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Tenant Vulnerability in Housing Services: What social landlords need to think about

14th of July 2026

Session Info:

- FREE webinar for our member organisations
- Feel free to share thoughts and practice/links in the chat.
- Session is not being recorded.
- Talk to us about any follow up support or just a recap.
- Obligatory evaluation form!
– pops up



Welcome & About TPAS Cymru.....

- Welsh Government's appointed tenant engagement organisation.
- Membership organisation – all social landlords in Wales.
- Office bases in Colwyn Bay & Cardiff
- Small Team - operating across Wales
- UK partners –
Tpas (England), TPAS Scotland, Supporting Communities (NI)



A graphic illustration of a theater stage. The stage is framed by heavy red curtains with vertical pleats. Above the curtains, a row of yellow spotlights is visible. The floor of the stage is a reflective, golden-brown color. In the foreground, the backs of several rows of dark red theater seats are visible, arranged in a perspective view.

COMING
Soon

THE NATIONAL 1 DAY **STAFF** Network



A hive for tenant engagement and tenant-focused communications

Sharing • Learning • Problem Solving • Networking



17th September,
10am - 3:30pm



The Metropole Hotel,
Llandrindod Wells

Bookings now open

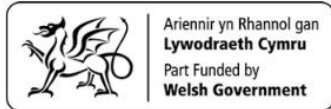


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National Conference 2026

11th / 12th
November

With thanks to our year-round sponsors:



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Floored: Provision of appropriate flooring in social housing



“

[my floor was] left bare and in a horrendous condition when I moved in. Still like it now. I cannot afford to floor the whole house. From huge holes, to nails, gaps for bugs to enter, floods, loose floorboards and dangerous areas where the children hurt themselves. I've been repairing for two years myself (Tenant)

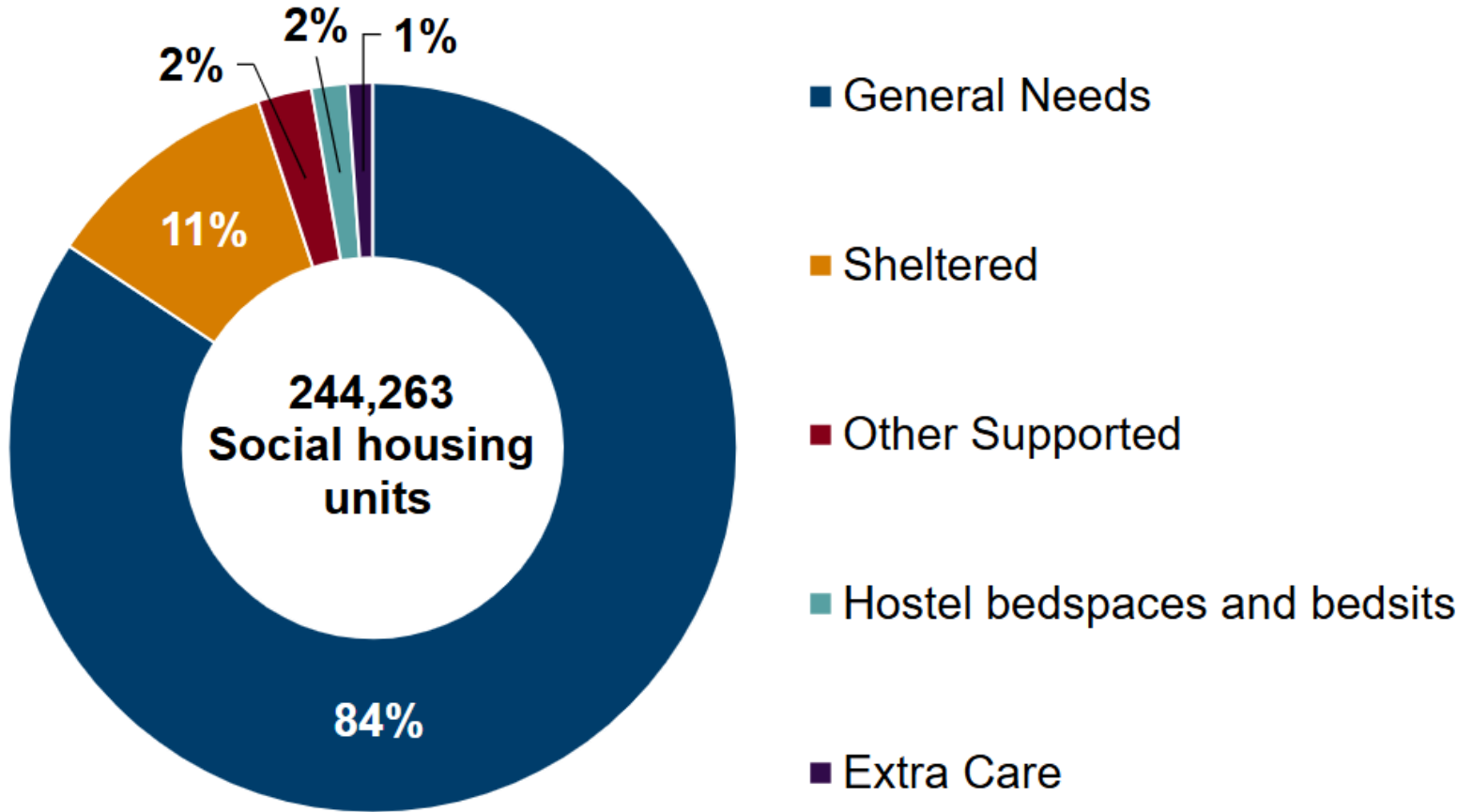
”



Tenant Consumer Vulnerability in Housing Services

Context

Figure 3: percentage of all social housing units by type, as at 31 March 2025





Llywodraeth Cymru
Welsh Government

Cymraeg



[Home](#) > [Announcements](#) > [All announcements](#) > Written Statement: Welsh Housing Quality Standard – Responding to Hazards

CABINET STATEMENT

Written Statement: Welsh Housing Quality Standard – Responding to Hazards

Jayne Bryant, Cabinet Secretary for Housing and Local Government

First published: 19 December 2025

Last updated: 19 December 2025

New Rule



Statutory Guidance

- The requirement to comply with the rule will be limited to where a significant risk is assessed. A 'significant risk' is one that poses a significant risk of harm to the health or safety of a tenant/occupant, specifically, a significant risk of harm is defined as a risk of harm to the occupier's health or safety that a competent member of the landlord's workforce with the relevant knowledge would take steps to make safe as a matter of urgency.
- In assessing a significant risk and imminent harm, landlords must take into account
 - the tenants and other occupiers individual circumstances including age, any physical and/or mental health issues and any other vulnerabilities.
 - the condition of the home.
 - the nature of the hazard (likelihood of harm materialising and the potential severity of that harm in the specific circumstances).



Ombwdsmon
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Living in Disrepair - a thematic report about housing disrepair and damp and mould complaints to PSOW



**CONSUMER
FRIEND**