

# Comms Club



**What will be the  
essential tenant  
comms in 2026?**

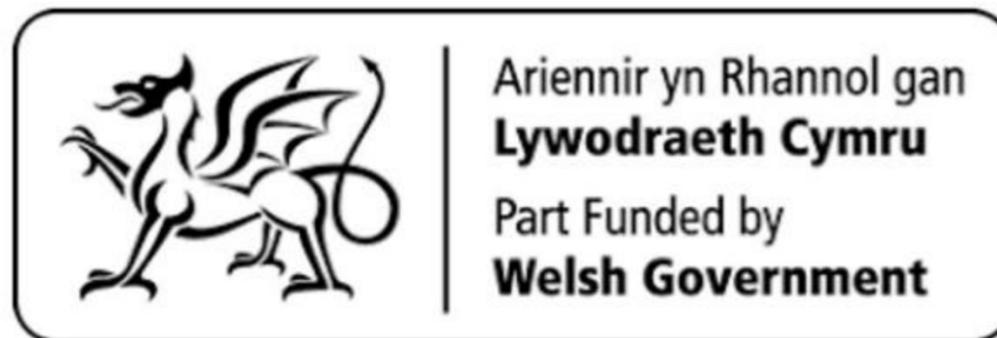


Thursday, 11th of December 2025  
Dydd Iau, 11eg o Rhagfyr 2025



Diolch yn  
fawr i'n  
noddwyr

Thank you  
to our  
sponsors





**Croeseo cynnes i'r sesiwn am aelodau yn unig**  
***A warm welcome to our members only session***



# Your hosts

**David Lloyd**



Programme Director  
and Deputy CEO

**Olivia Browne**



Engagement & Policy  
Officer



# Housekeeping

- Use the chat function if preferred - we will be keeping an eye on it throughout the session
- Session is **not** being recorded
- Please complete the short event feedback survey at the end of the session



# Cardiff office



**Caitlin Brown**  
Events &  
Communications



**Martin Little,**  
Finance & Business  
Manager



**David Wilton,**  
Chief Executive



**Olivia Browne,**  
Policy & Engagement  
Officer



**Akshita Lakhiwal**  
NetZero Engagement  
Officer

# Colwyn Bay office



**Iona Robertson,**  
Business Support  
Officer



Vacant,  
Events & Membership  
Officer



**David Lloyd,**  
Programme Director



Your voice at a national level

1:04 down 1:00 right



Why You Need a Water Butt

1:04 down 1:00 right



Are you renting in Wales?

1:04 down 1:00 right



Join us this

#InternationalTenantsDay



Four things no one tells you about

#heatpumps



The latest news on Rent



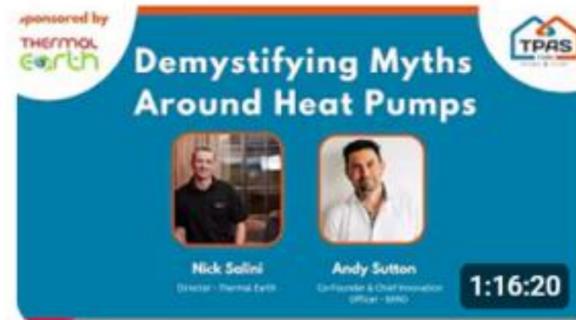
International Tenants Day 2024



Our recent visit to Melin Homes



Local Authority Tenant Engagement Best Practice



Demystifying Ground Source Heat Pumps



The Right to Adequate Housing in Wales



Talking rent policy

1:04 down 1:00 right

# HEB EU GWELD. HEB EU CLYWED. TAN- GYNRYCHIOLEIDDIOL.

Rydyn ni'n gwybod mai dyna sut mae llawer o denantiaid sy'n perthyn i un, neu lawer, o grwpiau sydd heb gynrychiolaeth ddigonol yn teimlo o ran ymgysylltu.

## Os mai chi yw hwn:

Cymerwch ran yn ein Harolwg Fwis Tenantiaid Blynyddol am gyfle i fod yn rhan o grŵp ffocws.



Ti'n Cyfri.



# UNSEEN. UNHEARD. UNDERREPRESENTED.

We know that's how many tenants who belong to one, or multiple, underrepresented groups feel when it comes to engagement.

## If this is you:

Take our Annual Tenant Pulse Survey for a chance to be part of a focus group.



You matter.





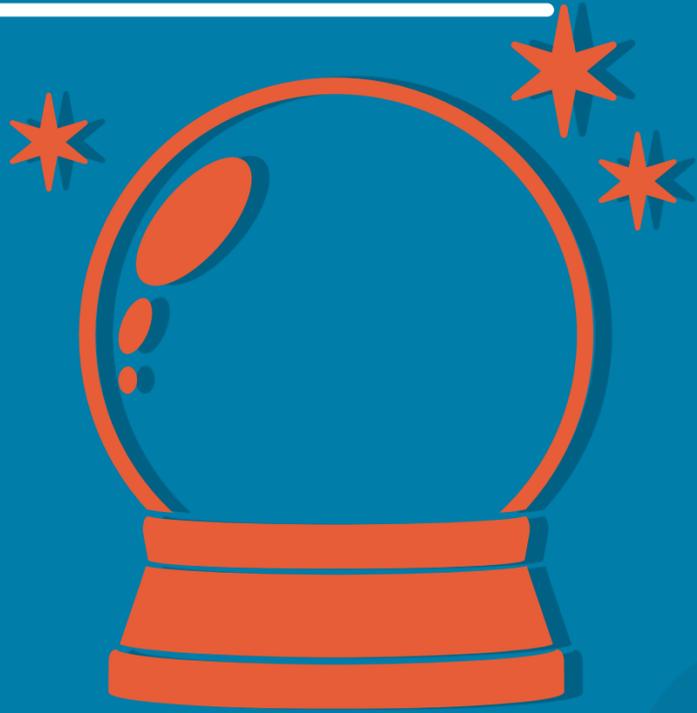
# Comms Club: Session Purpose

1. We'll focus on exploring what will be the essential themes for comms **for tenants** in 2026. It looks like it will be a busy year for comms so now is the chance to get prepared and find out what others are planning.
2. The session will also provide a great opportunity for you to network, ask questions and share ideas with other delegates from across Wales.



**What are your  
predictions for tenant  
comms in 2025?**

**What do you think your  
organisation will be  
focusing on?**



# TPAS' 5 Theme Predictions for 2026



# 1. Rents & Service Charges



# Rent and service charge standard 2026 to 2036

Explains what social landlords must do to set rent and service charges.

[Read details](#) ↘

Part of: [Social housing management](#)

First published: 29 September 2025

Last updated: 22 October 2025

## PART 2 – RENT AND SERVICE CHARGE STANDARD – GUIDANCE

- Provide tenants with **clear and transparent information** on their service charges (separate from their rent), including detailed breakdowns of costs.
- **Consult tenants on service standards**, clearly defining expectations and being accountable for service quality.
- **Develop consistent communications** to ensure clarity and accessibility of service charge information. This should include signposting tenants to **where and how to access additional information** on service charges.
- Tenant communications on service charges should **signpost recourse mechanisms**, ensuring tenants can escalate concerns via internal complaints

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## PART 3 – JOINTLY AGREED INITIATIVES

- Continue to provide targeted support to those experiencing financial hardship to access support, alongside focused communication to encourage tenants to talk to their landlord if they are experiencing financial difficulties and access support available.
- Maximise the use of all suitable social housing stock, with a focus on helping those in the poorest quality transitional accommodation move into longer term homes that meet their needs.
- Continue to build on existing engagement with tenants in rent setting decisions, including explaining how income from rent is invested and spent.
- Continue to undertake a standardised tenant satisfaction survey and provide

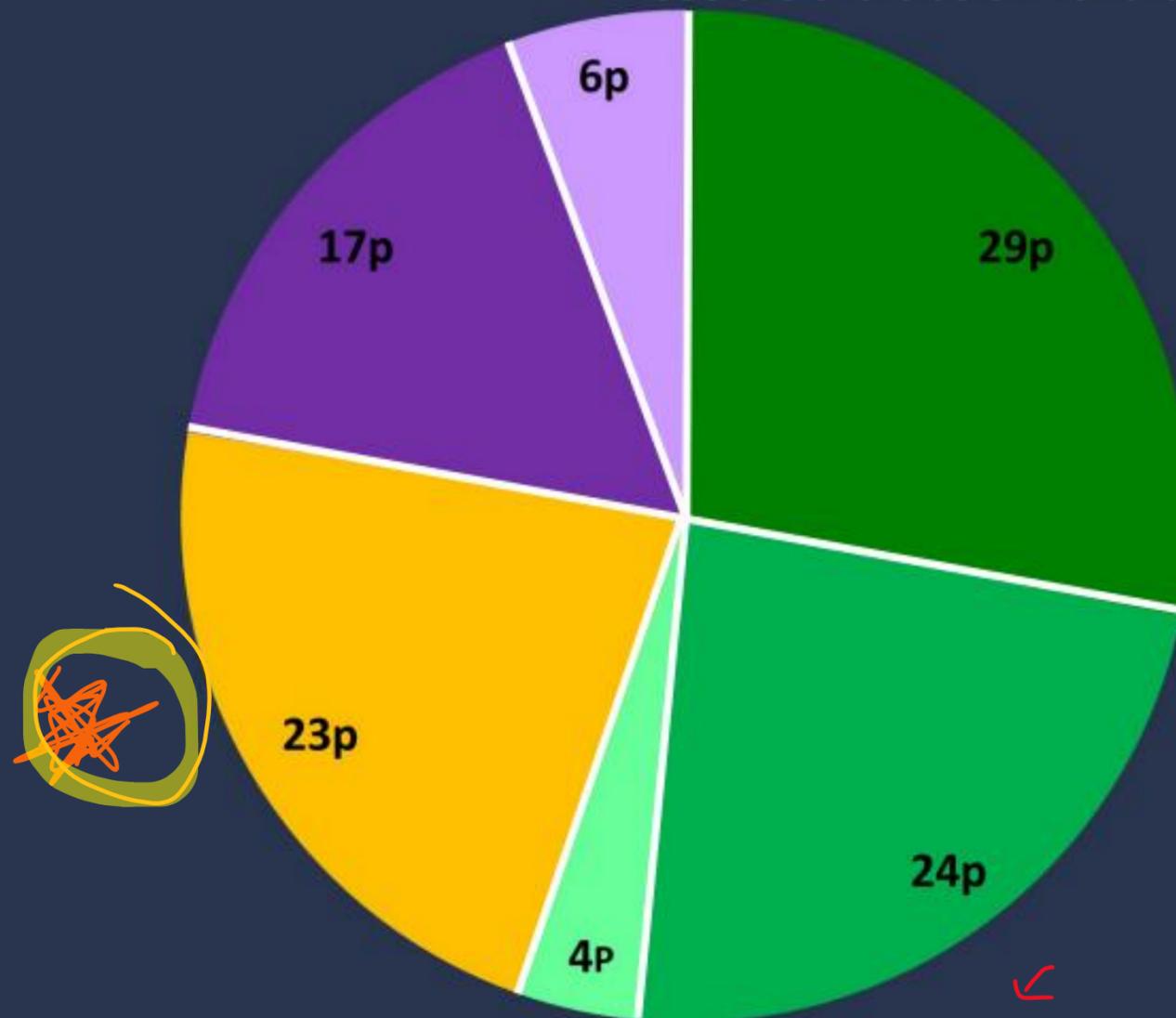
# Saffron Housing - rent statement 'postcard'



## How your rent is spent

We are committed to sharing with you how every penny of each pound we receive from you is used. We are committed to investing in tenants' homes and improving their energy efficiency.

See the chart below for that breakdown.



- **Repairs** (repairing tenants' homes when they report a problem)
- **Improving Homes** (major works, such as replacing boilers, kitchens and bathrooms)
- **Improving Homes - Grant Funded\*** (works to reduce the impact tenants' homes have on the environment and help reduce their living costs)
- **Running Saffron** (staff, offices, and other costs e.g. utilities)
- **Funding Saffron** (interest on the funds Saffron has borrowed to buy and build your home)
- **Improving Saffron** (financial investment in technology and process reviews)



Our latest prediction of where we will spend your rent this year

\*Getting these grants means we can invest more than 100p in every pound.

## 2. Welsh 'Awaab's Law'/Hazards Rule



**Bolton  
at Home**

will become  
**Be One  
HOMES**



the button below:

[Visit our contact us page](#)

**Note: Bolton at Home will become Be One Homes from 1 April 2026.**



[Home](#) [We can help](#) [Tenancy](#) [Be involved](#) [About](#) [Jobs](#) [Rent & money](#) [News](#) [Your hor](#)

You'll start seeing our new look in



**Bolton at Home**

27 October · 🌐



✅ Awaab's Law comes into effect from today, Monday 27 October, and we've updated our Repairs Policy to reflect the strict legal requirements for identifying and resolving health hazards in homes (starting with damp and mould).

Just in case you didn't catch it last week, here's a summary of what this means for you:

## Awaab's Law

Swipe for a summary of updates to our Repairs Policy.



1 2 3 4 5

← Swipe



## Awaab's Law

Swipe for a summary of updates to our Repairs Policy.



1 2 3 4 5

← Swipe



# 3. Building Safety Bill/Act





# Clear Communal Spaces policy FAQs

 SPEAK 

Why is a Clear Communal Spaces policy needed?



You previously gave me permission to keep my pushchair in the hallway.  
Can I continue to do this?



Are door mats allowed in the communal area?



I have my own front door. Can I keep things in my hallway?



Can we put up pictures and have a table for post in our block?



How will you know if our internal communal area is kept clear?



What will you do if you find items in the internal communal areas?





## Wreaths on doors and decorations in communal areas

Whilst it might seem nice at this time of year to decorate your front door with a Christmas wreath – **decorations such as these are fire hazards** as they are highly flammable and obstruct your door's function as a fire door by hindering its ability to close properly.

- ➔ **If you live in a block with shared communal spaces**, wreaths on doors are not allowed in line with our sterile communal area policy and we'll politely ask you to remove them if they are seen. We'd kindly ask you to decorate elsewhere instead.
- ➔ Please don't install other decorations such as tinsel in communal areas, either. **We're sorry to have to ask – but these can also pose serious fire risks.**

**Bolton**  
at **Home**



**Remember:** you'll find more safety advice on our website at:  
[boltonathome.org.uk/building-safety](https://boltonathome.org.uk/building-safety)

# 4. The Senedd Elections



# The Electoral Commission

[Our guidance](#)

[Voting and elections](#)

[Research, reports and data](#)

[Political registration and regulation](#)

## Senedd Cymru

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# 5. Community Cohesion



## Bolton at Home's post



[www.boltonathome.org.uk/allocations](http://www.boltonathome.org.uk/allocations)

**Housing  
rumours,  
explained.**

Empty homes, new builds, and who gets offered housing **are all important issues**, and we know people care about them.



[Home](#) » Spotting Misinformation Online

# Spotting Misinformation Online

21 May 2025

Misinformation spreads easily when emotions are high, especially around important topics like housing, safety, and immigration.



# Discussion



# Upcoming Events

**December 16th 2025:** Smart Export Guarantee Made Simple - 2pm to 3:15pm

**January 13th 2026:** Damp and Mould - Getting the service right for tenants - 10am to 12pm

**January 15th 2026:** Smart Export Guarantee Roundtable (**sector staff & stakeholders only**) - 11am to 12:30pm (**in person meeting - Cardiff**)

**January 21st 2026:** Tenant Voice in Boards & Governance: have you got it right - 10am to 11:45am



# THE NATIONAL 1 DAY STAFF Network

2026!

**A hive for tenant engagement and tenant-focused communications**

Sharing • Learning • Problem Solving • Networking



17

18th September,  
10am - 3:30pm



The Metropole Hotel,  
Llandrindod Wells

**Bookings now open**

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**THANK YOU!**

**Please make sure you fill in our feedback survey**

**Gwnewch yn siŵr eich bod yn llenwi ein harolwg adborth**