

SAFER HOMES CONSULTATION MINI-PULSE REPORT

The tenant voice on proposed
changes to housing policy

June 2025
tpas.cymru/pulse

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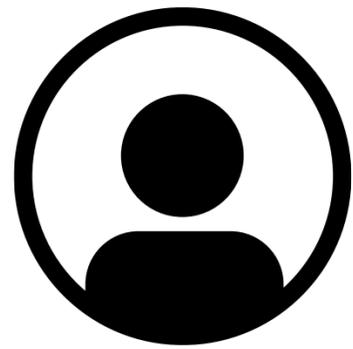


About Tenant Pulse



- Tenant Pulse is Wales' national tenant voice platform, led by TPAS Cymru.
- Database that has 1500+ tenants across tenures
- It enables tenants in social housing to share experiences and priorities anonymously and consistently. Findings are directly inform Welsh Government policymaking and landlord practice.

Tenant Pulse Advisory Group (TPAG)



Consisting of 120 social housing and private rental tenants

Representing a range of ages from 18-60+, range of tenures, socio-economic backgrounds. Also represents all 22 Local Authorities in Wales.



Providing feedback, suggestions and a critical friend

Supports TPAS Cymru to ensure that our Tenant Pulse platform is led by the tenant experience and accessible to all and asks the right questions.



Proofreading and guidance of Tenant Pulse materials

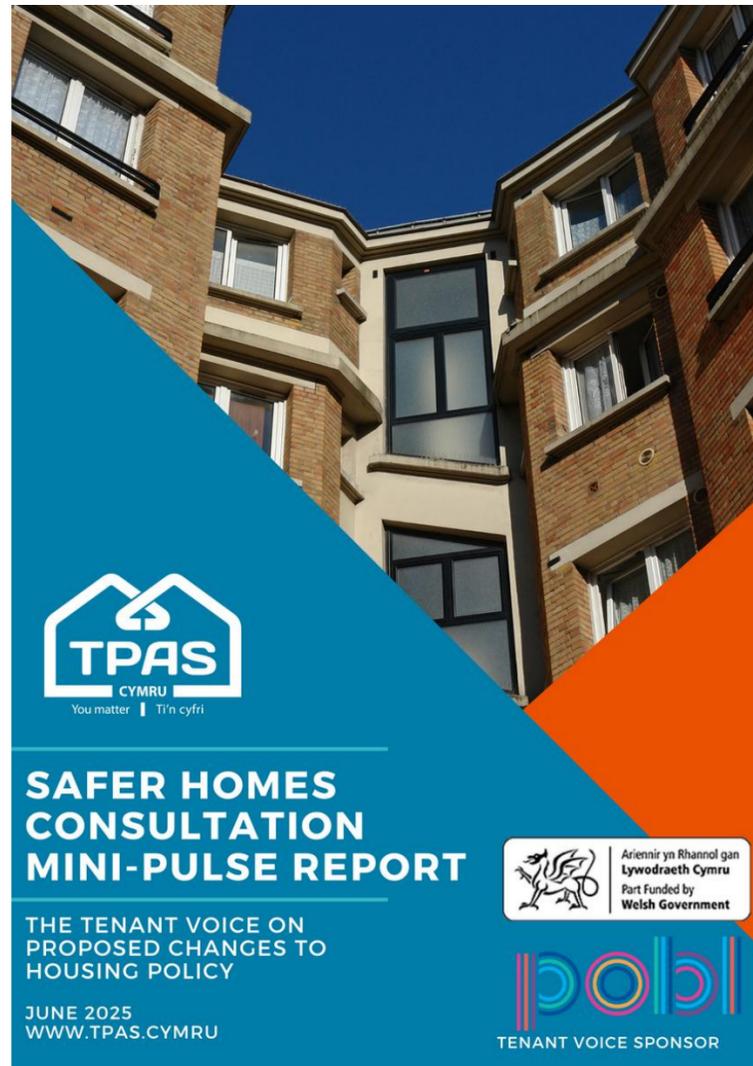
Tenant Pulse surveys and materials are proofread and approved by TPAG members, to ensure that our work is accessible and relevant.

Policy Context



Why this topic?

- The tragic death of Awaab Ishak underscored the urgent need to strengthen housing safety standards.
- In response, the Welsh Government is consulting on updated guidance to support WHQS delivery, including mandatory response times and performance transparency.
- TPAS Cymru undertook this Mini Tenant Pulse survey to ensure the tenant perspective informs the future of hazard approaches and policy.



What is a Mini Pulse?



Smaller scale and shorter timeframe



Immediate snapshot of tenants' views on this important topic



4 demographic questions and 4 questions on the topic



Promotion

The survey was sent to our Tenant Pulse database and landlords from across Wales

Thank you to our partners across the sector for the support and engagement in this survey

It was also promoted on TPAS Cymru's social media channels

We did not utilise paid-for advertising for this survey



**HAVE YOUR SAY ON
MAKING YOUR HOME
SAFER AND HEALTHIER**

**Help us influence the future
of housing policy in Wales**

Prize Draw



Social Housing tenant from
South West Wales

In the Media

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Respondents to tenant survey in Wales back three-day response to investigate hazards

NEWS 03.06.25 8.00 AM BY GREG PITCHER

Social housing tenants in Wales have called for landlords to be given just three days to respond to hazard reports.

[in](#) [x](#) [f](#) [✉](#) 3-minute read



TPAS Cymru surveyed 377 social housing tenants in Wales about turnaround times for hazard reports (picture: Alamy)



News

County

Dragons

The Response

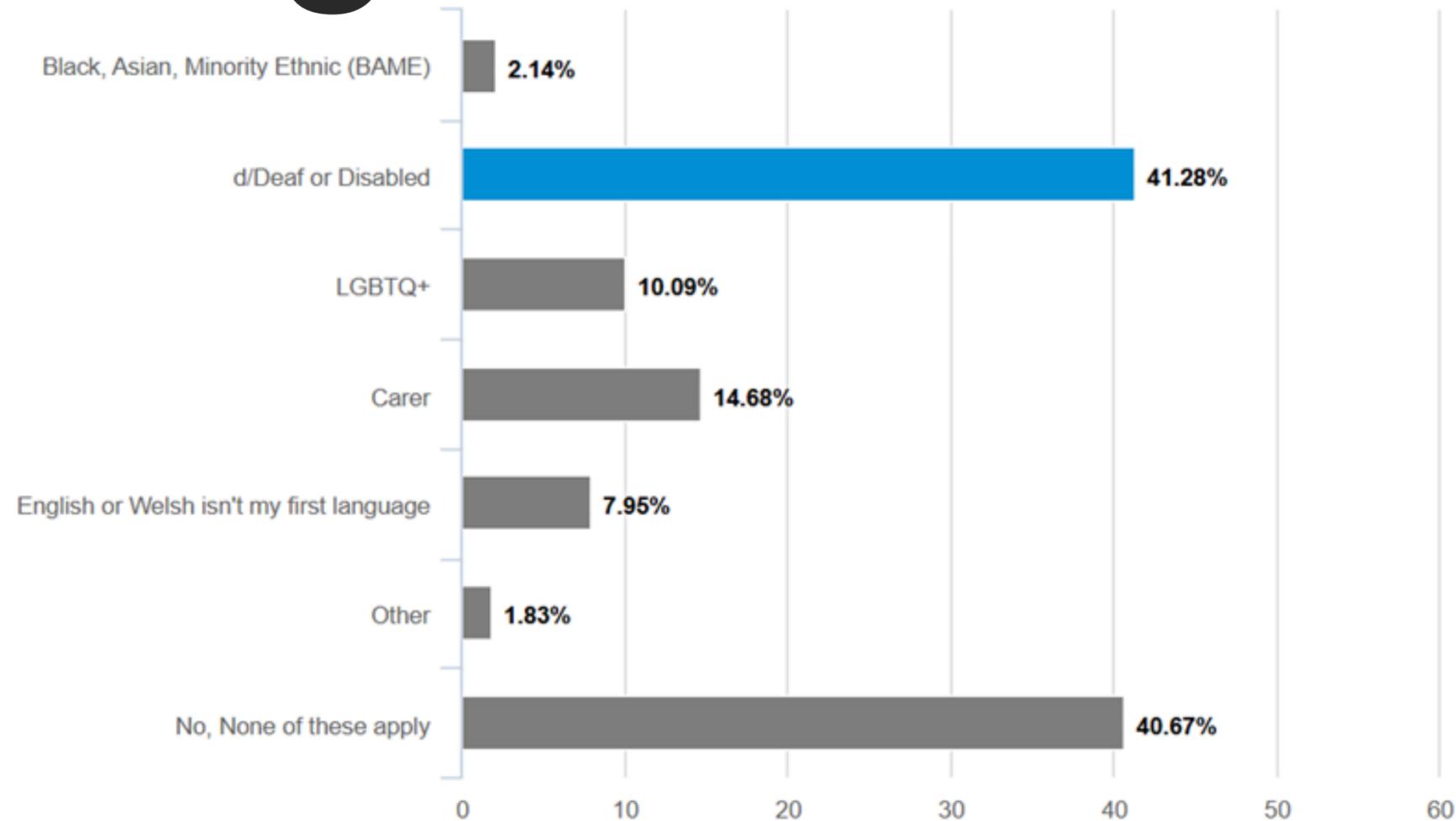
377

tenants responded



- All ages represented (18+)
- All 4 regions of Wales (North, South West, South East, Mid and West)
- **Social Housing only**

Further Insights



Representation from all Welsh regions, with a strong response from older people, disabled tenants, and LGBTQ+ communities



Welsh Government
Consultation Document

Consultation – setting timescales for social housing landlords to respond to reports of hazards which have significant health impacts.

Date of issue: 01 April 2025
Action required: 20 June 2025



The Questions

Four thematic questions aligned with Welsh Government's consultation, alongside questions on demographic profiling

Themes included:

- Timescale of response
- Type of response
- What defines a 'significant hazard?'
- National timeframe for a response

Question 1) What hazards do tenants believe should be included in the new guidance?



71%

of tenants said all types of hazards should be included, not just high-risk issues

Vulnerable tenants want more protection

- 100% of tenants aged 18–30 supported including all hazards
- 74% of d/Deaf or disabled tenants supported this.

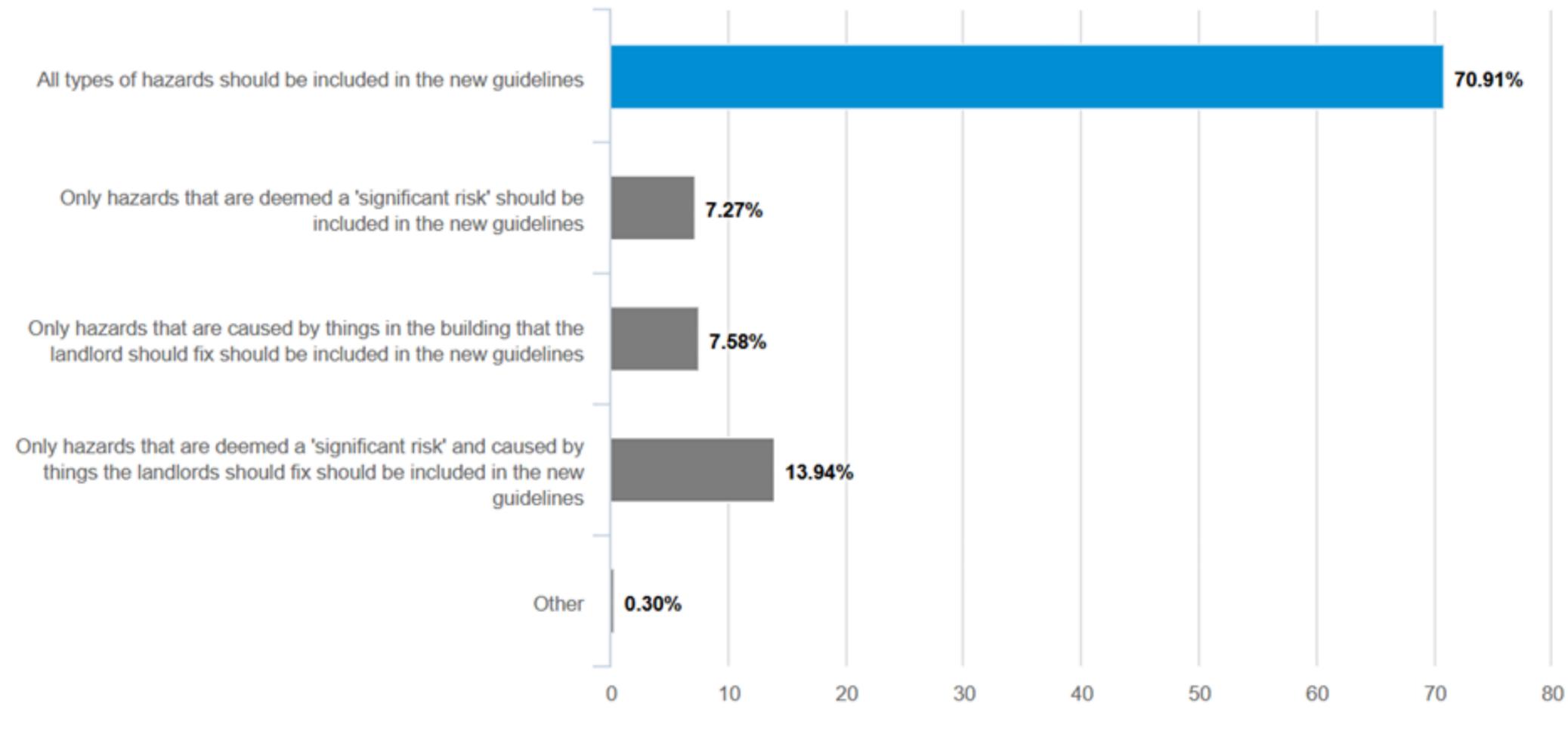
Question 1) What hazards do tenants believe should be included in the new guidance?



Policy implication

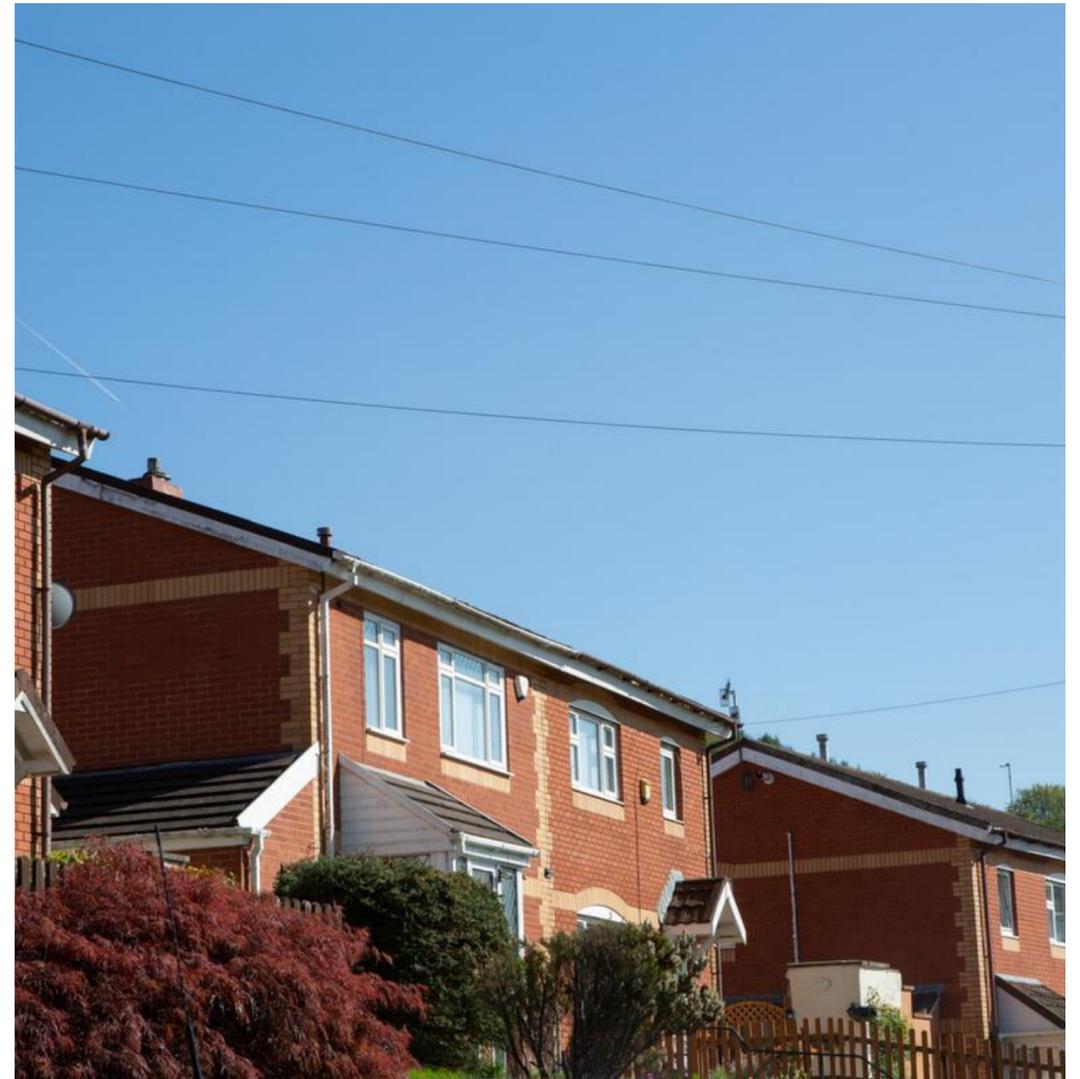
Tenants desire a comprehensive standard that includes all hazards and does not allow for selective enforcement

Question 1) What hazards do tenants believe should be included in the new guidance?



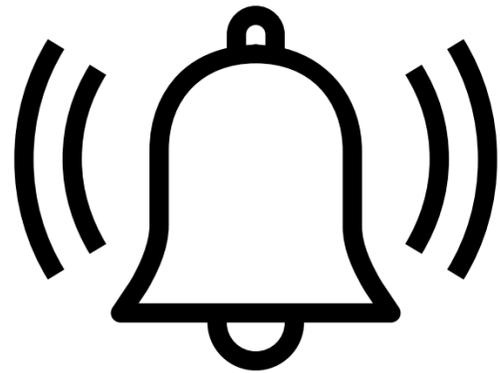
Question 2: What does a “significant risk” mean to tenants?

“Significant risk should be defined not only as something that is hazardous to life, but something that makes you feel considerably unsafe or unhappy in your own home.”



Significant Risk

Four key themes emerged from tenant responses:



To tenants, it's about more than just physical danger

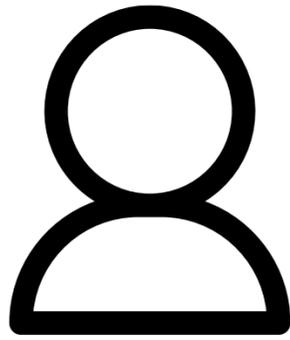
Tenants consistently defined “significant risk” as something that threatens not only their physical safety but also their mental health, emotional wellbeing, and daily comfort.



It's about the impact of the hazard, not always the intent

Hazards are considered significant to tenants when they disrupt a tenant's ability to live safely, securely, and with dignity in their home, regardless of whether the issue is structural, environmental, or behavioural.

'Significant Risk'



Circumstances make a huge difference

Many tenants stressed and understood that the definition of significant risk varies depending on the tenants' circumstances.



Communication is key

Tenants described how delays in action or poor communication heightened feelings of being ignored, vulnerable, or unsafe, turning small hazards into feeling like significant risks.

“Significant risk should be defined not only as something that is hazardous to life, but something that makes you feel considerably unsafe or unhappy in your own home.”

“ [A significant risk is] Something that has a detrimental impact on the safety and fabric of my home, including those which have a demonstrable impact on my health and/or perception of safety in my home.”

The Tenant Voice on Significant Risk

Policy implication

Risk assessments and housing standards must move beyond objective, technical criteria and incorporate a tenant-informed understanding of vulnerability, dignity, and lived experience.

Question 3: Should there be one national timeframe for landlord responses?



83%

of tenants supported a single, standardised timeframe for hazard response across all social landlords

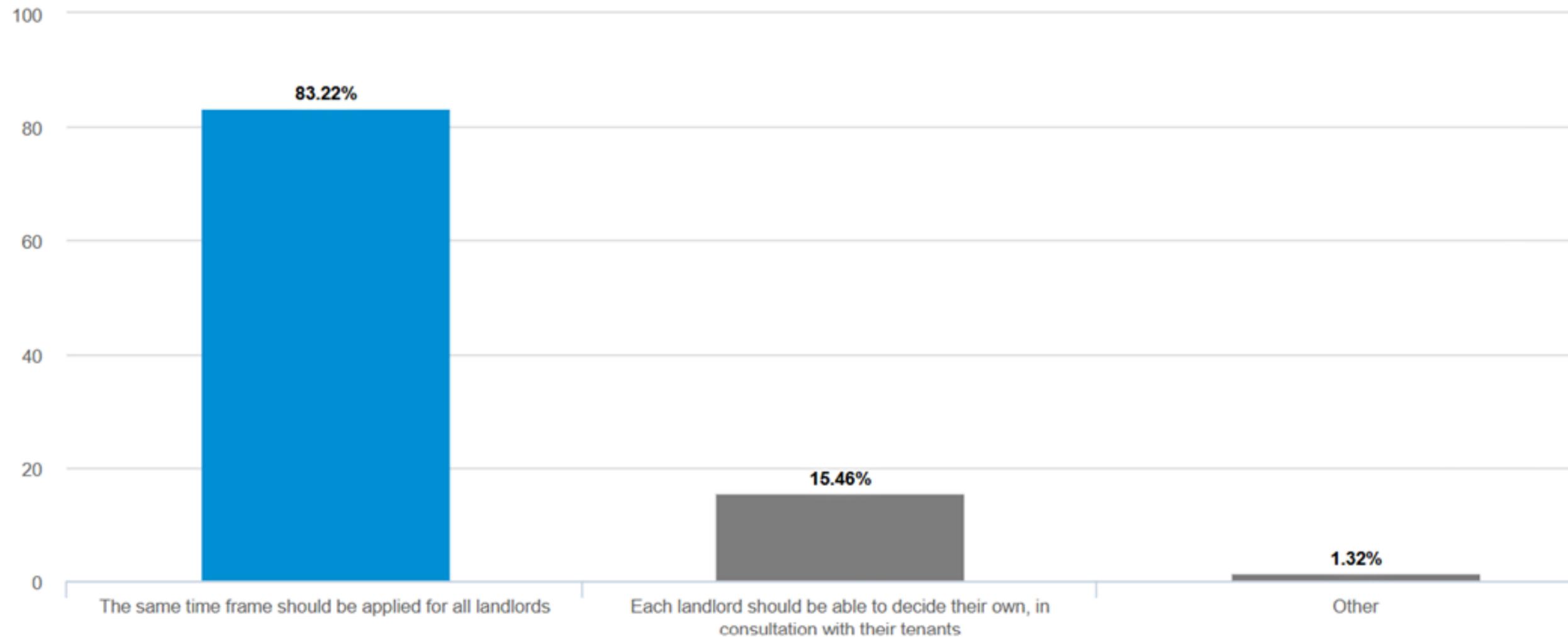
Rural areas were more flexible

19% of rural tenants supported landlords setting their own timeframes (in agreement with tenants), compared to just 12% of tenants in urban areas.

Postcode lottery concern

Tenants want to avoid a “postcode lottery” in response standards.

Question 3: Should there be one national timeframe for landlord responses?



“There are lots of factors involved. There needs to be specific time frames to acknowledge a report of concern.

Landlords need to work with tenants and make a plan. Social landlords should be held to the same strict rules private landlords are. If a building remains unfixed for so long, a tenant should be reimbursed or given a reduction in rent.”

Question 4: What is a reasonable calendar-day timeframe for action?

14 days

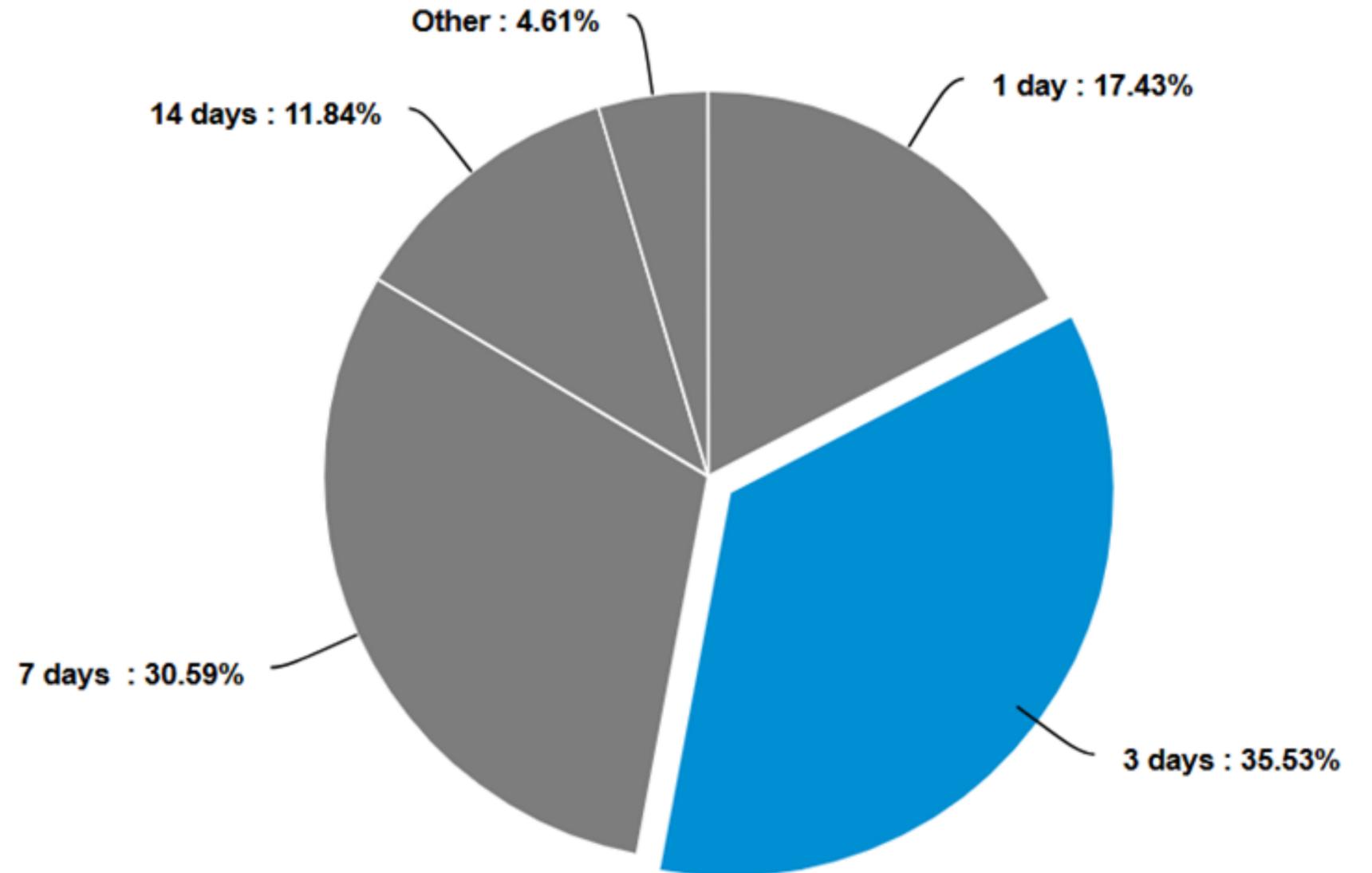
Awaab's Law in England expects that landlords should investigate hazards and put a plan into place within 14 days.



What about in Wales?

Top choice = 3 calendar days (36%) reflecting a need for urgency and reassurance.

Second most popular = 7 days (31%).
5% chose 'other' - highlighting the need for flexibility based on circumstances.

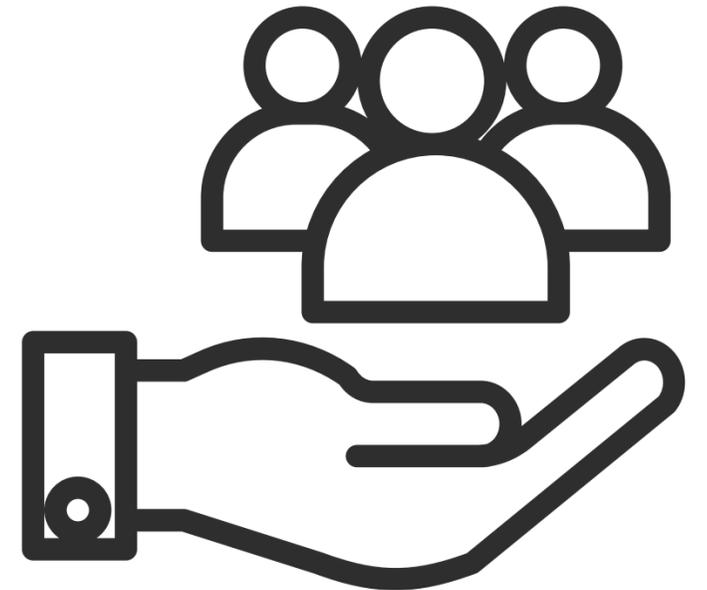


Urban v. Rural

Rural areas responded differently

Those in urban areas were **more likely** to favour a quicker response time (**3 days at 42% support**) than rural area tenants (**31% at 3 days**).

Tenants noted they understood resource and capacity issues and value communication if landlords face difficulty.

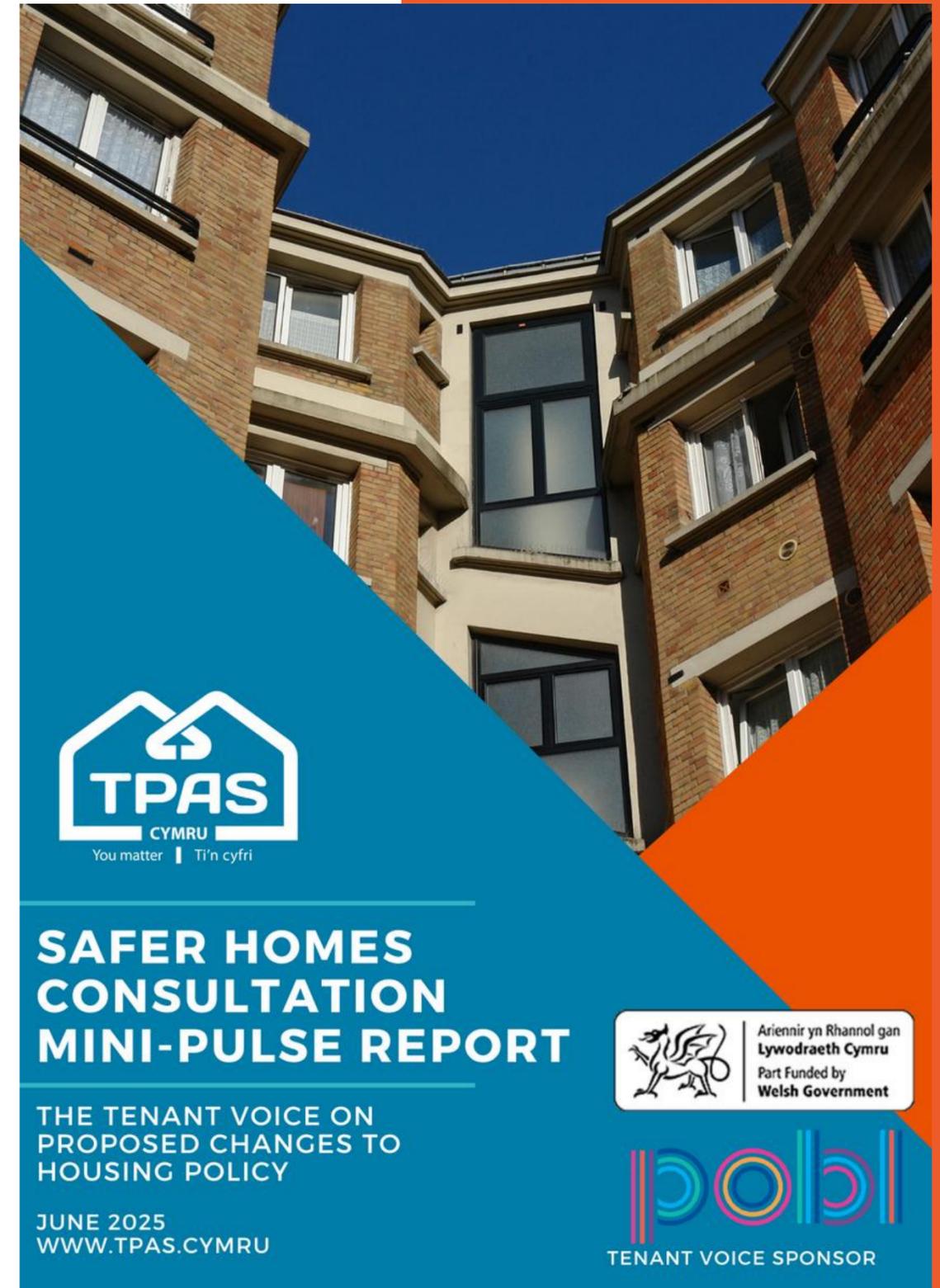


“It depends on the nature of the hazard.”

-Tenant

Next Steps

- TPAS Cymru will be responding to the Welsh Government consultation sharing the tenant voice alongside our insights collected from staff and stakeholders.
- **The full Mini-Pulse Report is now on our website in English and Welsh.**
- We are happy to organise a 1:1 chat with you in your organisation to discuss local results.
- We are here to support you.



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You matter | Ti'n cyfri

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CONSULTATION
MINI-PULSE REPORT**

THE TENANT VOICE ON
PROPOSED CHANGES TO
HOUSING POLICY

JUNE 2025
WWW.TPAS.CYMRU

 Ariennir yn Rhannol gan
Lywodraeth Cymru
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Welsh Government


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Thank You Diolch!

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