

Dadansoddi ar gyfer Polisi



Analysis for Policy



Llywodraeth Cymru
Welsh Government

SOCIAL RESEARCH NUMBER:

76/2024

PUBLICATION DATE:

07/11/2024

Adequate Housing for renters in Wales: Public Attitudes

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

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Adequate Housing for renters in Wales: Public Attitudes

Rebecca Askew, Welsh Government

Full Research Report: Askew, Rebecca. (2024). *Adequate Housing for renters in Wales: Public Attitudes*. Cardiff: Welsh Government, GSR report number 76/2024

Available at: <https://www.gov.wales/adequate-housing-renters-wales-public-attitudes>

Data collection undertaken by Beaufort Research Ltd

Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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Table of contents

1.	Introduction and objectives.....	4
2.	Methodology.....	6
3.	Research Findings	8
	Housing profile of respondents	8
	House characteristics.....	8
	Rent and rent changes.....	12
	Satisfaction with measures of adequacy.....	16
	Rental satisfaction and improvement.....	18
	Future plans for housing	21
	Representation of tenant views.....	24
4.	Summary.....	27
	Annex A – Survey Questionnaire used in June 2023 Beaufort Omnibus	28

List of figures

Figure 3.1: Type of tenancy of current occupancy - 'Is your home...?'	8
Figure 3.2: Length of time in current property – 'How long have you been living in your current rented home?'	9
Figure 3.3: Length of time in current property by tenure type – 'How long have you been living in your current rented home?'	10
Figure 3.4: Length of time to find current property – 'About how long did it take you to find your current rented home, from the time you started looking to when you signed the tenancy agreement?'	10
Figure 3.5: Length of time to find current property by tenure type – 'About how long did it take you to find your current rented home, from the time you started looking to when you signed the tenancy agreement?'	11
Figure 3.6: Number of bedrooms in rented property – 'How many bedrooms do you have in your rented home?'	11
Figure 3.7: Number of bedrooms in property by tenure type – 'How many bedrooms do you have in your rented home?'	12
Figure 3.8: Rent paid per month – 'How much do you pay in rent each month?'	13
Figure 3.9: Rent paid per month by tenure type – 'How much do you pay in rent each month?'	14
Figure 3.10: Bills included in rent – 'Are your bills included in the total rent?'	14
Figure 3.11: Bills included in rent by tenure type - 'Are your bills included in the total rent?'	15
Figure 3.12: How much, if at all, has your monthly rent increased since 2020?	15
Figure 3.13: Rent increases by tenure type – 'How much, if at all, has your monthly rent increased since 2020?'	16
Figure 3.14: Satisfaction with measures of adequacy – 'How satisfied are you with each of the following aspects of your current rented home?'	17
Figure 3.15: Satisfaction with rental property – 'How satisfied are you with the quality of your current rented accommodation?'	19
Figure 3.16: Satisfaction with rental by tenure type 'How satisfied are you with the quality of your current rented accommodation?'	19
Figure 3.17: Main aspect for improvement – 'What is the one main aspect of your current rented home you'd like to see improved, if any?'	20

Figure 3.18: Main aspect for improvement in your current rented home by tenure type - ‘What is the one main aspect of your current rented home you’d like to see improved, if any?’	20
Figure 3.19: Likelihood of staying in current property – ‘How likely are you to stay in your current rented property in the next year?’	22
Figure 3.20: Likelihood of staying in current property by tenure type - ‘How likely are you to stay in your current rented property in the next year?’	22
Figure 3.21: Desire to buy a home in next 3 years – ‘Are you looking to buy your own home in the next 3 years?’	23
Figure 3.22: Desire to buy a home in next 3 years by tenure type – ‘Are you looking to buy your own home in the next 3 years?’	23
Figure 3.23: Issues raised to landlord – ‘How satisfied are you with the speed with which any issues raised with your landlord or letting agent have been dealt with (if applicable)?’	25
Figure 3.24: Issues raised to landlord by tenure type - ‘How satisfied are you with the speed with which any issues raised with your landlord or letting agent have been dealt with (if applicable)?’	25
Figure 3.25: Respondent satisfaction with representation– ‘As a tenant, how satisfied are you that tenants’ views on renting and housing are appropriately represented to the Welsh Government/Local Authorities/Housing Organisations?’	26
Figure 3.26: Tenant view representation in Welsh Government/Local Authorities/ Housing Organisations by tenure type - ‘As a tenant, how satisfied are you that tenants’ views on renting and housing are appropriately represented to the Welsh Government/Local Authorities/Housing Organisations?’	26

1. Introduction and objectives

- 1.1 The Welsh Government recognises that every person in Wales should be able to secure a safe and affordable home that meets their needs. The ability to call somewhere home provides security, identity, and a sense of community belonging.
- 1.2 Access to adequate housing allows people to put down roots and thrive, whether that be in terms of jobs, education, raising families, or re-locating following retirement. In order for people to have adequate housing, homes should be affordable, of decent quality, and safe from hazards. They should also be located in places with good local infrastructure, such as access to health services, education, jobs, transportation, and social and community services.
- 1.3 Delivering adequate housing in Wales contributes to the Welsh Government's Future Wales: National Plan 2040¹ which sees good quality affordable housing as the bedrock of communities.
- 1.4 In Wales, there are a range of policy mechanisms and legislation which define aspects of what might be considered factors of adequate housing in a Welsh context. For example, The Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2020² set out what landlords must do to ensure their property is in good repair and fit for human habitation.
- 1.5 Whilst there is no agreed definition in the UK, the United Nations identifies seven criteria which it considers should be met for accommodation to be considered as 'adequate housing'³. They are:
- *Security of tenure*: housing is not adequate if its occupants do not have a degree of tenure security which guarantees legal protection against forced evictions, harassment, and other threats;
 - *Availability of services, materials, facilities, and infrastructure*: housing is not adequate if its occupants do not have safe drinking water, adequate sanitation, energy for cooking, heating, lighting, food storage or refuse disposal;
 - *Affordability*: housing is not adequate if the cost of housing threatens or compromises the occupants' enjoyment of other human rights (e.g. food).

¹ [Update to Future Wales - The National Plan 2040](#)

² [Fitness of homes for human habitation: guidance for landlords](#)

³ [The human right to adequate housing | OHCHR](#)

- *Habitability*: housing is not adequate if it does not guarantee physical safety or provide adequate space, as well as protection against the cold, damp, heat, rain, wind, other threats to health and structural hazards;
- *Accessibility*: housing is not adequate if the specific needs of disadvantaged and marginalized groups are not taken into account;
- *Location*: housing is not adequate if it is cut off from employment opportunities and services (including health-care services, schools, childcare centres, and other social facilities) or if located in polluted or dangerous areas; and
- *Cultural inadequacy*: housing is not adequate if it does not respect and take into account the expression of cultural identity in how housing is designed.

1.6 The Welsh Government identified a need to gather further information on the opinions of renters in Wales in relation to a variety of factors relating to adequate housing, such as their satisfaction with how quickly their landlord dealt with issues and their satisfaction with how their property met the measures of adequacy.

1.7 Beaufort Research was therefore commissioned by Welsh Government to conduct a representative survey of tenants' attitudes towards adequate housing in Wales using the June 2023 Wales Omnibus.

1.8 The aims of the study were to better understand tenants' attitudes toward, understanding of, and engagement with adequate housing and renting in Wales. The results have been used to shape policy, research and public engagement to inform the development of the White Paper for adequate housing and fair rents.⁴

⁴ [Written Statement: The Launch of a Green Paper Call for Evidence on Housing Adequacy and Fair Rents \(6 June 2023\)](#)

2. Methodology

- 2.1 The survey was conducted on the Beaufort Wales Omnibus, which interviews a representative sample of 1,000 adults across Wales in each wave. Surveys are conducted five times a year – January, March, June, September and November⁵. A different set of adults is interviewed each wave although samples are matched in terms of key demographic characteristics.
- 2.2 Fieldwork took place between 5 June and 25 June 2023. A total of 1,000 interviews were completed and analysed. Slightly under two thirds (61 per cent) of all 1000 respondents owned or part-owned their home; just over one third (36 per cent) surveyed rented from a private landlord, from the council, or from a housing association.
- 2.3 This report focuses on the respondents who currently rent their property in some form only (358 respondents).
- 2.4 Surveys are conducted online using the Cint™ online panel exchange platform. Multiple data quality checks⁶ are built into the Cint™ system and Beaufort builds in its own quality control questions and measures within the survey and excludes respondents who fail these checks.
- 2.5 The survey was subject to interlocking demographic quota controls⁷ of age within gender. A further separate quota control⁸ was set on social grade and interviews were undertaken with residents of every local authority in Wales. These quotas allow the Wales Omnibus Survey to use proportional quota sampling (not random sampling) to reflect key demographics within the Welsh population. Regardless of this, any findings in this survey reflect the view of the sample and care should be taken in translating any findings to the wider population in Wales.
- 2.6 At the analysis stage, the data was weighted by age group, gender, local authority grouping and social grade⁹. This ensures that the sample reflects 2021 Census figures and the characteristics of the population of Wales.

⁵ [Wales Omnibus - BeaufortResearch](#)

⁶ These checks are to ensure that real people are answering the survey questions, to prevent duplicate responses and ensure that sufficient attention is paid to questions to provide high quality data.

⁷ Interlocking demographic quota controls means that the target incorporates two variables: age group within gender.

⁸ Quota controls are target numbers of interviews set for specific demographic groups within the population, to help achieve a representative sample for the survey.

⁹ Social grade is a classification system based on occupation developed for use on the National Readership Survey (NRS). [Social Grade | National Readership Survey \(nrs.co.uk\)](#)

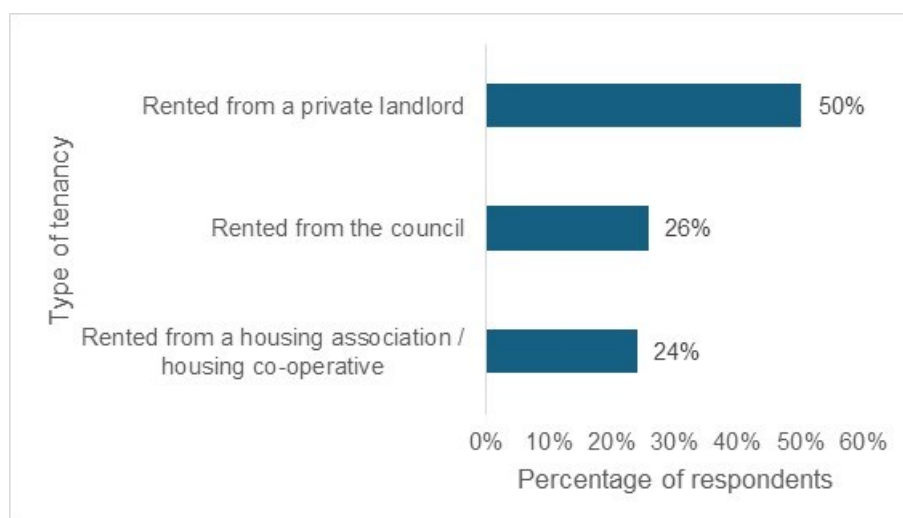
- 2.7 Draft questions for the adequate rented housing survey were supplied by Welsh Government. These were finalised following discussions with Beaufort (see Annex A for the questionnaire).
- 2.8 The majority of questions asked were closed, with participants given set response options to choose from. In some instances, participants were able to select multiple responses.
- 2.9 Demographic questions are included as standard in the Wales Omnibus survey. The survey was available in English and Welsh.
- 2.10 Full data tabulations from the survey have been provided to the Welsh Government; these are available in a separate technical report.
- 2.11 In this report, data has been analysed by tenure type. When analysing tenure type, the categories of rented from the council and rented from a housing association or co-operative have been amalgamated to form the category of 'social rented and housing co-operative' to allow for meaningful analysis to be conducted. A small number of respondents who said their home was shared ownership (part rent / part buy) have not been counted as renters and are therefore not included in the report.
- 2.12 Where percentages in the graphs do not add to 100%, this is due to differences in rounding.

3. Research Findings

Housing profile of respondents

- 3.1 This section focuses on the type of home each respondent currently occupies, answering the question 'is your home...?'
- 3.2 In June 2023, 50% of respondents living in a rented home were renting from a private landlord, 26% were renting from the council and 24% were renting from a housing association or housing co-operative. This is shown in figure 3.1.

Figure 3.1: Type of tenancy of current occupancy - 'Is your home...?'



Base: 358

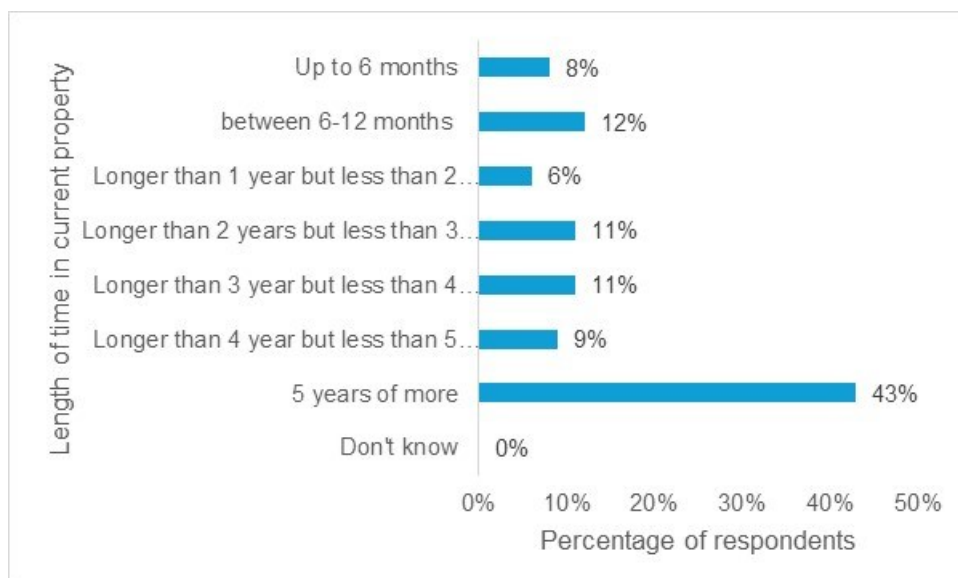
Source: Beaufort Omnibus

House characteristics

- 3.3 This section focuses on the following questions:
- How long have you been living in your current rented home?
 - How long did it take to find your current rented home?
 - How many bedrooms are in your rented home?
- 3.4 The most common period for respondents to spend in their current property was 5 years or more (43%). This is shown in figure 3.2. 29% had lived in their current rented home for 5 years or more and were social and housing co-operative renters, fewer respondents had lived in their current rented home for 5 years or more and were private renters (14%). This is shown in figure 3.3.

- 3.5 Length of time to find a rented property was under 6 months for nearly two-thirds of respondents (64%). However, 12% of respondents reported that it took them over a year to find their current property, with 9% of these respondents being social or housing co-operative renters, and 2% being private renters. This is shown in figures 3.4 and 3.5.
- 3.6 21% of respondents took up to 1 month to find their rented property, with 15% of these respondents renting privately, 6% of respondents who took up to 1 month to find their rented property were social or housing co-operative renters. This is shown in figure 3.5.
- 3.7 Respondents who rented their current home most commonly lived in two (37%) or three-bedroom properties (40%). This is shown in figure 3.6.
- 3.8 Similar proportions of social or housing co-operative renters and private renters lived in three-bedroom properties (21% and 19% respectively). This is shown in figure 3.7.

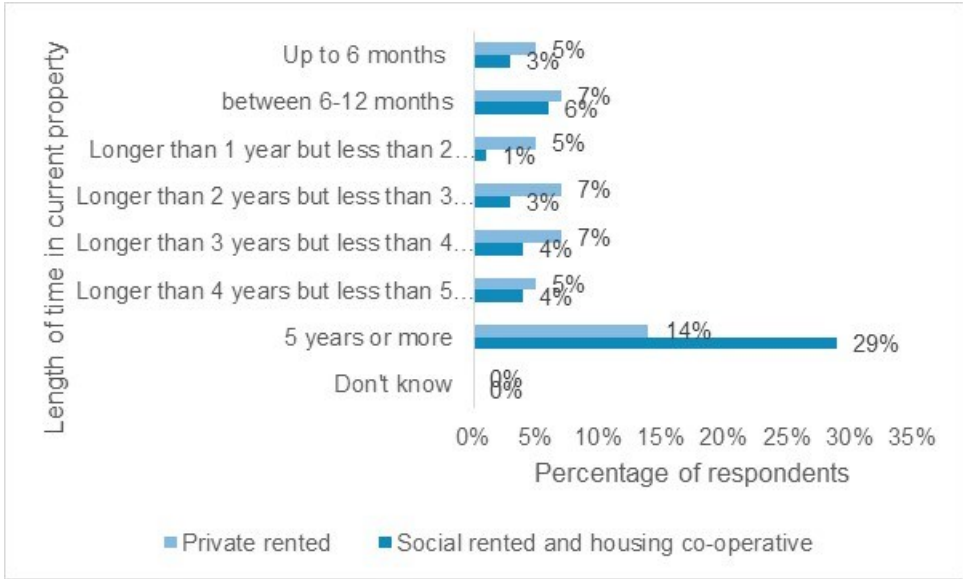
Figure 3.2: Length of time in current property – ‘How long have you been living in your current rented home?’



Base: 358

Source: Beaufort Omnibus

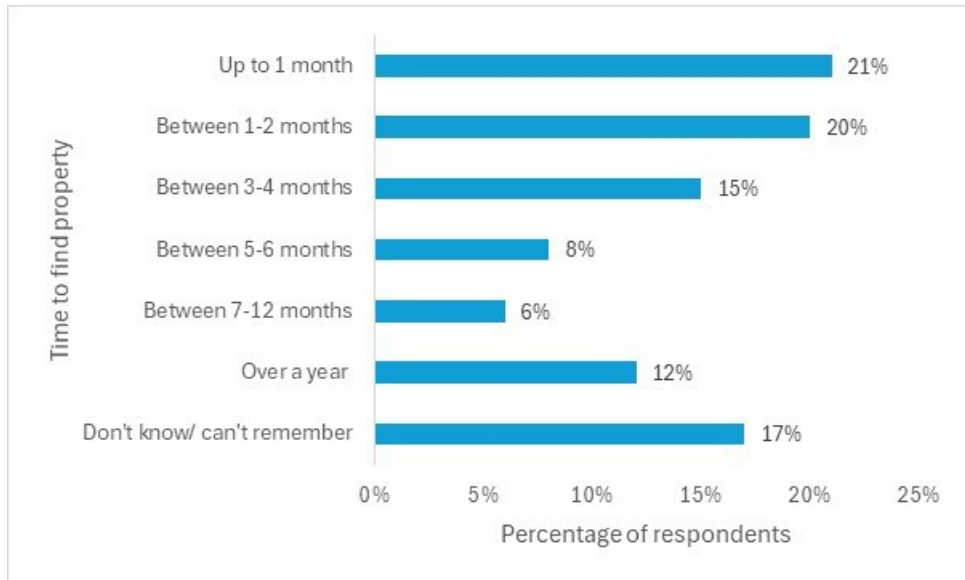
Figure 3.3: Length of time in current property by tenure type – ‘How long have you been living in your current rented home?’



Base: 358

Source: Beaufort Omnibus

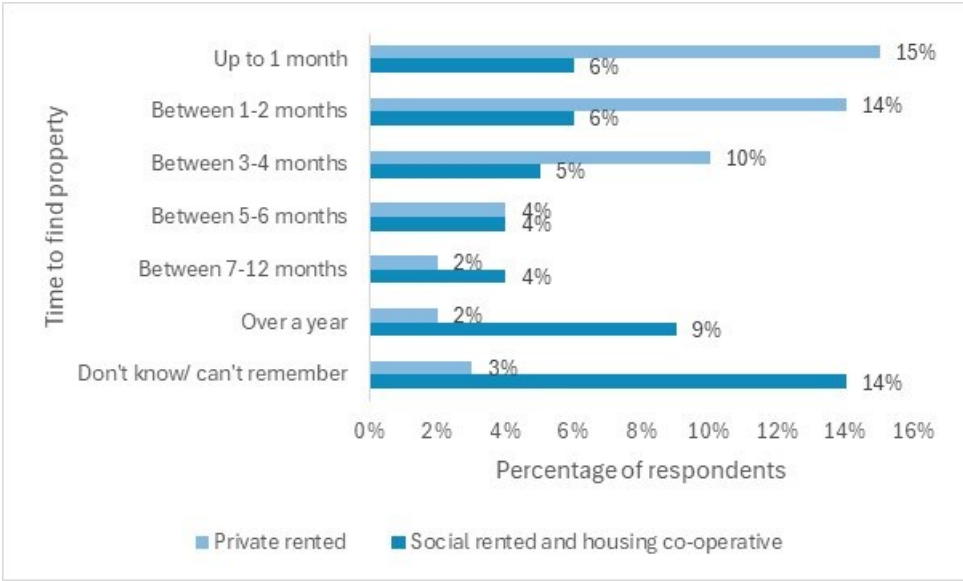
Figure 3.4: Length of time to find current property – ‘About how long did it take you to find your current rented home, from the time you started looking to when you signed the tenancy agreement?’



Base: 358

Source: Beaufort Omnibus

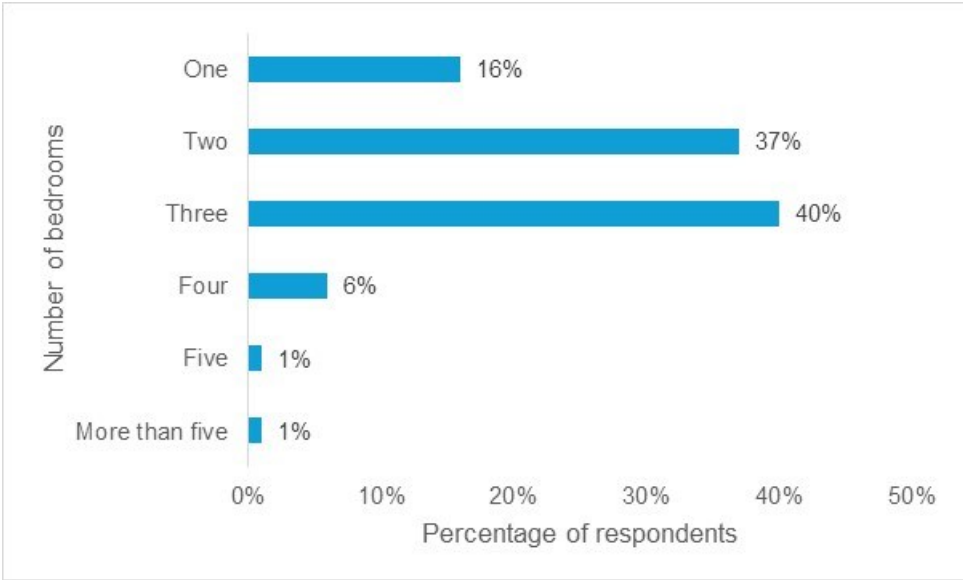
Figure 3.5: Length of time to find current property by tenure type – ‘About how long did it take you to find your current rented home, from the time you started looking to when you signed the tenancy agreement?’



Base: 358

Source: Beaufort Omnibus

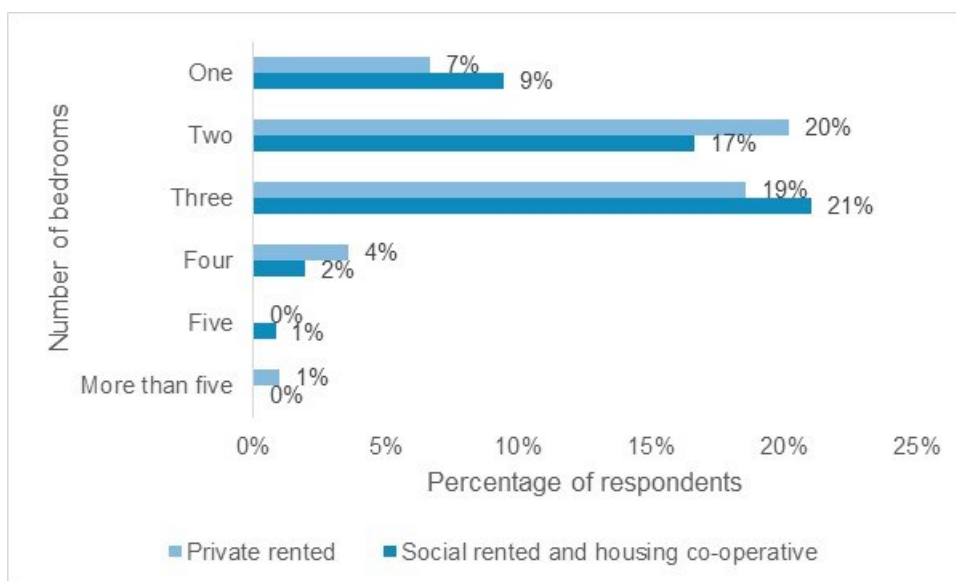
Figure 3.6: Number of bedrooms in rented property – ‘How many bedrooms do you have in your rented home?’



Base: 358

Source: Beaufort Omnibus

Figure 3.7: Number of bedrooms in property by tenure type – ‘How many bedrooms do you have in your rented home?’



Base: 358

Source: Beaufort Omnibus

Rent and rent changes

3.9 This section sets out findings from respondents in relation to their current rent and rent changes since 2020. Specifically, it looks at responses to the following questions:

- How much do you pay in rent each month?
- Are your bills included in the total rent?
- How much, if at all, has your monthly rent increased since 2020?

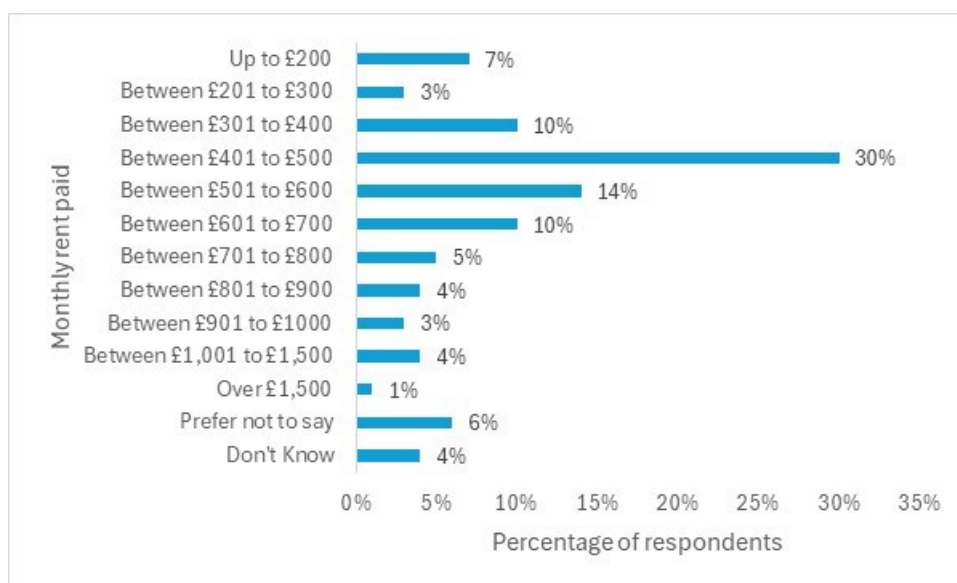
3.10 The most frequent amount for respondents to pay in rent was in the £401-500 range (30%), as shown in figure 3.8. 20% of these respondents were social or housing co-operative renters, fewer respondents renting privately reported paying £401-500 (11%). This is shown in figure 3.9.

3.11 7% of respondents paid under £200 rent per month and were social or housing co-operative renters. No respondents who were renting privately reported paying under £200 rent per month. This is shown in figure 3.9.

3.12 Of all respondents, only 9% had bills included in their total rent, compared to 88% who did not. 3% responded that they did not know. This is shown in figure 3.10.

- 3.13 Similar proportions of private renters and social or housing co-operative renters did not have bills included in their rent (46% and 43% respectively). This is shown in figure 3.11.
- 3.14 Respondents who had been living in their current rented property for 3 years or more were asked about recent rent increases. 33% of respondents who were social or housing co-operative renters reported a rent increase of up to £50, compared to only 8% who were renting privately. This is shown in figure 3.13.
- 3.15 Of all respondents who had been living in their property for 3 years or more, 19% had experienced no rent increase and were private renters, in contrast to only 3% of social or housing co-operative renters who had been living in their property for 3 years or more and experienced no rent increase. This is shown in figure 3.13.

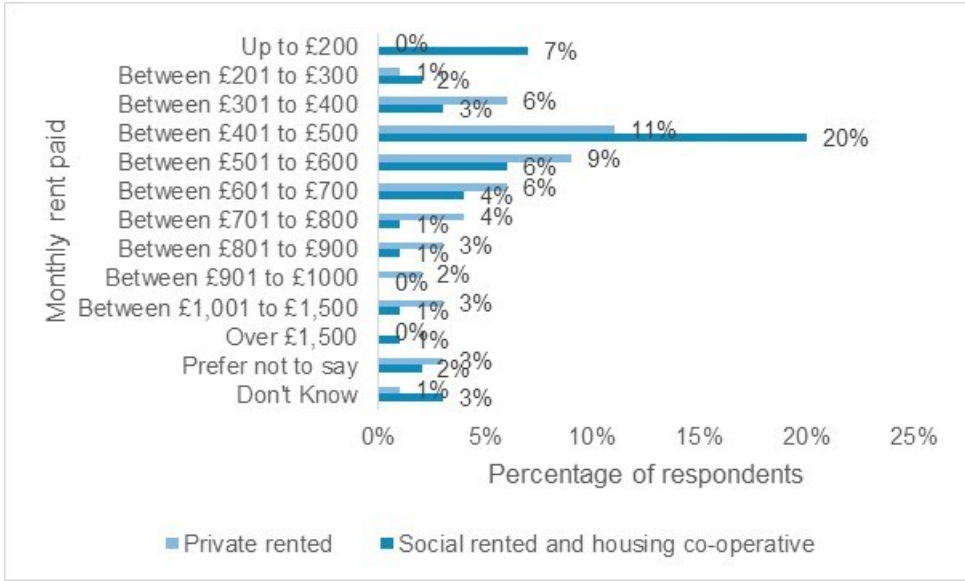
Figure 3.8: Rent paid per month – ‘How much do you pay in rent each month?’



Base: 358

Source: Beaufort Omnibus

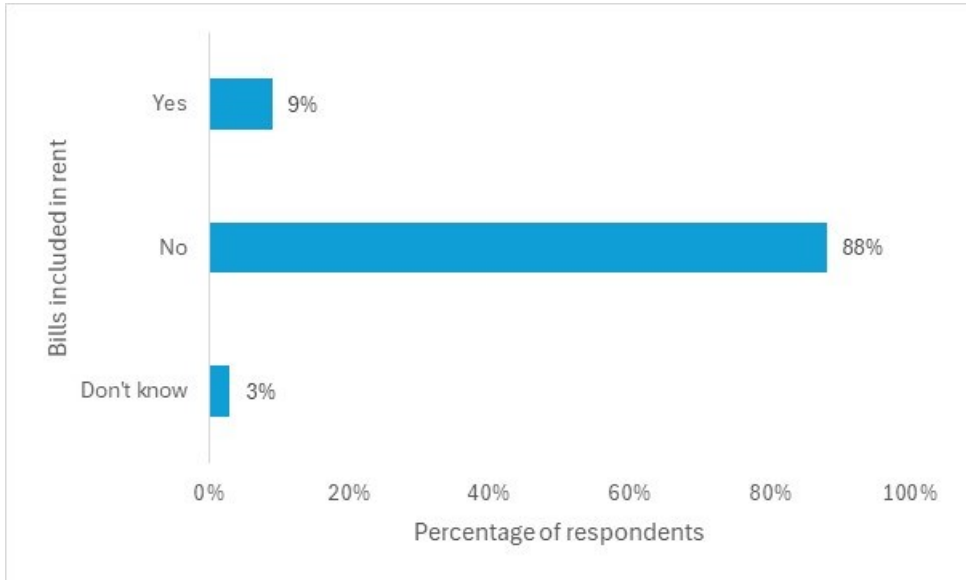
Figure 3.9: Rent paid per month by tenure type – ‘How much do you pay in rent each month?’



Base: 358

Source: Beaufort Omnibus

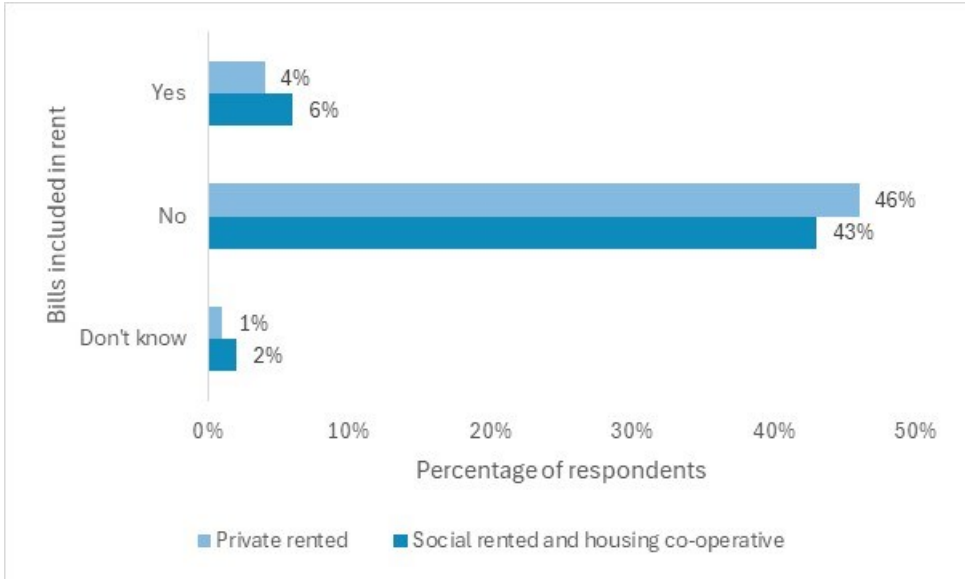
Figure 3.10: Bills included in rent – ‘Are your bills included in the total rent?’



Base: 358

Source: Beaufort Omnibus

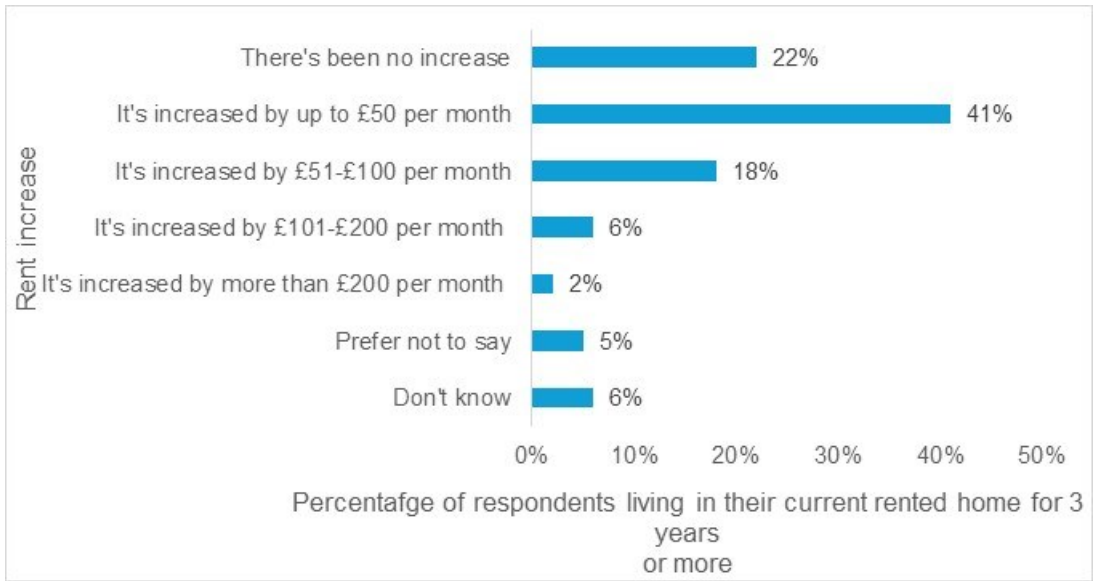
Figure 3.11: Bills included in rent by tenure type - 'Are your bills included in the total rent?'



Base: 358

Source: Beaufort Omnibus

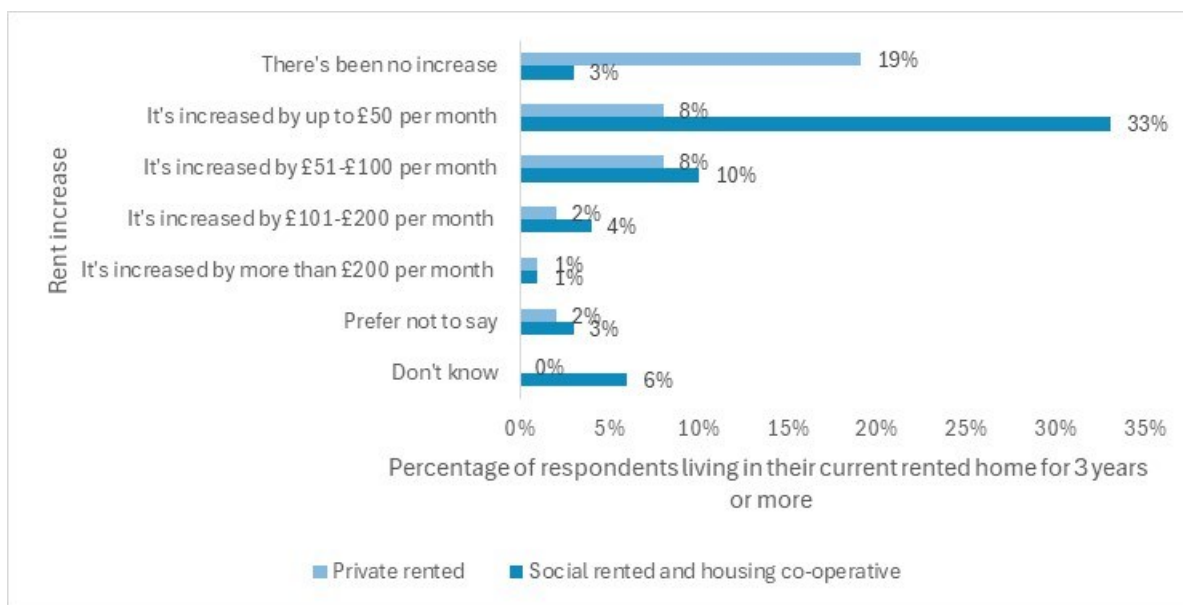
Figure 3.12: How much, if at all, has your monthly rent increased since 2020?



Base: 205

Source: Beaufort Omnibus

Figure 3.13: Rent increases by tenure type – ‘How much, if at all, has your monthly rent increased since 2020?’



Base: 205

Source: Beaufort Omnibus

Satisfaction with measures of adequacy

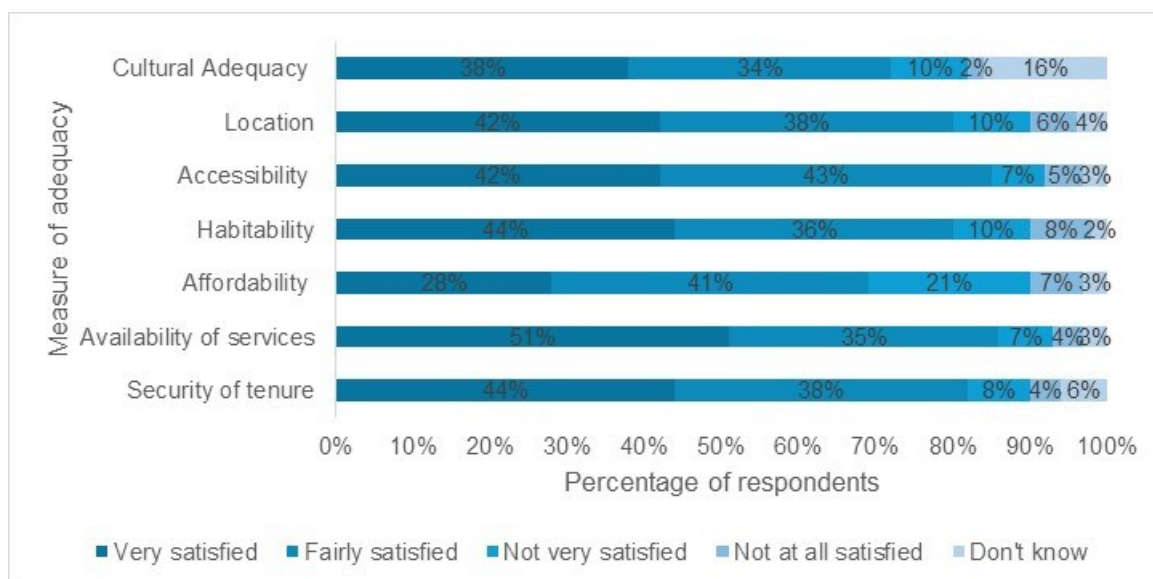
3.16 This section focuses on the measures of adequacy relating to the human right to adequate housing and how satisfied respondents were with:

- Security of tenure: housing is not adequate if its occupants do not have a degree of tenure security which guarantees legal protection against forced evictions, harassment, and other threats;
- Availability of services, materials, facilities, and infrastructure: housing is not adequate if its occupants do not have safe drinking water, adequate sanitation, energy for cooking, heating, lighting, food storage or refuse disposal;
- Affordability: housing is not adequate if the cost of housing threatens or compromises the occupants' enjoyment of other human rights (e.g. food);
- Habitability: housing is not adequate if it does not guarantee physical safety or provide adequate space, as well as protection against the cold, damp, heat, rain, wind, other threats to health and structural hazards;

- **Accessibility:** housing is not adequate if the specific needs of disadvantaged and marginalized groups; are not taken into account;
- **Location:** housing is not adequate if it is cut off from employment opportunities and services (including health-care services, schools, childcare centres, and other social facilities) or if located in polluted or dangerous areas; and
- **Cultural inadequacy:** housing is not adequate if it does not respect and take into account the expression of cultural identity in how housing is designed.

3.17 Respondents were generally ‘very satisfied’ or ‘fairly satisfied’ with each of the measures of adequacy, as shown in figure 3.14. However, a greater proportion of respondents reported being ‘not very satisfied’ and ‘not at all satisfied’ (21% and 7% respectively) with affordability and a lower proportion of respondents reported being ‘very satisfied’ with affordability in comparison to the other measures. Suggesting that affordability is an important issue for respondents.

Figure 3.14: Satisfaction with measures of adequacy – ‘How satisfied are you with each of the following aspects of your current rented home?’



Base: 358

Source: Beaufort Omnibus

Rental satisfaction and improvement

3.18 This section focuses on the questions:

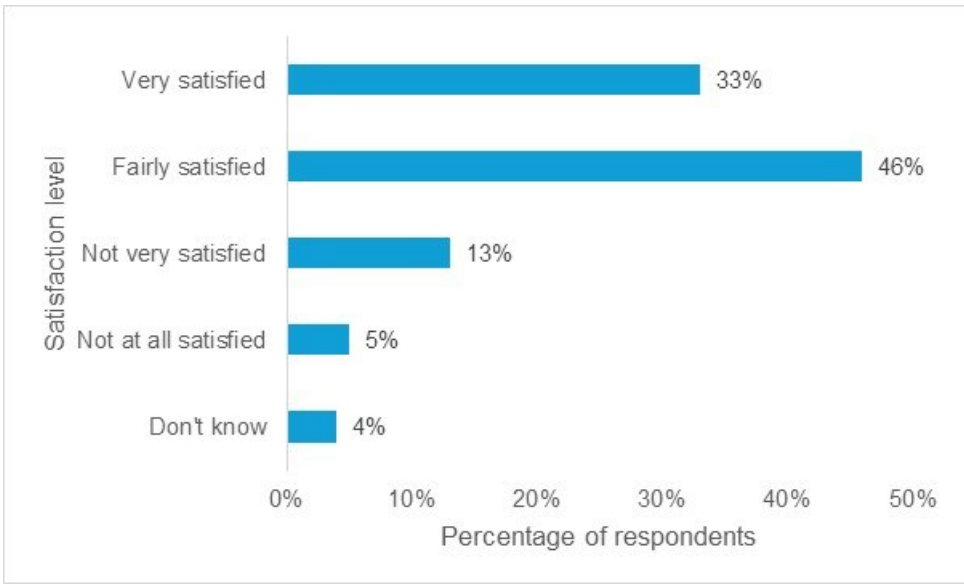
- How satisfied are you with the quality of your current rented accommodation?
- What is the one main aspect of your current rented home you'd liked to see improved, if any?

3.19 The majority of respondents were 'very satisfied' or 'fairly satisfied' with the quality of their current rented home (33% and 46% respectively) whilst only 13% were not very satisfied, with a further 5% not at all satisfied with the quality of their current rented property. This is shown in figure 3.15.

3.20 Even proportions of those who were social or housing co-operative renters, and private renters were fairly satisfied with the quality of their current rented property (23% each). This is shown in figure 3.16.

3.21 When asked about the main aspect of their rental accommodation that tenants wished to see improved, the most commonly raised aspect was affordability (29%). This is shown in figure 3.17. This was closely split between the tenure categories, 16% of those who wished to see affordability improved were private renters and 12% were social or housing co-operative renters, as shown in figure 3.18.

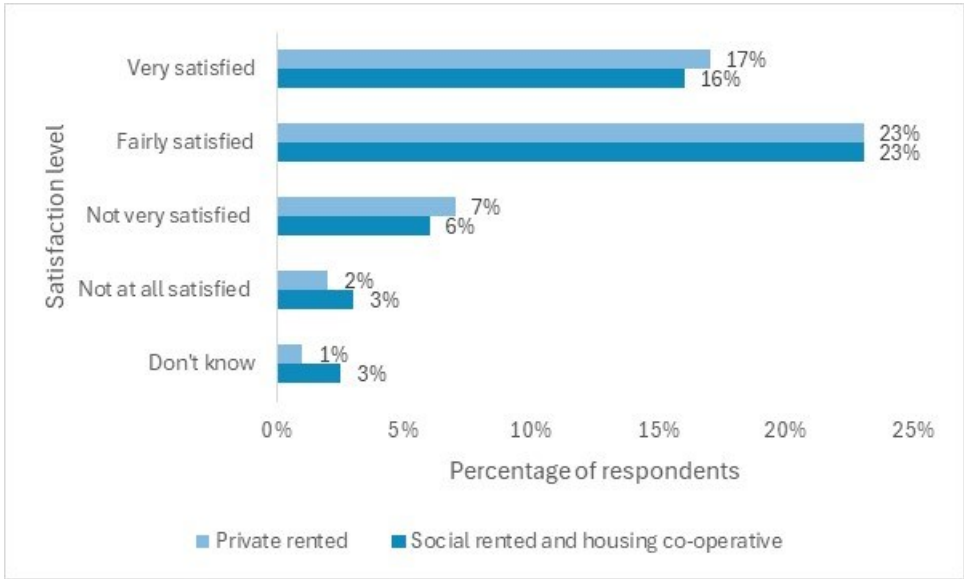
Figure 3.15: Satisfaction with rental property – ‘How satisfied are you with the quality of your current rented accommodation?’



Base: 358

Source: Beaufort Omnibus

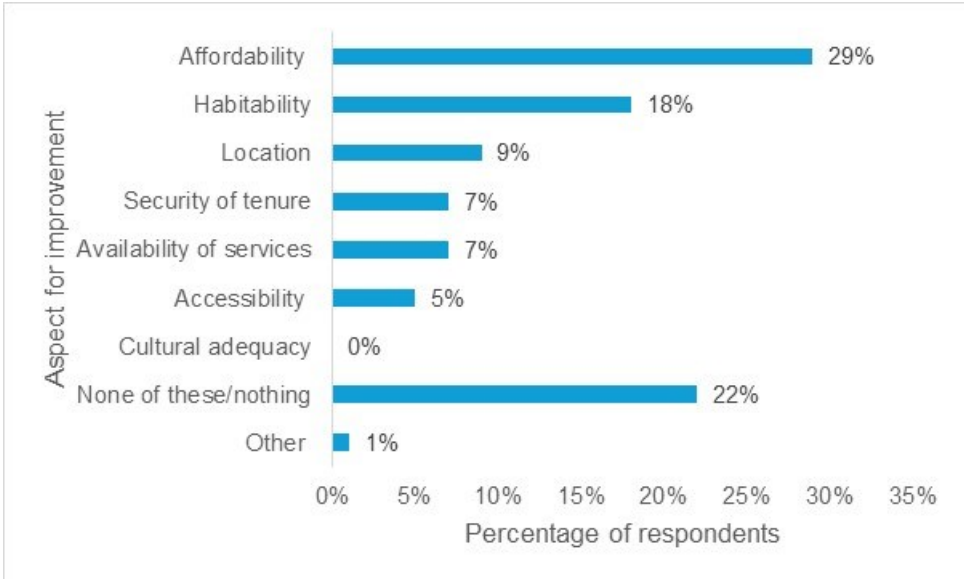
Figure 3.16: Satisfaction with rental by tenure type ‘How satisfied are you with the quality of your current rented accommodation?’



Base: 358

Source: Beaufort Omnibus

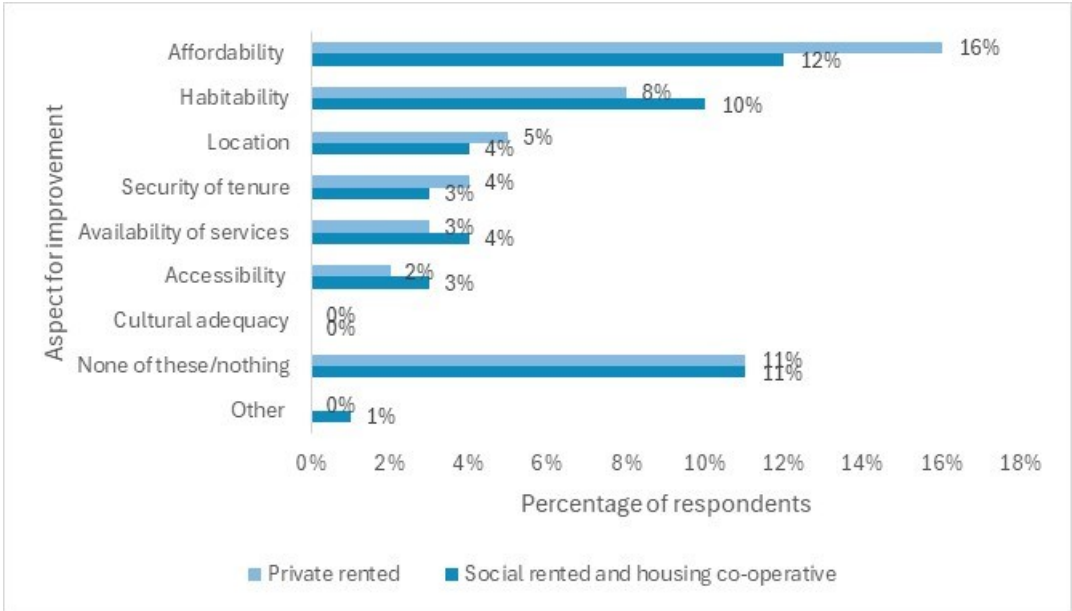
Figure 3.17: Main aspect for improvement – ‘What is the one main aspect of your current rented home you’d like to see improved, if any?’



Base: 358

Source: Beaufort Omnibus

Figure 3.18: Main aspect for improvement in your current rented home by tenure type - ‘What is the one main aspect of your current rented home you’d like to see improved, if any?’



Base: 358

Source: Beaufort Omnibus

Future plans for housing

3.22 This section focuses on respondents' future plans for their home and includes responses to the following questions:

- How likely are you to stay in your current property in the next year?
- Are you looking to buy your own home in the next 3 years?

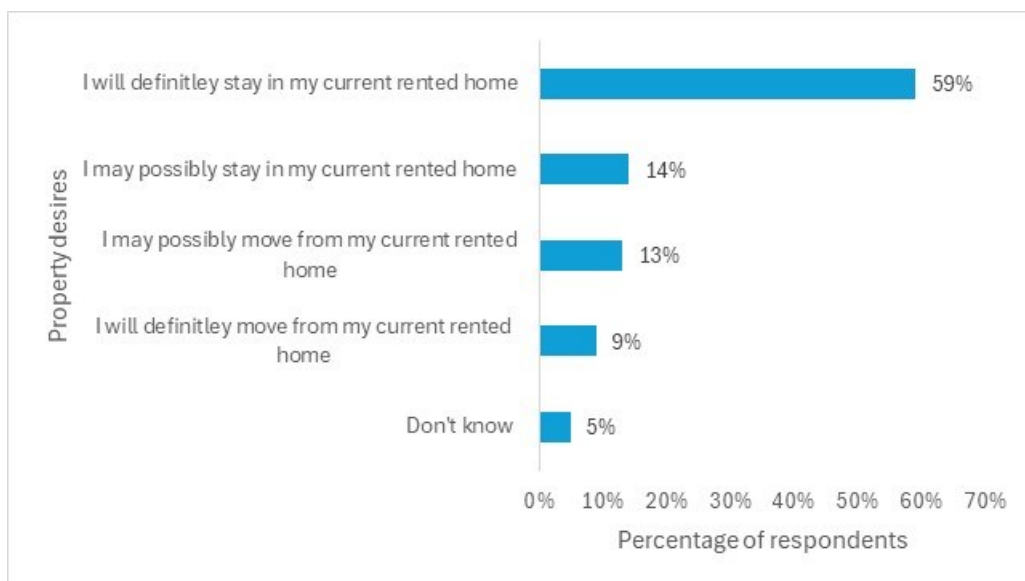
3.23 The majority (59%) of respondents who rent their current home said that they planned to stay in their current rental accommodation for the next year, whilst only 13% said they were considering moving, and 9% definitely wanted to move. This is shown in figure 3.19.

3.24 32% of respondents who said they will definitely stay in their rented home for the next year were social or housing co-operative renters. 27% of respondents who said they will definitely stay in their rented home for the next year were private renters. This is shown in figure 3.20.

3.25 When asked about desires to buy a property, over half of respondents said that they were not looking to buy in the next 3 years (54%), whilst 29% said they possibly will and 12% said they definitely will look to buy their own home in the next 3 years. This is shown in figure 3.21. The 54% of respondents who said that they were not looking to buy in the next 3 years is comprised of 32% social or housing cooperative renters, and 27% private renters. This is shown in figure 3.22.

3.26 Of the respondents who said they were 'possibly' looking to buy their own home in the next 3 years, 20% were private renters and 9% were social or housing co-operative renters. Of the respondents who said they would 'definitely' look to buy in the next 3 years to 8% of this group privately rented and 4% were social or housing co-operative renters. This is shown in figure 3.22.

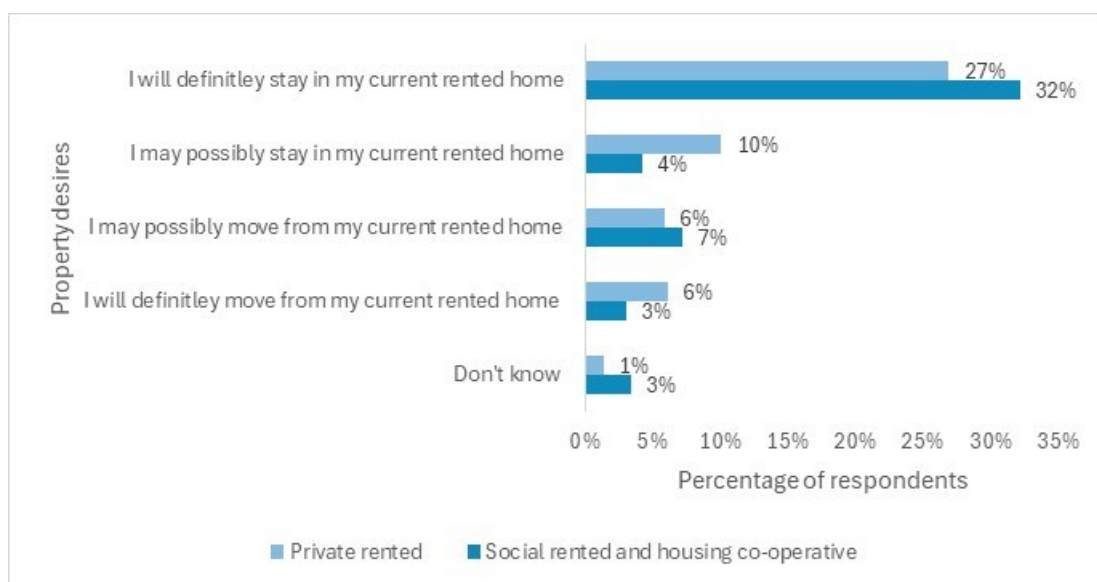
Figure 3.19: Likelihood of staying in current property – ‘How likely are you to stay in your current rented property in the next year?’



Base: 358

Source: Beaufort Omnibus

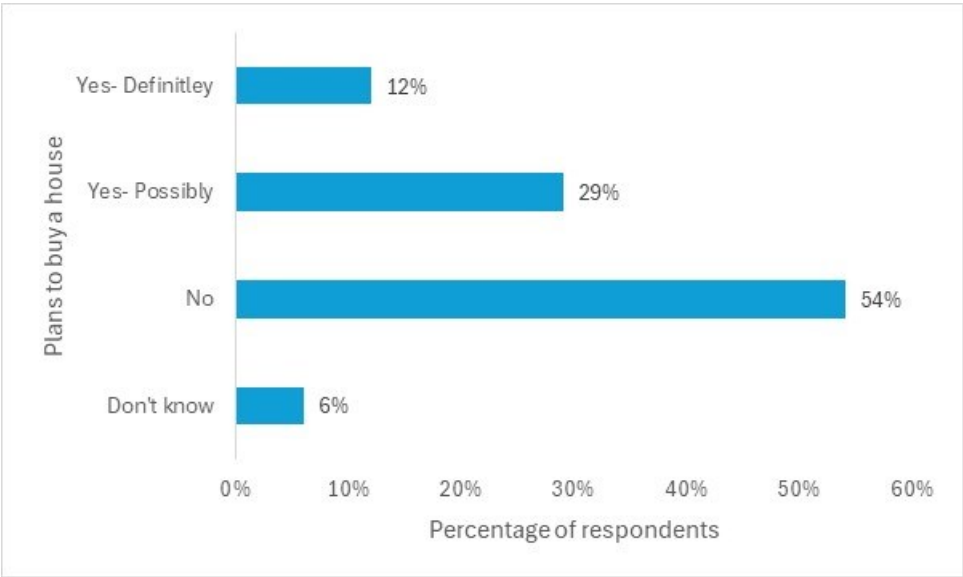
Figure 3.20: Likelihood of staying in current property by tenure type - ‘How likely are you to stay in your current rented property in the next year?’



Base: 358

Source: Beaufort Omnibus

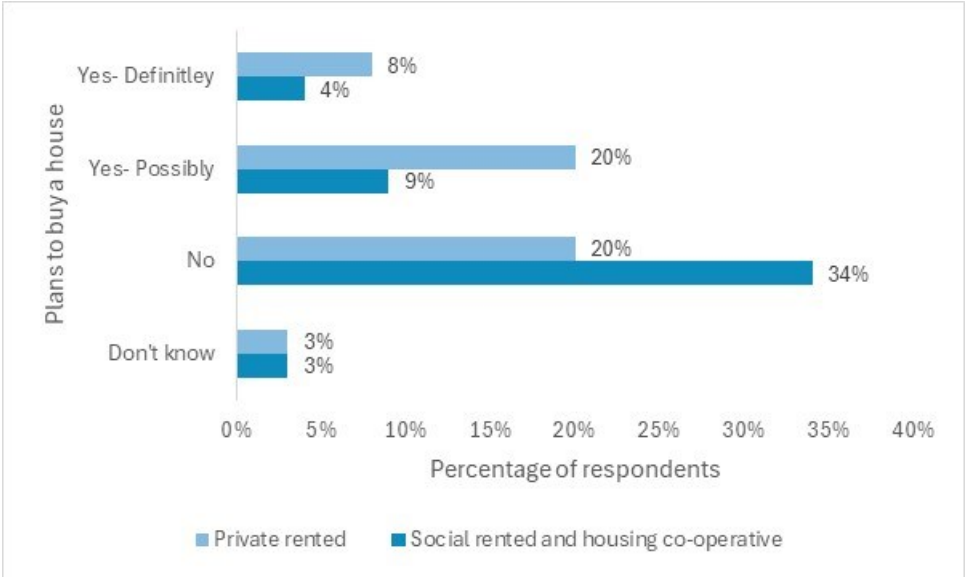
Figure 3.21: Desire to buy a home in next 3 years – ‘Are you looking to buy your own home in the next 3 years?’



Base: 358

Source: Beaufort Omnibus

Figure 3.22: Desire to buy a home in next 3 years by tenure type – ‘Are you looking to buy your own home in the next 3 years?’



Base: 358

Source: Beaufort Omnibus

Representation of tenant views

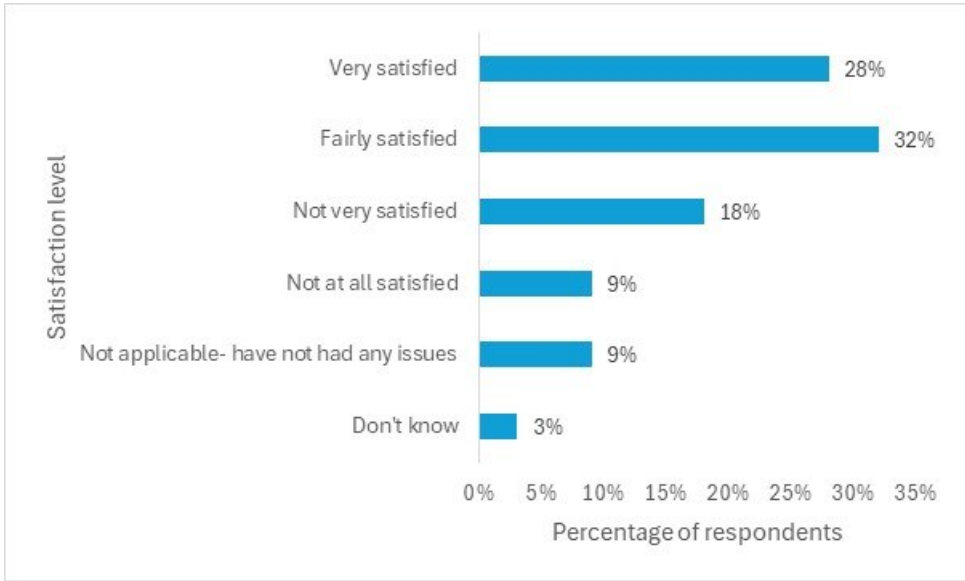
3.27 This section focuses on responses to the questions:

- How satisfied are you with the speed with which any issues raised with your landlord or letting agent have been dealt with?
- As a tenant, how satisfied are you that tenants' views on renting and housing are appropriately represented to the Welsh Government/Local Authorities/Housing Organisations?

3.28 Overall, respondents were generally very or fairly satisfied with the speed with which any issues raised were dealt with by their landlord or letting agent (28% and 32% respectively), although 18% of respondents said that they were not very satisfied with how fast they dealt with the issue and another 9% of respondents were not at all satisfied. This is shown in figure 3.23.

3.29 Similarly, respondents said that they were 'very satisfied' or 'fairly satisfied' (16% and 34% respectively) with their views on renting and housing being appropriately represented to the Welsh Government, Local Authorities or Housing Organisations. It should be noted that 27% of respondents answered 'don't know' for this question. This is shown in figure 3.25.

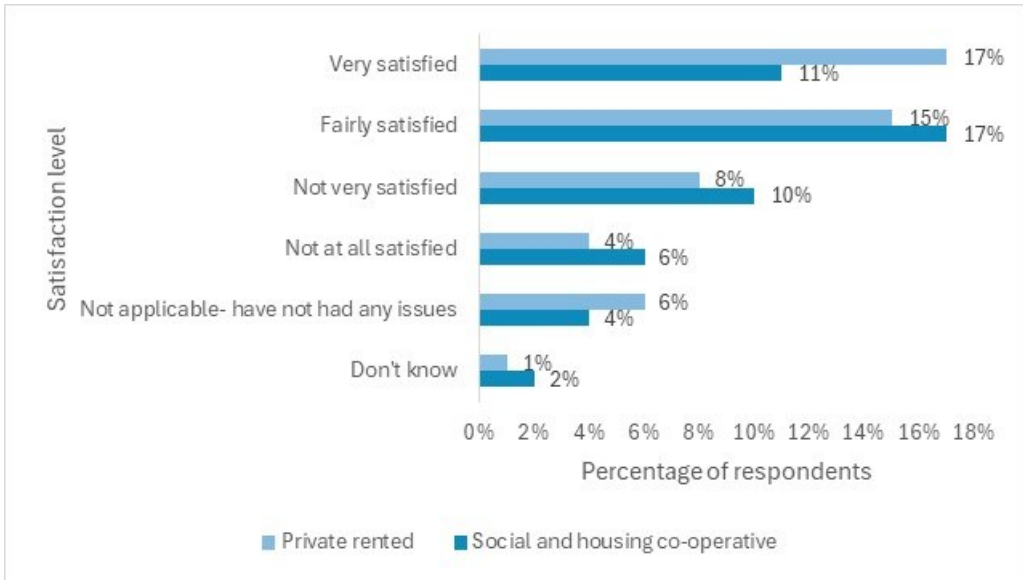
Figure 3.23: Issues raised to landlord – ‘How satisfied are you with the speed with which any issues raised with your landlord or letting agent have been dealt with (if applicable)?’



Base: 358

Source: Beaufort Omnibus

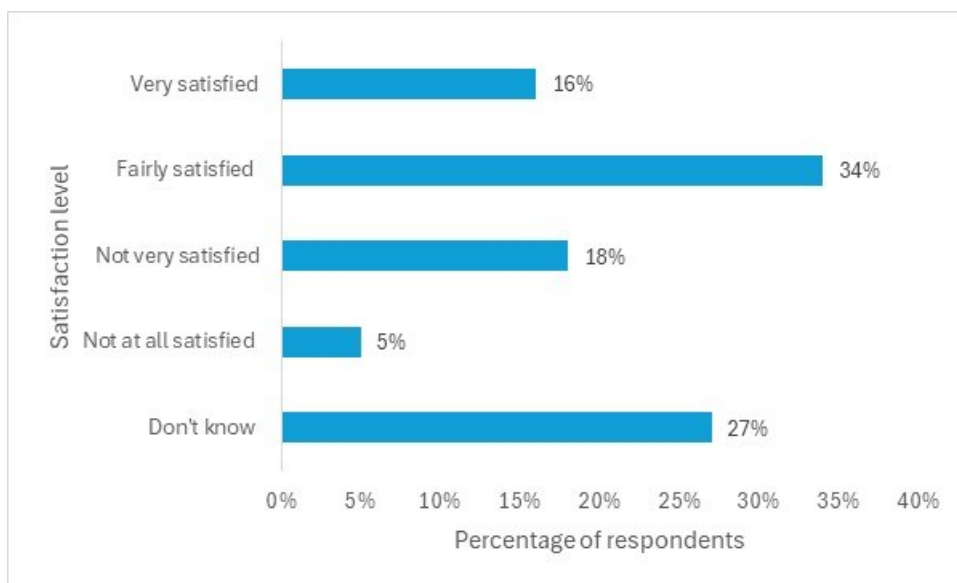
Figure 3.24: Issues raised to landlord by tenure type - ‘How satisfied are you with the speed with which any issues raised with your landlord or letting agent have been dealt with (if applicable)?’



Base: 358

Source: Beaufort Omnibus

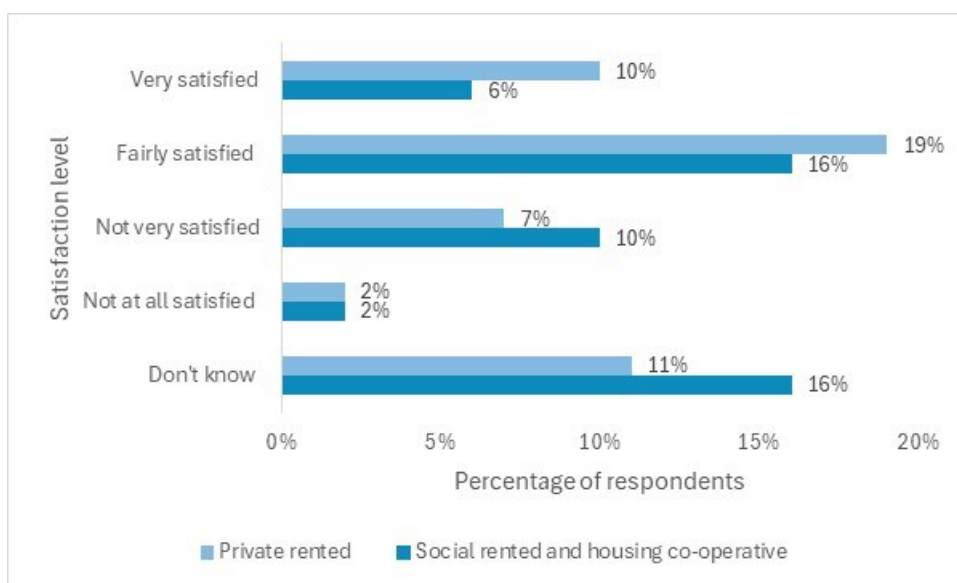
Figure 3.25: Respondent satisfaction with representation– ‘As a tenant, how satisfied are you that tenants’ views on renting and housing are appropriately represented to the Welsh Government/Local Authorities/Housing Organisations?’



Base: 358

Source: Beaufort Omnibus

Figure 3.26: Tenant view representation in Welsh Government/Local Authorities/ Housing Organisations by tenure type - ‘As a tenant, how satisfied are you that tenants’ views on renting and housing are appropriately represented to the Welsh Government/Local Authorities/Housing Organisations?’



Base: 358

Source: Beaufort Omnibus

4. Summary

This report is based on findings from the Beaufort Wales Omnibus survey, it aims to explore views on housing adequacy amongst people who rent in Wales. The report presents data by tenure type, separating respondents into two categories 'social rented and housing co-operative' which includes renting from the council, a housing association or a co-operative and 'private rented'. There were 358 responses to the survey from people who rent, these responses were collected in June 2023.

The housing profile of the respondents shows that the most common period for respondents to spend in their current property was 5 years or more (43%). Respondents who rented their current home most commonly lived in two (37%) or three-bedroom properties (40%). The most frequent amount for respondents to pay in rent was in the £401-500 range (30%). Of all respondents, only 9% had bills included in their total rent, compared to 88% who did not.

When asked about the length of time it took to find a rented property, the majority of respondents reported it took less than 6 months (64%). However, it is important to note that 12% of respondents reported that it took them over a year to find their current property

Respondents were generally 'very satisfied' or 'fairly satisfied' with the seven measures of housing adequacy. This was echoed by the majority of respondents who reported they were 'very satisfied' or 'fairly satisfied' with the quality of their current rented property. However, affordability was presented as the main issue for respondents related to adequacy with 28% saying they were 'not very satisfied' and 'not at all satisfied' with the affordability of their current rented property.

The majority (59%) of respondents who rent their current home said that they planned to stay in their current rental accommodation for the next year, whilst only 13% said they were considering moving, and 9% definitely wanted to move. Over half of respondents said that they weren't looking to buy in the next 3 years (54%), whilst 29% said they possibly will and 12% said they definitely will look to buy their own home in the next 3 years.

Overall, respondents were generally 'very' or 'fairly satisfied' with the speed with which any issues raised were dealt with by their landlord or letting agent (28% and 32% respectively), although 18% of respondents said that they were 'not very satisfied' with how fast they dealt with the issue and another 9% of respondents were 'not at all satisfied',

Annex A – Survey Questionnaire used in June 2023 Beaufort Omnibus

WG Adequate Housing Questions FINAL Questions agreed 25th May 2023.

Questions to be asked of those renting their homes only.

Q1. Is your home...?

- Owned outright with no mortgage
- Owned with a mortgage
- Rented from the council
- Rented from a housing association / housing co-operative
- Rented from a private landlord
- Shared ownership (part rent / part buy)

If renting home, continue

If home owner do not continue

Q2. How many bedrooms do you have in your rented home?

- One
- Two
- Three
- Four
- Five
- More than five

Q3. How long have you been living in your current rented home?

- Up to 6 months
- Between 6-12 months
- Longer than 1 year but less than 2 years Go to Q5
- Longer than 2 years but less than 3 years
- Longer than 3 years but less than 4 years
- Longer than 4 years but less than 5 years Ask Q4
- 5 years or more
- Don't know

If living in current property for 3 years or more, ask

Q4. How much, if at all, has your monthly rent increased since 2020?

- There's been no increase
- It's increased by up to £50 per month
- It's increased by £51-£100 per month
- It's increased by £101-£200 per month
- It's increased by more than £200 per month
- Prefer not to say
- Don't know

Q5. About how long did it take you to find your current rented home, from the time you started looking to when you signed the tenancy agreement?

- Up to 1 month
- Between 1-2 months
- Between 3-4 months
- Between 5-6 months
- Between 7-12 months
- Over a year
- Don't know/ can't remember

Q6. How likely are you to stay in your current rented property in the next year?

- I will definitely stay in my current rented home
- I may possibly stay in my current rented home
- I may possibly move from my current rented home
- I will definitely move from my current rented home
- Don't know

Q7. Are you looking to buy your own home in the next 3 years?

- Yes – definitely
- Yes – possibly
- No
- Don't know

Q8a. How satisfied are you with the quality of your current rented accommodation?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied
- Don't know

Q8b. Why do you say that? Write in

Q9. How satisfied are you with the speed with which any issues raised with your landlord or letting agent have been dealt with (if applicable)?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied
- Not applicable – have not had any issues
- Don't know

Q10. As a tenant, how satisfied are you that tenants' views on renting and housing are appropriately represented to the Welsh Government/Local Authorities/Housing organisations?

- Very satisfied
- Fairly satisfied
- Not very satisfied
- Not at all satisfied
- Don't know

Q11. How satisfied are you with each of the following aspects of your current rented home?
Order to be randomised

	Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	Don't know
Security of tenure: that is protection against forced					

evictions, harassment and other threats					
Availability of services, materials, facilities and infrastructure: that is, having safe drinking water; adequate sanitation e.g. toilets and bathrooms; energy for cooking, heating and lighting; adequate food storage; adequate facilities for refuse/ waste disposal					
Affordability: that is, being able to afford the rent					
Habitability: that is, having a safe place to live, that has adequate space and provides protection against the cold, damp, heat, rain, wind and other threats to health and against structural hazards					
Accessibility: that is, that it caters to any specific access needs that you have					
Location: that is, there are adequate employment opportunities, health-care services, schools, childcare centres and other social facilities in the area; or that it is not located in a polluted or dangerous area					
Cultural adequacy: that is, that it respects and takes into account cultural identity and ways of life (e.g. religious or					

cultural norms that may have multi-generations living in the same accommodation)					
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Q12. What is the one main aspect of your current rented home you'd like to see improved, if any? Single response

- Security of tenure: that is protection against forced evictions, harassment and other threats
- Availability of services, materials, facilities and infrastructure: that is, having safe drinking water; adequate sanitation e.g. toilets and bathrooms; energy for cooking, heating and lighting; adequate food storage; adequate facilities for refuse/ waste disposal
- Affordability: that is, being able to afford the rent
- Habitability: that is, having a safe place to live, that has adequate space and provides protection against the cold, damp, heat, rain, wind and other threats to health and against structural hazards
- Accessibility: that is, that it caters to any specific access needs that you have
- Location: that is, there are adequate employment opportunities, health-care services, schools, childcare centres and other social facilities in the area; or that it is not located in a polluted or dangerous area
- Cultural adequacy: that is, that it respects and takes into account the expression of cultural identity and ways of life (e.g. religious or cultural norms that may have multi-generations living in the same accommodation).
- None of these/ nothing
- Other (please write in) _____

- Don't know

Q13. How much do you pay in rent each month?

- Up to £200
- Between £201 to £300
- Between £301 to £400
- Between £401 to £500
- Between £501 to £600
- Between £601 to £700
- Between £701 to £800
- Between £801 to £900
- Between £901 to £1,000
- Between £1,001 to £1,500
- Over £1,500
- Prefer not to say
- Don't know

Q14. Are your bills included in the total rent?

- Yes
- No
- Don't know

Q15. Which of the following best represents your gross household annual income, before deductions for tax and National Insurance? Just to remind you, the responses you give will be completely confidential.

- Less than £9,999
- £10,000 - £19,999
- £20,000 - £29,999
- £30,000 - £39,999
- £40,000 - £49,999
- £50,000 - £59,999
- £60,000 - £74,999
- £75,000 - £99,999
- £100,000 or more

- Prefer not to say
- Don't know