

Registered Social Landlord Quarterly Regulation Survey April - June 2023 Summary

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Introduction

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

Data Returns

This summary is based on the quarterly surveys submitted by RSLs, the last of which covered the period 1st April - 30th June 2023 and all RSLs requested to return the survey did so.

We have noted where the results are based on a data set is which is less than the full 35 RSLs surveyed.

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

Unless otherwise indicated, all comparisons are to the March 2023 survey.

As always, if you want to discuss any issues or have any questions, please contact housingregulation@gov.wales.

Ian Walters
Head of Regulation

Summary

RSLs report that pressures, including those resulting from the cost-of-living crisis are being managed, with overall arrears reducing since March. The Regulation team will continue to discuss any performance outliers with the RSL concerned and agree any appropriate actions.

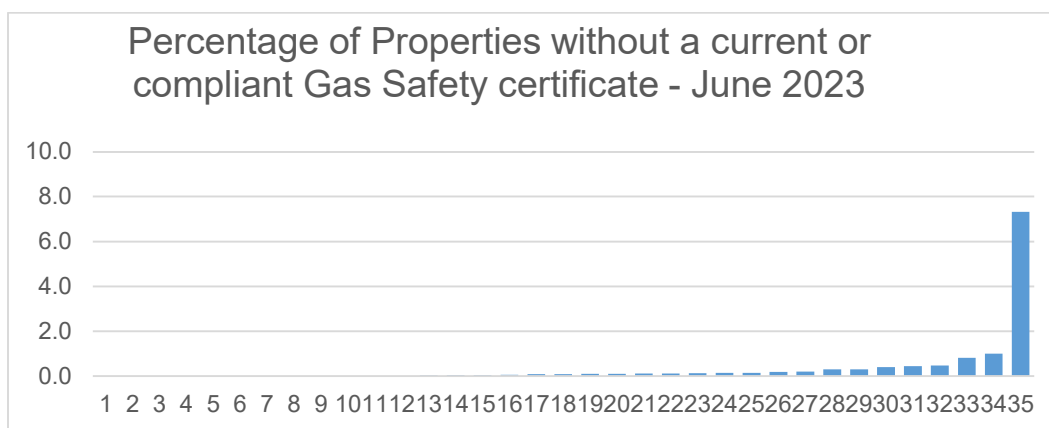
Tenant Safety

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

A safety check/inspection/survey may identify and recommend works or further investigations which should be carried out within a timescale set by each individual RSL unless there is a statutory or other applicable timescale. We have asked RSLs to advise us of the number of properties with outstanding recommendations/improvements that have not been completed within the agreed timescale and remain outstanding as at the end of June 2023. RSLs must however ensure any outstanding works do not pose a risk to tenant safety in any circumstances.

Gas Safety

- The level of gas safety checks reported as being completed to target across the sector has fallen slightly to 99.6% (March 98%).
- 15 RSLs report levels of 100%, with one reporting less than 99%.
- Overall 99.9% of properties have no outstanding gas safety remedial actions with 32 RSLs reporting no properties with outstanding actions.

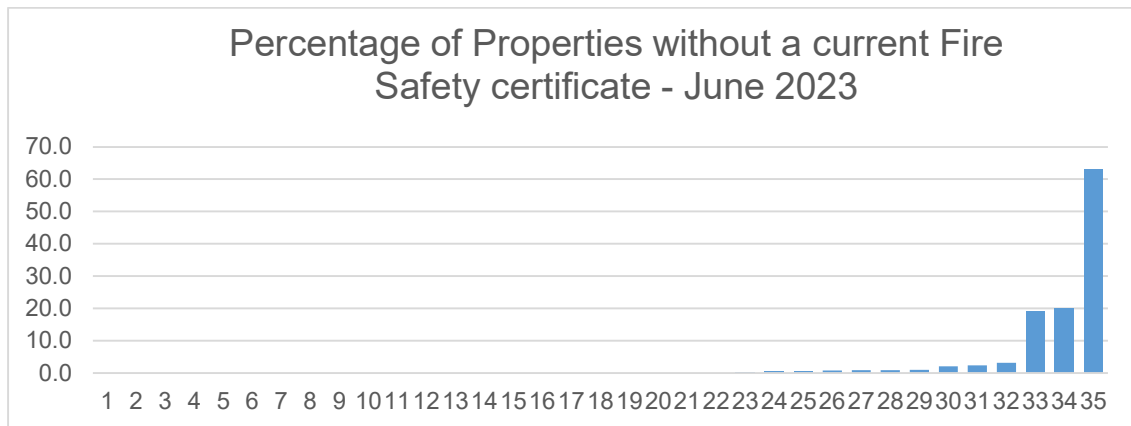


Gas safety compliance of individual RSLs as at June 2023- data set 35.

Fire Risk Assessments

- The number of fire risk assessments reported as being up to date stands at 94.4% (March 87.7%).
- 22 RSLs, report up to date assessment levels of 100% (March - 28).

- Two RSLs report 20% or more of fire risk assessments are outstanding.
- 12 RSLs reported that no properties have any outstanding fire safety recommendations.



- Fire safety compliance of individual RSLs as at June 2023- data set 35

Asbestos Surveys

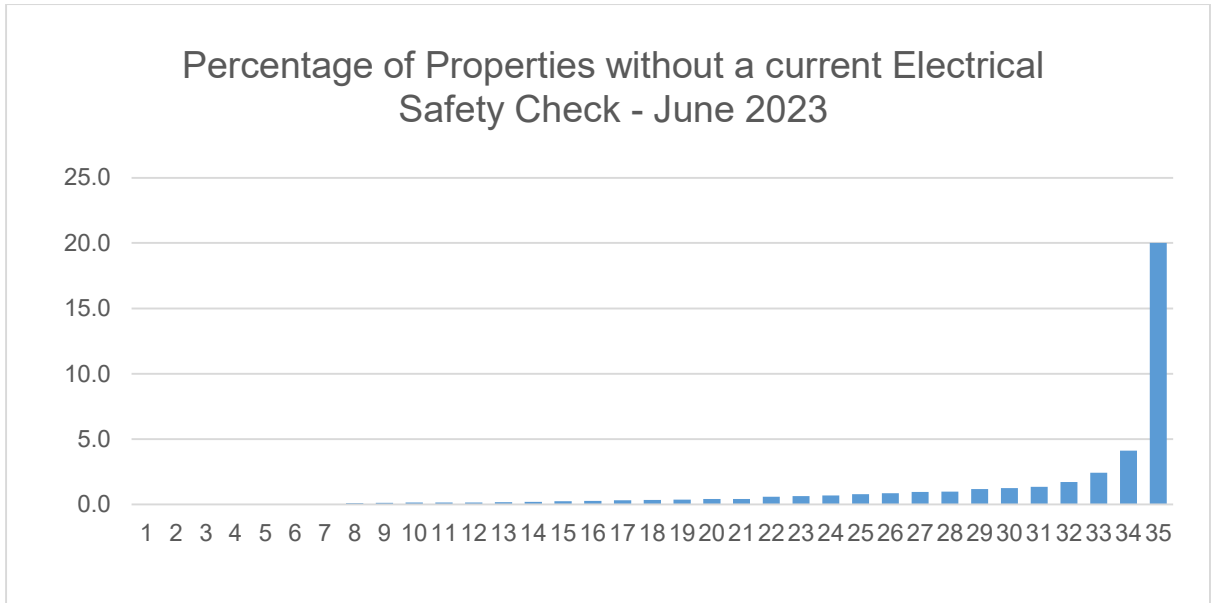
- 90.2% of surveys are reported as being up to date (March – 98.5%).
- 28 RSLs are reporting 100% up to date surveys (March - 27)
- Two RSL reports less than 50% of surveys are up to date.
- 30 RSLs report that they have no outstanding recommendations from their asbestos surveys (March - 28)

Water Hygiene

- 99.3% of testing is reported as being up to date - unchanged from March.
- 31 RSLs report up to date test levels of 100% (March – 30)
- 22 RSLs report that they have no outstanding recommendations from their water testing (March - 26)

Electrical Safety Checks

- 97% of properties across the sector are reported as having a current electrical safety certificate (March - 99.4%).
- Seven RSLs are reporting 100% of electrical safety inspections are up to date (March - nine).
- Seven RSLs reported less than 99% being up to date compared to six in March.
- 23 RSLs reported that no properties have outstanding electrical safety check recommendations (March - 20).

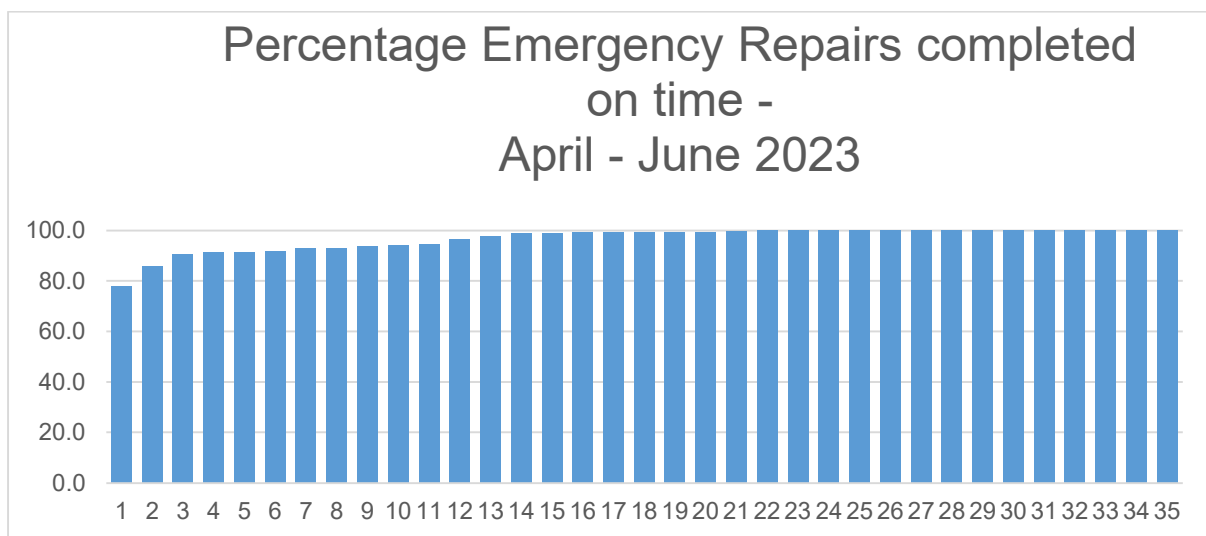


Electrical safety checks as at June 2023 - data set 35.

Repairs and Maintenance

Emergency Repairs

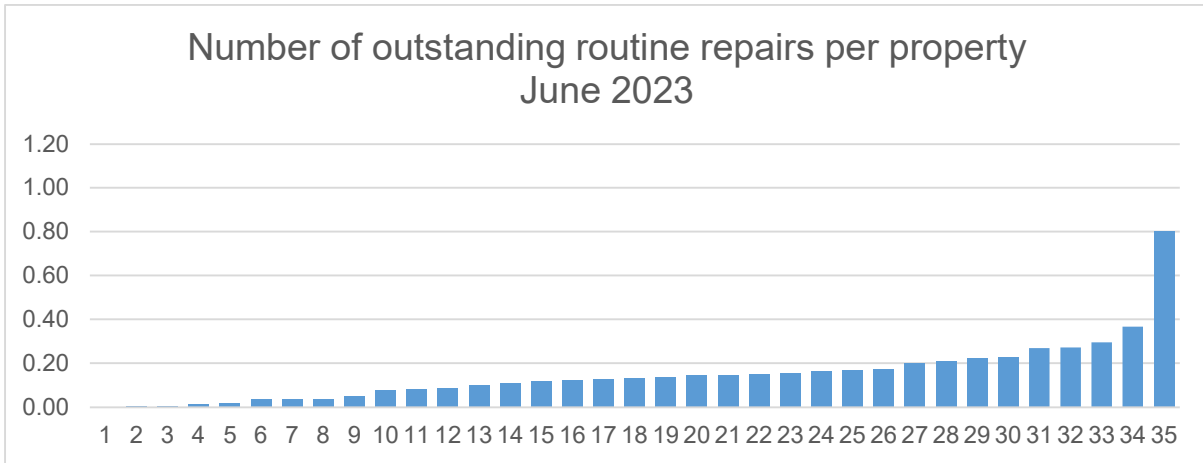
- 97.4% of emergency repairs were completed within target (March – 95.6%) which equates to 38,200 repairs.
- 17 RSLs reported 100% of emergency repairs being completed on time (March - 14)
- Three RSL reported under 90% of emergency repairs were completed to target (March - two)



RSL emergency repairs completed to target during April - June 2023 - data set 35

Routine Repairs outstanding per property

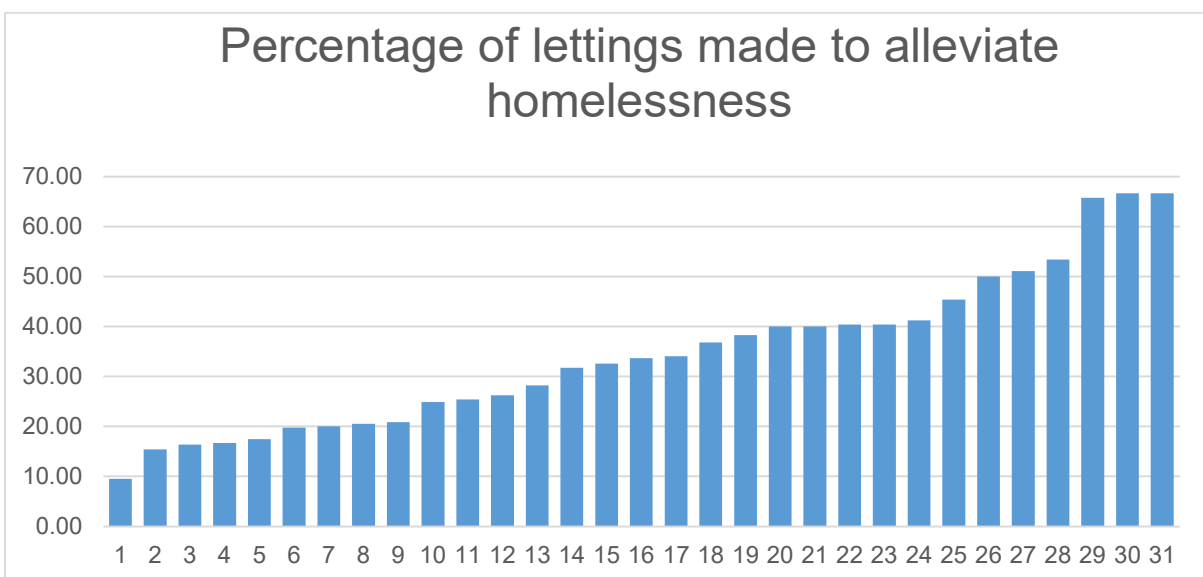
- RSLs reported 0.13 repairs were outstanding per property (March - 0.14) – this equates to 20,457 repairs in total.
- One RSLs reported no routine repairs outstanding (March - four)
- One RSLs exceeded 0.5 repairs outstanding per property (March - one)



RSL Routine repairs outstanding at June 2023 - data set 35. Some properties will be waiting for more than one repair to be completed.

Lettings

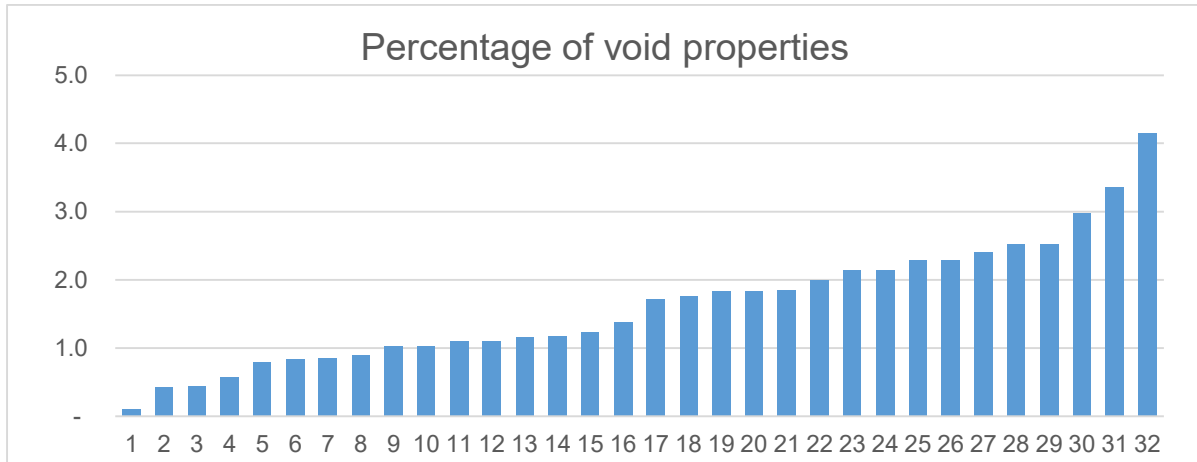
- On average 32.8% of properties let were to alleviate homelessness (Q4 - 36.1%).
- Twelve RSLs reported over 40% of lettings were made to alleviate homelessness (Q4 - eleven).
- Thirteen RSLs reported less than 30% of let properties were to alleviate homelessness during April - June 2023 (Q4 - seven)



RSL percentage of lettings to alleviate homelessness during April - June 2023 - data set 31. Four small RSLs have been removed from the graphical analysis.

Void Properties

- The average level of vacant properties (both routine and strategic) in the quarter remains at 1.7% of the stock.

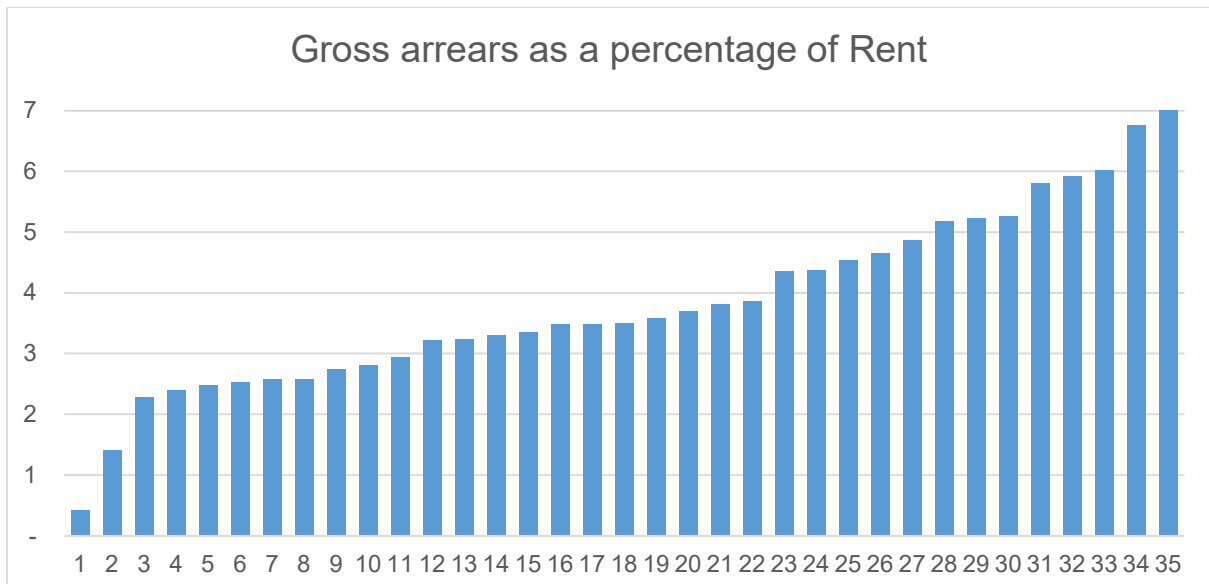


RSL void properties as at June 2023- data set 32.
Three small RSLs have been removed from the graphical analysis.

Arrears, Notices of Seeking Possession (NOSP) and Evictions

Arrears

- The total rent outstanding from current tenants has increased to £38.9m (March £36.2m), which is 4.0% of the annual rent roll (March - 4.1%).
- The total rent outstanding due directly from tenants, i.e. excluding amounts due directly from housing benefit and alternative payment arrangements (APAs), has reduced. It currently stands at £24.7m which is 2.6% of the rent roll. (March - £19.9m, 2.2% of the rent roll)
- Seven RSLs have seen a fall in the amount due directly from tenants of 1%, whilst a further 18 have seen an overall reduction in arrears.
- Nine have seen an increase in arrears although the increases have been 0.5% or less.
- 22 RSLs have arrears of less than 4% of their rent roll (March - 22), whilst five RSLs have exceeded arrears of 6% (March - three)



Rent arrears at the end of June 2023 - data set 35
 Some RSLs are specialist providers with limited rental income due directly from tenants

- The percentage of tenancies in arrears banded by weeks of rental income has increased apart from those with 27+ weeks of arrears.

Number of weeks in arrears	Percentage of tenants	
	Jun	Mar
8-12	3.69%	3.38%
13-26	2.64%	2.54%
27-52	0.65%	0.73%
52 or more	0.14%	0.15%

- A total of 50,168 tenants (32.8%) are known to be in receipt of Universal Credit, down from 35.2%% in March. A total of 26,158 APAs were received in June (17.1% of tenancies).

Notices of Seeking Possession (NOSP)

- 1,156 NOSP were issued by 30 RSLs in Q1 2023 (Q4 2022 – 880).
- One RSLs issued more than 200 NOSP for arrears in the quarter

Evictions

- 58 claims were lodged at court for rent arrears during the quarter (Q4 2022 – 76)
- 14 evictions were granted to nine RSLs in the last quarter. This compares to 28 evictions granted to 15 RSLs in Q4 2022.
- Of the 14 evictions, five were for arrears, six for Anti-Social Behaviour, and three for other reasons.
- 25 RSLs carried out no evictions during Q1 (Q4 - 18).

Financial Resilience

Availability of funding

Of those RSLs requiring new funding to complete development programmes, all have at least 1 year's funding in place and all but two have at least 18 months' funding in place.

Covenant Compliance

- No RSLs are reporting potential non-compliance issues with covenants for either 2023/24 or 2024/25.