Llywodraeth Cymru
Welsh Government

# New rules for rent and service charges in Wales

# Response form

# About this document

Please read the main document called '**A new rent and service charge standard for Wales'**.

Then answer the questions in this response form.

Please send this form back to us by **5 pm on Friday, 12 August 2025**.

Online:

You can fill out our online response form:

https://www.gov.wales/new-rent-and-service-charge-standard-wales

**Email:**

You can fill in this form on your computer and email it to: HousingQualityStandards@gov.wales

Or: HousingRegulation@gov.wales

**Or print it and post it to:**

Social Rent Policy

Homes & People Division

Welsh Government

Cathays Park

Cardiff

CF10 3NQ

If you want this document in a different format or language, please contact us at:
HousingQualityStandards@gov.wales

**Or write to:**

Social Rent Policy

Homes & People Division

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CF10 3NQ

This document is also available in Welsh.

This document was made into easy read by Easy Read Wales using **Photosymbols**. To tell us what you think about this easy read version, click here.

# Questions

## About you

**Your name:**

**Organisation name - if you work for an organisation:**

**Email:**

**Phone:**

**Your address:**

**Are you answering the questions on behalf of an organisation?**

Yes

No

Other

If you ticked other, please tell us in the box below:

# Making sure rent is fair, so people can afford to pay

Please read **pages 11 and 12** of the main document.

We now suggest a clear rule for making rent fair and affordable:

- Rent should not be too high for tenants.

- Landlords should still get enough money to look after homes.

- It is about making it fair for tenants and landlords.

1. **Do you agree that this is the right way to make rent fair for tenants and landlords?**

Yes

No

Not sure

Please tell us if you have any other comments:

# About service charges

Please read pages **13 to 16** of the main document.

We plan to improve the current guidance. This will help make things clearer, so tenants know that:

- Their landlord has done the right checks.

- Any service charges are fair.

- The charges give good value for money.

2. **Do you agree that these plans will help make service charges more open, fair, and well managed?**

Yes

No

Not sure

Please tell us if you have any other comments:

# About rent limit

Please read **pages 17 to 21** of the main document.

Sometimes, rent goes up a little each year. This happens if prices of things and the cost of living goes up.

If prices and costs of living rise, landlords decide to increase the rent a little.

But landlords can increase rent each year to a certain limit.

The limit is based on how high the prices and costs of things are.

3. **Do you agree that rent should be allowed to go up a little each year, based on how prices have changed?**

Yes

No

Not sure

Please tell us if you have any other comments:

**4. Right now, the Government gets involved in deciding the rent limit if price changes are too low or too high.**

**Do you think this rule should change?**

Yes

No

Not sure

Please tell us if you have any other comments:

**5. We want the new rent rules to start on 1 April 2026. Do you think these rules should be for 5 years or 10 years?**

5 years

10 years

Not sure

Please tell us if you have any other comments:

# Reviewing rent in September

Please read **pages 22 to 24** of the main document.

Social landlords review rent in September. They check how prices have changed in September.

They use this information to decide if rent should go up **next April** and if so, by how much.

Example:

In **September 2025**, landlords look at how prices have changed.

They use this to help decide if rent should go up in **April 2026**.

6.  **Do you agree with this rule or do you think we should change it?**

Yes

No

Not sure

Please tell us if you have any other comments:

# Changes to extra rent

Please read **page 24** of the main document.

We want to raise the extra rent limit from £2 to £2.55 a week.

**7.  Do you agree that social landlords should keep the option to change some rents by up to £2.55 more?**

Yes

No

Not sure

Please tell us if you have any other comments:

# Target rent bands

Please read **page 25** of the main document.

A target rent band is a guide for how much rent social landlords should charge for different types of homes in a given area.

8. **Do you agree that bringing back the target rent bands would make rules less clear?**

Yes

No

Not sure

Please tell us if you have any other comments:

# Other rules

Please read **page 26** of the main document.

## Houses not included in the rules

9.  **Do you agree that the new rent rules should still apply to:**

    - **General needs homes**
    - **Sheltered homes**

    **This means the list of homes that are not included would stay the same.**

    Yes

    No

    Not sure

    Please tell us if you have any other comments:

## Improving homes

Please read pages **28 and 29** of the main document.

People are discussing about a **warm rent system**.

This means landlords could do work to homes to help make heating and energy costs lower. In these homes, rent could be higher.

We want to know what you think about this idea. We want to find out if this can be part of future rent rules.

**10. How do you think a warm rent idea could work? Tell us in the box below:**

# Sharing information

Please read pages **30 to 32** of the main document.

We want to help landlords share clear information with tenants.

We will look at the data they collect and share more useful information.

**11. What other information do you think we should collect and share with everyone? Tell us in the box below:**
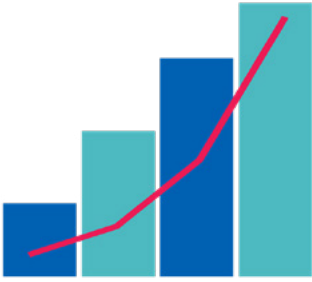
# Other comments

**12. Do you have any other ideas about how we can make rules to keep rents fair?**

Yes

No

Not sure

Please tell us if anything is missing, or if you have any suggestions:

**13. Do you have any other ideas about how we can make it easier to change rents when prices are high or low?**

Yes

No

Not sure

Please tell us if anything is missing, or if you have any suggestions:

**14.** **Do you want to share anything else that we have not asked about?**

# The Welsh language

**15. How do you think the rules may impact the Welsh language?**

For example, will it help people use the Welsh language more?

**16. Do you think we can make any changes to the plan that would help:**

- People use the Welsh language more.

- Support the Welsh and English languages equally.

- Reduce any negative effects on using the Welsh language.

Thank you for answering these questions.

We may share the answers we receive in a report or on the internet.

You can read about how we keep your information safe and private here: https://www.gov.wales/new-rent-and-service-charge-standard-wales-html#175402

If you want your response to stay private, please tick the box.