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Evaluation of Leasing Scheme Wales: final report

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Evaluation of Leasing Scheme Wales

Final Report

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DAF

Discretionary Assistance Fund

DWP

Department for Work and Pensions

EPC

Energy Performance Certificate

Established Local Authorities

Local Authorities that had already been interviewed in the interim phase of the evaluation

HMO

House of Multiple Occupation

LHA

Local Housing Allowance

LSW (or 'the scheme')

Leasing Scheme Wales

ORP

Optimised RetroFit Programme

PRS

Private Rented Sector

Recently onboarded Local Authorities

Local Authorities that either had not yet joined the scheme or were still too early in the onboarding process at the interim phase of the evaluation

RHA

Renting Homes (Wales) Act 2016

RSW

Rent Smart Wales

Section 66

Duty to help prevent an applicant from becoming homeless (Housing (Wales) Act 2014)

Section 73

Duty to help to secure accommodation for homeless applicants (Housing (Wales) Act 2014)

VOA

Valuation Office Agency

1. Introduction and Background

1.1. About Leasing Scheme Wales

In January 2022, the previous Welsh Government launched Leasing Scheme Wales (throughout the rest of the report, this will be referred to as LSW or ‘the scheme’), an innovative approach to increasing the housing stock available to Local Authorities to facilitate discharging their housing duties (particularly Part 2 Housing (Wales) Act 2014 duties) to help people who are experiencing homelessness (Section 73) or are at risk of homelessness (Section 66).

The scheme is funded by the previous Welsh Government but managed locally. Local Authorities source eligible Private Rented Sector (PRS) properties by entering into a lease agreement with the property owner for a period of between 5 and 20 years, in exchange for a guaranteed monthly rental income at the rate of the Local Housing Allowance (LHA).[1] This makes the Local Authority the landlord of the property for the agreed period of time, with the property then used by the Local Authority to meet its housing demands. For the agreed period of time, the Local Authority is fully responsible for the property management service, and the property owner has no direct relationship with the tenants housed.

Through this design, the scheme aims at improving access to affordable (LHA-equivalent) and good-quality PRS homes, alongside providing longer-term security of accommodation ranging between 5 and 20 years. The scheme is focused on addressing concerns on housing cost-induced poverty, particularly affecting families and young people, the availability of PRS properties to households in receipt of benefits, the mental and physical health effects of poor-quality housing, as well as inequalities and poor life chances associated with the risk of homelessness and living in insecure, poor-quality accommodation. With the Local Authority acting as the property manager, tenants do not have direct interactions with landlords. This helps to mitigate the impact of negative perceptions that can be associated with renting to people on low incomes or those in receipt of housing-related benefits. Tenants are also provided with tailored support depending on their individual circumstances, so they are enabled to live independently in settled accommodation and manage their finances.

Properties leased under LSW must adhere to the specified standards as set out in the LSW Guidance.[2] Properties that fall short of the mandatory standards can apply for access grants of up to £5,000 to undertake the required upgrade works. The grant can be used to upgrade the property to include other desirable (but not mandatory) quality standards based on local demand. Among others, this includes increasing the property’s Energy Performance Certificate (EPC) rating to a minimum level C through the Optimised RetroFit Programme

[1] Note the Welsh Government cannot influence the setting of LHA rates. LHA rates are decided by the Department for Work and Pensions (DWP) using information provided by the Valuation Office Agency (VOA).

[2] Mandatory standards that properties must meet to join the scheme include: the dwelling being structurally stable and free from disrepair; absence of damp; safe staircases and balustrades; adequate fire alarms and equipment; smoke and carbon monoxide detectors on each floor; up-to-date gas, solid fuel or oil certificates; etc. The remaining mandatory standards can be found through this link.

(ORP), which funds the installation of a variety of home decarbonisation measures. Funding can also be extended up to £25,000 for empty properties. The scheme therefore facilitates the improvement of PRS properties across Wales.

The scheme aims to have secured 1% of PRS accommodation in each Local Authority area by the end of 2027. To achieve this, participating Local Authorities are set an indicative annual target, increasing per year to meet the overall 1% total. Local Authorities have joined the scheme gradually, starting with 15 Local Authorities in 2022 and periodically onboarding the rest, with the final 2 Local Authorities onboarding in 2026.

1.2. About this evaluation

Alma Economics was commissioned by the previous Welsh Government in January 2023 to undertake a 3-year evaluation of the scheme. The aim of the evaluation was to understand how LSW has been operating as a national scheme, including identifying what is working well and what challenges there have been to implementation, its expected impacts on stakeholders (Local Authorities, property owners, and tenants), and its contribution to the government's overarching housing goals. The evaluation has informed the set of recommendations put forward to the Welsh Government regarding the scheme's operation in the future (see Chapter 4).

1.3. Key takeaways from the interim evaluation phase

Emerging findings from the evaluation were published in an interim report in 2024, which included a first set of recommendations based on qualitative and quantitative research, as well as analysis of scheme monitoring data across the 13 Local Authorities that were already implementing the scheme between January 2023 and February 2024. Key takeaways from the interim phase included:

- enhancing communication with property owners through making the scheme more widely known and identifying key points of contact within each Local Authority, as well as enriching the onboarding information and scheme requirements made available to them
- increasing resources and support for Local Authorities, particularly around handling the legal aspects of the scheme, facilitating the onboarding of property owners and tenants, and recruiting staff dedicated to supporting the scheme's implementation
- upscaling incentives for interested property owners, with solutions suggested including targeting recruitment to owners of vacant properties and exploring the option of offering a rent rate above the LHA for properties not making use of the grants offered under the scheme, with the LHA top-up subsidised by the Welsh Government to retain affordability of the property as per the scheme requirements.

1.3.1. Scheme developments since the interim recommendations

In response to these recommendations, the previous Welsh Government implemented a series of improvements and measures.

A national publicity campaign, supported by the creation of a visually distinct LSW brand, was launched in September 2024, highlighting the benefits of joining the scheme to property owners through numerous channels, including digital content shared on social media, digital radio advertising, advertorial on Wales Online, articles and other marketing material disseminated through the Rent Smart Wales newsletter and e-shots, and a toolkit for Local Authorities to use as part of their local communications and advertising. The previous Welsh Government also created a dedicated page on their website so interested property owners can easily identify key contact points in their local area to further enquire about the scheme.

Targeting the onboarding of empty properties was also recognised as a priority due to the offered scheme grants being a higher incentive for their owners, with targeted promotional materials including advertising the scheme to owners of empty properties via council tax statements.

Resources for Local Authorities were also enhanced. Responding to concerns raised over the impact of the Renting Homes (Wales) Act 2016 on the legal aspects of the scheme, the previous Welsh Government provided additional guidance in the form of Frequently Asked Questions focused on the legislative requirements. Templates were also developed and issued to all Local Authorities regarding standard leases. In addition, given the difficulties some Local Authorities had expressed in the interim phase with mortgage lenders not allowing properties onto the scheme, the Welsh Government liaised with UK Finance to promote the scheme within its membership, as a result of which a letter of assurance for Leasing Scheme Wales was issued to UK Finance members. This letter is also used by Local Authorities to prevent onboarding difficulties and other delays when dealing with mortgage companies.

Funding for Local Authorities also increased to enable the recruitment and retention of dedicated staff. In addition to the core funding of £36,000, an extra £38,000 has been released from the budget of the financial year 2025/26 for each Local Authority towards additional staff and scheme administration costs. The process for claiming the management fee per property – previously 10% of the relevant LHA rate each month – has changed to allowing the funding to be claimed based upon the identified budget for the management cost per property pro rata across the financial year, with the available budget now ranging from £14,000 to £170,000.

Regular contact with officials and policy leads has also been maintained throughout to support Local Authorities in remaining up to date with developments and more widely administering the scheme. Communication and knowledge exchange across Local Authorities has been a key consideration, with two Local Authority workshops (one in North and another in South Wales) organised in 2024, and another two in 2025 to support Local Authorities in sharing local learnings and good practices related to delivering LSW. In the 2024 workshops, Welsh Government officials also discussed with the Local Authorities the findings and recommendations of the interim phase of this evaluation, while the Alma research team joined the 2025 workshops to share with Local Authorities emerging findings from the final phase.

1.4. Aims of the final evaluation phase

The final phase of the evaluation, covering the period March 2024 to February 2026, was adapted to account for the onboarding of new Local Authorities onto the scheme, as well as the scheme's expansion in those Local Authorities already administering it, capturing both process and impact elements at different LSW implementation stages across Wales. This was made possible due to the research team having established good and regular contact with the scheme leads in most Local Authorities, and the ongoing collaboration of Welsh Government officials and policy leads.

This final phase prioritised addressing the challenges previously experienced with the engagement of tenants, again enabled through the close collaboration with Local Authorities. Tapping into the impact of the national publicity campaign, the evaluation also focused on understanding the barriers preventing property owners familiar with the specifics of the scheme from onboarding their properties, while also continuing to collect the feedback and views of scheme-participating property owners.

As in the previous phase, both qualitative and quantitative research were employed. This is further discussed in Chapter 3 – Findings.

1.5. About this report

This report presents the findings of the last phase of the evaluation research that took place between March 2024 and November 2025.

Chapter 2 – Methodology outlines the methods used for engaging Local Authority representatives, property owners, and tenants, alongside timelines and sample sizes per method. This section also identifies limitations that have been taken into account for the analysis and recommendations.

Chapter 3 – Findings presents the analysis of qualitative and quantitative research, as well as the available scheme monitoring data collected semi-annually. Findings are triangulated and presented according to the key areas of scheme implementation.

Chapter 4 – Conclusions & Recommendations summarises the key strengths and impactful areas of the scheme, while also making recommendations for further developing LSW in the future.

Annex A includes the demographic information outlining the profile of the tenants and property owners who contributed to the research.

Annex B includes the research tools used as part of the final phase of the evaluation (first and follow-up interview guides for Local Authorities, scheme-participating/engaged property owner interview guide, non-scheme-participating property owner online feedback form, tenant survey, and tenant interview guide).

2. Methodology

Key phases of the methodology included:

i) interviews with scheme-participating Local Authorities, taking place between November 2024 and November 2025

ii) scheme-monitoring data collection from all Local Authorities that had properties onboarded onto the scheme in March and September 2024, and March and September 2025

iii) interviews with scheme-participating property owners and property owners very interested in the scheme, taking place between November 2024 and October 2025

iv) a short online feedback form open between May 2025 and October 2025 to property owners who had dropped out during the onboarding process

v) an online survey with scheme-participating tenants, administered with the support of Local Authorities' Housing Officers between October 2024 and October 2025, with tenants provided further with the option to attend an online interview.

2.1. Research with Local Authorities

Local Authorities that had already been interviewed in the interim phase (throughout the rest of the report, these will be referred to as 'established') were invited to a follow-up interview, focusing on changes and updates regarding the scheme's implementation and administration since their previous engagement. This allowed for capturing lessons learnt and ongoing adjustments made by those areas already experienced in implementing the scheme. Of the 13 Local Authorities initially interviewed in the interim phase, 12 attended the follow-up interview, with just one Local Authority noting nothing further to report and declining the interview.

A further 6 Local Authorities that either had not yet joined the scheme or were still too early in the onboarding process at the interim phase (throughout the rest of the report, these will be referred to as 'recently onboarded') were invited to a full interview covering the early stages of the scheme's set-up and implementation locally, the efforts for resourcing and managing properties, and the support offers in place for tenants. In addition, one of these Local Authorities also completed a follow-up interview towards the end of the research period due to already having further developments to report.

Both groups of Local Authorities were provided with flexibility in terms of scheduling their respective interview; the former so that at the time of the follow-up, they had noticeable developments to share, and the latter so that at the time of their first interview, the scheme was already operational locally. Interviews took place between November 2024 and November 2025.

In addition, all Local Authorities that had properties onboarded onto the scheme were asked to share key monitoring data with the research team twice per year, in March and September. This enabled acquiring the broader picture of the scheme's development across

Local Authorities. Monitoring data were collected in March and September 2024, and March and September 2025.

2.2. Research with property owners

A different approach was taken for hearing the views and experiences of property owners who had joined the scheme or were very interested in it, and property owners who had dropped out during the onboarding process.

Scheme-participating (or keen to participate) property owners were invited to one-to-one interviews with the research team. Capitalising on the close relationship they had developed with their Local Authority, they were invited to register for an interview through an online sign-up form circulated by the Local Authorities on behalf of the research team. Focus groups were also offered to facilitate a larger number of interested participants, which, due to numbers, was later deemed unnecessary. In total, 12 interviews took place between November 2024 and October 2025, with participants approached to book their interview as soon as they expressed their interest in the form.[3]

During one of the 2025 Local Authority workshops attended by the Alma team, Local Authority representatives had noted that those property owners who drop out early in the onboarding process are unlikely to sit down for an interview to share further feedback, as the scheme is no longer of interest to them. Therefore, the research team designed a short online feedback form that allowed non-scheme-participating property owners to share their feedback in a convenient and time-saving manner. The link to the online feedback form was also disseminated by the Local Authorities on behalf of the research team and remained open between May 2025 and October 2025. In total, 20 non-scheme-participating property owners shared their feedback on the scheme that way.

In addition, 3 property owners who had dropped out wished instead to share their thoughts with the research team via email. These email responses are also included in the analysis.

2.3. Research with scheme-participating tenants

The approach to engaging tenants was fully redesigned, considering the challenges that had been faced with tenant participation in the interim phase. Between spring and summer 2024, the research team, in collaboration with the previous Welsh Government, discussed with Local Authorities what could improve tenants' engagement in the research. The objective was to ensure tenants had a meaningful opportunity to contribute, further informing the research. The aim was to adopt an approach that helped them feel heard without placing undue demands or expectations on them.

An online survey was conducted with scheme-participating tenants with the support of each Local Authority's Housing Officers. The innovative aspect of this approach lay in how the survey was disseminated, as it went beyond sharing a survey link with eligible tenants. Instead, tenants were informed about the survey opportunity during standard Housing

[3] Of these interviews, 11 were held in English and 1 in Welsh. The interview held in Welsh was then translated into English and analysed alongside the other interviews in English.

Officer home visits, with officers providing QR code posters for use on tenants' own devices as well as Local Authority-owned tablets to support those without access to online facilities. Housing Officers, as well as other Local Authority representatives involved in the scheme, had been previously trained on the specifics of the survey, including its functionality, how to explain the survey process and its importance to tenants, and, critically, how to support the tenants in the completion process while remaining impartial and not impacting on the responses received.

The survey remained open for a year, between October 2024 and October 2025. For the first 2 months, the survey was piloted within two established Local Authorities, to ensure it was operating as intended and with the aim of revising any aspects identified as not working well. No negative feedback or requests for adjustments were received during the pilot, following the completion of which the survey was rolled out across all scheme-participating Local Authorities. In total, 65 tenant responses were received. In addition, one tenant expressed interest in attending a one-to-one with the research team to further discuss their experience of being housed under the scheme.

2.4. Limitations

The continuous collaboration of the Local Authorities was instrumental in delivering the final phase of the evaluation. This required sharing regular updates on the progress of the research activities with the Local Authorities, and bringing up to speed those Local Authorities onboarding onto the scheme since the roll-out of these research activities to explore their potential contribution and timelines for this. Local Authorities still occupied with setting up the scheme locally or resourcing the first properties noted that they did not have the time or resources to engage with evaluation developments on a monthly basis, or as new updates emerged.

At particularly busy scheme administration periods, Local Authorities had to prioritise delivering over evaluating the scheme. For some Local Authorities, this also meant resorting to emailing the survey link to scheme-participating tenants, especially when staff were not available to conduct house visits. In order to maximise participation from Local Authorities, extensions to all research activities were given, with the concluding periods initially aimed for each activity revised to enable further participation, particularly from recently-onboarded Local Authorities.

Considering the above and the gradual roll-out of the scheme across Wales, unsurprisingly, most of the property owners and tenants who participated in the research mainly came from Local Authorities where the scheme had already been well-established at the time of the research. Therefore, the views and feedback shared mainly reflect later stages of delivering LSW locally. The lack of participation from within some Local Authorities newer to the scheme is indicative of the intensity associated with the initial stages of setting up LSW locally.

3. Findings

3.1. Scheme delivery overview

Tables 1 to 6 below provide descriptive information based on scheme monitoring data, which were collected directly from the scheme-participating Local Authorities between:

- January 2024 and March 2024
- July 2024 and September 2024
- January 2025 and March 2025
- July 2025 and September 2025

Monitoring data was collected twice yearly in 2024 and 2025 for quarter two (July to September) and quarter four (January to March) of the financial year. There were small gaps in the monitoring data for some Local Authorities across all datasets. The number of Local Authorities sharing monitoring data every quarter was also different, due to more Local Authorities joining the scheme as the evaluation was underway. In particular:

- January-March 2024 data are based on 14 scheme-participating Local Authorities
- July-September 2024 data are based on 15 scheme-participating Local Authorities
- January-March 2025 data are based on 16 scheme-participating Local Authorities
- July-September 2025 data are based on 19 scheme-participating Local Authorities

Therefore, in some cases averages or percentages[4] per quarter are reported instead of full numbers as they allow for tracking progress across the scheme per quarter, in spite of the different stages of implementation and the data gaps per Local Authority.

[4] Averages and percentages have both been rounded to the second decimal place.

Local Authorities brought onto the scheme on average between 2-3 properties per quarter (between March 2024 and September 2025) demonstrating the scheme's steady growth.

Table 1: LSW scale (quarterly averages per Local Authority)

Metric	January-March 2024	July-Sept 2024	January-March 2025	July-Sept 2025
Number of properties on scheme per Local Authority	13.36	15.86	20.75	23.37

Source: Monitoring data.

Most properties on the scheme were 2-beds and 3-beds, with 4 or more bedroom properties being the least common.

Table 2: Property mix by size (percentage of total number of properties on scheme)

Metric	January-March 2024[5]	July-Sept 2024[6]	January-March 2025	July-Sept 2025
Percentage of 1-bedroom properties	24.12%	21.97%	21.08%	20.77%
Percentage of 2/3 bedroom properties	62.35%	64.57%	65.66%	64.79%
Percentage of 4/4+ bedroom properties	13.53%	13.45%	13.25%	14.45%

Source: Monitoring data.

The number of properties previously classed as empty doubled between March 2024 and September 2025. By September 2025, more than 1 in 2 properties on the scheme had been previously classed as empty, showing the popularity of the scheme with empty property owners.

[5] Percentages calculated for 13 out of 14 participating Local Authorities due to gaps in monitoring data.
[6] Percentages calculated for 14 out of 15 participating Local Authorities due to gaps in monitoring data.

Table 3: Household and property characteristics (quarterly averages per Local Authority)

Metric	January-March 2024	July-Sept 2024	January-March 2025	July-Sept 2025
Number of households with children	7.69	7.00	12.81	14.95
Number of properties previously classed as empty	8.31	10.36	13.75	16.16

Source: Monitoring data.

From March 2024 to September 2025, total spending on LSW grants and ORP funding increased as more properties joined the scheme. The average amount claimed each quarter went down because, at first, there was a smaller number of established Local Authorities each claiming larger amounts of money. Later, new Local Authorities joined that were claiming smaller amounts. This lowered the average, even though the total spending was still increasing.

Table 4: Local Authority funding (quarterly averages per Local Authority)

Metric	January-March 2024	July-Sept 2024	January-March 2025	July-Sept 2025
LSW grant claimed by Local Authority	£24,287	£16,933	£17,009	£17,749
ORP funding claimed by Local Authority	£6,314	£6,951	£6,662	£5,442
Number of grants issued to property owners	3.91	3.77	4.19	4.11

Source: Monitoring data.

Five-year leases have remained the most popular throughout, yet with a notable increase in 16–20-year leases since March 2025.

Table 5: Lease length distribution (percentage of total number of properties on scheme)

Metric	January-March 2024[7]	July-Sept 2024[8]	January-March 2025[9]	July-Sept 2025
Percentage of 5-year leases	83.53%	84.96%	83.61%	79.95%
Percentage of 6–10-year leases	7.06%	7.08%	7.21%	7.43%
Percentage of 11–15-year leases	5.29%	4.87%	3.93%	3.83%
Percentage of 16–20-year leases	4.12%	3.10%	5.25%	8.78%

Source: Monitoring data.

The majority of properties on the scheme were EPC rating C, with the second most common being EPC rating D.

Table 6: EPC ratings (percentage of total number of properties on scheme)

Metric	January-March 2024[10]	July-Sept 2024[11]	January-March 2025[12]	July-Sept 2025
Percentage of properties with EPC rating E	8.64%	7.17%	8.86%	7.08%
Percentage of properties with EPC rating D	45.68%	43.05%	44.30%	42.24%
Percentage of properties with EPC rating C	42.59%	47.09%	44.94%	49.32%
Percentage of properties with EPC rating B	3.09%	2.69%	1.90%	1.37%
Percentage of properties with EPC rating A	0.00%	0.00%	0.00%	0.00%

Source: Monitoring data.

[7] Percentages calculated for 13 out of 14 participating Local Authorities due to gaps in monitoring data.
[8] Percentages calculated for 14 out of 15 participating Local Authorities due to gaps in monitoring data.
[9] Percentages calculated for 15 out of 16 participating Local Authorities due to gaps in monitoring data.
[10] Percentages calculated for 13 out of 14 participating Local Authorities due to gaps in monitoring data.
[11] Percentages calculated for 14 out of 15 participating Local Authorities due to gaps in monitoring data.
[12] Percentages calculated for 15 out of 16 participating Local Authorities due to gaps in monitoring data.

Table 7 below shows breakdowns per Local Authority from the September 2025 monitoring data for the total number of properties on the scheme and the number of properties previously classed as empty. The information comes from monitoring data for 19 out of 22 participating Local Authorities for July-September 2025. The remaining Local Authorities (The Vale of Glamorgan, Swansea, and Powys) were too early in their implementation at the time to share monitoring data.

Overall, by September 2025, the scheme had onboarded 444 properties in total. Of these properties, 69% were previously classed as empty, with previously empty properties turning into the main stock of the scheme within some Local Authorities. This shows both the popularity of the scheme with long-term empty property owners and the positive impact the scheme has had on bringing empty homes back into use across Wales.

Disparities in how properties are resourced are evident across Local Authorities. This is due to Local Authorities having joined LSW at different times since its national rollout, with some being much more established and with higher numbers, while others being new to the scheme.

Table 7: Property breakdowns per Local Authority from the September 2025 monitoring data

Local Authority	Properties on scheme	Properties previously classed as empty
Anglesey	38	37
Blaenau Gwent	4	3
Bridgend	19	6
Caerphilly	3	2
Cardiff	116	68
Carmarthenshire	11	10
Ceredigion	12	8
Conwy	19	15
Denbighshire	29	24
Flintshire	2	1
Gwynedd	28	28
Merthyr Tydfil	7	5
Monmouthshire	5	1
Neath Port Talbot	2	2
Newport	27	17
Pembrokeshire	24	14
Rhondda Cynon Taff	43	31
Torfaen	2	1
Wrexham	53	34
Total	**444**	**307**

Source: Monitoring data

3.2. Resourcing within Local Authorities to administer Leasing Scheme Wales

3.2.1. Recently onboarded Local Authorities

For Local Authorities recently onboarded onto the scheme, teams ranged from 1 to 5 members, more commonly working with other council departments to deliver the scheme (e.g. environmental health, legal, etc.) or, less commonly, outsourcing certain functions to third-sector organisations. Most of these Local Authorities expressed that they could cover Welsh requirements within their wider team, with one having also utilised Eastern European language capacity for their tenants. The majority of the Local Authority representatives interviewed also felt that their team structures were sufficient for the time being, but may need to increase in capacity should more properties join the scheme.

When asked about the number of properties currently onboarded or in the pipeline of the scheme, among the recently onboarded Local Authorities, the highest number was 10, and the lowest was none. Most also had properties in the process of being onboarded.

Around half of Local Authorities also referred to external factors affecting their ability to deliver the scheme, such as a general increase in demand for homelessness services. One Local Authority spoke about a Ukrainian refugee scheme increasing demand for housing.

3.2.2. Established Local Authorities

Within follow-up interviews, established Local Authorities reported either maintaining similar team structures or having hired an additional admin role to support with scheme delivery. Most Local Authorities also commented that the increase in staff funding for 2025/26 was very welcome, but a few felt it was confirmed too late, preventing them from utilising it as they would have liked (e.g., having to advertise for a temporary position rather than a permanent one, given timings). A couple of Local Authorities, during follow-up interviews, expressed, however, that they were still struggling with capacity.

Established Local Authorities often also discussed maintaining relationships with other council departments and external organisations to deliver the scheme. Whilst the majority of these Local Authorities continued to administer the scheme in-house, some had renewed contracts or newly contracted external organisations to manage the surveying process, repairs, and maintenance, or tenancy support.

3.3. Collaboration with the Welsh Government and other Local Authorities

When asked about collaborating with the Welsh Government to deliver the scheme, the vast majority of Local Authorities said that Welsh Government representatives are approachable, responsive, and flexible where possible. Around a third of Local Authorities commented that they appreciated the flexibility and discretion they are afforded in delivering the scheme, but equally appreciated the level of structure and existing guidance provided. However, a couple of Local Authorities said that the guidance can be contradictory or confusing in places, such as regarding the eligibility of Houses in Multiple Occupation (HMOs) on the scheme, or ORP funding for improving EPC ratings, not covering boilers.

Around 2/3 of Local Authorities also brought up the workshops for Local Authorities facilitated by the Welsh Government, and a few called for these to be more frequent. Local Authorities described learning from each other’s challenges and best practice in implementing the scheme, with a couple of Local Authorities even feeling that they relied more on other Local Authorities than the Welsh Government.

> “It’s brilliant to speak to a Local Authority who’s on the scheme, who’s run it, who’s set it up because they probably have more answers than Welsh Government” (recently onboarded Local Authority)

3.4. Resourcing of properties

3.4.1. Demand for affordable housing and Leasing Scheme Wales

All Local Authorities (in initial and follow-up interviews) felt that there is currently not enough supply to meet demand. They also highlighted that there is the most demand for 1-bed properties and then larger properties (e.g., 4-beds); however, the most common property types on the scheme are 2-beds and 3-beds. Some Local Authorities described property owners converting their 2-bed properties into 3-beds and 3-beds into 4-beds to get them onboarded onto the scheme.

A few Local Authority representatives also expressed wariness about taking on properties classified as HMOs due to additional management considerations. They noted that shared accommodation requires careful assessment of compatibility and support needs to promote sustainability, and without this, there is a risk of tenancy breakdown.

3.4.2. External factors affecting property resourcing

Recently onboarded Local Authorities also discussed various external factors that had affected their ability to resource properties, both positively and negatively. A few mentioned factors that were increasing the attractiveness of the scheme for property owners, such as increased premiums on empty homes, Renting Homes (Wales) Act 2016 requirements, increased taxation on income, and increased energy efficiency targets. A few others mentioned external factors that were decreasing the attractiveness of the scheme, such as some mortgage lenders and insurance providers not accepting properties on the scheme, as well as the increased cost of living, meaning the LHA rental rate does not cover some property owners’ outgoings.

3.4.3. Property owner recruitment

Both recently onboarded and established Local Authorities had been advertising the scheme through a variety of means, including their council’s website and social media, landlord forums, communications specifically around empty homes and council tax, and word-of-mouth. The vast majority of Local Authorities said that recent Welsh Government and Rent Smart Wales (RSW) campaigns had also increased the number of enquiries for them. A few established Local Authorities described hosting Expression of Interest forms on their council websites to help monitor and manage enquiries, which they felt worked better than fielding phone calls and emails. However, many Local Authorities commented that enquiries from these campaigns often fell through as property owners did not realise the rental rate was set at the LHA rate, or they enquired about currently tenanted properties. One Local Authority called for the campaign to be done again, whereas another commented that it likely would not have the same effect again, given that it would reach many of the same property owners.

> "The advertising campaign was the single biggest thing [the Welsh Government] could have done to support the scheme." (recently onboarded Local Authority)

Non-scheme-participating property owners who shared their feedback through the online form also highlighted the importance of Local Authority communications (such as emails or leaflets) and the national campaign in finding out about the scheme. However, most identified word of mouth as a key way of learning about LSW, indicating the scheme's successful dissemination across relevant channels and stakeholder groups.

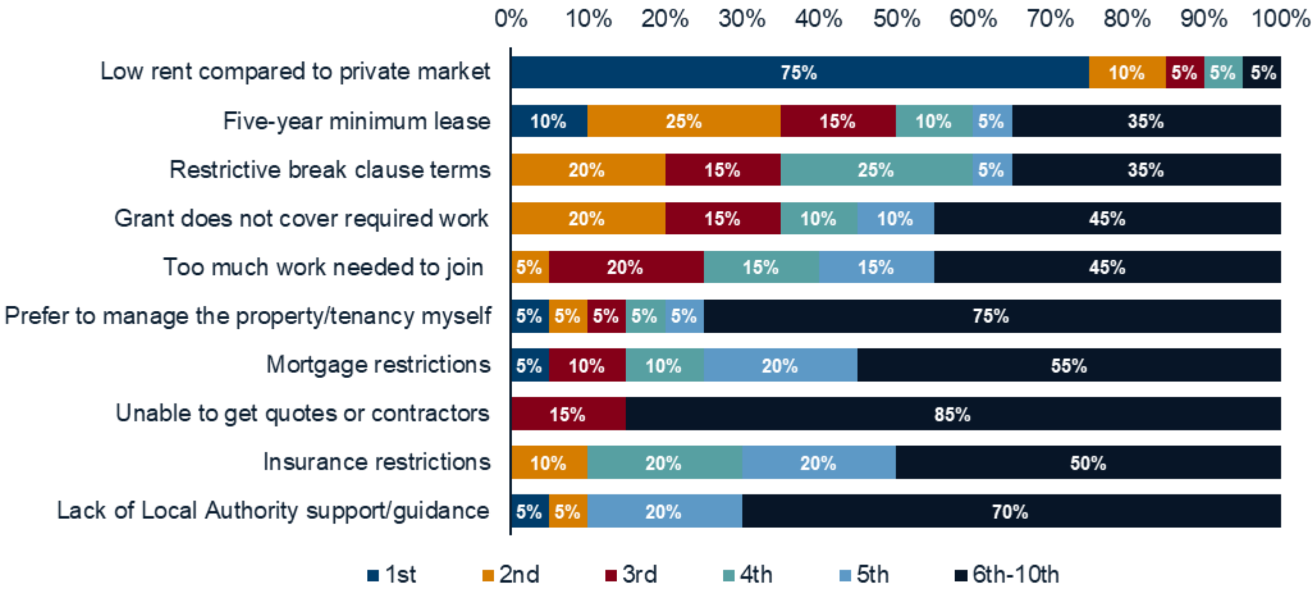
For scheme-participating property owners, reasons for being attracted to the scheme varied but included not wanting to actively manage properties (particularly for older property owners), the guarantees around rental payments, giving back to the community and bringing empty homes back into use, past negative experiences with estate agents or tenants, and the grants available to do work on the property.

3.4.4. Property owner feedback on leasing arrangements

Positives of the scheme that property owners had fed back to Local Authorities included the grants being particularly attractive and the hands-off management, which was said to be particularly important for 'accidental' landlords, such as those who had inherited properties. A couple of Local Authorities also commented that property owners are generally on board with the overall aims of the scheme to support those currently in temporary accommodation. Scheme-participating property owners also particularly highlighted the guaranteed rent and coverage of voids as positives of the scheme in their interviews.

The main barrier to property owners joining the scheme was said to be the rental rate being set at the LHA rate, which was deemed too low compared to market rates by many property owners (both scheme-participating or interested in the scheme and non-scheme-participating). The importance of the rent rate is also evident in the feedback shared by non-scheme-participating property owners. As can be seen in Figure 1, 75% of the respondents (15 out of the 20 people who completed the form) identified as the first barrier to their participation the rent offered being too low.

Figure 1: Barriers preventing property owners from leasing through LSW, ranked by importance



Source: Non-scheme-participating property owner feedback form (n = 20).

Local Authority representatives also acknowledged the higher rent rates that can be secured privately, while some also noted misunderstandings among property owners around how the LHA rates are set and if or when they get increased. Established Local Authorities in follow-up interviews were asked whether the increase in LHA rate in April 2024 had increased property owner interest in the scheme. Almost all commented that there had been no increased interest, as the increase in LHA rate was relatively low, and that there was still too large a discrepancy between market and LHA rates.

The majority of Local Authorities approached this barrier by presenting the overall value of the scheme, including the grants, over the course of the lease, and emphasising positives, such as the hands-off management. Scheme-participating property owners echoed this by stating they could tolerate a lower rental rate because of the other positives of the scheme.

> "What you have to do is balance in your mind that it's hands-off, [the Local Authority] manage it fully, if there's a void you've got no downtime, if there are any repairs [the Local Authority] carry them out so […] I think it's still really good for landlords." (Scheme-participating property owner)

On the other hand, for non-scheme-participating property owners, the positives of the scheme did not outweigh the low rent rate. These property owners were asked in the feedback form to rate on a 1-10 scale (where 1 was "not likely at all" and 10 "extremely likely") how likely they would be to consider leasing a property through the scheme in the future if the barrier they had ranked as the most important (see Figure 1) were addressed. The average rating was 9.21 showing that the rent value was a game-changer for some. In another survey question, where non-scheme-participating property owners were asked to rate on the same 1-10 scale how likely they were to recommend LSW as it currently is to another property owner, the average rating dropped to 3.37.

Other, though less critical, barriers to joining the scheme were noted as well. A couple of Local Authorities also mentioned that long timeframes to onboard properties have put some property owners off. In addition, across interviews with interested property owners and the feedback form results of on-scheme-participating property owners, the minimum length of leases being considered too long and a lack of trust in the Local Authority to manage their property emerged as noteworthy barriers. Mortgage and insurance restrictions are also noted as discouraging elements for on-scheme-participating property owners (see Figure 1).

3.5. Onboarding properties

All Local Authorities followed a similar process for surveying properties for the scheme, starting with an initial enquiry and explanation of the scheme, followed by a visit to the property and inspection, often by councils' Environmental Health Officers from other departments. Then, a schedule of works would be agreed, with grants utilised where needed. Scheme-participating property owners also described this same process within their interviews. The majority of Local Authorities were happy with their processes for surveying properties, whilst a few said they were still streamlining them. Some were also worried about their capacity to undertake more surveys as the scheme grows. One challenge discussed by a few Local Authorities was delays in getting quotes for work needed on properties.[13]

Scheme-participating property owners often found the onboarding process lengthy and complex, suggesting that reasons for this included organising quotes and works, not knowing the mandatory criteria in advance, and "excessive" legal contracts with technical jargon.

> "I have to say the contract we were given was one of the most difficult contracts I've read." (Scheme-participating property owner)

Most property owners said they had a single point of contact at their Local Authority, which they appreciated to maintain continuity. However, a couple of property owners noted that the process can be particularly delayed for Local Authorities newer to the scheme, while another property owner shared that while their property had initially been accepted following the first inspection, it was later turned down due to issues with the communal area in spite of having commenced essential works.

The vast majority of properties on the scheme were said by Local Authorities to have required work and accessed the scheme's grants in order to get them to the right standard. Local Authorities and property owners described a range of required work from minor cosmetic changes to full renovations, but improvements to roofs, electrics, boilers, windows, and kitchens were most common. Around a third of scheme-participating property owners described not needing grants as their property was in good condition, whilst others said that the grant application process was easy and that their Local Authority supported them throughout.

[13] It should be noted that the process to produce different quotes is stipulated by individual Local Authorities rather than the Welsh Government.

> "I would say [the onboarding] was done very thoughtfully and carefully and it was lovely to be able to deal with just one person." (Scheme-participating property owner)

Some non-scheme-participating property owners, however, noted that the grants offered under the scheme could not cover the amount of adjustments required to reach minimum standards.

> "I will have to get private financial help to get the property up to standard. Which is my next step. At the moment the property is going to waste when I know there is a need for it. I feel frustrated and want it to get it in use. Make it easier and more people will use it and benefit from it." (Non-scheme-participating property owner in feedback form)

Once onboarded, most Local Authorities managed properties internally, though a few had outsourced either only repairs and maintenance or full management to external organisations. Those who worked with external partners generally felt this was working well, but mentioned initial teething issues around who was responsible for repairs and rent collection. Management of properties included inspections ranging from every 2 months to every 6 months.

3.5.1. Empty properties

The vast majority of both recently onboarded and established Local Authorities were working closely with their Empty Homes Teams to reach out to and capture long-term empty properties. This included sending out letters and leaflets specifically to empty property owners. When asked about management of these properties within follow-up interviews, established Local Authorities said that long-term empty properties were typically no more difficult to manage, given that they had work done to bring them up to the same standards as newer properties. A couple of Local Authorities commented that the scheme was particularly popular among empty property owners because of increased council tax premiums on empty homes in their local area. This illustrates that the premium has encouraged empty home owners to consider how to bring their properties back into use, making LSW an attractive option. Local Authorities can revise how they charge the premium on empty homes depending on the housing stock they wish to onboard onto the scheme. These points link back to the monitoring data analysis that demonstrated the majority (69%) of all properties on the scheme by September 2025 were previously classed as empty.

3.6. Assessing tenants' needs

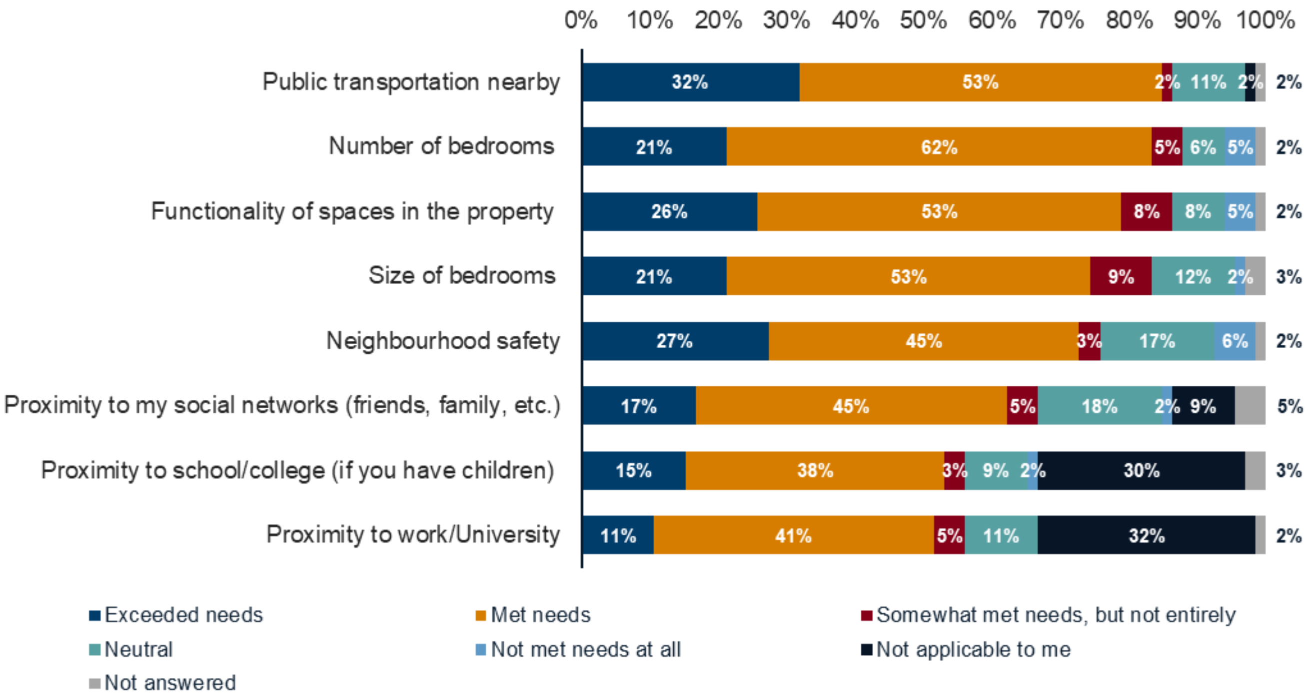
The process for assessing tenants' needs and matching them with properties was generally similar across Local Authorities. Properties onboarded onto the scheme would be advertised internally, and Housing Support Officers would nominate tenants from their waiting lists who fall under their homelessness duty. Once a match is found, Local Authorities would offer the potential tenants a viewing of the property.

> "All tenants […] will be allocated via homelessness [duty], usually via Section 75, so people in temporary accommodation." (recently onboarded Local Authority)

To understand tenants' needs, Local Authorities said they typically check for financial stability, how long they have been in temporary accommodation, and what support needs they may have (e.g., accessibility needs). All Local Authorities felt that location was important for matching properties to tenants, including proximity to support networks, schools/universities, work, and public transport links.

The importance and attention paid by Local Authorities on meeting tenants' needs is clearly evidenced in the tenant survey results, where across all applicable housing features, needs were considered met or even exceeded by at least 60% of participants, in some cases going as high as over 80% (Figure 2). In addition to the housing needs tenants were particularly asked about, some tenants noted additional elements deemed important for their wellbeing, such as the condition and security of their gardens, and the ability to move into the property with their pets.

Figure 2: Extent of tenants' housing needs met

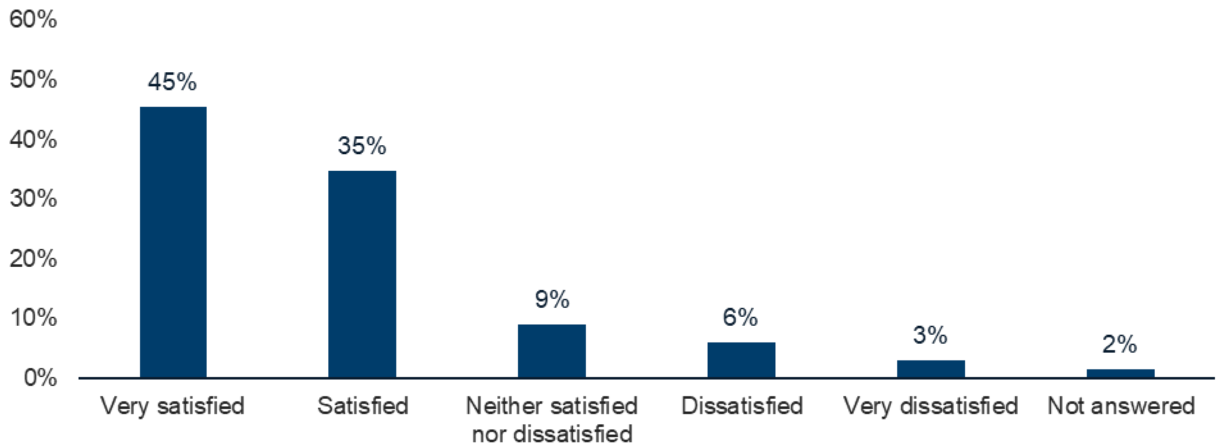


Source: Tenant survey (n =65).

Established Local Authorities in follow-up interviews were specifically asked about accessibility needs for disabled tenants. A few of these Local Authorities commented that this is a particular need across all temporary accommodation, but that LSW has so far not attracted accessible properties, and the grants would not cover the works needed to make most properties accessible. A couple of Local Authorities, however, mentioned that they had ground-floor flats available should a tenant need them. It should be noted that this does not mean that disabled tenants are currently not housed under the scheme, as 1 in 3 tenants who completed the survey (22 out of 65, or 34%) did consider themselves to have a disability.

Overall, tenants who completed the survey expressed high levels of satisfaction with their housing conditions under LSW (Figure 3). Those who reported not being satisfied, though, raised concerns around antisocial behaviour, the property not being suitable for their family needs, and issues with the property itself, such as mould, leaks, and poor refurbishing prior to renting, thus requiring additional works.

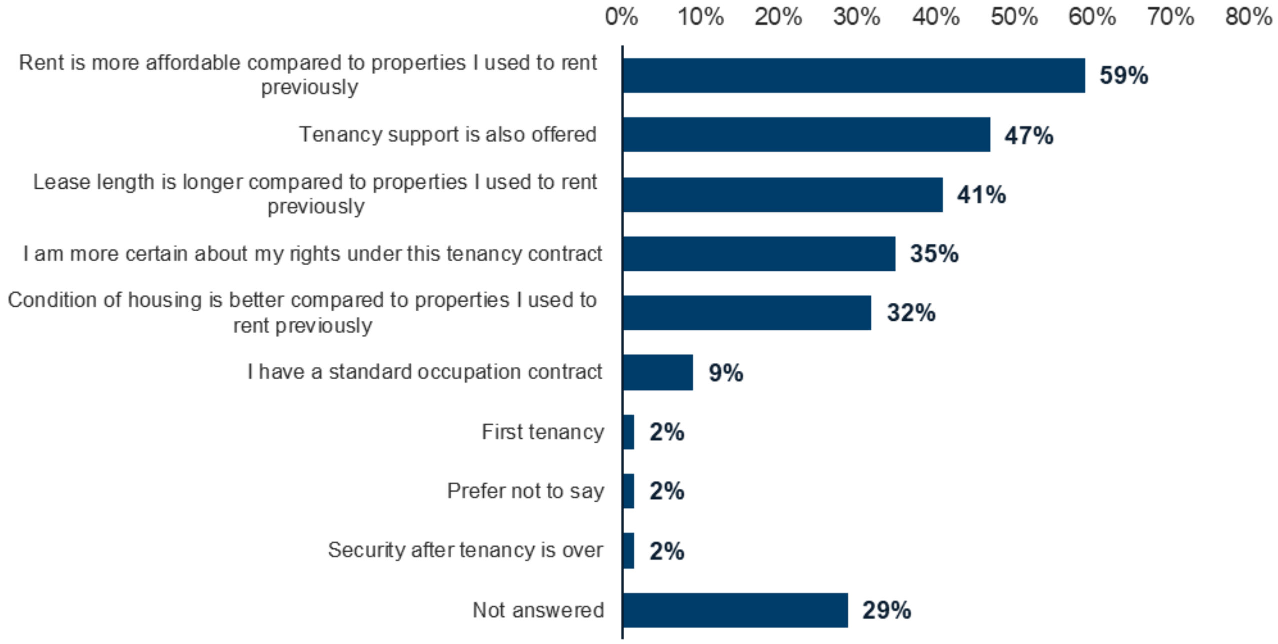
Figure 3: Tenant satisfaction with current housing conditions



Source: Tenant survey (n =65).

Of the 65 tenants who completed the survey, 47 (72%) considered there to be advantages to renting a property through the scheme compared to properties they had previously occupied. Those 47 tenants also acknowledged several specific advantages (Figure 4), with rent affordability, tenancy support, and longer lease lengths particularly standing out. One tenant further stressed the importance of housing stability and the positive impact longer lease lengths can have on tenants' wellbeing and mental health.

Figure 4: Advantages to renting through the scheme compared to properties previously occupied by tenants



Source: Tenant survey (n =47).

3.6.1. Tenancy support

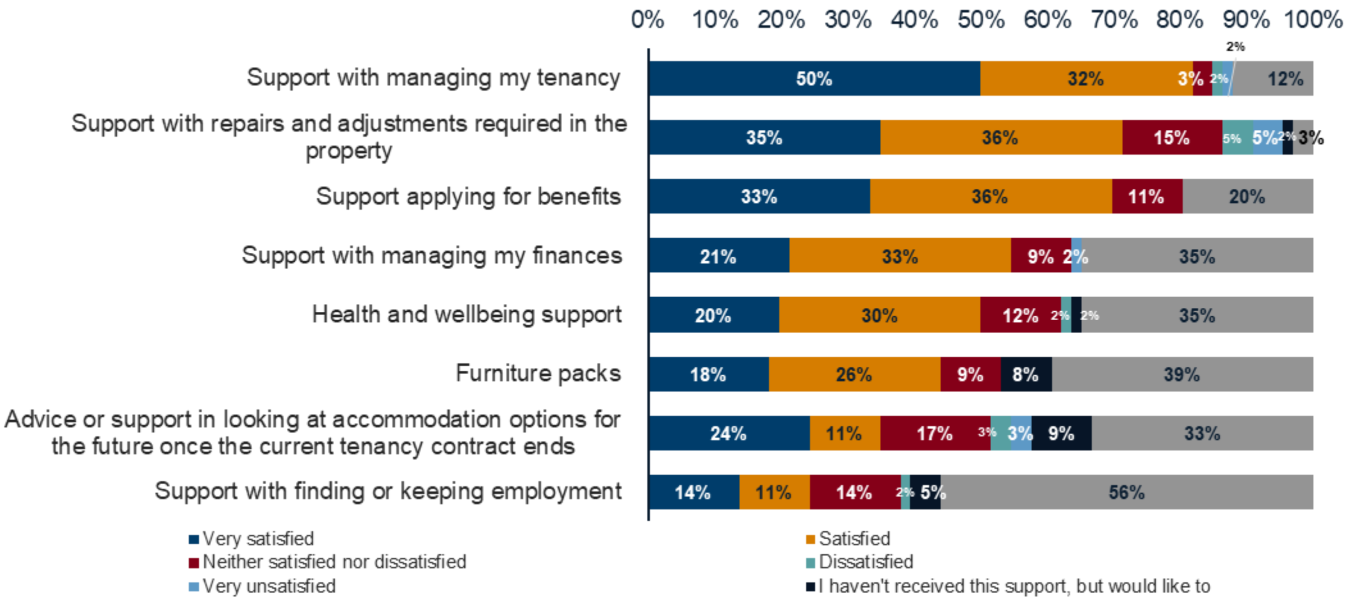
Local Authorities commonly described initially visiting tenants weekly to set up utilities, Universal Credit, council tax, and access to grants such as Discretionary Assistance Funds (DAFs) for white goods and furniture. All Local Authorities then incrementally decreased the frequency of the visits. One Local Authority described the support medium-term as being focused on how tenants are settling into properties, and then long-term support being focused on employment, improving health, and income maximisation. Most Local Authorities also said they are able to offer more bespoke support either through current council resources or by referring tenants to external support organisations.

Established Local Authorities in follow-up interviews were asked whether they currently monitored the impact of their tenancy support. The majority said that while they would like to, at that time, did not have the capacity to do this through, for example, feedback forms or surveys. However, these Local Authorities did emphasise that tenants are encouraged to provide feedback directly through points of contact at the Local Authority or that they meet regularly with their external tenancy support providers to monitor this.

Tenant feedback on tenancy support captured through the survey attests to high levels of satisfaction (Figure 5). Over 80% of respondents were very satisfied or satisfied with the support received on managing their tenancy, while satisfaction rates on support with repairs and adjustments, as well as in applying for benefits, were also particularly high. Noteworthy types of support that, when tenants were asked about, they had not received but would like to include advice or support in looking at accommodation options for the future, once the current tenancy contract ends, furniture packs, and support with finding or keeping employment. A tenant further noted:

> “I felt fully supported through the entire process and appreciated how well everything was explained to me.” (Respondent in tenant survey)

Figure 5: Tenancy support satisfaction



Source: Tenant survey (n =65).

3.7. Local Authority reflections on the scheme

3.7.1. Overall strengths of the scheme

The most common strength of the scheme that both recently onboarded and established Local Authorities discussed was the overarching aim to move people out of temporary accommodation and into safe and comfortable properties. Although long waiting lists for temporary accommodation were reported, Local Authorities felt the scheme was meeting this purpose. One Local Authority also commented that the scheme was filling a specific gap in provision for property owners by providing a ‘wraparound’ package.

> “This is a very good scheme in terms of providing comfortable, safe housing to social tenants.” (recently onboarded Local Authority)

> “I’ve worked on the temporary accommodation side of things, I’ve seen the amount of cases that have come flooding and we just don’t have the housing stock for people to move on […] I think the absolute biggest [strength of LSW] is just building up that stock of more affordable move-on options for people.” (recently onboarded Local Authority)

3.7.2. Overall areas to improve in the scheme

Both recently onboarded and established Local Authorities shared a range of ways they felt the scheme could be improved. These included a couple of Local Authorities noting that mortgage lenders and insurance providers not accepting properties on the scheme remained an issue and required further work.

Another felt that grants for properties should also be scaled up, as at the time of undertaking the interviews, the ORP grant was the same level for a 1-bed property as for a property with multiple bedrooms. As well as this, another established Local Authority felt that the grants could be better used to target properties where there is most need, as the scheme currently does not attract 1-bed or accessible properties.

One Local Authority representative noted that there is a lack of incentives for property owners whose properties do not require work, and another felt that guidance for Local Authorities should be further clarified, with one example being around what happens when LSW leases come to an end.

Interviewed property owners felt there was still a general lack of awareness among property owners of the scheme, and they called for more promotion, particularly highlighting the hands-off nature of management. Some property owners called for simplifying the lease contracts (i.e., making them shorter with less legal jargon) as well as Local Authorities providing a clearer roadmap for onboarding with more specific timelines. A couple also suggested increasing the rental rates.

4. Conclusions & Recommendations

4.1. Key strengths and impacts of LSW

4.1.1. Reducing accommodation waiting lists in Wales

The scheme has been highly successful in expanding across Wales, with all 22 Local Authorities either already participating or in the process of onboarding. This has allowed for gradually upscaling the total number, but also the different types of properties onboarded, as evidenced by the scheme monitoring data available. By extension, this has resulted in increasingly moving tenants out of temporary accommodation who, through the tenancy support offered as part of the scheme, are provided with the skills required to be able to live independently, thus effectively reducing accommodation waiting lists. This is in line with the Homelessness and Social Housing Allocation (Wales) Bill, aiming to develop a system where "those who are homeless should be able to obtain long term housing quickly, increase their own self-sufficiency, and stay housed (Rapid Rehousing)" (Explanatory Memorandum, p. 7).

4.1.2. Engaging property owners and re-utilising empty properties

The scheme has also promoted itself well to the profiles of property owners it is appealing to, primarily accidental landlords, owners of empty homes, and those motivated by the positive social impact achieved by leasing a property through LSW. This is particularly evident in the case of empty properties, which have played a decisive role in increasing the housing stock under the scheme. Considering that, according to Census 2021 data, there were 102,875 vacant dwellings in Wales (ONS, 2024), there is expected to be a long-term positive impact on the housing sector more broadly as empty properties are brought back into use after being upgraded. For example, recent research (Portman, 2024) highlights the game-changing impact retrofitted empty homes can have on the increasing shortage of safe and affordable housing in the UK and internationally.

4.1.3. Enhancing the wellbeing and quality of life of tenants

Tenant satisfaction with the properties they access under the scheme is also clear. This is across the full tenancy process, beginning with tenants being carefully matched to properties based on their needs, given access to tailored types of support, as well as being well-guided through the scheme onboarding, all of which are acknowledged as having a positive impact on their wellbeing and quality of life. On the other hand, monitoring data and findings from interviews with Local Authorities both show that the take-up of LSW and ORP grants increased as more properties joined the scheme, with the majority of properties undergoing upgrades before onboarding. The scheme therefore effectively contributes to the improvement of PRS properties across Wales, which positively affects the quality of life of all PRS tenants, and not just those housed under the scheme.

4.1.4. Promoting peer support among Local Authorities

Critical to this success has been the coordination and communications established by the previous Welsh Government. This has further enabled Local Authorities to advise and learn from each other, an approach well-suited to having Local Authorities onboarded at different times and local roll-outs taking place at different paces.

4.2. Recommendations

Recommendations on the future of the scheme clearly come through the research findings.

4.2.1. Introduce a Local Authority ‘buddy scheme’

One recommendation put forward by Local Authorities is to maintain and increase the frequency of best practice workshops between the Welsh Government and Local Authorities. Recently onboarded Local Authorities emphasised that while the scheme is more established now, it is still new to them, so more frequent meetings to discuss challenges and best practice would be helpful. This can be further embedded through a ‘buddy scheme’ where established Local Authorities are paired with recently onboarded Local Authorities for more hands-on support and guidance. This is already informally happening to an extent among Local Authorities, but to formalise this and promote it as an option for new Local Authorities could be beneficial.

4.2.2. Target the profile of property owners that the scheme is most appealing to

LSW has proved to be most attractive to empty property owners, accidental landlords (e.g., those who have inherited properties), property owners less reliant on their rental income, and those in other ways motivated by the aims of the scheme. This profile is distinctive and different from those who are less interested in the scheme. For example, more than 1 in 2 (12 out of 20, or 60%) of the non-scheme-participating property owners who completed the feedback form had over 10 years’ experience renting privately, while across all survey respondents, the average number of properties owned per participant was 5 (though some reported owning as many as 10 or 20 properties). Scheme promotion should continue to target the distinctive characteristics of the property owners’ profile it currently appeals to, while also listening carefully to this group’s feedback for improvements.

4.2.3. Simplify lease contracts to reduce demands on accidental landlords

A recommendation resulting directly from the feedback scheme-participating property owners shared as part of the research is to simplify lease contracts, as a number of those interviewed felt these contracts are currently “excessive” with too much legal jargon and often had to pay solicitors to review them. This reflects the fact that accidental landlords may have less experience with the legal side of the leasing arrangements (having often not rented out property before) and should therefore have extra support and guidance on this.

4.2.4. Provide bespoke incentives to resource additional or desirable types of properties

If LSW wants to also attract other profiles of property owners (e.g., professional property owners), additional incentives will be required. The current grants on offer do not provide an incentive for properties with little to no work required. Equally, the rent set at the LHA rate does not attract property owners who rely on rental income. In a similar way, additional incentives could be used to attract property types that are most in demand. For example, all Local Authorities expressed a need for 1-bed properties and some for properties meeting accessibility requirements, which they said the current scheme arrangements are not attracting (e.g., grants currently would not cover works needed to adapt a property for physical disabilities).

4.2.5. Review the scheme guidance for Local Authorities

Local Authorities also called for further simplification of the guidance provided to them on administering the scheme. This included clarifying guidance around what the ORP funding includes, as there was confusion as to whether boilers are covered. Also, a couple of Local Authorities were confused about which EPC ratings were acceptable on the scheme, whether EPC ratings below C are unacceptable, or if they are acceptable only when working towards a higher EPC rating. There was also some confusion around the eligibility of HMOs on the scheme, which could be made clearer. Another suggestion was to add more detail around the process for when leases come to an end, such as renewing the leases under LSW or moving tenants into new schemes.

4.2.6. Re-evaluate the impact of the scheme on tenants after the 1% PRS milestone has been reached

Finally, in relation to the impact of the scheme on tenants, the gradual roll-out of LSW across the country means that tenants participating in this research did not come from all scheme-participating Local Authorities. It is therefore recommended that a further tenant survey is undertaken once all Local Authorities have reached the 1% PRS milestone. This would allow engagement with a wider pool of tenants and capture experiences of being housed under the scheme across all Local Authorities. Reaching the 1% target is also likely to mean that Local Authorities are less focused on the initial, resource-intensive phases of set-up and local implementation. This evaluation has shown that hands-on support from Local Authorities has been instrumental in securing tenant engagement, and any future research with tenants should take account of Local Authorities' capacity and the timing required to coordinate this.

5. Annex A – Profile of tenants and property owners who contributed to the research

5.1. Tenants

Of the 65 tenants who completed the survey:

- 22 lived in Cardiff
- 21 lived in Conwy
- 6 lived in Wrexham
- 5 lived in Rhondda Cynon Taf
- 4 lived in Pembrokeshire
- 3 lived in Denbighshire
- 2 lived in Bridgend
- 1 lived in Carmarthenshire
- 1 lived in Newport

In terms of age range:

- 9 tenants were between 20 and 29 years old
- 25 tenants were between 30 and 39 years old
- 13 tenants were between 40 and 49 years old
- 10 tenants were between 50 and 59 years old
- 5 tenants were older than 60 years of age
- 3 tenants did not provide their age

In terms of their sex:

- 41 were women
- 24 were men

All tenants identified with a gender that matches their sex registered at birth.

In terms of ethnicity:

- 57 tenants identified as White
- 4 tenants identified as Black, Black British, Black Welsh, Caribbean, or African
- 2 tenants identified as Asian, Asian British, or Asian Welsh
- 1 tenant identified as coming from Mixed or Multiple ethnic groups
- 1 tenant identified specifically as European

More than half of the tenants completing the survey (34, or 52%) lived in households of 2-3 people (including themselves), with the remaining:

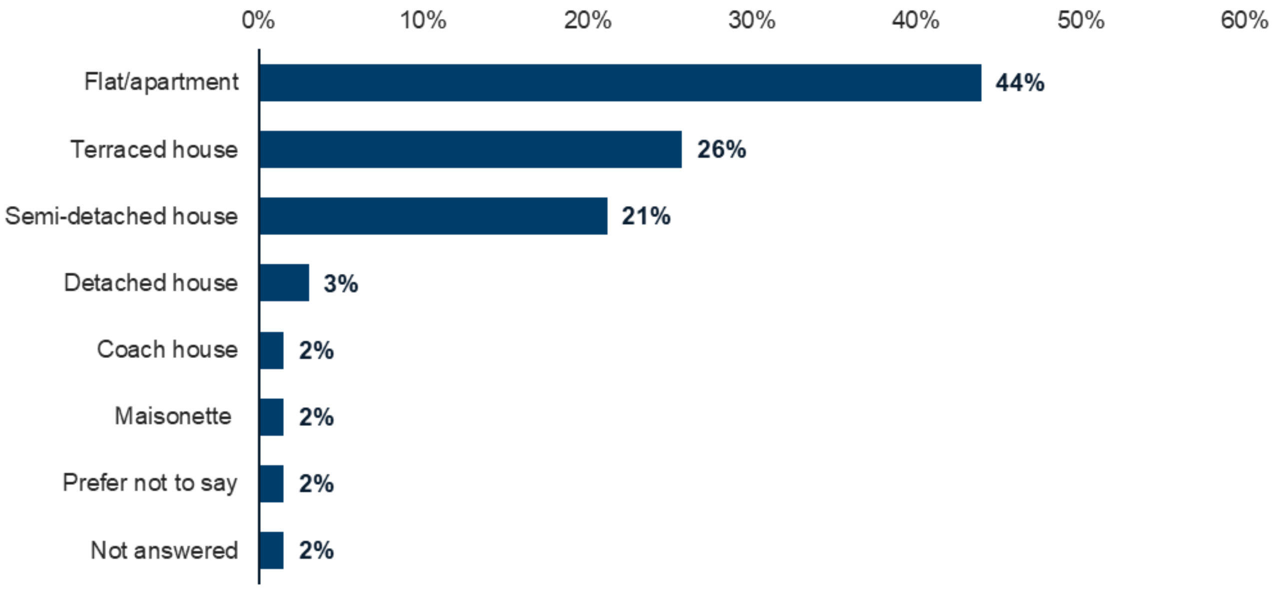
- 10 living on their own
- 12 living in households of 4 people
- 6 living in households of over 5 people
- 3 not answering the question

One third of the tenants completing the survey (22, or 34%) lived in households without any members being under the age of 18, and another third (23, or 35%) lived in households with 2 members under the age of 18.

Finally, in terms of how long tenants lived in their properties:

- 27 tenants had moved in between 2024 and 2025
- 20 tenants had moved in between 2022 and 2023
- 10 tenants had moved in between 2020 and 2021
- 8 tenants provided no response or a non-relevant response

Figure 6: Type of property tenants rent under LSW



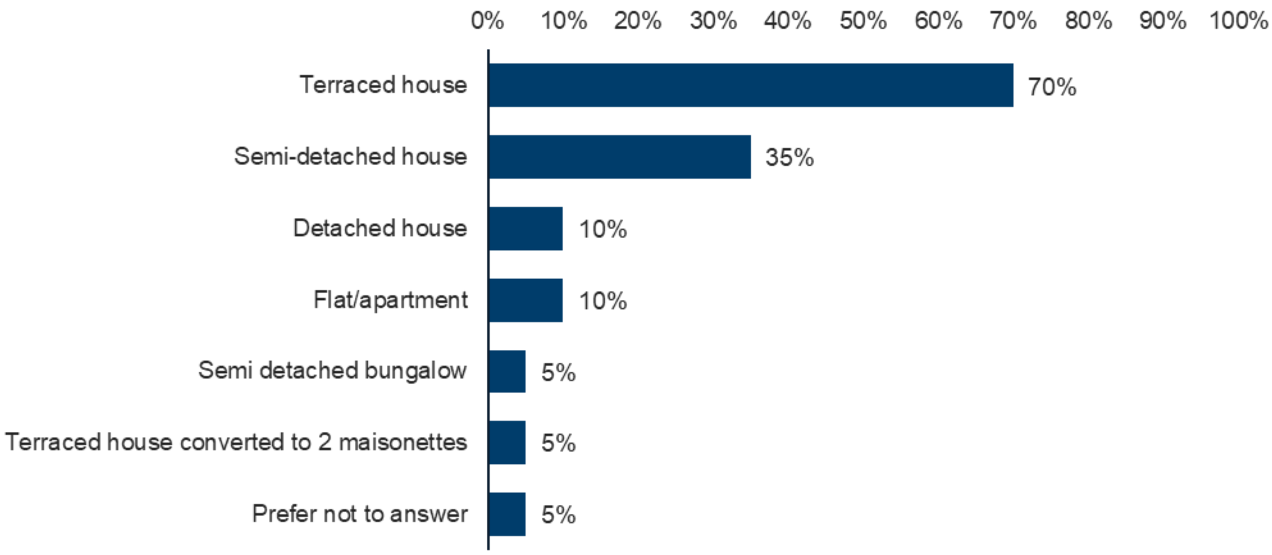
Source: Tenant survey (n = 65).

5.2. Non-scheme-participating property owners

Of the 23 non-scheme-participating property owners who shared feedback (20 through completing the online feedback form and 3 via email):

- 14 had enquired in Rhondda Cynon Taf about the scheme
- 7 had enquired in Carmarthenshire about the scheme
- 1 had enquired in Bridgend about the scheme
- 1 had enquired in Gwynedd about the scheme

Figure 7: Property portfolio of non-scheme-participating property owners



Source: Non-scheme-participating property owner feedback form (n = 20).

5.3. Scheme-participating or interested property owners

Of the 12 property owners interviewed:

- 3 were from Carmarthenshire
- 2 were from Anglesey
- 2 were from Ceredigion
- 2 were from Monmouthshire
- 1 was from Conwy
- 1 was from Rhondda Cynon Taf
- 1 was from Wrexham

6. Annex B – Research tools

6.1 Interview guide for Local Authority first interviews

Introduction

[*Welcome and thank interviewee(s) for taking the time to do this interview*]

My name is X and I am a X at Alma Economics [*introduce other colleagues in interview*]. We have been commissioned by the Welsh Government to evaluate the national rollout of the Leasing Scheme Wales, which I will refer to as 'the scheme' throughout this interview.

The purpose of this interview will be to find out in more detail how the scheme has been implemented and administered by participating local authorities, in order to improve the scheme for the future. The interview will last up to 1 hour.

We also shared a Privacy Notice with you ahead of this interview which explained the terms of your participation in this research, would you like me to go over any of those points again or re-share this document with you?

Do you have any other questions about the research or your participation before we begin?

[*If agreed to recording and transcription*] In your consent form you agreed to being recorded and transcribed, I will turn this on now and begin the interview. Is this okay?

[*If not agreed to recording and transcription*] In your consent form you did not agree to being recorded and transcribed, my colleague will instead be keeping notes throughout the interview.

[*For group interviews (i.e. interviews with more than one member per LA)*] We have quite a few questions to cover today, and I am going to address them to both/all of you. However, feel free to split answering the questions between you as these best relate to your areas of work and experience.

Interview questions

Overview

1) Can you describe your role within your local authority?

2) Can you describe your role with regards to Leasing Scheme Wales?

3) Can you describe the structure of the team that works on the scheme within your local authority?

Prompt A: How many staff members? Is this sufficient?

Prompt B: Do they work solely on the scheme or alongside their everyday roles?

Prompt C: Can the team meet Welsh language requirements?

Prompt D: Do you consider hiring more staff members as the scheme upscales?

4) Have you found that ongoing external events (e.g. refugee crises, cost-of-living crisis, Covid-19 etc.) have impacted upon your implementation of the scheme?

Prompt A: Has there been an impact on demand and waiting lists?

Prompt B: Has there been a change in characteristics of tenants in the scheme?

Property owners

5) Do you find that recruiting property owners to join the scheme is an easy or difficult process?

Prompt A: What, if any, are the main challenges of this process?

Prompt B: How do you decide which property owners to include in the scheme?

Prompt C: How has your LA advertised the scheme?

6) What feedback have property owners provided about the leasing arrangements of the scheme (i.e. 5-20 year leases, rental payments of LHA rate, etc.)?

Prompt A: Has this been mostly positive or mostly negative?

Prompt B: What appears to be the most attractive feature for property owners?

Prompt C: What appears to be the main barrier for property owners?

Prompt D: Did you have any property owners who had expressed interest eventually dropping off?

Properties

7) Do you find there are enough Private Rented Sector properties to meet the demand of the scheme?

Prompt A: Are there any geographical areas that are in particularly high demand?

Prompt B: Are there any housing types that are in particularly high demand?

Prompt C: If so, what is causing this demand? (e.g. holiday lets, student population, increase in digital nomads post-Covid)

8) Do you find that surveying properties is an easy or difficult process?

Prompt A: What, if any, are the main challenges of this process?

Prompt B: How many surveyed properties meet all mandatory requirements?

Prompt C: What are some of the most common failings?

9) Do you find that managing properties is an easy or difficult process?

Prompt A: Do you claim the management fee of 10% the LHA rate from the Welsh Government for any of these properties? If so, how do you find this process?

Prompt B: Do you have the capacity for managing properties in-house, or do you outsource it to another organisation?

10) How many of the properties have applied for the available grants? i.e.:

i. The initial capital grant
ii. Additional funding for empty properties
iii. The ORP funding for working towards an EPC C level, through a fabric first approach

Prompt: Have there been any properties the property owners of which had applied for any of these grants but were unsuccessful in their applications?

Tenants

11) How do you assess if tenants' needs are suitable for the scheme?

Prompt A: How are tenants prioritised within the same duty of care – how do you go about selecting which tenants are offered Leasing Scheme Wales properties?

Prompt B: What, if any, are the main challenges of assessing tenants' needs in relation to the scheme?

12) What support do you offer to tenants on the scheme?

Prompt A: Do most tenants accept the support?

Prompt B: What outcomes, if any, have you observed as a result from support?

Prompt C: Do you contract out the support or provide it in-house?

13) How are tenants with protected characteristics or complex needs being supported in particular?

Partners and collaboration

14) Are you currently partnering with Registered Social Landlords, Local Housing Authorities, or third sector organisations to deliver Leasing Scheme Wales?

Prompt A: What responsibilities do your partners have in the scheme?

Prompt B: How do you decide who to partner with?

Prompt C: How have you found collaborating with partners?

15) How have you found working with the Welsh Government on the Scheme?

Prompt A: Do you feel you receive the support and guidance you need?

Prompt B: Are you happy with the level of flexibility you have as a local authority in implementing the scheme? Would you like to have more or less of flexibility?

Prompt C: How do you find the communication channels?

Conclusion

[*If running out of time, limit the number of strengths/challenges/lessons learned interviewees should list, e.g. 'In your opinion, what are the 3 overall strengths of the scheme?*]

16) In your opinion, what are the overall strengths of the scheme?

17) In your opinion, what are the overall challenges of the scheme?

18) Are there any emerging lessons learnt that you would like to share at this stage of implementing the scheme?

Prompt A: Any advice for other local authorities considering joining the scheme?

Prompt B: Any advice for the Welsh Government as the scheme rolls out in the future?

Debrief

Have you got any other comments or questions before we finish?

[*Thank interviewee for time taken to do the interview*]

6.2. Interview guide for Local Authority follow-up interviews

Introduction

[*Welcome and thank interviewee(s) for taking the time to do this interview*]

My name is X and I am a X at Alma Economics [*introduce other colleagues in interview*]. We have been commissioned by the Welsh Government to evaluate the national rollout of the Leasing Scheme Wales, which I will refer to as 'the scheme' throughout this interview.

We first interviewed your Local Authority as part of this evaluation in the second half of 2023, to find out about your experience implementing and administering the scheme. Today's interview is a follow-up from that first interview, and we are interested to discuss with you changes and updates regarding the scheme's implementation and administration since the last time we spoke.

Our discussion today will take about 30 minutes.

We also shared a Privacy Notice with you ahead of this interview which explained the terms of your participation in this research, would you like me to go over any of those points again or re-share this document with you?

Do you have any other questions about the research or your participation before we begin?

[*If agreed to recording and transcription*] In your consent form you agreed to being recorded and transcribed, I will turn this on now and begin the interview. Is this okay?

[*If not agreed to recording and transcription*] In your consent form you did not agree to being recorded and transcribed, my colleague will instead be keeping notes throughout the interview.

[*For group interviews (i.e. interviews with more than one member per LA)*] We have quite a few questions to cover today, and I am going to address them to both/all of you. However, feel free to split answering the questions between you as these best relate to your areas of work and experience.

Interview questions

Overview

1. Can you describe your role within your local authority, and particularly with regards to Leasing Scheme Wales?
   Note to interviewer: If the same participant had attended the first LA interview, just ask whether their role has changed since.

LA resourcing

2. We previously had an interview with your Local Authority about this evaluation in the second half of 2023. Compared to then, have there been any changes in how your

LA is resourced to handle the scheme uptake?

- Prompts: dealing with property owner enquiries and their onboarding process; surveying properties and administering grants; providing tenant support; managing the admin elements of the scheme such as reporting monitoring data, etc.
- Follow-up: Has the recent increase in available funding for staffing affected, or do you anticipated it's going to affect your Local Authority's ability to handle scheme uptake?

3. Thinking about partnerships or collaborations to support the delivery of the scheme:
    a. Since the last time we spoke, have any partnerships continued?
    b. Since the last time we spoke, have any new partnerships been developed?

    [RELEVANT TO BOTH 3A & 3B]

    - Prompts: Registered Social Landlords, Local Housing Authorities, third sector organisations, legal professionals, other scheme-participating Local Authorities, etc.
    - Follow-up: If yes, how important and successful have these been in enhancing your capacity to deliver the scheme?

Property owner uptake

4. Have you noticed any change in the numbers of property owners interested in the scheme since the LSW National Publicity Campaign was launched on social media on May 22nd?
    - Follow-up: Have you noticed whether the property owners coming forward are more or less informed about the scheme than previous applicants?
        - If property owners are better informed, does this also mean that they are more likely to eventually join the scheme?
5. Are there any local measures your Local Authority has taken since the beginning of 2024 to increase scheme uptake among property owners?
    - Follow-up A: If yes:
        - how did you select/decide about which measures to take?
        - what do you think the impact of these measures is?
        - do you think that these measures could also work for other Local Authorities?
    - Follow-up B: Are there any additional measures you are planning or would consider taking in the near future?
6. We understand that in most Local Authorities, one of the key barriers to recruiting more property owners remains the rent being offered at LHA rate. However, I would like to ask you whether the increase of LHA rates has made any difference in your local area?

- Follow-up: If yes, is this relevant to specific profiles of property owners (e.g. accidental owners) and or property types (e.g. empties, HMOs)?

7. Are there any persisting barriers affecting property owner uptake that are specific or unique to your local area?
    - Follow-up: If yes, what type of support from the Welsh Government could potentially help overcome these?

Properties & tenants

8. Scheme monitoring data show a substantial increase of empty properties being brought into the scheme up to September 2024, and a steady increase between September 2024 and March 2025.

    What do you think are the reasons driving the scheme's popularity with empty properties in your local area?

    Note for interviewer: Ahead of each LA interview, check the monitoring data to confirm if this trend applies locally. If not, rephrase the question as: Why do you think that the scheme is not popular with empty properties in your local area?

9. What is the experience of those tenants moving into previously empty properties?
    - Prompts: reporting more repairs/adjustments required compared to previously tenanted properties; reporting more frequently energy efficiency issues; such properties more often being in remote locations, etc.

10. Are tenant needs covered by the types of properties offered to them under the scheme?
    - Prompts: suitability of property size, especially number of bedrooms; location of properties (incl. safety & proximity); long-term tenancy contracts (exceeding the minimum 5-year lease period); accessibility needs.

      Note for interviewer: Do prompt on accessibility – current tenant survey results show that 35-40% of respondents consider themselves having a disability.
    - Any there any tenants needs or demands that are difficult for you to accommodate due to the lack of suitable properties?

      Note for interviewer: Use same prompts as above, and make sure you ask about accessibility/disability.

11. Do you monitor or otherwise keep track of the impact the tenancy support you offer is having on tenants?
    - Follow-up A: If yes, in what way(s)?
    - Follow-up B: If yes, what are the main ways the tenants have benefited from being housed under the scheme?

Debrief

Have you got any other comments or questions before we finish?

[*Thank interviewee for time taken to do the interview*]

6.3. Interview guide for scheme-participating property owners

Introduction

[*Welcome and thank interviewee for taking the time to do this interview*]

My name is X and I am a X at Alma Economics [*introduce other colleagues in interview*]. We have been commissioned by the Welsh Government to evaluate the national rollout of the Leasing Scheme Wales, which I will refer to as 'the scheme' throughout this interview. As part of this research you will have already completed our survey which aimed to understand the development, operation, and impacts of the scheme.

The purpose of this interview will be to find out in more detail how the scheme has or hasn't worked for you, in order to improve the scheme for the future. The interview will last up to 30 minutes.

We also shared a Privacy Notice with you ahead of this interview which explained the terms of your participation in this research, would you like me to go over any of those points again or re-share this document with you?

Do you have any other questions about the research or your participation before we begin?

[*If agreed to recording and transcription*] In your consent form you agreed to being recorded and transcribed, I will turn this on now and begin the interview. Is this okay?

[*If not agreed to recording and transcription*] In your consent form you did not agree to being recorded and transcribed, my colleague will instead be keeping notes throughout the interview.

Participating property owner questions

1) Can you tell me about the properties you are leasing through the scheme?

Prompt A: Number of properties?

Prompt B: Type of properties (including priorly empty properties)?

Prompt C: What proportion of your entire property portfolio is leased through the scheme?

Prompt D: How long are the lease lengths? (If different lease length per property, ask for a detailed breakdown and the rationale behind this)

Prompt E: In which local authority (or local authorities) are they located?

Prompt F: How long have you been a property owner?

2) What motivated you to participate in the scheme?

Prompt: How did you find out about the scheme?

3) How easy or difficult was the process of leasing a property on the scheme?

Prompt A: How long did onboarding take?

Prompt B: Did you have to make any changes to your properties before joining?

4) How do you feel about the leasing arrangements?

Prompt A: Rental payments of LHA rate: how does this compare to market rates in your area?

Prompt B: Local authority management of properties?

Prompt C: Length of leases being 5-20 years?

5) Have you applied for any grants via the scheme and how did you find this process?

Prompt: Was the amount substantial enough to cover the expenses?

6) What support, if any, have you been offered by your local authority?

Prompt A: What was the support? Were you satisfied with this level of support?

Prompt B: Are there any additional kinds of support you would like in the future from the scheme?

7) What concerns, if any, do you have about your participation in the scheme?

Prompt: Has the current cost-of-living crisis affected your participation? In what ways?

8) In what ways would you improve the scheme if you could?

Prompt A: What features would you add?

Prompt B: What features would you remove?

Prompt C: Any advice for local authorities implementing the scheme?

Property owners interested in the scheme who later dropped out

1) Can you tell me about your current property portfolio?

Prompt A: Number of properties?

Prompt B: Type of properties (including empty properties)?

Prompt C: Which local authority (or local authorities) are your properties located in?

Prompt D: How long have you been a property owner?

2) How familiar are you with the scheme?

Prompt A: How did you find out about the scheme? Was it advertised anywhere?

Prompt B: Is the scheme currently available in your local authority?

3) Would you consider applying for this scheme?

Prompt [if yes]: Have you expressed interest in your local authority?

Prompt [for both yes/no]: Have you found any barriers to applying or in getting your application processed?

4) What features of the scheme, if any, are attractive to you?

Prompt A: Secured rent?

Prompt B: Your property being managed for you?

Prompt C: Anything else?

5) Which features of the scheme, if any, have put you off participating, or can potentially put you off from participating in the future?

Prompt A: Are you able to achieve better rental payments at market rate?

Prompt B: How do you feel about renting to those in receipt of benefits, or to people with non-stable employment?

Prompt C: Are the lease lengths too long?

Prompt D: Has the current cost-of-living crisis affected your decision to not participate in the scheme?

Prompt E: Lack of confidence in local authority management of properties?

6) To the extent that you are familiar with the details of the scheme, is there anything that you would change or improve, particularly if this could increase the chances of you participating?

Prompt A: What features would you add?

Prompt B: What features would you remove?

Prompt C: Any advice for local authorities implementing the scheme?

Debrief

Have you got any other comments or questions before we finish?

[*Thank interviewee for time taken to do the interview*]

6.4. Feedback form for non-scheme-participating property owners

Introduction

Alma Economics is conducting an evaluation of the Leasing Scheme Wales (LSW) for the Welsh Government.

As part of this evaluation, Alma Economics are collecting feedback from property owners who had enquired about the scheme but eventually decided against participating. This will help the Welsh Government understand if they can make the scheme work better in the future.

Filling this feedback form is voluntary and will take you **no more than 5 minutes**.

Completing this form does not require sharing any personal data. Your responses will be only accessed by the research team at Alma Economics, and will only be used for the purposes of this evaluation.

Please make sure you select 'Submit' before closing your browser.

You can find more information about this evaluation and how your data will be stored and used for the purposes of this research here: [insert link]

If you have any questions or you would like more information about this research, please contact the Deputy Project Manager, Dr Eleni Kotsira, at eleni.kotsira@almaeconomics.com

[Mandatory to proceed with the survey] I have read and understood the terms of participation as these are outlined above, and I agree to proceed with the feedback form.

Questions

1. In which scheme-participating Local Authority did you enquire about LSW?
    - Blaenau Gwent
    - Bridgend
    - Caerphilly
    - Cardiff
    - Carmarthenshire
    - Ceredigion
    - Conwy
    - Denbighshire
    - Gwynedd
    - Isle of Anglesey
    - Merthyr Tydfil
    - Monmouthshire
    - Neath Port Talbot

- Newport
- Pembrokeshire
- Powys
- Rhondda Cynon Taf
- Torfaen
- Wrexham

2. How did you find out about the scheme? Please select all that apply.
    - Through communications from my Local Authority
    - Through the LSW National Publicity Campaign
    - Through the Rent Smart Wales property owners' forum
    - Through the Landlords Association
    - Word of mouth
    - Other [please specify]
3. How long have you been renting property/-ies privately? Please think about all the properties you rent out.
    - Less than 1 year
    - 1-2 years
    - 3-5 years
    - 6-9 years
    - 10+ years
    - Prefer not to answer
4. How many properties does your portfolio include? (Please include properties currently rent out and any vacant properties)

    If you would prefer not to answer this question, please leave the box below blank and move on to the next question.

    [Fill in number from 0-1000]
5. Do you currently have any vacant properties? (For no vacant properties, insert "0")

    If you would prefer not to answer this question, please leave the box below blank and move on to the next question.

    [Fill in number from 0-1000]
6. What kind(s) of property do you rent out? Please select all that apply.
    - Flat/apartment
    - Terraced house
    - Semi-detached house
    - Detached house
    - Bungalow
    - Other [Please specify]
    - Prefer not to answer

7. Below you can find some barriers that may stop property owners from leasing their properties through LSW. Please rank these barriers **from the most to the least important for you**.

   How to do this? As you hover over the options provided, you should see up and down arrows. Click the up arrow if you'd like to move this option up in ranking and the down arrow if you'd like to move it down in ranking. Alternatively, you can drag and drop each option in the order of your preference.

   - The minimum lease period being 5 years
   - The rent offered is too low / I can secure better rent for my property in the private market
   - The break clause requirements (i.e. the break clause can only be activated by the property owner or the Local Authority 2 years after the commencement of the lease and requires a 12 months' notice)
   - I prefer managing the property myself
   - I prefer managing the tenancy myself (this includes selecting and communicating with tenants)
   - Problems with my insurance company
   - Problems with my mortgage company
   - Lack of guidance or support from my Local Authority
   - The amount of work needed to the property to join the scheme
   - Grant amount would not cover cost of work needed
   - Unable to get quotes or a contractor to undertake the work needed

8. If the barrier that you ranked as the most important for you above was addressed, how likely would you be to consider leasing a property through the scheme in the future?

   If you would prefer not to answer this question, please leave the box below blank and move on to the next question.

   [1 – 10 scale, where 1 is "not likely at all" and 10 "extremely likely"]

9. How likely are you to recommend LSW as it currently is to another property owner?

   If you would prefer not to answer this question, please leave the box below blank and move on to the next question.

   [1 – 10 scale, where 1 is "not likely at all" and 10 "extremely likely"]

10. Are there any additional feedback points you would like to share with us for the purposes of this evaluation? [free-text response]

    If you would prefer not to answer this question, please leave the box below blank and select the 'Submit' button.

6.5. Survey for tenants on the scheme

Introduction and terms of participation

Alma Economics are conducting an evaluation of the Leasing Scheme Wales (LSW) for the Welsh Government.

LSW is funded by the Welsh Government and managed by Local Authorities. It offers property owners the opportunity to lease their properties to Local Authorities who will then lease the property to tenants with a housing need. The scheme aims to improve access to the private rented sector, provide longer-term housing, make housing more affordable, provide support to tenants, improve housing standards, and contribute to reducing homelessness.

As part of this evaluation, Alma Economics have designed a short online survey for tenants, to understand how the scheme works for them, and how it can be improved in the future.

You are invited to fill this survey because the property you are currently renting is secured through LSW. The survey will take 10 minutes and is voluntary.

Please note this evaluation is not about your individual housing needs or conditions. Taking part in this survey does not affect your rights under the contract between you and the Local Authority. The responses you provide are anonymous, which means that people will not be able to identify you in the research reports.

The first part of the survey includes some questions about you, including your area of residence and household size, as well as information such as your age, sex and gender, ethnicity, and whether you have a disability. Collecting this information will allow Alma Economics to understand how the scheme may be working differently across Wales and for different groups of people.

The remaining questions will ask you about your current housing conditions, whether they meet your housing needs as well as any tenancy support you have received whilst living in your current property.

At the end of the survey, you will have the option to opt in for a short interview with our research team to discuss in more detail how the scheme has or hasn't worked for you so far. If you are interested, you will need to share with us your name, email address and phone number. Please note that this information will only be used to contact you to book an interview, and it will not be associated with your answers to this survey.

There is a progress bar at the bottom of each page showing you what proportion of the survey you have covered. Please note that there is no option to save your progress and resume later, so please make sure you go through all questions and pages, and you select 'Submit' before closing your browser.

You can find more information about this evaluation and how your data will be stored and used for the purposes of this research here: [insert link]

If you have any questions or you would like more information about this research, please contact the Deputy Project Manager, Dr Eleni Kotsira, at eleni.kotsira@almaeconomics.com.

[Mandatory to proceed with the survey] I have read and understood the terms of participation as these are outlined above, and I agree to proceed with the survey.

Survey questions (all mandatory unless otherwise mentioned)

Location and demographics

1. Which Local Authority are you currently living in? (Select only one)
    - Blaenau Gwent
    - Bridgend
    - Cardiff
    - Carmarthenshire
    - Ceredigion
    - Conwy
    - Denbighshire
    - Gwynedd
    - Isle of Anglesey
    - Merthyr Tydfil
    - Monmouthshire
    - Neath Port Talbot
    - Newport
    - Pembrokeshire
    - Powys
    - Rhondda Cynon Taf
    - Wrexham
2. What is your age? (Select only one)
    - [Enter up to two digits]
    - Prefer not to say
3. What is your sex? (Select only one)
   Please note that a question about gender identity will follow.
    - Female
    - Male
    - Prefer not to say
4. Is the gender you identify with the same as your sex registered at birth? (Select only one)
    - Yes
    - No [please write in gender identity]

- Prefer not to say

5. What is your ethnic group? (Select only one)
    - Asian, Asian British, or Asian Welsh
    - Black, Black British, Black Welsh, Caribbean, or African
    - Mixed or Multiple ethnic groups
    - White
    - Other ethnic group
    - Prefer not to say
6. Do you consider yourself to have a disability? (Select only one)

    By 'disability' we mean any type of physical or mental impairment that considerably impacts your ability to carry out normal daily activities for a long period of time.
    - Yes
    - No
    - Prefer not to say
7. Including yourself, how many people live in your household? (Select only one)

    By 'household' we mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.
    - [Insert up to two digits]
    - Prefer not to say
8. How many of your household members are people under the age of 18? (Select only one)
    - [Insert up to two digits]
    - Prefer not to say

Current housing conditions

9. Which month and year did you move into the property you currently rent? (Select only one)

    Giving us the correct month and year will help us understand how the scheme is working or not for tenants with different occupancy periods.
    - [Input month and year]
    - Prefer not to say
10. How long do you expect to stay in the current property? (Select only one)
    - [Input number in years]
    - Don't know
    - Prefer not to say
11. What kind of property do you currently rent? (Select only one)
    - Flat/apartment
    - Terraced house

- Semi-detached house
- Detached house
- Bungalow
- Other [Please specify]
- Prefer not to say

12. How satisfied are you with the condition of your current housing? (Select only one)
    - Very satisfied → Skip to Q14
    - Satisfied → Skip to Q14
    - Neither satisfied nor dissatisfied → Skip to Q14
    - Dissatisfied → Continue to Q13
    - Very dissatisfied → Continue to Q13
    - Prefer not to say → Skip to Q14
13. Can you briefly tell us why you are not satisfied with the condition of your current housing? [Optional question]

    If you would prefer not to answer this question, please leave the text box below blank and move on to the next question.

    [Open text]
14. Are there any advantages to renting this property compared to properties you have previously occupied? (Select only one)
    - Yes → Continue to Q15
    - No → Skip to Q16
15. What do you see as the advantages of renting this property? (Select all that apply)
    - Rent is more affordable compared to properties I used to rent previously
    - Tenancy support is also offered
    - I am more certain about my rights under this tenancy contract
    - Condition of housing is better compared to properties I used to rent previously
    - Lease length is longer compared to properties I used to rent previously
    - I have a standard occupation contract
    - Other [Please specify]
    - Prefer not to say
16. To what extent do you feel that renting your current property has met each of the housing needs listed below? You can rate each need individually in terms of how it has or has not met been met.
    - Neighbourhood safety

      [*exceeded needs, met needs, neutral, somewhat met needs but not entirely, not met needs at all, prefer not to say, not applicable to me*]
    - Public transportation nearby

      [*exceeded needs, met needs, neutral, somewhat met needs but not entirely, not met needs at all, prefer not to say, not applicable to me*]

- Proximity to my social networks (friends, family, etc.)

  [*exceeded needs, met needs, neutral, somewhat met needs but not entirely, not met needs at all, prefer not to say, not applicable to me*]
- Proximity to work/University

  [*exceeded needs, met needs, neutral, somewhat met needs but not entirely, not met needs at all, prefer not to say, not applicable to me*]
- Proximity to school/college (if you have children)

  [*exceeded needs, met needs, neutral, somewhat met needs but not entirely, not met needs at all, prefer not to say, not applicable to me*]
- Functionality of spaces in the property

  [*exceeded needs, met needs, neutral, somewhat met needs but not entirely, not met needs at all, prefer not to say, not applicable to me*]
- Number of bedrooms

  [*exceeded needs, met needs, neutral, somewhat met needs but not entirely, not met needs at all, prefer not to say, not applicable to me*]
- Size of bedrooms

  [*exceeded needs, met needs, neutral, somewhat met needs but not entirely, not met needs at all, prefer not to say, not applicable to me*]

17. Does your current property meet any other needs not listed in question 16? If yes, please use the text box below to describe them briefly. [Optional question]

    If you would prefer not to answer this question, please leave the text box below blank and move on to the next section.

    [Open text]

Tenancy support

18. So far, are you satisfied with the tenancy support you have received from your Local Authority whilst living in your current property? Please rate the types of support listed below in terms of your satisfaction.

    - Support applying for benefits

      [*very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, prefer not to say, not applicable to me, I haven't received such support but I would like to*]
    - Support with managing my tenancy

      [*very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, prefer not to say, not applicable to me, I haven't received such support but I would like to*]
    - Support with managing my finances

      [*very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, prefer not to say, not applicable to me, I haven't received such support but I would like to*]
    - Support with finding or keeping employment

[*very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, prefer not to say, not applicable to me, I haven't received such support but I would like to*]

- Health and wellbeing support

  [*very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, prefer not to say, not applicable to me, I haven't received such support but I would like to*]

- Furniture packs

  [*very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, prefer not to say, not applicable to me, I haven't received such support but I would like to*]

- Support with repairs and adjustments required in the property

  [*very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, prefer not to say, not applicable to me, I haven't received such support but I would like to*]

- Advice or support in looking at accommodation options for the future once the current tenancy contract ends

  [*very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, prefer not to say, not applicable to me, I haven't received such support but I would like to*]

19. Have you received any additional type of tenancy support not listed in question 18? If yes, please use the text box below to briefly describe any additional tenancy support and say whether you are satisfied with what you have received or not. [Optional question]

    If you would prefer not to answer this question, please leave the text box below blank and move on to the next section.
    [Open text]

Interview sign-up question (optional)

As part of this research, Alma Economics are also conducting one-to-one, follow-up interviews with tenants. Interviews will take place online over Microsoft Teams (which you can access without an account) or if you prefer, we can give you a phone call. Each interview will last up to 30 minutes. During these interviews, one of the researchers will be discussing with you in more detail how your current housing conditions are working or not for you. All questions in the interview will be optional, and your participation will remain anonymous.

If you would like to be invited to an interview, please click on the link below which will take you to a separate form where you can add your contact details. We will only use your contact details to reach out to you with more information about the interview and after that you can decide whether you want to participate or not. Sharing your contact details now does not oblige you to attend an interview.

Name:

Email address:
Phone number:

6.6. Interview guide for tenants on the scheme

Introduction

[*Welcome and thank interviewee for taking the time to do this interview*]

My name is X and I am a X at Alma Economics [*introduce other colleagues in interview*]. We have been commissioned by the Welsh Government to evaluate the national rollout of the Leasing Scheme Wales, which I will refer to as 'the scheme' throughout this interview. As part of this research, you will have already completed our survey which aimed to understand the development, operation, and impacts of the scheme.

The purpose of this interview will be to find out in more detail how the scheme has or hasn't worked for you, in order to improve the scheme for the future. The interview will last up to 30 minutes.

We also shared a Privacy Notice with you ahead of this interview which explained the terms of your participation in this research, would you like me to go over any of those points again or re-share this document with you?

Do you have any other questions about the research or your participation before we begin?

[*If agreed to recording and transcription*] In your consent form you agreed to being recorded and transcribed, I will turn this on now and begin the interview. Is this okay?

[*If not agreed to recording and transcription*] In your consent form you did not agree to being recorded and transcribed, my colleague will instead be keeping notes throughout the interview.

Participating tenant questions

1) Can you tell me about the property you are currently renting?

> Prompt A: In which local authority is it located?
>
> Prompt B: What size and type of property are you renting?
>
> Prompt C: How long is the lease length?
>
> Prompt D: Is the rent affordable for you?
>
> Prompt E: Do you like your current accommodation? Why/why not?

2) Can you tell me how you came to be a tenant through the scheme?

> [Guidance for interviewer: prompt the interviewee to talk about their situation beforehand if they feel comfortable doing so.]

3) How do you feel about the renting arrangements?

> Prompt A: 5-20 year lease lengths? Renting at LHA rate? Local authority managing properties?

Prompt B: Do these arrangements meet your housing needs?

Prompt C: Do you expect your housing needs to change in the future, with this having an impact on how the renting arrangements can meet them?

[Guidance for interviewer on prompt C: important to ask to tenants with longer-term (10+ years) leases – to make it more specific refer to a time in the future relevant to the length of lease the tenant has.]

4) What type(s) of support are you receiving during your tenancy?

Prompt A: Support with managing your finances, managing your tenancy, finding and keeping employment, etc.?

Prompt B: Who provides this support? (in-house local authority, third sector etc.)

Prompt C: Do you feel this level of support is sufficient?

Prompt D: Did you receive any pre-tenancy support?

Prompt E: What additional kinds of support would you like in the future?

5) Would you consider renting through the scheme to have had a positive, negative, or no effect on your wellbeing?

Prompt: Of course, there are broader challenges that might have affected your wellbeing. In particular, do you think that the Covid-19 pandemic and the current cost-of-living crisis have impacted your wellbeing in any way?

6) What concerns, if any, do you have about renting a property through the scheme?

7) In what ways would you improve the scheme if you could?

Prompt A: What features would you add?

Prompt B: What features would you remove?

Prompt C: Any advice for local authorities implementing the scheme?

Debrief

Have you got any other comments or questions before we finish?

[*Thank interviewee for time taken to do the interview*]