

SDR 28/2016

02 March 2016

Social housing vacancies, lettings and rent arrears, 2014-15

Social housing refers to dwellings, bedsits and bedspaces (i.e. housing units) owned, or partly owned, by Local Authorities and Registered Social Landlords (RSLs), who are otherwise known as social landlords. This annual Statistical Release presents information on the number of housing units that were empty (vacancies), the number of housing units rented to tenants (lettings) and the number of social housing tenants who were in rent arrears.

The information on vacant dwellings and lettings is used to assess the effectiveness of social landlords in managing their stock and to gauge turnover rates for social housing. The information on rent arrears is used to monitor the number of social housing tenants in debt across Wales and to assess their requirement for advice and financial assistance. The information is used by the Welsh Government to monitor the effectiveness of current policy, particularly progress against the [National Housing Strategy](#) and [Programme for Government 2011-2016](#) objectives and for future policy development. The information may also be used to monitor the affect of welfare reform and recent changes to housing benefit.

Definitions of all terms used can be found in the Glossary at the end of this release. Full data sets on social housing vacancies, lettings and arrears can be found on [StatsWales](#).

Summary

- Both the number and the percentage of vacant social housing stock increased during 2014-15. At the 31st March 2015, a total of 4,538 social housing units (2.0 per cent of all social housing stock) were vacant, up by 5 per cent on the previous year.
- Housing units vacant for more than 6 months increased by 9 per cent, compared to the end of March 2014 and accounted for 31 per cent of all vacant social housing compared with 30 per cent a year earlier.
- The number of new lettings of social housing stock decreased by 10 per cent during 2014-15, to 22,061. The majority (61 per cent) of these continued to be from housing waiting lists, with a further 25 per cent through transfers and exchanges and 14 per cent through priority lettings to homeless households. During 2014-15, transfers and exchanges were down by 21 per cent on the previous year.
- Both the number and the percentage of all social housing tenancies in rent arrears increased slightly during 2014-15. At the end of March 2015, there were 73,532 tenancies in arrears, accounting for around a third (33.1 per cent) of all social housing tenancies. Less than 2 per cent of tenancies had been in rent arrears for 13 weeks or more.

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1. Background

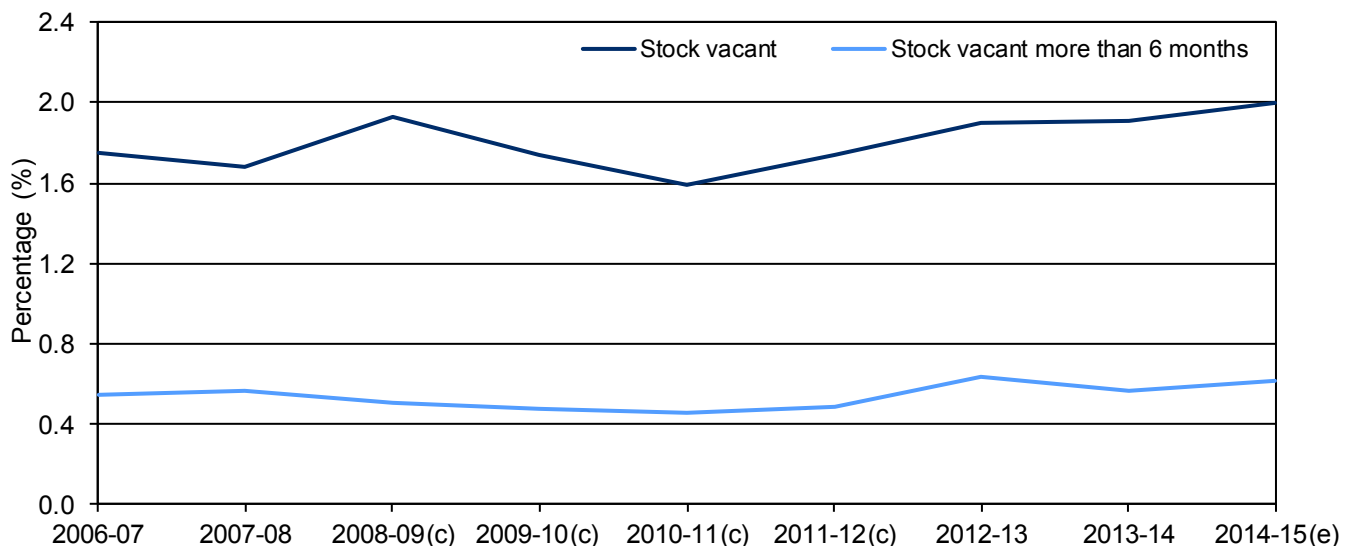
Social housing stock is the number of dwellings, bedsits and bedspaces (i.e. housing units) owned by Local Authorities and Registered Social Landlords (RSLs), otherwise known as social landlords. In recent years, social housing stock has been increasing at a rate of less than 1 per cent annually, with 226,973 dwellings¹ at 31st March 2015. The majority (61 per cent) of this stock was owned by RSLs, with RSLs owning all social housing in half of the local authorities across Wales. Detailed data sets for social housing stock can be found on [StatsWales](#).

2. Social Housing Vacancies

This section of the release looks at the amount and proportion of social housing which was empty at 31st March 2015 and how long those dwellings had been empty for. There may be a number of reasons why the housing units are vacant, and why some of these are not available for letting, such as awaiting sale, demolition or undergoing improvements and repair.

- The number of social housing units vacant in Wales has increased over the last 4 years. At 31 March 2015 there were a total of 4,538 social housing units vacant across Wales (Table 1).

Chart 1 - Percentage of Social Housing Stock Vacant and Vacant for More Than 6 Months at 31st March (a)(b)



Source: Annual social housing stock and vacancies returns

(a) As at 31 March each year

(b) As a percentage of total social housing stock.

(c) See points 5 and 6 in the Key Quality Information.

(e) For 2014-15, one local authority (Flintshire) was unable to submit data on vacancies. Therefore information provided by Flintshire for 2013-14 has been used to calculate a Wales total. This may be revised at a future date.

The number of vacant units during 2008-09 and 2009-10 are not directly comparable with other years, as during these years vacancy figures for RSLs were not collected from Abbeyfield societies, Almshouse Charities and Co-ownership societies.

- By removing stock figures for the RSLs which did not provide vacancy data in 2008-09 and 2009-10, the percentage of stock that is vacant can be compared. As seen in Chart 1, the percentage of stock vacant increased between 2010-11 and 2012-13. During 2013-14, it remained similar to the previous year, while in 2014-15 the percentage of social housing stock vacant increased slightly, accounting for 2.0 per cent of all social housing stock.
- Both the overall number of vacant social housing units and the number which had been vacant for more than 6 months increased during 2014-15. A total of 1,391 social housing units had been vacant

¹ This figure excludes intermediate tenures and other tenures not at social rents.

for more than 6 months at 31st March 2015, which is an increase of 9 per cent, and accounts for 31 per cent of all vacant housing stock.

- Despite the 9 per cent increase in the number of social housing units vacant for more than 6 months, the percentage of all social housing vacant for more than 6 months remained at 0.6 per cent (Table 1).
- At 31st March 2015, stock owned by RSLs had a slightly higher percentage of vacancies than stock owned by local authorities. This was particularly true for RSL stock vacant for more than 6 months, which accounted for 0.8 per cent of all RSL stock during 2014-15. The amount of local authority stock vacant for more than 6 months remained at 0.4 per cent of all local authority stock for the fifth consecutive year (Table 1).
- Prior to 2011-12, RSL stock generally had lower vacancy rates. The increase in vacancy rates for RSL stock from 2011-12 onwards may be partly due to the transfer of local authority housing stock to RSLs over recent years (Table 1).

Table 1 - Social Landlord Vacancies by Type of Social Landlord at 31st March (a)

Type of social landlord	Total social housing stock (b)	Total vacancies	Percentage (%) of stock vacant (c)	Stock vacant for more than 6 months	Percentage (%) of stock vacant for more than 6 months (c)
Local Authorities:					
2009-10	110,829	2,306	2.1	612	0.6
2010-11	88,826	1,442	1.6	320	0.4
2011-12	88,471	1,400	1.6	382	0.4
2012-13	88,333 (r)	1,586	1.8	311	0.4
2013-14	88,159 (r)	1,592	1.8	340	0.4
2014-15 (e)	87,891	1,611	1.8	319	0.4
RSLs:					
2009-10 (d)	113,660	1,594	1.4	444	0.4
2010-11 (d)	136,733	2,143	1.6	710	0.5
2011-12 (d)	137,181	2,523	1.8	706	0.5
2012-13	137,406	2,707	2.0	1,111	0.8
2013-14	138,110 (r)	2,720	2.0	940	0.7
2014-15	139,082	2,927	2.1	1,072	0.8
All social landlords:					
2009-10 (d)	224,489	3,900	1.7	1,056	0.5
2010-11 (d)	225,559	3,585	1.6	1,030	0.5
2011-12 (d)	225,652	3,923	1.7	1,088	0.5
2012-13	225,739 (r)	4,293	1.9	1,422	0.6
2013-14	226,269 (r)	4,312	1.9	1,280	0.6
2014-15 (e)	226,973	4,538	2.0	1,391	0.6

Source: Annual social landlord stock and vacancies returns, Housing Revenue Account Subsidy (HRAS)

(a) As at 31 March each year.

(b) This figure will differ to dwelling stock estimates published in the annual publication, which assumes 3 bedspaces of a non-self contained unit is equivalent to 1 dwelling. From 2008-09 onwards, stock includes self-contained and non self-contained units but excludes intermediate tenures and tenures not at social rents.

(c) As a percentage of total social housing stock.

(d) See points 5 and 6 in the Key Quality Information

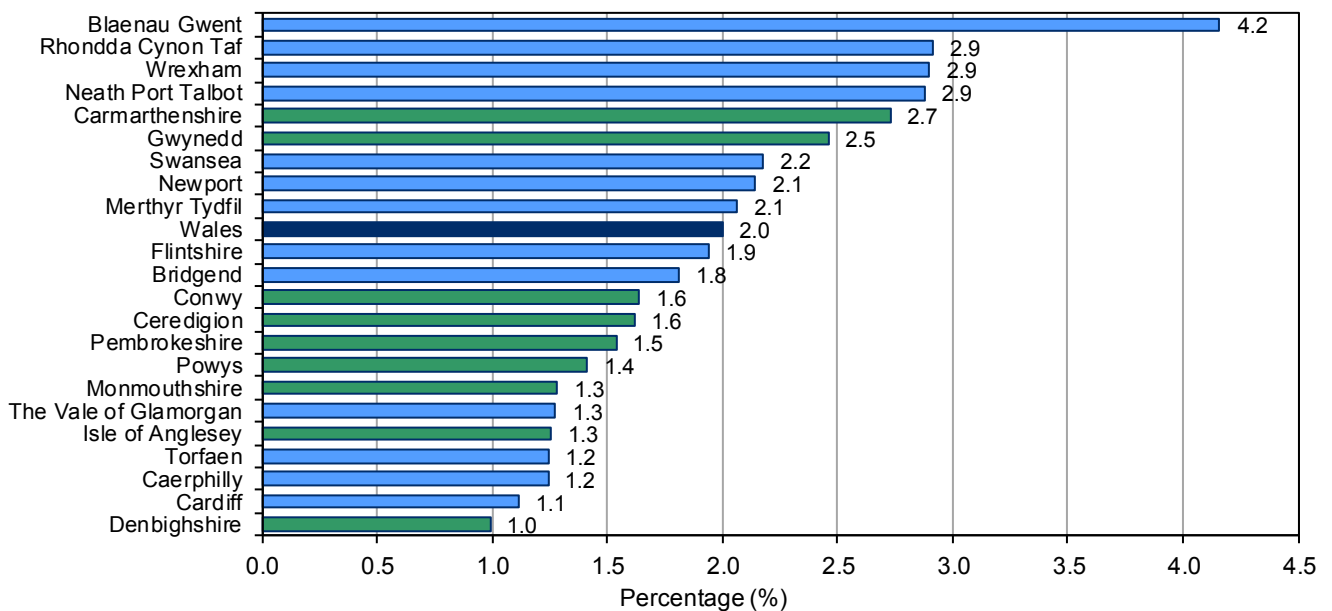
(e) For 2014-15, one local authority (Flintshire) was unable to submit data on vacancies. Therefore information provided by Flintshire for 2013-14 has been used to calculate a Wales total. This may be revised at a future date.

(r) Data item has been revised since previously published

- At 31 March 2015, most social housing stock (84 per cent) was general needs and the majority of vacant stock continued to be general needs housing stock at 73 per cent. The percentage of vacant general needs stock remained similar to 2013-14 whilst the percentage of vacant sheltered housing decreased, and the percentage of vacant extra care, other supported and non self contained housing stock all increased.
- The percentage of social housing that was vacant at 31st March 2015 varied across Wales, ranging from 4.2 per cent in Blaenau Gwent to 1.0 per cent in Denbighshire. Over half of the 22 authorities recorded a percentage of vacant social housing below the Wales average of 2.0 per cent. As Chart 2 below shows, there is no particular trend associated with rural or urban authorities.
- Of those 11 local authorities who have transferred their stock, 6 transfer authorities had vacancy levels above the Wales average and 5 below. 3 of the 4 local authorities with the highest percentage of vacant stock at 31st March 2015 (Blaenau Gwent, Rhondda Cynon Taf and Neath Port Talbot), are all transfer authorities (Chart 2).

Further details, including a list of the large scale voluntary transfers of local authority stock and dates of transfer to registered social landlords, are shown in the Key Quality Information section of the release.

Chart 2 - Percentage of Social Housing Stock Vacant at 31st March 2015, by Local Authority (a)



Source: Annual social housing stock and vacancies returns

(a) One local authority (Flintshire) was unable to submit data on vacancies. Therefore information provided by Flintshire for 2013-14 has been used to calculate a Wales total. This may be revised at a future date.

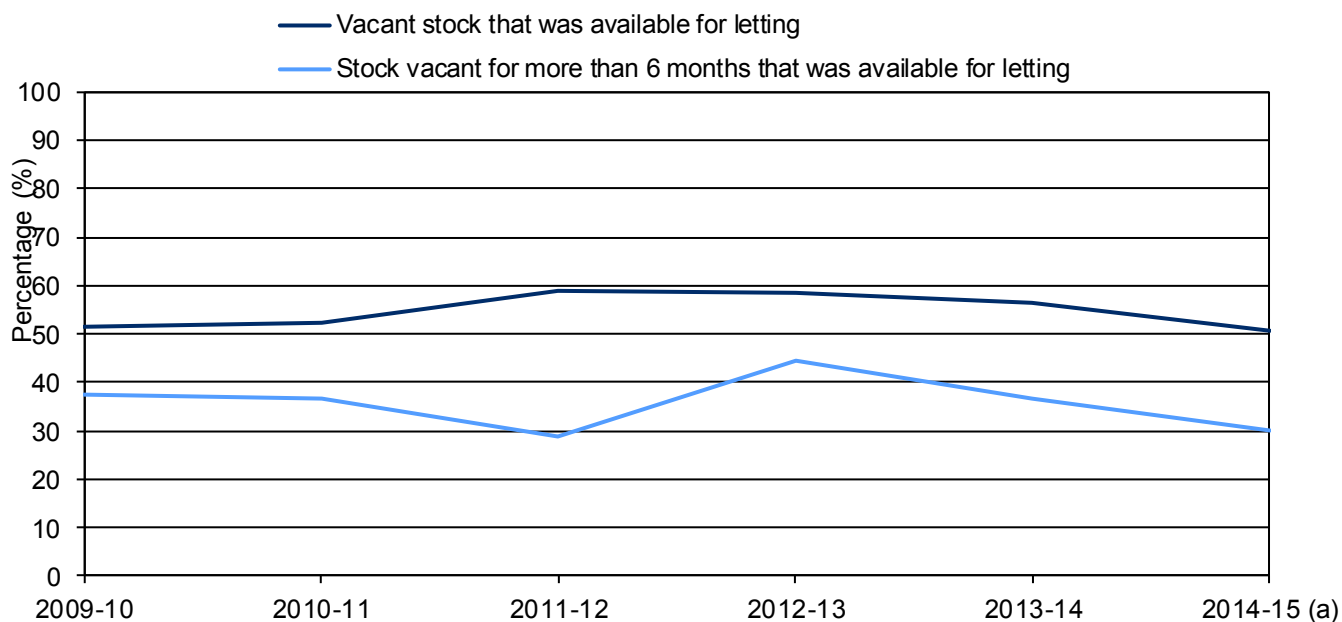
Note: Rural authorities are in green and urban authorities are in blue. Details of which authorities are in which group, can be found in the 'Key Quality Information' section at the end of this release.

2.1 Vacant Social Housing Available for Letting

- The percentage of vacant social housing stock which was available for letting decreased to 51 per cent at 31st March 2015, compared with 57 per cent a year earlier. Across Wales, vacant stock available for letting varied between 100 per cent in Torfaen to 20 per cent in Flintshire². Not all stock that is vacant at 31st March 2015 will be available for letting. Possible reasons why social housing stock may not be available for letting include the housing units undergoing or awaiting improvements, or awaiting sale or demolition.

² Flintshire was unable to submit data on vacancies. Therefore information provided by Flintshire for 2013-14 has been used to calculate a Wales total. This may be revised at a future date.

Chart 3 - Percentage of Vacant Social Housing Stock Available for Letting at 31st March



Source: Annual social housing stock and vacancies returns

(a) One local authority (Flintshire) was unable to submit data on vacancies. Therefore information provided by Flintshire for 2013-14 has been used to calculate a Wales total. This may be revised at a future date.

- When looking at stock which has been vacant for more than 6 months, the percentage available for letting has been fluctuating in recent years. At 31st March 2015, 30 per cent were available for letting, down from 37 per cent a year earlier.
- At a local authority level, this varied considerably. In Denbighshire and Torfaen all of the stock which had been vacant for more than 6 months was available for letting, whilst in both Swansea and Newport only 5 per cent were availability for letting.

A detailed data set for vacant social housing available for letting by local authority can be found on [StatsWales](#).

3. Social Housing Stock Let and Lettings

This section of the release covers the proportion of social housing let by landlord type and the number of lettings made to social housing tenants during the year. Whilst the amount of social housing stock let covers all housing units occupied by tenants, lettings relate to all lettings made to new tenants of local authorities and RSLs during the financial year, as well as re-lets, transfers and exchanges within their stock.

3.1 Social Housing Stock Let

- A total of 222,435 social housing units were let at 31st March 2015 which is 98 per cent of all social housing stock. The number of local authority social housing units let decreased slightly during the year, compared with a slight increase in the number of RSL units let. However the percentage of stock let remains at around 98 per cent for both local authorities and RSLs.

Table 2 - Social Housing Stock Let, by Type of Social Landlord (a)

Type of Social landlord	Total number of social housing stock (b)	Total number of social housing stock let	Percentage (%) of social housing stock let (c)
Local Authorities:			
2009-10	110,829	108,523	97.9
2010-11 (c)	88,826	87,384	98.4
2011-12 (c)	88,471	87,071	98.4
2012-13	88,333 (r)	86,747 (r)	98.2
2013-14	88,159 (r)	86,567 (r)	98.2
2014-15	87,891	86,280	98.2
RSLs:			
2009-10(c)	113,660	112,066	98.6
2010-11 (c)	136,733	134,590	98.4
2011-12 (c)	137,181	134,658	98.2
2012-13	137,406	134,699	98.0
2013-14	138,110 (r)	135,390 (r)	98.0
2014-15	139,082	136,155	97.9
All social landlords:			
2009-10 (c)	224,489	220,589	98.3
2010-11 (c)	225,559	221,974	98.4
2011-12 (c)	225,652	221,729	98.3
2012-13	225,739 (r)	221,446 (r)	98.1
2013-14	226,269 (r)	221,957 (r)	98.1
2014-15	226,973	222,435	98.0

Source: Annual social landlord stock and vacancies returns

(a) As at 31 March each year.

(b) This figure will differ to dwelling stock estimates published in the annual publication, which assumes 3 bedspaces of a non-self contained unit is equivalent to 1 dwelling. For 2008-09 onwards, stock includes self-contained and non self-contained units but excludes intermediate tenures and tenures not at social rents.

(c) See points 5 and 6 in the Key Quality Information.

(r) Data item had been revised since previously published.

3.2. Social Housing Lettings

- New lettings³ of social housing stock decreased by 10 per cent during 2014-15, to 22,061 lettings. As in previous years, the majority of these (61 per cent) were via housing waiting lists⁴ which were down 6 per cent on the previous year (Table 3).
- Lettings for households re-housed on a priority basis, due to being homeless, decreased by 3 per cent compared with the previous year, with 3,051 lettings on this basis during 2014-15 (accounting for 14 per cent of all lettings) (Table 3).
- There were also a total of 5,494 transfers and exchanges, where existing tenants transfer within a social landlords stock or moves from another social landlord stock, during 2014-15 accounting for a quarter of all lettings. It is noticeable from Table 3 that the number of transfers and exchanges had been generally increasing since 2011-12, but both decreased in 2014-15.
- During 2014-15, the overall number of transfers and exchanges were down by 21 per cent on the previous year with transfers within social landlords stock decreasing by almost a quarter (23 per cent) to 3,602 (Table 3). A large increase in transfers and exchanges had been seen during 2013-14 which may have been influenced by changes to housing benefit introduced in April 2013. During 2014-15 however the numbers of transfers and exchanges were still 7 per cent less than those in 2012-13.

Further information on the welfare reform and changes to housing benefit is available in the Key Quality information section.

Table 3 - Social Housing Lettings

Social Housing Lettings	Housed from waiting list (a)	Re-housed on a priority basis due to homelessness	Transfers	Exchanges	Total
All social landlords:					<i>Number</i>
2009-10 (b)	12,869	4,480	3,724	1,576	22,649
2010-11(b)	12,989	4,097	3,434	1,807	22,327
2011-12 (b)	11,943	4,196	3,346	1,961	21,446
2012-13	11,948	3,663	3,665	2,216	21,492
2013-14	14,421	3,131	4,659	2,260	24,471
2014-15	13,516	3,051	3,602	1,892	22,061
					<i>Percentage</i>
2009-10 (b)	56.8	19.8	16.4	7.0	100.0
2010-11(b)	58.2	18.3	15.4	8.1	100.0
2011-12 (b)	55.7	19.6	15.6	9.1	100.0
2012-13	55.6	17.0	17.1	10.3	100.0
2013-14	58.9	12.8	19.0	9.2	100.0
2014-15	61.3	13.8	16.3	8.6	100.0

Source: Annual social landlord stock and lettings returns

(a) Housed from the waiting list includes: Lettings from a landlord's or another waiting list; non-priority homeless; lettings resulting from a nomination from another landlord; and lettings resulting from resettlement/move-on strategies or disabled registers.

(b) See points 5 and 6 in the Key Quality Information

- Looking at the social housing lettings as a percentage of social housing stock gives an indication of turnover of social housing stock. At the local authority level, Swansea had the highest number of

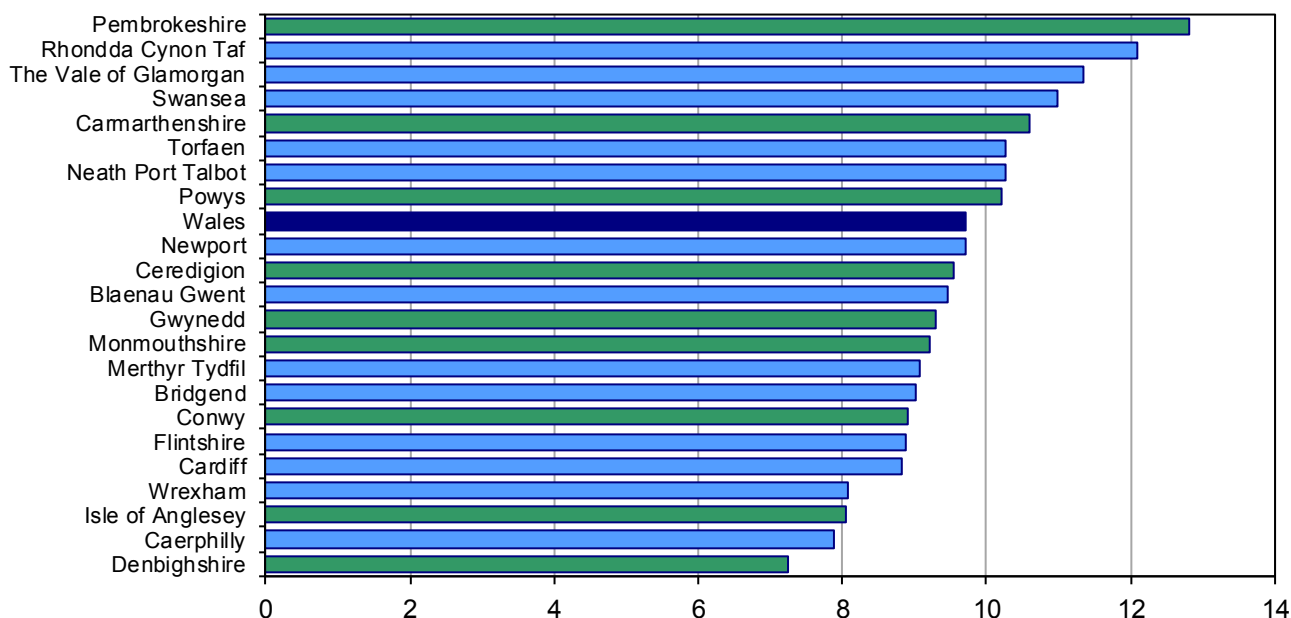
³ New lettings include lettings to new tenants, re-lets, transfers and exchanges.

⁴ Includes lettings from a landlord's or another waiting list; non-priority homeless; lettings resulting from a nomination from another landlord; and lettings resulting from resettlement/move-on strategies or disabled registers.

lettings (2,304) in 2014-15, but Pembrokeshire had the highest percentage of lettings of all social housing stock at 12.8 per cent.

- Ceredigion had the lowest number of lettings of social housing during 2014-15 (319) whilst Denbighshire had the lowest percentage of lettings of all social housing stock at 7.2 per cent. The average social housing letting rate for Wales was 9.7 per cent, during 2014-15 (Chart 4).
- In 8 of the 22 local authorities, the percentage of lettings was above the Wales average and there was no clear distinction between the urban and rural authorities (Chart 4).

Chart 4 – Social Housing Lettings as Percentage of Social Housing Stock, by Local Authority



Source: Annual social housing stock returns (Social Housing Stock data is available on [StatsWales](#))

Note: Rural authorities are in green and urban authorities are in blue. Details of which authorities are in which group, can be found in the 'Key Quality Information' section at the end of this release.

- At a Wales level, the majority of lettings during the year (61 per cent) were made to those on housing waiting lists. Across all the local authorities more lettings were made to those on waiting lists than to those being rehoused due to homelessness via transfers or exchanges, though this varied from 75 per cent in Rhondda Cynon Taf to 40 per cent in Cardiff. .
- During 2014-15, Carmarthenshire and Cardiff had the highest rate (27 per cent) of priority lettings to the homeless followed by Swansea (25 per cent). Swansea also had the highest rate of homelessness acceptances per 1,000 households during 2014-15 followed by Carmarthenshire and Cardiff. However, it is possible that households accepted as homeless may not be re-housed on a priority basis in the same year, due to the timing of processes or households initially being placed in temporary accommodation.
- Whilst Cardiff had the highest number of lettings through transfers and exchanges during 2014-15 at 742 lettings, the highest percentage was in Monmouthshire, where over a third (35 per cent) of all lettings were through transfers and exchanges.
- Ceredigion had the lowest number of lettings through transfers and exchanges during 2014-15 at 63 lettings whilst Conwy had the lowest percentage (14 per cent).
- During 2014-15, 18 of the 22 local authorities had higher rates of transfers within their own stock than exchanges from other social landlords. Of the local authorities with more exchanges than transfers, Cardiff had the highest percentage of exchanges which accounted for 21 per cent all its lettings during the year.

A full data set for social housing lettings by local authority is available on [StatsWales](#).

4. Social Housing Rent Arrears

This section provides information on the number of social housing tenancies where there was a failure to pay the rent due at the appropriate time and therefore the tenancy would be in rent arrears at 31st March 2015. Tenancies refer to the tenancy agreements between an individual (or individuals, in the case of joint tenancies) and the social landlord. A tenancy, as referred to in this release, relates to the tenancy agreement for an individual social housing unit. It is not a count of the number of social housing tenants living in a property.

- Both the number and the percentage of all social housing tenancies in rent arrears increased slightly during 2014-15. At the end of March 2015, there were 73,532 tenancies in arrears, accounting for around a third (33.1 per cent) of all social housing tenancies. This was a slight increase (0.5 per cent) on the 73,173 tenancies in arrears at the end of March 2014.
- Though only up by less than 1 per cent on last year's figure, the number of social housing tenancies in arrears at 31 March 2015 was 5 per cent higher than at the end of March 2013. This may have been influenced by recent welfare reforms in particular the changes to housing benefit legislation introduced in April 2013. Further information is available in the key quality information section.

Table 4 - Number of Social Housing Tenancies in Rent Arrears at 31st March (a) (b)

Tenancies	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Local Authority:						
Number of tenancies	108,523	87,384	87,071	86,747	86,567	86,280
Tenancies in rent arrears	33,442	26,804	26,986	26,800	29,308	29,584
Percentage of tenancies in rent arrears	30.8	30.7	31.0	30.9	33.9	34.3
RSLs:						
Number of tenancies	112,066	134,590	134,658	134,699	135,390	136,155
Tenancies in rent arrears	39,873	44,709	42,791	43,017	43,865	43,948
Percentage of tenancies in rent arrears	35.6	33.2	31.8	31.9	32.4	32.3
All Social Housing:						
Number of tenancies	220,589	221,974	221,729	221,446	221,957	222,435
Tenancies in rent arrears	73,315	71,513	69,777	69,817	73,173	73,532
Percentage of tenancies in rent arrears	33.2	32.2	31.5	31.5	33.0	33.1

Source: Annual rent arrears returns from local authorities and registered social landlords

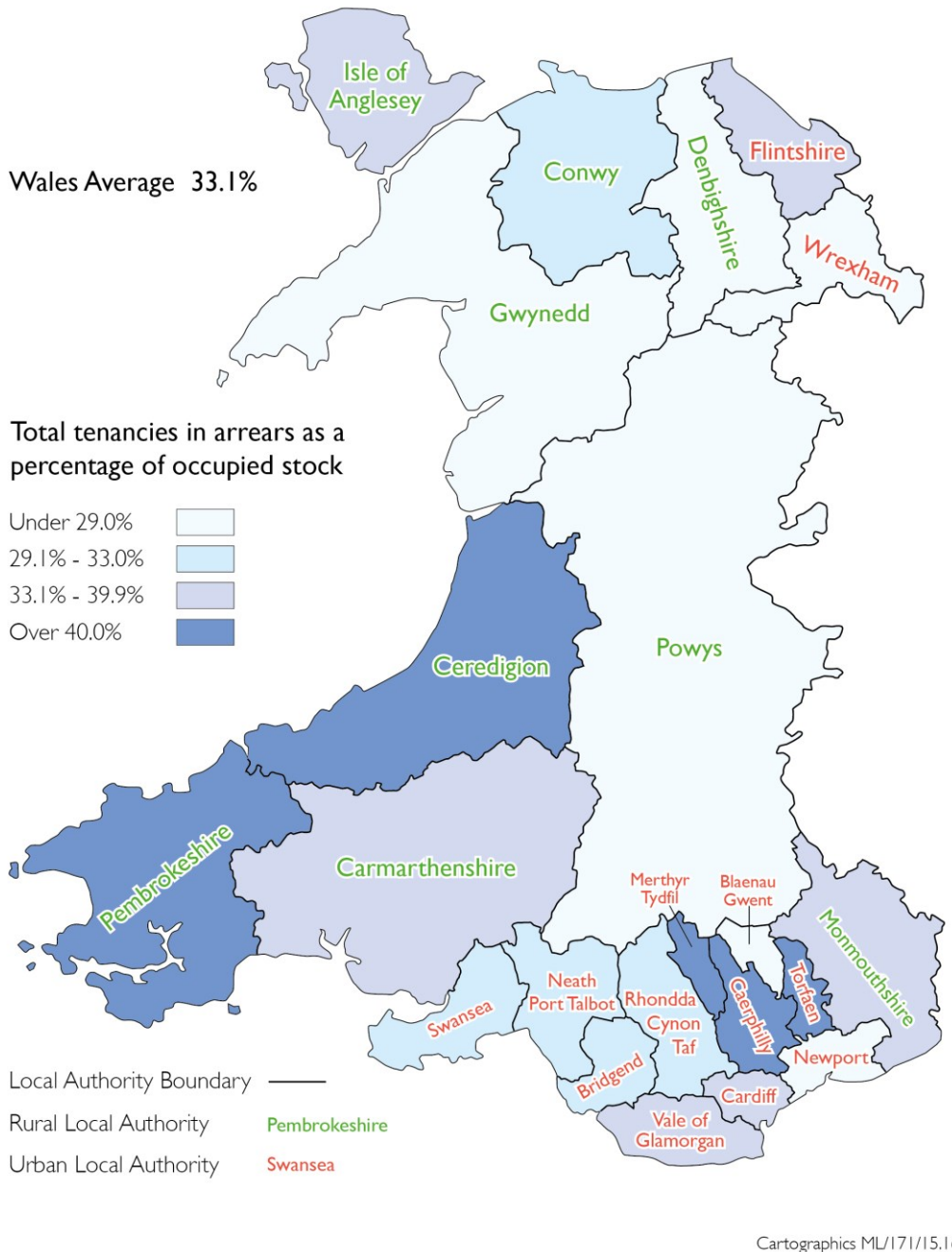
(a) As at 31 March each year.

(b) The total number of tenancies is calculated as total stock minus vacant dwellings at 31 March. Total stock includes all self-contained and non self-contained units but excludes intermediate tenures and tenures not at social rents.

- At a Wales level, the number of RSL tenancies in rent arrears at 31st March 2015 remains higher than the number of local authority tenancies in arrears. There are, however, more tenancy agreements with RSLs than with local authorities, particularly following the large scale voluntary transfer of local authority stock in recent years.
- Taking into account the overall number of tenancies, the percentage of local authority tenancies that were in rent arrears remained relatively stable prior to 2013-14, when it increased to 34 per cent. This increase has continued with 34.3 per cent of local authority tenancies in rent arrears at 31 March 2015. This was higher than the percentage of RSL tenancies in rent arrears which had decreased very slightly to 32.3 per cent at 31 March 2015 compared to 32.4 a year earlier (Table 4).

- Across Wales, the highest percentage of social housing tenancies in arrears was seen in Merthyr Tydfil (48.2 per cent) and the lowest in Blaenau Gwent (21.2 per cent). There was considerable variation in the percentage of tenancies in arrears amongst both the rural and urban authorities with 11 authorities recording arrears below the Wales average of 33.1 per cent and 11 above (Map 1).

Map 1 - Percentage of social housing tenancies in arrears at 31 March 2015



Source: Annual rent arrears returns from local authorities and registered social landlords
 (a) Arrears are shown for tenancies in self-contained and non self-contained units only. Arrears data is not collected for intermediate tenures and tenures not at social rents.

4.1 Length of Time of Rent Arrears

- At 31 March 2015, 31.3 per cent of all social housing tenancies had been in arrears for less than 13 weeks and 1.8 per cent had been in arrears for 13 weeks or more. This represents an increase in those social housing tenancies which have been in arrears for less than 13 weeks, but a decrease for those in arrears 13 weeks or more.
- The percentage of local authority tenancies in arrears for less than 13 weeks increased by one percentage point compared to the previous year to 32.6 per cent whilst the percentage of RSL tenancies in arrears for less than 13 weeks increased very slightly to 30.5 per cent compared with 30.3 per cent a year earlier.
- At 31st March 2015, 1.7 per cent of local authority and 1.8 per cent of RSL tenancies had been in rent arrears for 13 weeks or more. For both, this is a decrease compared to the previous year.

Chart 5a – Percentage of All Tenancies in Rent Arrears for Less Than 13 Weeks at 31st March (a)(b)(c)

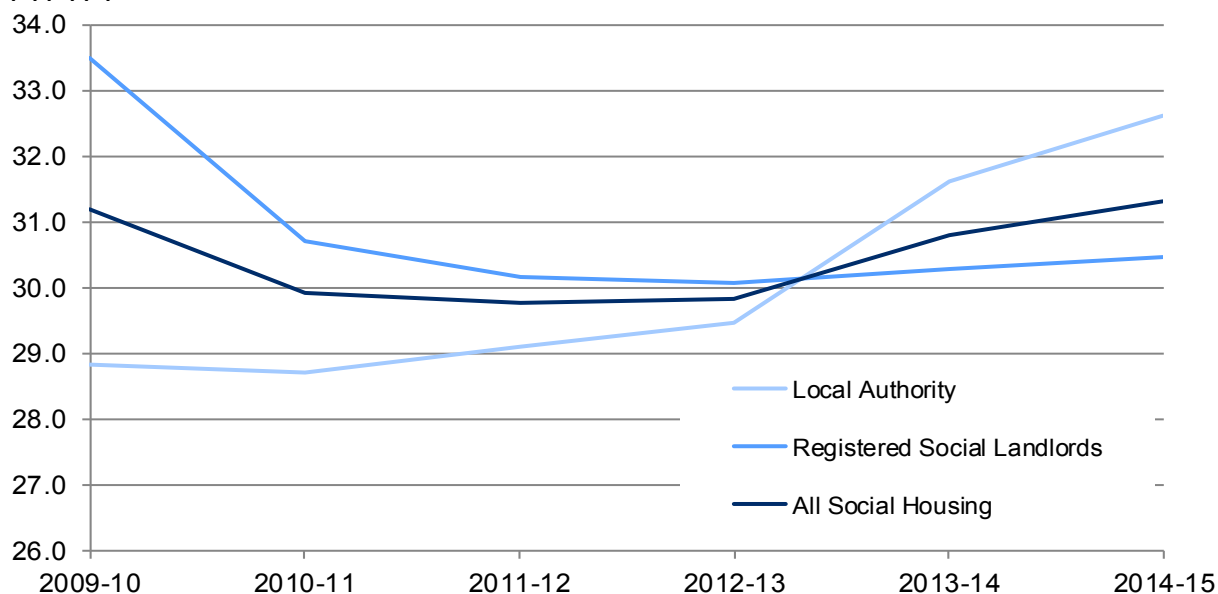
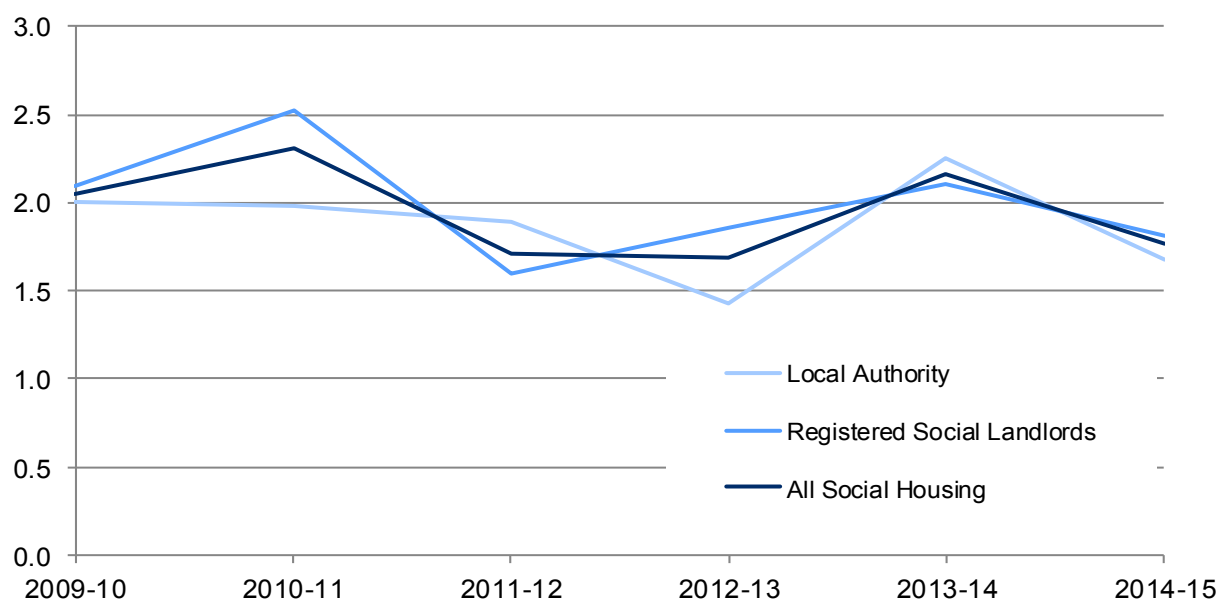


Chart 5b – Percentage of All Tenancies in Rent Arrears for 13 Weeks or More at 31st March (a)(b)(c)



Source: Annual rent arrears returns from local authorities and registered social landlords

(a) As at 31 March each year.

(b) Arrears are shown for tenancies in self-contained and non self-contained units only. Arrears data is not collected for intermediate tenures and tenures not at social rents.

(c) The total number of tenancies is calculated as total stock minus vacant dwellings. Total stock includes all self-contained and non self-contained units but excludes intermediate tenures and tenures not at social rents.

- At an individual local authority level, the highest percent of social housing tenancies which had been in rent arrears for 13 weeks or more at 31 March 2015 was seen in Blaenau Gwent (6.9 per cent) and the lowest in Bridgend (0.7 per cent) (Table 6).
- Table 6 below also covers the number of tenancies in arrears for more than 13 weeks as a percentage of all tenancies in arrears. This shows that at 31 March 2015, the highest percentage of tenancies in arrears, where the arrears lasted for 13 weeks or more, was in Blaenau Gwent (32.6 per cent of all tenancies in arrears) whilst the lowest percentage was in Bridgend (2.4 per cent of all tenancies in arrears).

Table 6 - Rent Arrears at 31st March 2015, by Length of Time and Local Authority (a)

Local Authority	Total number of tenancies (b)	Percentage (%) of all tenancies in arrears for 13 weeks or more	Number of current tenancies in arrears at end of period		Total	Of those in arrears, percentage (%) of tenancies in arrears for 13 weeks or more
			Less than 13 weeks	13 weeks or more		
Isle of Anglesey	4,639	4.1	1,519	188	1,707	11.0
Gwynedd	8,529	1.3	1,850	107	1,957	5.5
Conwy	6,120	2.2	1,698	134	1,832	7.3
Denbighshire	5,703	1.8	1,491	100	1,591	6.3
Flintshire	9,854	2.4	3,217	236	3,453	6.8
Wrexham	12,999	1.5	3,019	195	3,214	6.1
Powys	8,157	1.7	1,864	136	2,000	6.8
Ceredigion	3,285	1.5	1,326	48	1,374	3.5
Pembrokeshire	8,074	1.2	3,443	100	3,543	2.8
Carmarthenshire	11,733	2.7	3,937	313	4,250	7.4
Swansea	20,533	0.9	6,572	195	6,767	2.9
Neath Port Talbot	12,120	1.0	3,734	118	3,852	3.1
Bridgend	8,562	0.7	2,431	59	2,490	2.4
The Vale of Glamorgan	6,500	0.9	2,183	57	2,240	2.5
Cardiff	25,005	1.7	8,436	435	8,871	4.9
Rhondda Cynon Taf	15,067	1.0	4,373	149	4,522	3.3
Merthyr Tydfil	5,787	1.9	2,679	109	2,788	3.9
Caerphilly	14,469	1.8	5,851	267	6,118	4.4
Blaenau Gwent	7,625	6.9	1,092	527	1,619	32.6
Torfaen	9,757	1.1	4,247	107	4,354	2.5
Monmouthshire	5,230	1.7	1,665	90	1,755	5.1
Newport	12,687	1.9	2,988	247	3,235	7.6
Wales	222,435	1.8	69,615	3,917	73,532	5.3

Source: Annual rent arrears returns from local authorities and registered social landlords

(a) Arrears are shown for tenancies in self-contained and non self-contained units only. Arrears data is not collected for intermediate tenures and tenures not at social rents.

(b) The total number of tenancies is calculated as total stock minus vacant dwellings at 31 March 2014. Total stock includes all self-contained and non self-contained units but excludes intermediate tenures and tenures not at social rents.

5. Key Quality Information

1. In addition to the information below, further information can be found in the [Housing Statistics Quality Report](#) which is available on our website.

Policy and Operational Context

2. The information on vacant dwellings and lettings is used to assess the effectiveness of social landlords in managing their stock and to gauge turnover rates for social housing. The information on rent arrears is used to monitor the number of social housing tenants in debt across Wales and to assess their requirement for advice and financial assistance. The information is used by the Welsh Government to monitor the effectiveness of current policy, particularly progress against the [National Housing Strategy](#) and [Programme for Government 2011 -2016](#) objectives and for future policy development. The information may also be used to monitor the affect of welfare reform and recent changes to housing benefit.

Housing Benefit

3. Since April 2011, a number of policy changes have been introduced which affect those residents of social housing in Wales who are in receipt of housing benefit. In April 2013, size criteria for new and existing working-age Housing Benefit claimants were introduced in the social rented sector, which means that working-age social housing tenants that are claiming Housing Benefit will see a reduction in their entitlement if they are deemed to be living in accommodation that is too large for their needs.

Data Source and Coverage

4. Information is collected annually via Excel spreadsheets downloaded from the Afon file transfer website, which provides a secure method for users to submit data. Copies of the current rent and rent arrears data collection forms are available at the following links:
<http://gov.wales/statistics-and-research/social-housing-lettings-data-collection/?lang=en>
<http://gov.wales/statistics-and-research/social-housing-vacancies-data-collection/?lang=en>
<http://gov.wales/statistics-and-research/social-housing-rent-arrears-data-collection/?lang=en>

Further information on the data processing cycle can also be found in the [Housing Statistics Quality Report](#) which is available on our website.

5. Data for 2014-15 were collected from all of the Local Authorities who retained stock at 31 March 2015 and all Welsh Registered Social Landlords at 31 March 2015, including Abbeyfield societies, Almshouse Charities and Co-ownership societies. For 2008-09 and 2009-10, Abbeyfield societies, Almshouse Charities and Co-ownership societies were only required to complete the stock return, not the vacancy and lettings returns.
6. The 2011-12 collection received responses from all social landlords, with the exception of Gwalia Group, who were unable to provide detailed figures for lettings in either 2010-11 or 2011-12. Gwalia stated that in total there were 521 lettings during 2011-12. Lettings broken down by location and letting type, presented within this release, have been derived by applying the proportions from the 2009-10 Gwalia lettings return to the total number of lettings during 2011-12.
7. Gwalia Group were also unable to provide any vacancies data in either 2010-11 or 2011-12, but given the low number of vacancies reported in previous years, a decision was taken to roll forward the reported figures for 2009-10 to provide a more complete estimate for Wales as a whole, in both 2010-11 and 2011-12.
8. The 2014-15 collection received responses from all local authorities and Registered Social Landlords with the exception of Flintshire who were unable to provide any data on vacancies data for 2014-15.

A decision was taken to use the vacancy figures for Flintshire as reported for 2013-14 in order to provide a more complete estimate for Wales as a whole for 2014-15. This may be revised at a future date.

9. The proportion of social housing stock managed by registered social landlords will have been influenced by the large scale voluntary transfers of local authority stock. All transfers covered 100 per cent of the local authority housing stock. A list of the large scale voluntary transfers of local authority stock and dates of transfer to registered social landlords are shown below.

Local authority	Date of transfer	Registered social landlord
Bridgend	12 September 2003	Valleys to Coast
Rhondda Cynon Taf	10 December 2007	RCT Homes
Monmouthshire	17 January 2008	Monmouthshire Housing
Torfaen	01 April 2008	Bron Afon Community Housing
Conwy	29 September 2008	Cartrefi Conwy
Newport	09 March 2009	Newport City Homes
Merthyr Tydfil	20 March 2009	Merthyr Valleys Homes
Ceredigion	30 November 2009	Tai Ceredigion
Gwynedd	12 April 2010	Cartrefi Cymunedol Gwynedd
Blaenau Gwent	26 July 2010	Tai Calon Community Housing
Neath Port Talbot	05 March 2011	NPT Homes

10. The information shown in the release excludes vacant dwellings where an offer of tenancy has been accepted, even if no rent is being paid at the end of the financial year.
11. Stock let covers all housing stock let at the end of the financial year. This is calculated by subtracting the number of vacancies from the social housing stock.
12. Lettings cover all new lettings during the financial year and include new lets, re-lets, transfers and exchanges.
11. Current tenants arrears is the gross indebtedness of the then current tenants, in respect of rent and excluding other landlord charges, included in the gross debit at the end of the financial year, not deducting payment received in advance, but deducting the following amounts:
- Amounts received but not applied to tenants' accounts, for example in respect of housing benefit or rebate.
 - Amounts receivable other than from tenants, for example from the Department of Work and Pensions (DWP).
 - Other adjustments, for example amounts debited to tenants' accounts but not yet contractually payable by tenants.
13. The arrears amount for each account at the end of the year is divided by the weekly gross rent for that account to give the number of weeks in arrears.
14. Rent arrears data excludes arrears on garages and arrears for court costs or rechargeable repairs.
15. The local authority groupings used in the charts are as follows:
- Rural authorities:** Isle of Anglesey, Gwynedd, Conwy, Denbighshire, Powys, Ceredigion, Pembrokeshire, Carmarthenshire and Monmouthshire.
- Urban authorities:** Rhondda Cynon Taff, Merthyr Tydfil, Caerphilly, Blaenau Gwent, Torfaen, Flintshire, Wrexham, Swansea, Neath Port Talbot, Bridgend, The Vale of Glamorgan, Cardiff and Newport.

Users and Uses

16. Generally the information is used for:

- Monitoring housing trends;
- Policy development;
- Advice to Ministers;
- Informing debate in the National Assembly for Wales and beyond; and
- Geographic profiling, comparisons and benchmarking.

There are a variety of users of these statistics including national and local government, researchers, academics and students. For further information on the users and uses please refer to the the [Housing Statistics Quality Report](#).

Vacancies

17. Information on the number of vacant social housing units is used by the Welsh Government to: establish the overall number of empty dwellings across Wales; assess the effectiveness of social landlords in managing their stock; and monitor the effectiveness of current and future policy, in particular the [Programme for Government 2011-2016](#) commitment to 'Introduce a new Empty Properties initiative in partnership with local authorities to target the thousands of homes in Wales that have been empty for more than 6 months.'
18. Local authorities use this information in developing their Local Housing Market Assessments, for performance benchmarking and for ensuring that they manage voids (otherwise known as vacancies) and reduce the impact on revenue. Vacant social housing may not be available for letting for a number of different reasons, such as awaiting sale or demolition and awaiting, or in the process of, renovation or repair.

Lettings

19. Information on the number and type of lettings is used by the Welsh Government to assess how social landlords manage their stock and to gauge the stock turnover rates. In the absence of any central data collection covering social housing waiting lists, the information on the number housed from the waiting list is a particularly useful indicator of how housing need is being met at a local and national level. The information is also used to monitor the effectiveness of current policy, particularly progress against the Government's [National Housing Strategy](#) commitment '*providing more housing of the right type and offering more choice*' and for future policy development.
20. Local authorities use the information to assess future requirement, in order to plan and allocate services and resources effectively, for self assessment and benchmarking and to ensure they meet the new delivery outcome to 'let homes in a fair, transparent and effective way.'

Rent Arrears

21. The information on rent arrears is used by local authorities and RSLs to monitor the number of tenants in debt and establish the requirement for financial assistance and advice.

Quality

22. The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

23. National Statistics are produced to high professional standards, set out in the Code of Practice for Official Statistics. They undergo regular quality assurance reviews to ensure that they meet customer needs and are produced free from any political reference.
24. Welsh housing statistics adhere to the Welsh Government's [Statistical Quality Management Strategy](#), and this is in line with the European Statistical System's six dimensions of quality, as listed in Principle 4 of the Code of Practice for Official Statistics. Further detail on how these are adhered to can be found in the [Housing Statistics Quality Report](#) which covers the general principles and processes leading up to the production of our housing statistics. The report covers various topics including definitions, coverage, timeliness, relevance and comparability.
25. More detailed quality information relating specifically to social housing vacancies, lettings and rent arrears, which is not included in the quality report, is given below.

Administrative Data Quality Assurance

25. Data are collected from local authorities and Registered Social Landlords via Excel spreadsheets. These are downloaded from the Afon file transfer website which provides a secure method for users to submit data.
26. The spreadsheets allow respondents to validate some data before sending to the Welsh Government. Respondents are also given an opportunity to include contextual information where large changes have occurred (e.g. data items changing by more than 10% compared to the previous year). This enables some data cleansing at source and minimises follow up queries.
27. Local authorities and Registered Social Landlords are notified of the data collection exercise timetable in advance. This allows adequate time for local authorities to collate their information, and to raise any issues they may have. There is guidance in the spreadsheet, which assists users on completing the form.
28. Examples of validation checks within the forms include year-on-year changes, cross checks with other relevant data tables and checks to ensure data is logically consistent. We pre-populate the forms with stock figures as an additional quality assurance check, and therefore if they include vacancies where they have not reported stock, an error is flagged.

Symbols

29. The following symbols may have been used in this release:
 - negligible (less than half the final digit shown)
 - . not applicable
 - .. not available
 - ~ not yet available
 - * disclosive or not sufficiently robust for publication
 - p provisional
 - r revised

Comparability

30. Following a consultation in 2008 on the housing management information collected from local authorities and registered social landlords, it was agreed that for the 2008-09 collection onwards Abbeyfield societies, Almshouse Charities and Co-ownership societies would be required to only complete the stock return, not the vacancy, lettings, rent or rent arrears returns. This changed for the 2010-11 and subsequent collections, as it has been agreed by the Welsh Government, in consultation

with the [Housing Information Group](#), that all Welsh Registered Social Landlords, regardless of size, type or function, are required to complete all relevant housing data collection returns. It is, therefore, not possible to directly compare the data for the number of vacant social housing units, the number of lettings or rent arrears for 2008-09 and 2009-10 with the data for other years.

Accuracy

31. During the 2010-11, 2011-12 and 2014-15 data collection and validation, some landlords were unable to either submit data or to resolve validation errors. Where this was the case, the best available estimate of the missing or incorrect data has been used. Whilst this should have only a small effect on data at a Wales level, care may be needed when using data for specific areas and providers.

For 2010-11, further details are available in the First Release published on 16 November 2011.

<http://gov.wales/statistics-and-research/social-housing-vacancies-lettings-arrears/?tab=previous&lang=en>

32. Local authorities and Welsh Registered Social Landlords complete data collection forms with built in guidance and primary validation. On receipt of the data collection forms, the data collection team carry out secondary validation and worked closely with the different types of data providers to ensure information provided was accurate and on a consistent basis. Copies of the data collection forms can be found on the website at:

<http://gov.wales/statistics-and-research/social-housing-lettings-data-collection/?lang=en>

<http://gov.wales/statistics-and-research/social-housing-vacancies-data-collection/?lang=en>

<http://gov.wales/statistics-and-research/social-housing-rent-arrears-data-collection/?lang=en>

33. This data collection was fully reviewed in 2008-09 by a sub-group of the then Housing Technical Working Group, now [Housing Information Group](#). This sub-group was made up of data providers and policy colleagues who were involved in the development of both the forms and the guidance. This work concluded with a consultation exercise that checked that the forms and guidance were clear and that the data could be provided on a consistent basis.

34. We undertake a series of validation steps to ensure that the data are correct and consistent. Upon receipt of the data, we check that it is complete and internally consistent. We also check that the data are consistent with the social housing stock figures reported for the year and resolve any queries with landlords. Next we compare the data provided by Local Authorities and Registered Social Landlords with their previous year's data. Where these figures are not consistent, we work with the data providers to make the data consistent.

Revisions

35. This release contains the final data for vacancies and lettings for the financial year 2014-15 and for rent arrears as at 31 March 2015. Revisions can arise from events such as late returns from a local authority or RSL or when a data supplier notifies the Welsh Government that they have submitted incorrect information and resubmits this. Occasionally, revisions can occur due to errors in our statistical processes. In all of these cases, a judgement is made as to whether the change is significant enough to publish a revised statistical release.

36. Where changes are not deemed to be significant, i.e. minor changes, these will be updated in the following year's statistical release. However, minor amendments to the figures may be reflected in the StatsWales tables prior to that next release.

37. Revised data is marked with an (r) in the statistical release

38. The data shown in this release for social housing stock as at 31 March 2014 has been revised since previously published. The data shown in this release for 2012-13 social housing vacancies was revised during the 2013-14 data collection exercise.

39. We follow the Welsh Government's statistical revisions policy, details of which are available at: <http://gov.wales/statistics-and-research/about/statement-of-compliance/revisions-errors-postponements/?lang=en>

Accessibility

40. A full set of social housing vacancies, lettings and rent arrears data, including information by individual local authority, individual RSL and property type and size, back to 2003-04 is available to download from our StatsWales interactive website at the following links:

<https://statswales.wales.gov.uk/Catalogue/Housing/Social-Housing-Vacancies>

<https://statswales.wales.gov.uk/Catalogue/Housing/Social-Housing-Lettings>

<https://statswales.wales.gov.uk/Catalogue/Housing/Social-Housing-Rent-Arrears>

Coherence with Other Statistics

37. Prior to 2009-10, the Landlord Services Core Performance Indicators collected by the Local Government Data Unit, as part of the Performance Measurement Framework, also provided information on rents and rents arrears for Welsh social landlords. The information shown in the [Landlord Services Performance Indicators](#) is not comparable with that shown in this or previous releases.

38. The National Strategic Indicator PSR/004 collects annual information from the 22 local authorities across Wales covering the total number of private sector dwellings that had been vacant for more than 6 months at 1 April each year. It also collects information on the number and on the percentage of those vacant private sector dwellings that were returned to occupation during the year through direct action by the local authority. The data is available on our Stats Wales website at the following link:

<https://statswales.wales.gov.uk/v/BTwy>

Related Statistics for Other UK Countries

Vacancies and Lettings

England:

38. England collect information on local authority owned stock and stock management via the Local Authority Housing Statistics (LAHS) return, which succeeded the Housing Strategy Statistical Appendix, the Business Plan Statistical Appendix and Local Authority Housing Sales Monitoring (P1B form), following a public consultation from 10 January to 2 April 2012. The information collected in the LAHS is a combination of snapshot and financial year information and is collected from all local authorities in England that were in existence over the 2014-15 financial year. The information is published in an annual release and associated tables available at the following link:

<https://www.gov.uk/government/statistics/local-authority-housing-statistics-year-ending-march-2015>

39. The local authority figures are an annual snapshot at a specified date, but this date differs in England being 1st April, rather than 31 March as in Wales, Scotland and Northern Ireland. The information covers local authorities only and not all social landlords. There are a number of differences between the statistics that are collected and published for local authorities in England through the LAHS return and the other UK countries. These differences can arise for a number of reasons, but the majority are a result of different legislation, methodology or coverage. Details describing these differences can be found at the following link:

<https://www.gov.uk/government/organisations/department-for-communities-and-local-government/series/local-authority-housing-data>

40. The LAHS is the source for information on local authority stock, whilst for stock owned by housing associations in England, the Homes and Communities Agency Statistical (HCA) Data Return (SDR, formerly the Tenant Services Authority's Regulatory Statistical Return) is the preferred data source. This can be found here:

<http://webarchive.nationalarchives.gov.uk/20140805133148/http://www.homesandcommunities.co.uk/news/statistical-data-return>

41. Since the Tenant Services Authority (TSA) took over as the regulator for social housing, on 1 April 2010, local authorities and housing associations have been termed as registered providers by the TSA. A new register of social housing providers was formed and housing associations automatically moved on to the new register without the need to apply. Successful applicants for voluntary registration, as well as those organisations which moved across from the previous register, are commonly termed by the TSA as 'Private Registered Providers' of social housing. The HCA took over responsibility for the regulation of social housing providers in England from the TSA on 1 April 2012. Whilst local authority lettings information is reported on the LAHS return, most local authorities, as well as all Private Registered Providers, also report information on the CORE (Continuous Recording of Lettings and Sales) data collection system, which can be found here:

<https://core.communities.gov.uk/>

The latest published information on social housing lettings for 2014-15 is available at the following link:

<https://www.gov.uk/government/statistics/social-housing-lettings-in-england-april-2014-to-march-2015>

Scotland:

42. The Scottish Government collect information on local authority housing stock, including information on lettings and vacancies via its Housing Statistics Annual Return:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Housing-Regeneration/surveysingleannualreturn>

43. The Scottish Housing Regulator each year produces Performance tables based on information collected in the Annual Performance and Statistical Return (APSR), and Financial tables based on information input by RSLs from their audited accounts.

Information on social housing statistics, specifically:

- Stock – General needs; Special Needs; Low demand and vacant stock
- Social lets and rents
- Evictions
- Right to Buy Sales

Can be accessed for both local authorities and RSLs via the Scottish Government's Housing Statistics for Scotland webpage: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Housing-Regeneration/HSfS/socialhousing>

Northern Ireland:

44. In Northern Ireland, the Department for Social Development produces an annual publication which brings together housing statistics collected by the Department including statistics on social housing:

<https://www.dsdni.gov.uk/topics/dsd-statistics-and-research-housing/housing-statistics>

45. In Northern Ireland, council owned vacant figures are published at a national level in the Northern Ireland Housing Statistics publication. These figures are provided by the Northern Ireland Housing Executive (NIHE) but published alongside other tenures – including Housing Associations and the public sector. Lettings or allocations of Local Authority / council stock are also published at a local authority area level by Northern Ireland based on collections from NIHE for Northern Ireland. The local authority figures are an annual snapshot at 31 March.

Rent Arrears

England:

46. The latest published data available for England can be accessed here:

<https://www.gov.uk/government/statistical-data-sets/live-tables-on-rents-lettings-and-tenancies>

Scotland:

47. The latest published data available for Scotland can be accessed here:

LA data: <http://www.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/HSfS/LAincomeandexpenditure2013-14>

RSL data:

<http://www.scottishhousingregulator.gov.uk/publications/performance-tables-%E2%80%93-rent-arrears>

RSL and LA data is combined in an excel table here:

<http://www.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/HSfS/socialhousing>

48. The LA data comes from the Housing Revenue Account returns by local authorities to the Scottish Government. The RSL data comes from the Scottish Housing Regulator Registered Social Landlord Annual Performance and Statistical Return

Northern Ireland:

49. The Department for Social Development in Northern Ireland publishes an annual compendium on housing statistics which is available at: <https://www.dsdni.gov.uk/topics/dsd-statistics-and-research-housing/housing-statistics>

This includes information on average weekly rents and levels of rent arrears.

6. Glossary

Bedsits

Bedsits are a combination bedroom and sitting room.

Dwelling

As defined in the 2011 Census, a dwelling is a unit of accommodation which may comprise one or more household spaces (a household space is the accommodation used or available for use by an individual household).

A dwelling may be classified as shared or unshared. A dwelling is shared if:

- the household spaces it contains have the accommodation type 'part of a converted or shared house'; or
- not all of the rooms (including kitchen, bathroom and toilet, if any) are behind a door that only that household can use; and
- there is at least one other such household space at the same address with which it can be combined to form the shared dwelling.

Dwellings that do not meet these conditions are unshared dwellings.

Exchanges

Lettings through exchanges involve units let to tenants of other social landlords through mutual exchanges during the financial year; and existing tenants enabled to move within the local authority's stock through mutual exchange agreements during the financial year.

Extra care

Extra care sheltered housing' or 'assisted living housing' offer a higher level of care than 'sheltered housing'. The services offered vary between schemes, but meals, help with domestic tasks and some personal care are often provided. 'Close care housing' is usually located in the grounds of a care home, with staff from the home providing extra care and assistance. Rent levels will vary depending on the level of care provided.

General Needs

Self contained units that are not reserved for specific client groups. Properties that are adapted for use for people with disabilities are included where no additional services or support are provided as part of the terms of occupancy.

Housed from the waiting list

This includes lettings from waiting lists, lettings to non-priority homeless, lettings resulting from a nomination from another landlord and lettings resulting from resettlement/move-on strategies or disabled registers.

Housing Revenue Account Subsidy

The Housing Revenue Account Subsidy System (HRAS) is administered, and subsidy either paid, or negative subsidy collected under provisions set out in the 1989 Act. Under Section 80 of the Act Welsh Ministers annually determine the basis for the calculation of HRAS.

Intermediate and other tenures

This includes properties developed for sale (including shared ownership and flexible tenure) where ownership of the freehold (or head-leasehold) remains with the landlord; and wardens' and caretakers' accommodation and all dwellings owned by the landlord but managed by another landlord.

This excludes fully staircased shared ownership units and properties where the social landlord has sold the leasehold through right to buy but retains the freehold.

New-let

A new-let is the letting of a dwelling that comes under registered social landlord or local authority management for the first time and will include newly built dwellings.

Non self-contained units

A non self-contained unit is accommodation occupied by a household that lacks exclusive use of bath/shower or WC or some cooking facilities. These usually take the form of bedsit, shared housing, hostel or hostel type accommodation. Each bed space is therefore normally considered a non self-contained unit.

Re-let

A re-let is the lettings of an existing registered social landlord or local authority managed dwelling but does not include the renewal of a tenancy.

Self-contained units

A self-contained unit is accommodation occupied by a household with exclusive use of bath/shower and inside WC and some cooking facilities.

Sheltered housing

This includes sheltered housing units that are either:

- Warden call alarm system with a Warden call alarm only; or
- Warden call alarm system and resident scheme manager.

Tenancies

Tenancies refer to the tenancy agreements between an individual (or individuals in the case of joint tenancies) and the social landlord. The number of tenancies only includes the tenancy agreement for each individual social housing unit and not all social housing tenants living in that property.

The total number of tenancies shown in this release is calculated as total stock minus vacant dwellings at 31st March. Total stock includes all self-contained and non self-contained units but excludes intermediate tenures and tenures not at social rents.

Transfers

Lettings through transfers involve tenants transferring within the organisation's stock, i.e. where an existing tenant is transferred to another tenancy under the organisation's policy for transfers.

7. Further information

Further information is available from the statistics web site:

<http://gov.wales/statistics-and-research/social-housing-vacancies-lettings-arrears/?lang=en>

More detailed data are available on the StatsWales website:

<https://statswales.wales.gov.uk/Catalogue/Housing>

Information on social housing stock and rents at 31 March 2013 is available at the following link:

<http://gov.wales/statistics-and-research/social-housing-stock-rents/?lang=en>

'Improving Lives and Communities - Homes in Wales' - National Housing Strategy:

<http://gov.wales/topics/housing-and-regeneration/publications/strategydoc/?lang=en>

'Programme for Government 2011-2016' - current government strategy:

<http://gov.wales/about/programmeforgov/?lang=en>

We actively encourage feedback from our users. If you have any comments please e-mail us at:

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