

# Registered Social Landlord Quarterly Regulation Survey January - March 2024 Summary

## Contents

<b>Introduction</b> .....	2
<b>Data Returns</b> .....	2
<b>Tenant Safety</b> .....	3
<b>Gas Safety</b> .....	4
<b>Fire Risk Assessments</b> .....	5
<b>Asbestos Surveys</b> .....	6
<b>Water Hygiene</b> .....	7
<b>Electrical Safety Checks</b> .....	8
<b>Repairs and Maintenance</b> .....	9
<b>Emergency Repairs</b> .....	9
<b>Routine Repairs outstanding per property</b> .....	10
<b>Lettings</b> .....	11
<b>Void Properties</b> .....	12
<b>Arrears, Notices of Seeking Possession (NOSP) and Evictions</b> .....	13
<b>Arrears</b> .....	13
<b>Notices of Seeking Possession (NOSP)</b> .....	15
<b>Evictions for arrears</b> .....	16
<b>Financial Resilience</b> .....	17
<b>Availability of funding</b> .....	17
<b>Covenant Compliance</b> .....	17

## **Introduction**

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

## **Data Returns**

This summary is based on the quarterly surveys submitted by RSLs, the last of which covered the period 1<sup>st</sup> January – 31<sup>st</sup> March 2024 (Q4) and all RSLs requested to return the survey did so.

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

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

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

Rather than provide a narrative, the graphs now contain the individual figures, and we have also provided the weighted average for the period where applicable. This quarter's data can be compared to the Q3 by using the figures provided.

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

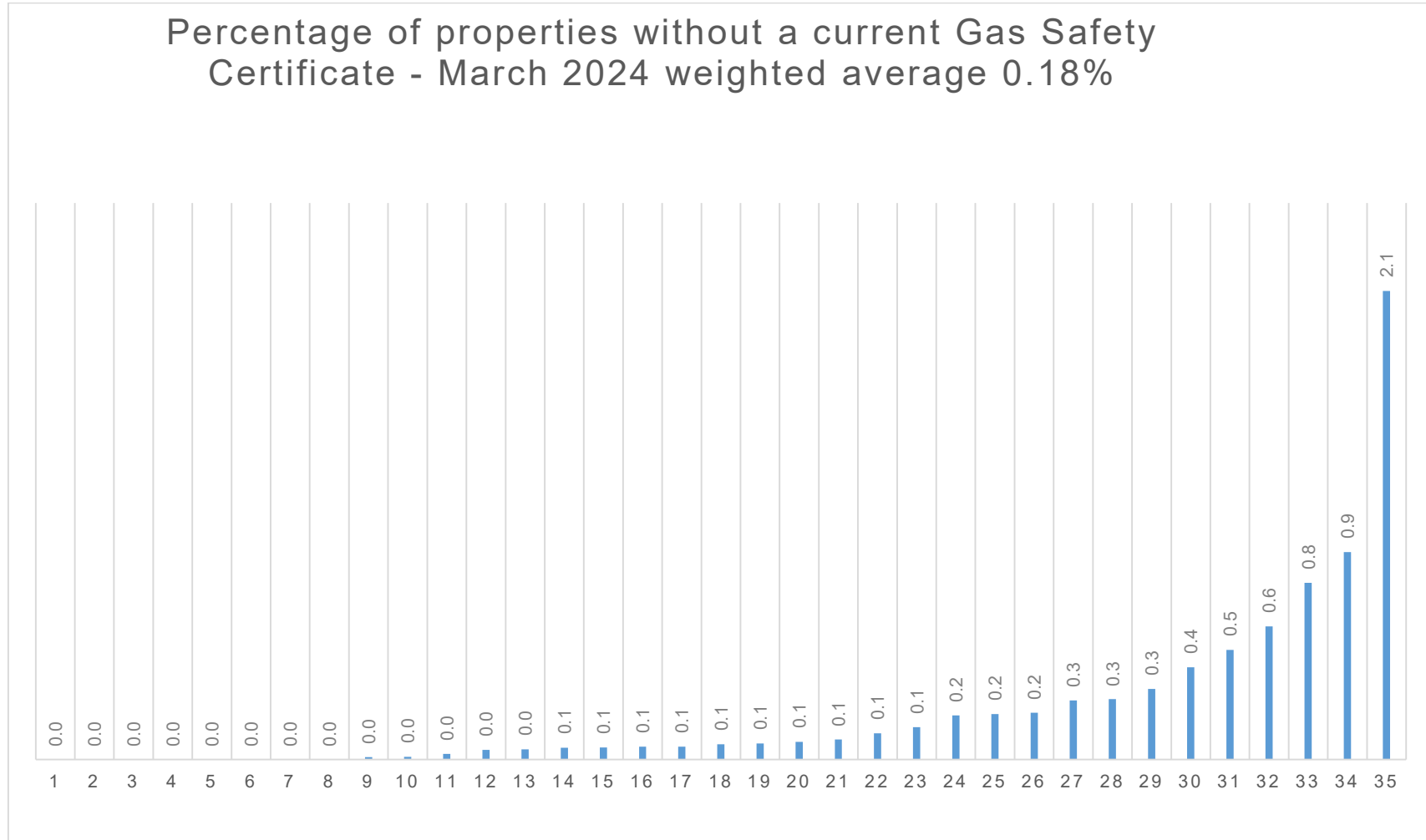
**Ian Walters**  
**Head of Regulation**

## **Tenant Safety**

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

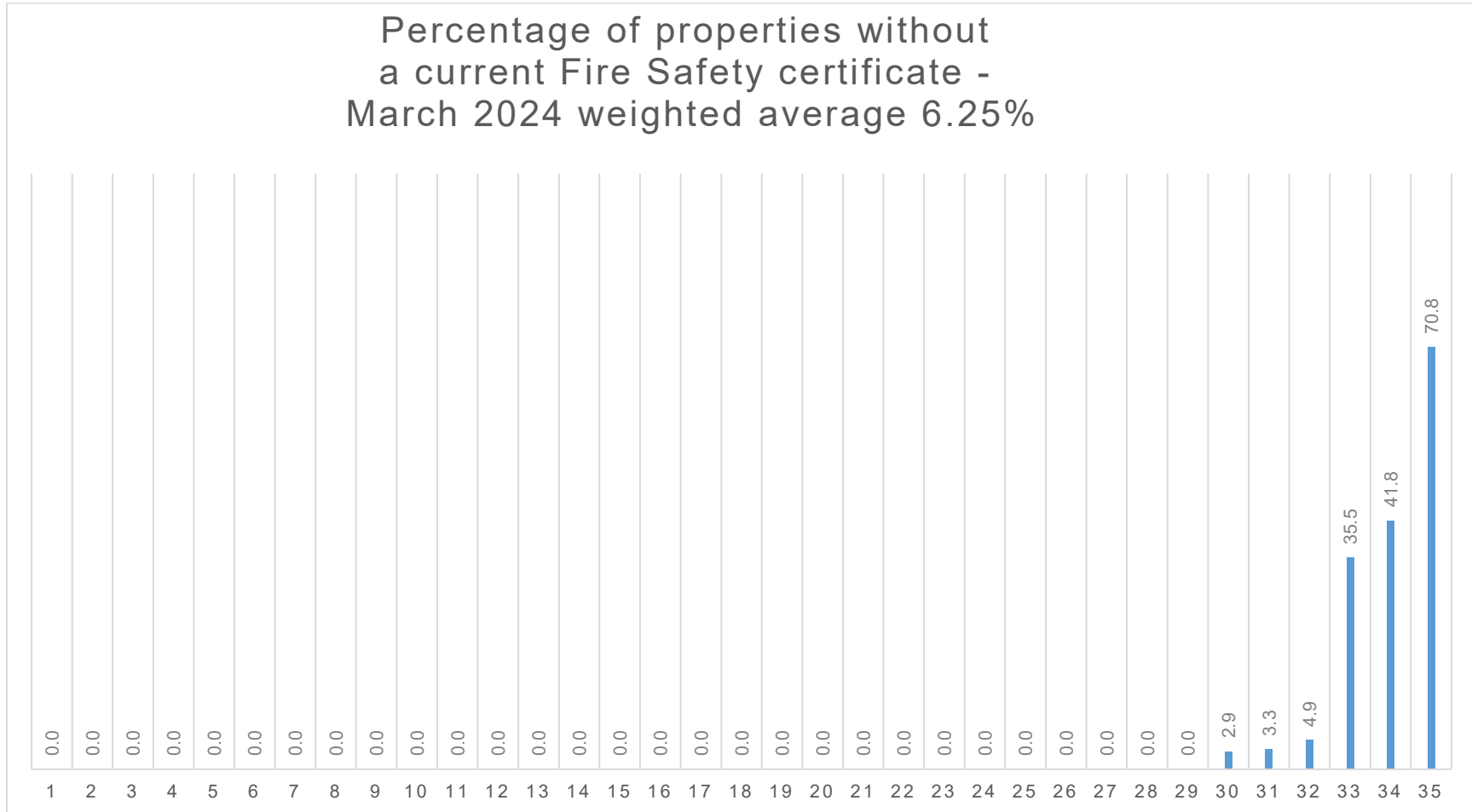
A safety check/inspection/survey may identify and recommend works or further investigations which should be carried out within a timescale set by each individual RSL unless there is a statutory or other applicable timescale. We have asked RSLs to advise us of the number of properties with outstanding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

## Gas Safety



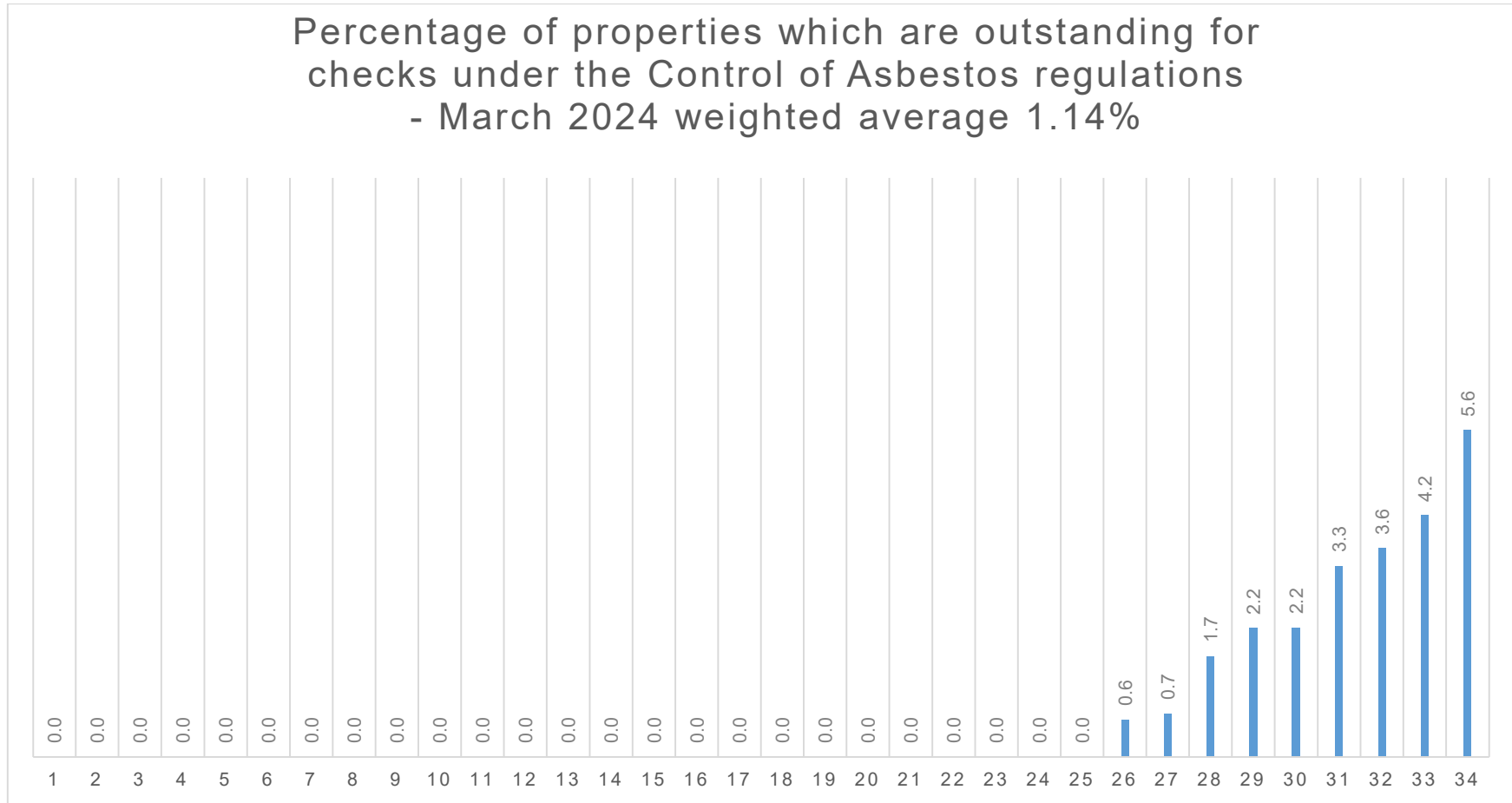
Gas safety compliance of individual RSLs as at March 2024- data set 35.

## Fire Risk Assessments



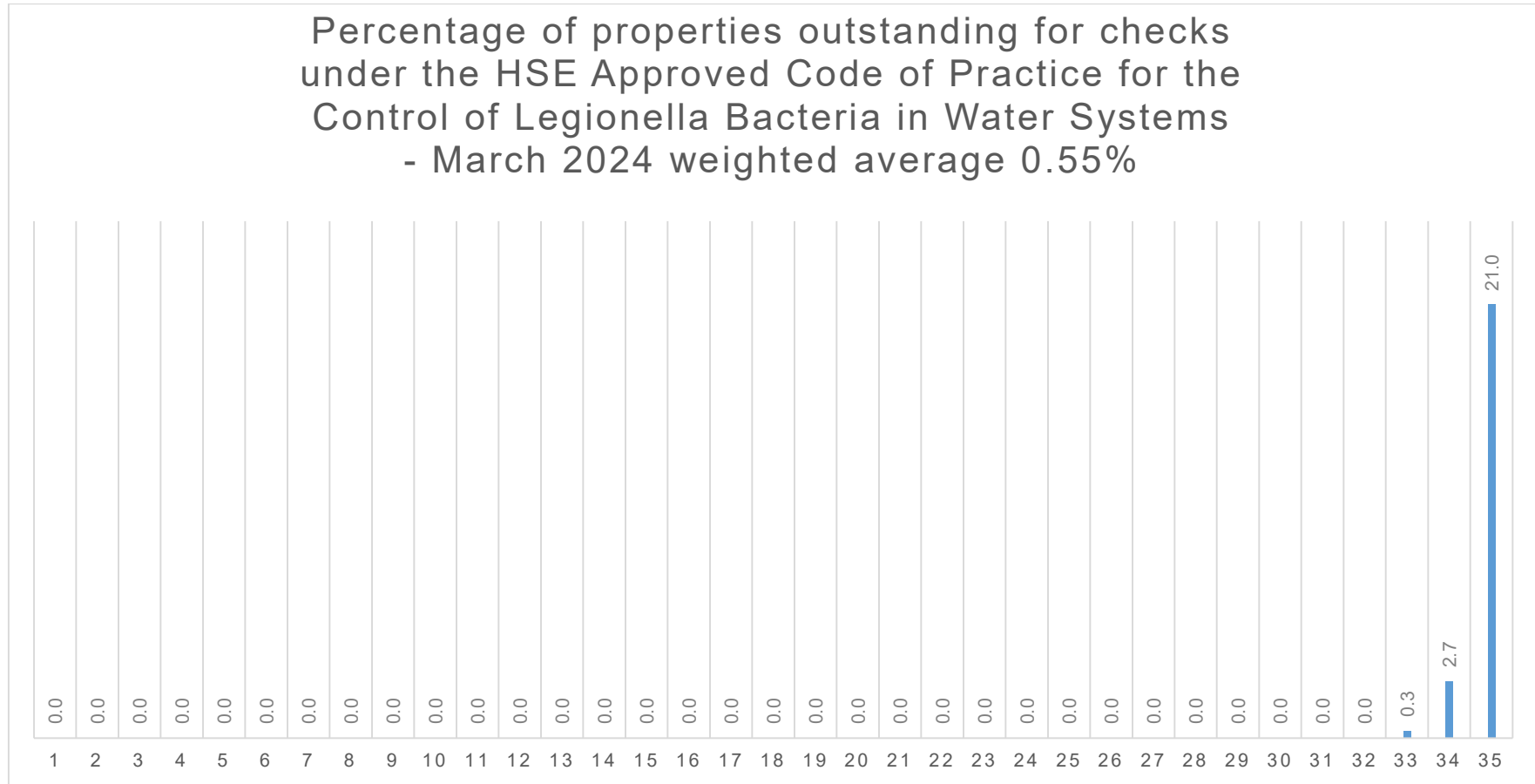
Fire safety compliance of individual RSLs as at March 2024 - data set 35

## Asbestos Surveys



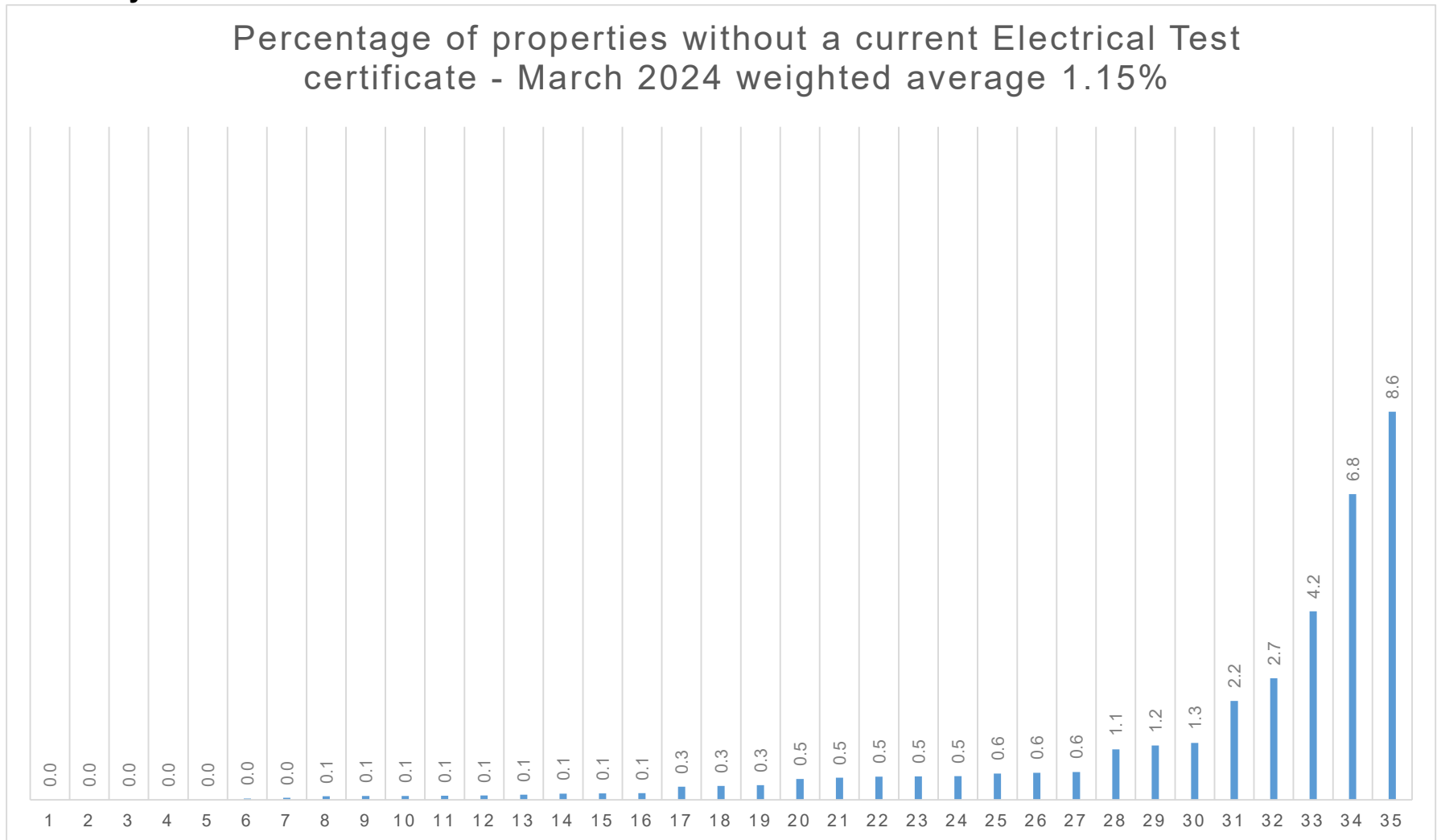
Control of Asbestos Regulations compliance of individual RSLs as at December 2023- data set 34

## Water Hygiene



Code of practice for the control of legionella bacteria compliance of individual RSLs as at March 2024 - data set 35

## Electrical Safety Checks

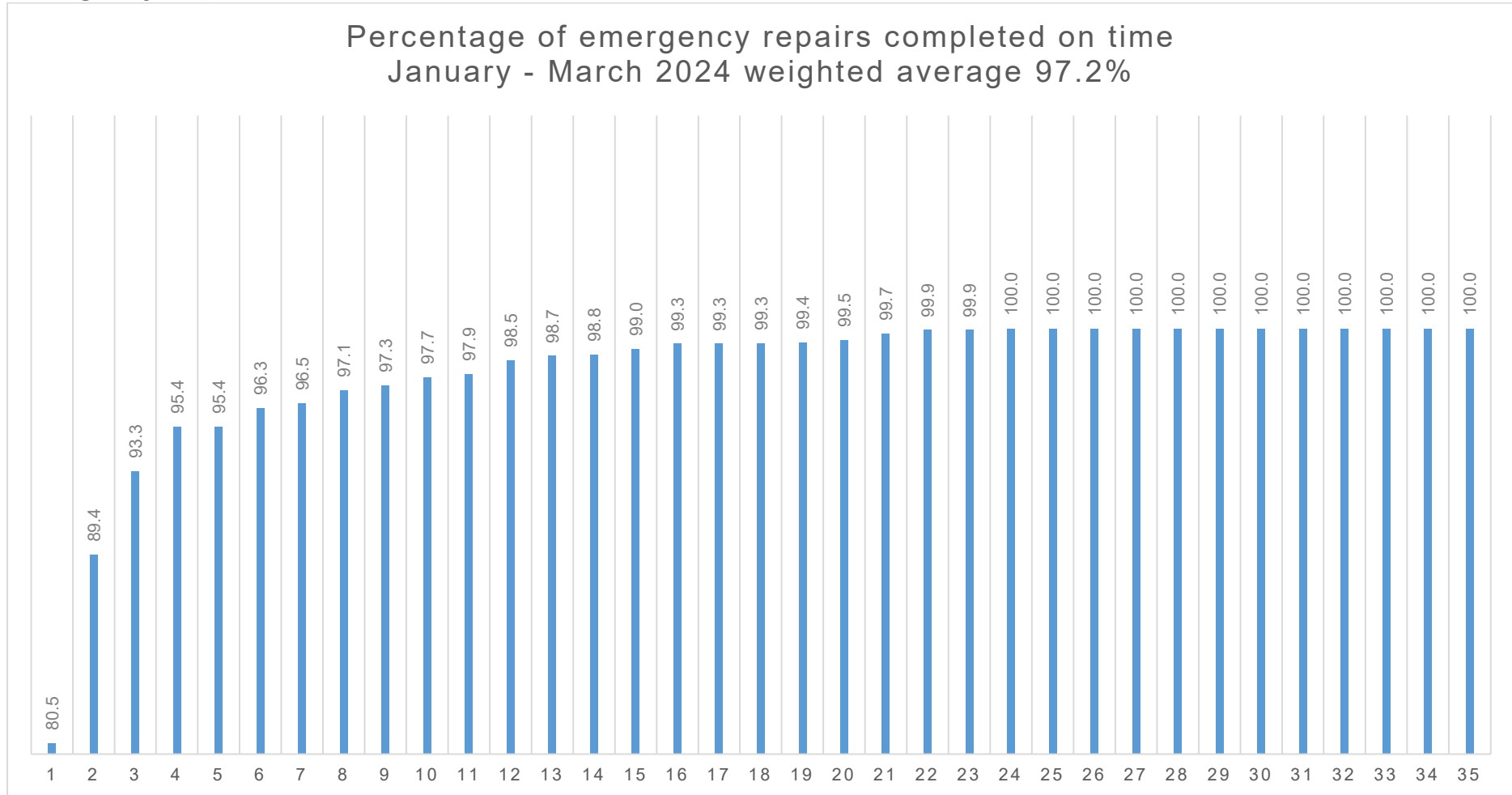


Electrical safety checks as at March 2024 - data set 35.



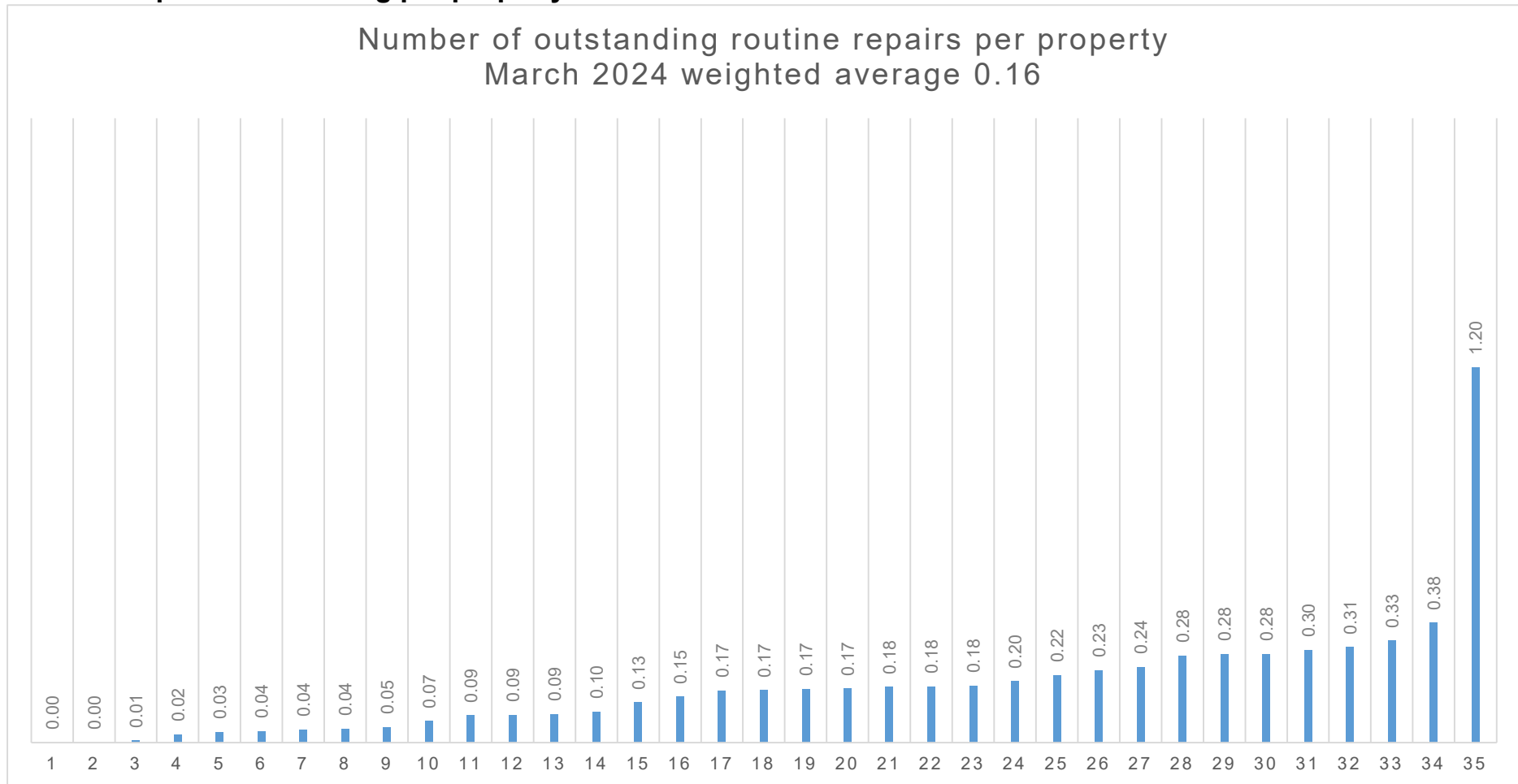
# Repairs and Maintenance

## Emergency Repairs



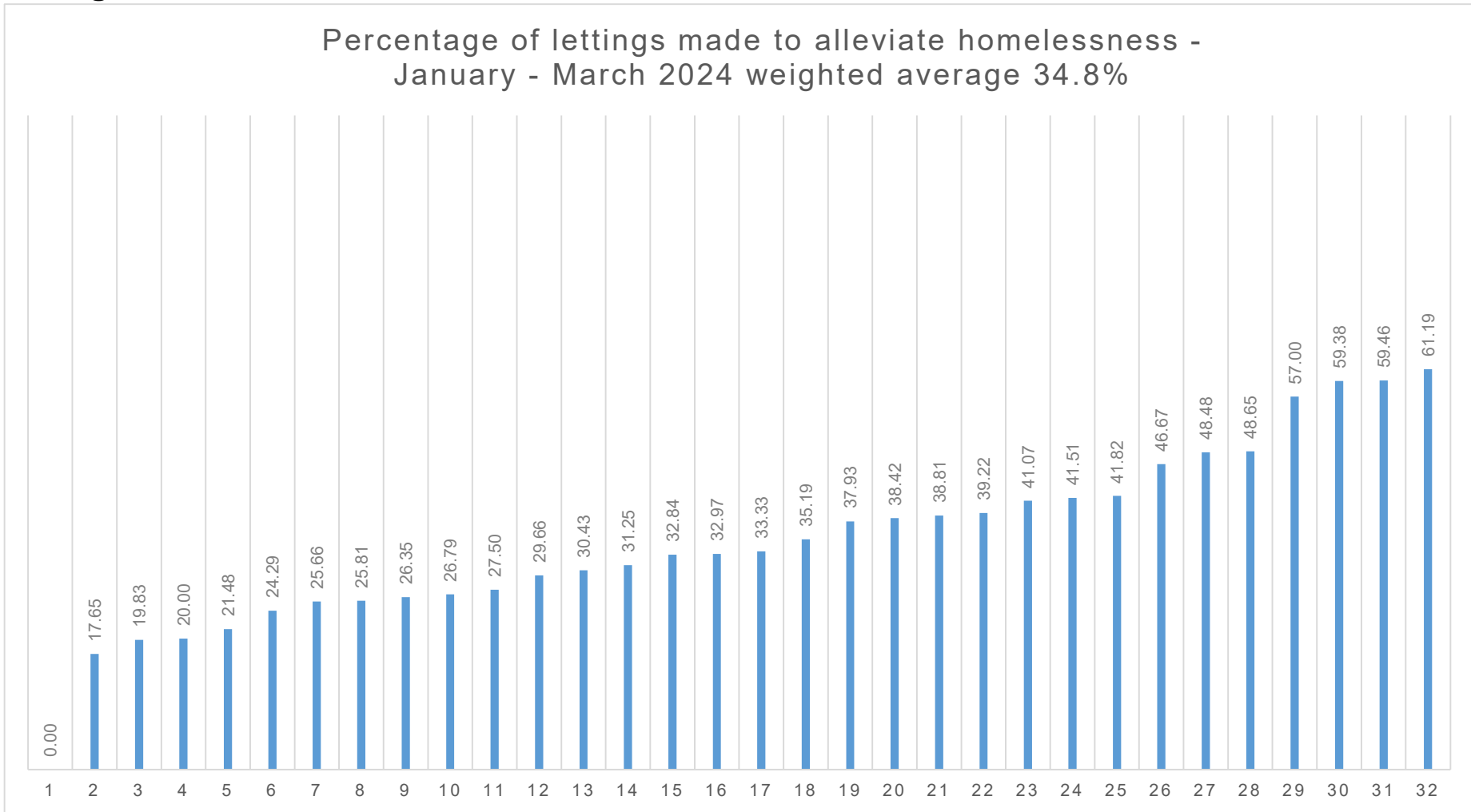
RSL emergency repairs completed to target during January – March 2024 - data set 35

## Routine Repairs outstanding per property



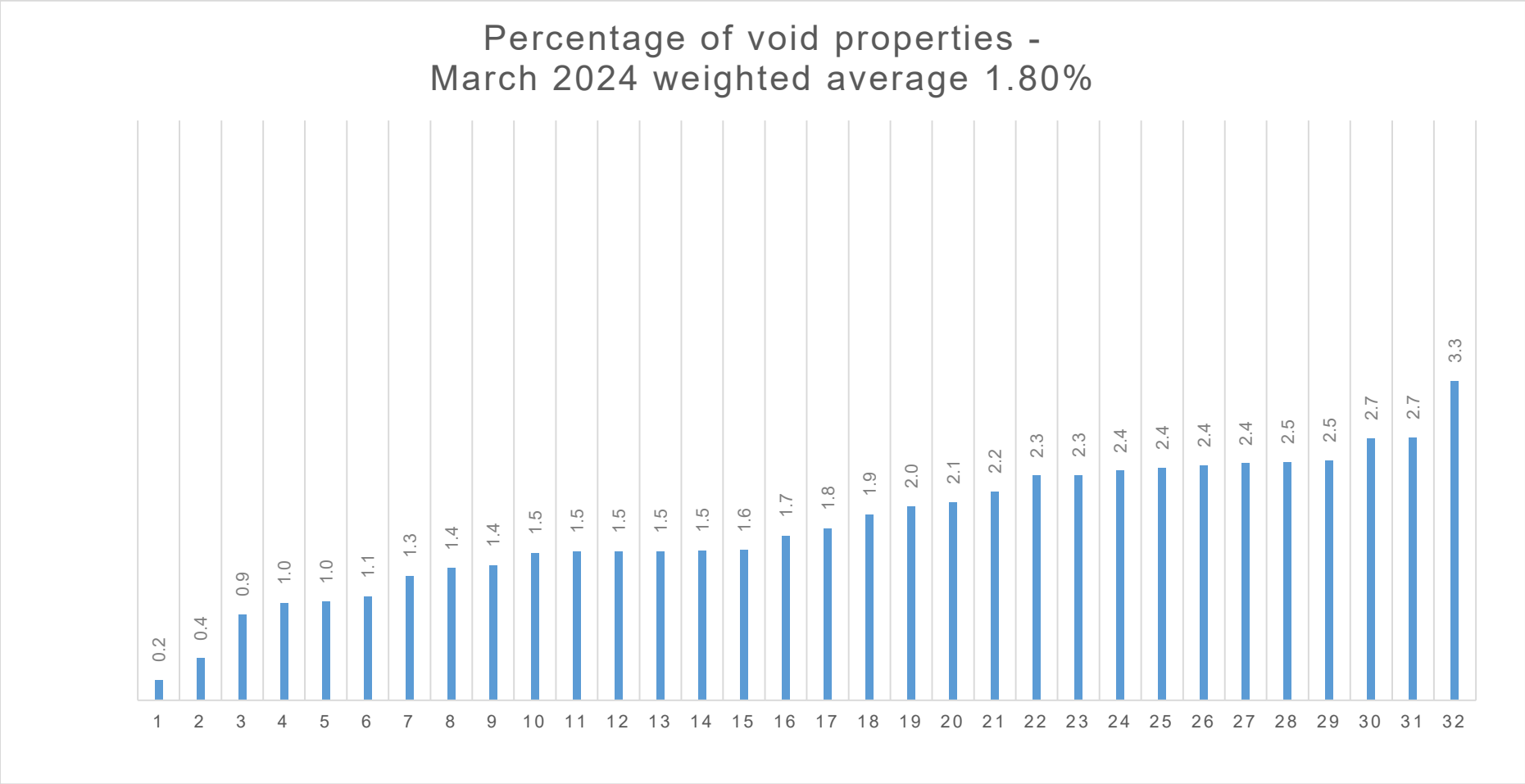
RSL Routine repairs outstanding at March 2024 - data set 35. Some properties will be waiting for more than one repair to be completed.

# Lettings



RSL percentage of lettings to alleviate homelessness during January – March 2024 - data set 32.  
Three small RSLs have been removed from the graphical analysis.

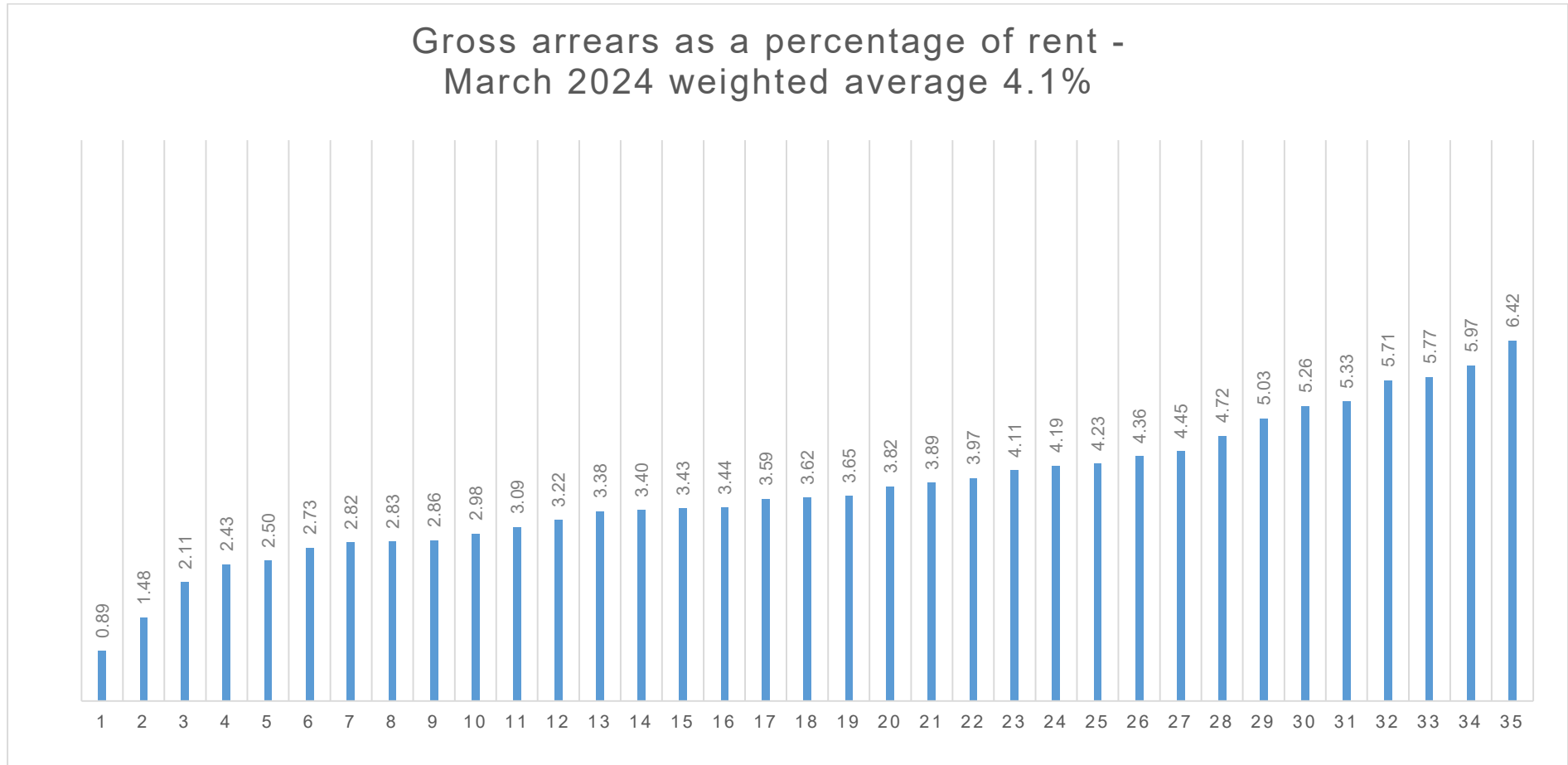
# Void Properties



RSL void properties as at March 2024 - data set 32.  
Three small RSLs have been removed from the graphical analysis.

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

## Arrears



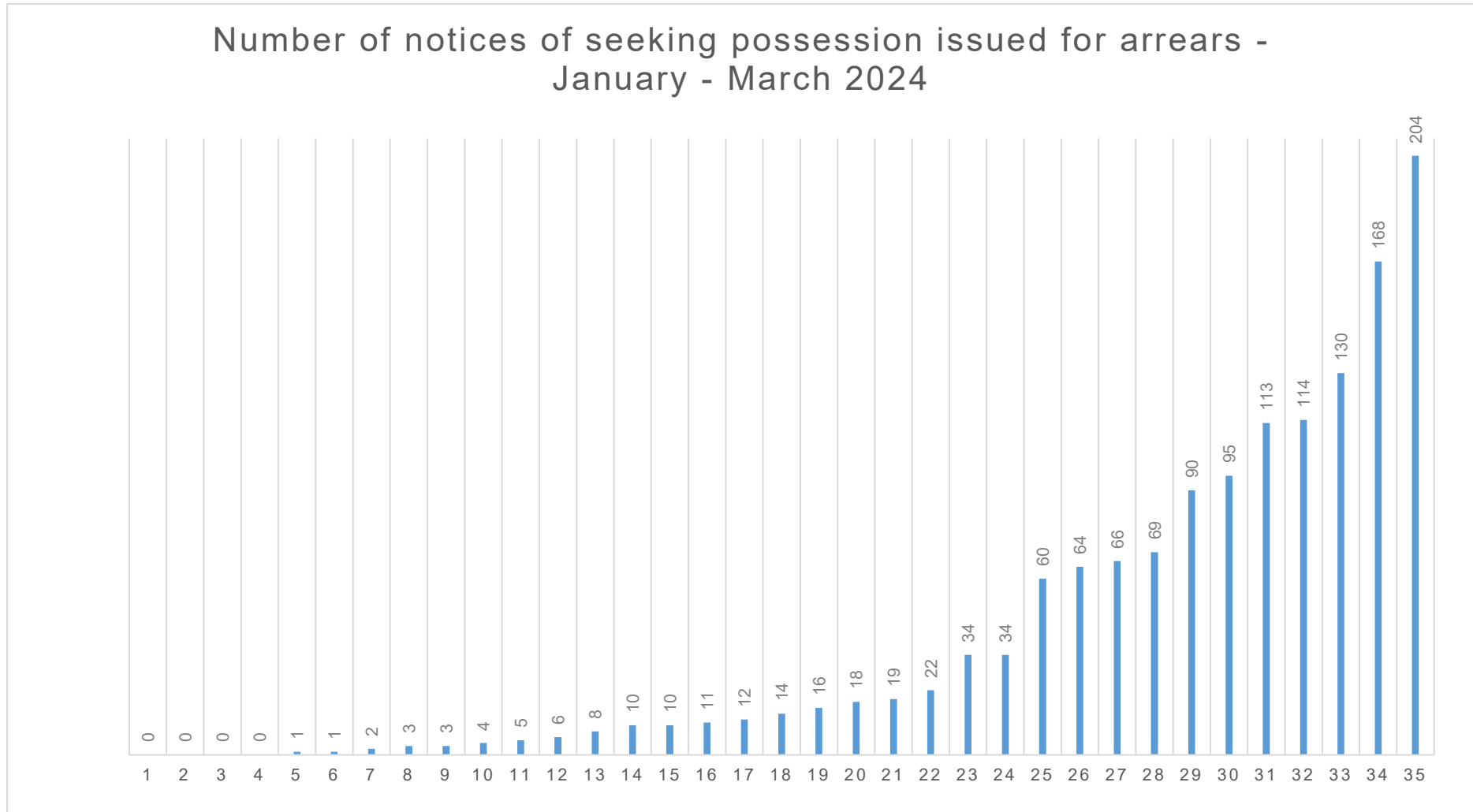
**Rent arrears at the end of March 2024 - data set 35**  
Some RSLs are specialist providers with limited rental income due directly from tenants

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

Number of weeks in arrears	Percentage of tenants	
	Mar 24	Dec 23
8-12	3.90%	3.94%
13-26	2.86%	2.63%
27-52	0.66%	0.74%
52 or more	0.12%	0.15%

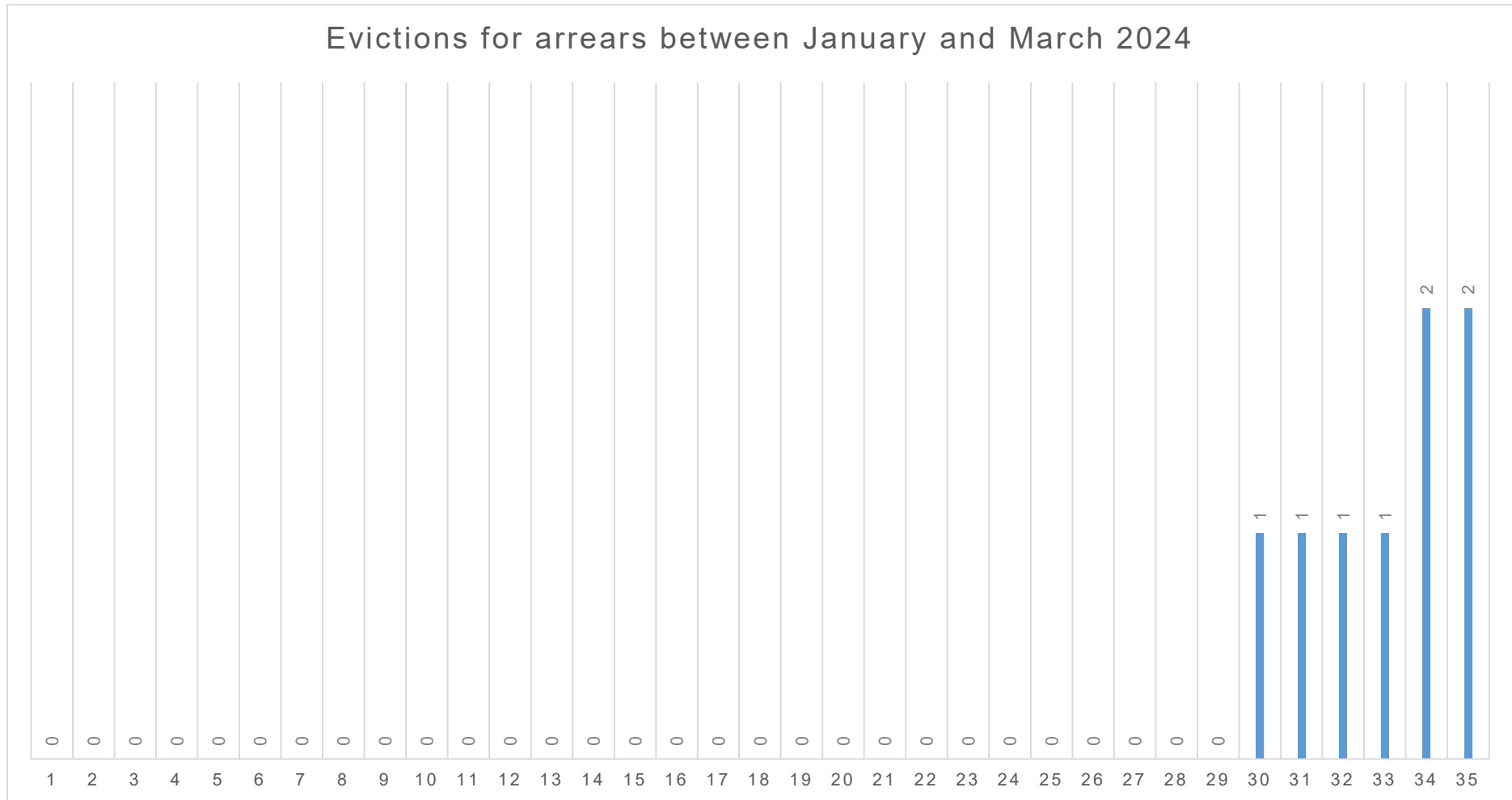
A total of 57,474 tenants (37.4%) are known to be in receipt of Universal Credit, up from 36.0%% in December. A total of 32,088 APAs were received in March (20.9% of tenancies).

## Notices of Seeking Possession (NOSP)



Notices of Seeking Possession issued for rent arrears between January and March 2024 - data set 35

## Evictions for arrears



Evictions made for rent arrears between January and March 2024 - data set 35



## **Financial Resilience**

### **Availability of funding**

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

### **Covenant Compliance**

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