

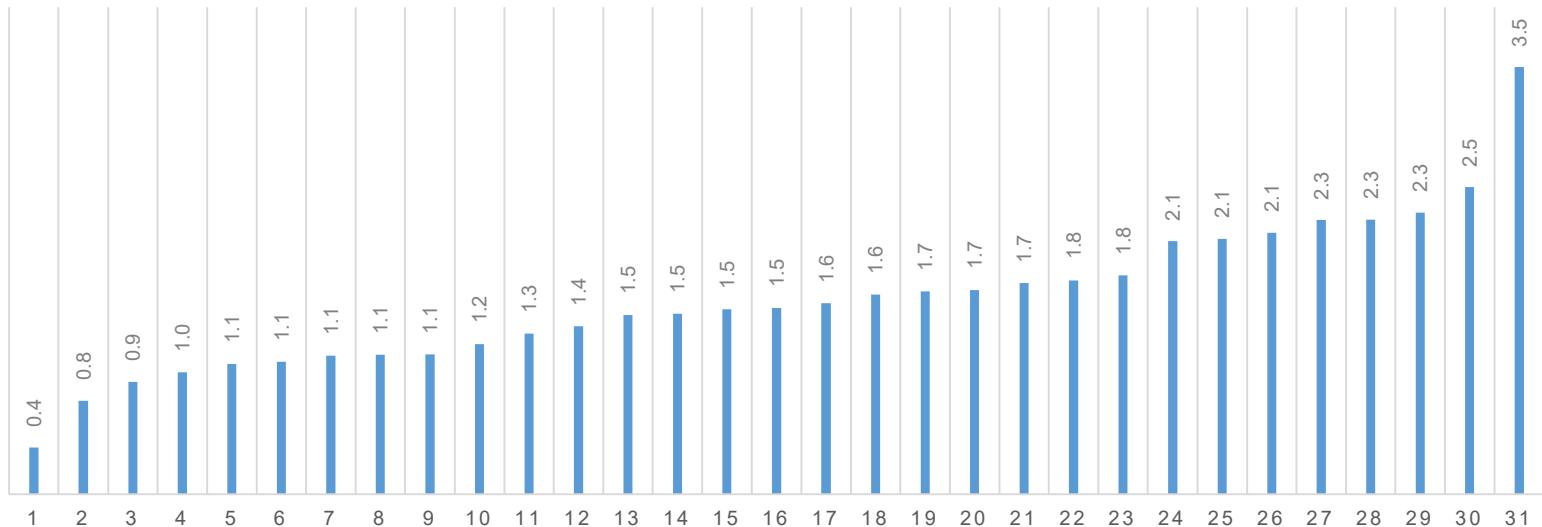


RSL percentage of lettings to alleviate homelessness during January - March 2025 - data set 30.

Three small RSLs have been removed from the graphical analysis.

## Void Properties

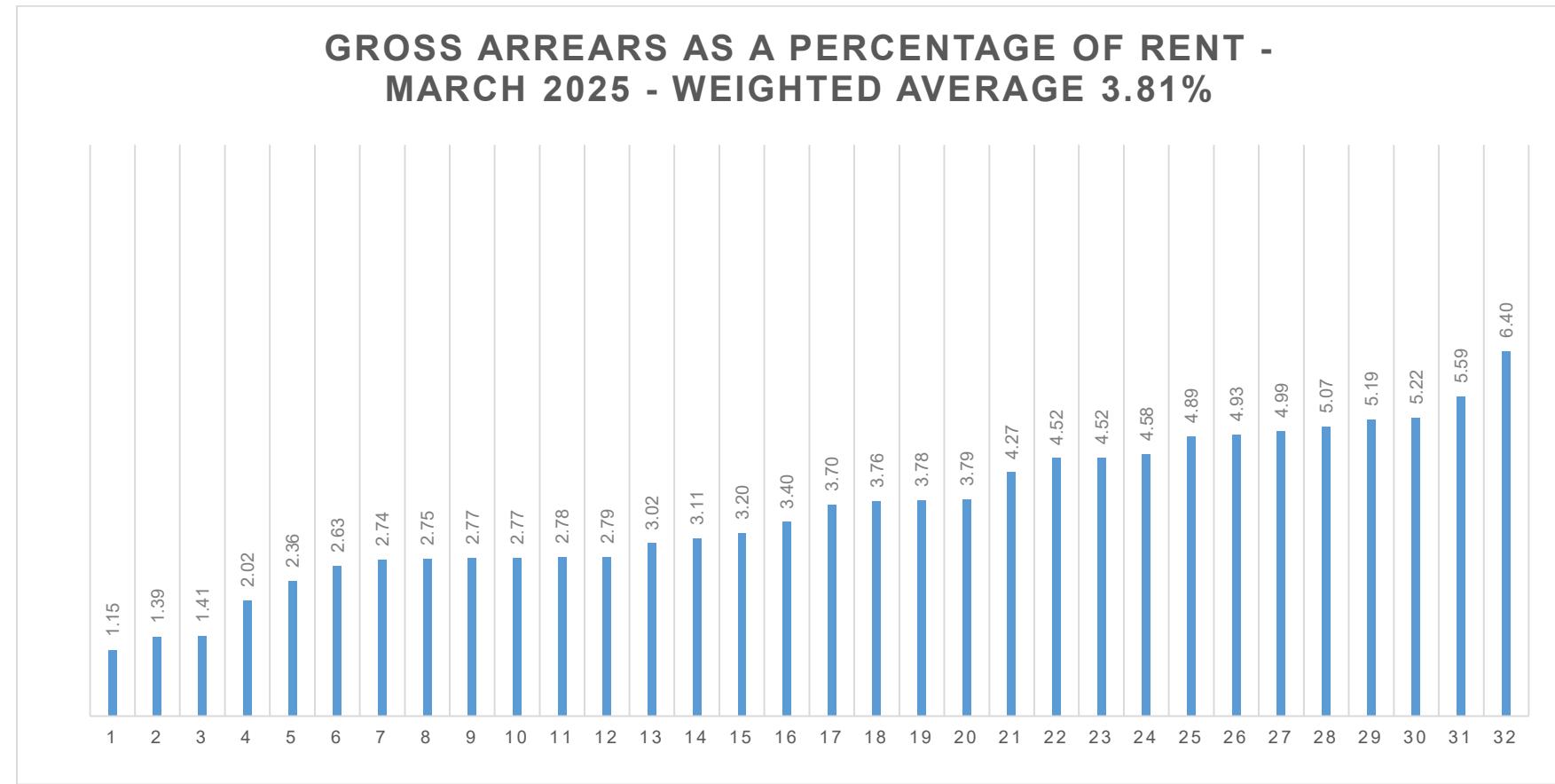
### PERCENTAGE OF VOID PROPERTIES - MARCH 2025 WEIGHTED AVERAGE 1.74%



RSL void properties as at March 2025 - data set 31.  
Two small RSLs have been removed from the graphical analysis.

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

### Arrears



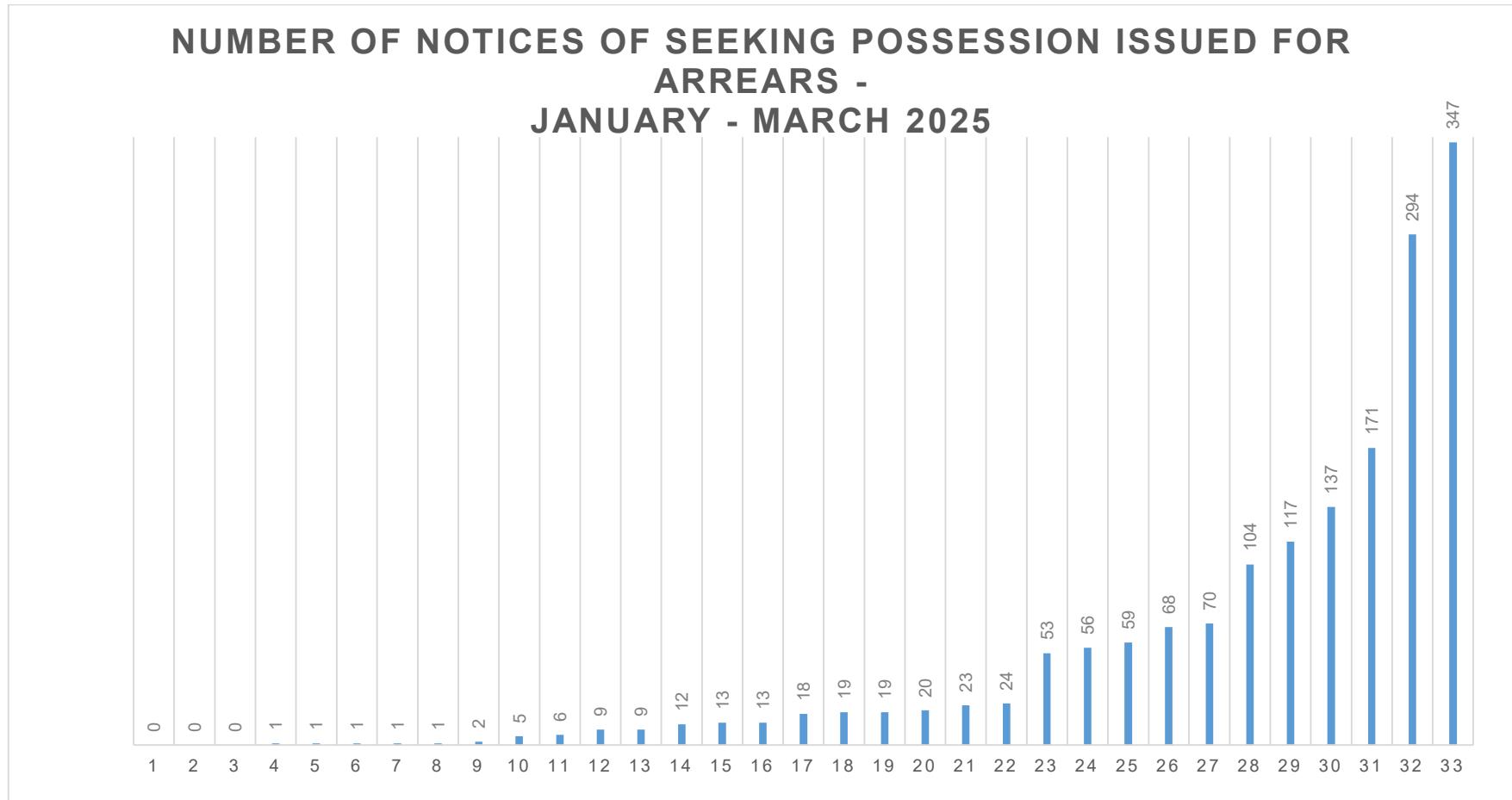
Rent arrears at the end of March 2025 - data set 32  
Some RSLs are specialist providers with limited rental income due directly from tenants

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	
	March 25	Dec 24
8-12	3.14%	4.31%
13-26	2.28%	2.56%
27-52	0.64%	0.71%
52 or more	0.13%	0.12%

A total of 70,978 tenants (45.8%) are known to be in receipt of Universal Credit, up from 43.4% in December. A total of 42,124 APAs were received (27.2% of tenancies).

## Notices of Seeking Possession (NOSP)



Notices of Seeking Possession issued for rent arrears between January and March 2025 - data set 33

## **Evictions for arrears**

There was a total of 20 evictions for arrears during the quarter January – March 2025 by 15 RSLs.

## **Financial Resilience**

### **Availability of funding**

Of those RSLs requiring new funding to complete development programmes, three have between 12 and 18 months' funding and the remaining organisations have more than 18 months' funding. We are satisfied that those organisations reporting less than 18 months' funding are taking appropriate action.

### **Covenant Compliance**

No RSLs are forecasting non-compliance with covenants in 2024/25 or 2025/26 and none is reporting headroom of less than 10% for interest cover.