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Tenants in Wales call for faster, fairer action on housing hazards

TPAS Cymru survey finds tenants want all housing risks taken seriously and within

A new Tenant Pulse report from TPAS Cymru reveals growing concern and attention amongst the tenants about how housing hazards like damp, mould, faulty electrics, and poor ventilation are handled. Along with the growing impact of these hazards on tenants.

In the wake of the tragic death of Awaab Ishak and the implementation of Awaab's Law in England, the Welsh Government launched a consultation on proposed changes to housing standards.

In response, TPAS Cymru sought the views of tenants across Wales on the suggested updates to the Welsh Housing Quality Standards (WHQS). The response was clear: tenants across Wales want urgent, consistent action.

Key findings:

- **All hazards matter**

71% of social housing tenants want *all* hazards covered—not just high-risk ones. Support was especially strong among younger (100%) and disabled (74%) tenants.

“Whether it's mould or faulty electrics, it all matters. It affects your health, your mind, and your dignity.”

- **Tenants believe that the risk they face isn't just physical:**

Tenants say emotional stress and poor communication are just as harmful as the hazards themselves.

- **Consistent standards, fair response times:**

83% want the same rules for all landlords across Wales and reject the “postcode lottery” faced by many tenants. Most expect hazards to be investigated within three days.

- **It's still about respect, not just repairs:**

Tenants want to be listened to and treated with dignity, not just given faster fixes.

TPAS Cymru Chief Executive, David Wilton, said:

“This report shows that tenants expect clear action and consistent standards when it comes to housing safety. The message is clear: listen to tenants, act quickly, and communicate clearly”

Read the full report via the email attachment.

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About TPAS Cymru

For over 35 years, TPAS Cymru has championed the tenant voice in Wales. Through Tenant Pulse, we give tenants a platform to shape the future of housing.