**Embargoed until 9am, 20th March 2025**  
**Contact: Eleanor Speer | eleanor@tpas.cymru**

**2025 Tenant Pulse Report: Heating Affordability Crisis Pushing Tenants to the Breaking Point**

TPAS Cymru’s Fifth Annual Net Zero Tenant Pulse Report uncovers a worrying energy affordability crisis. With soaring energy costs, limited choices about one’s own home, and growing uncertainty, tenants across Wales are facing an impossible decision between heating or eating.

Heating costs have risen, **with 70% of tenants struggling to afford warmth**—an unprecedented increase. Once a crisis hitting older renters the hardest, the burden has shifted to younger tenants (18-45) and Black & Minority Ethnic renters (83% struggling), a disturbing trend that highlights a deepening divide in energy poverty.

Awareness of Energy Performance Certificates (EPCs)—critical for understanding home efficiency—has declined from 29% to just 21%, with young renters hit hardest (a shocking 43% to 14% drop among 18-30-year-olds).

This signals a gap from landlords in communicating vital energy information, leaving many tenants **in the dark about their own homes' efficiency**. More alarmingly still, 14% of tenants falsely believe their homes are more efficient than they actually are.

A **planned transition from gas to electric heating** adds to the reported tenant fears. Older tenants in particular report feeling abandoned and left behind, calling for better support and clearer guidance from their landlord.

Adding to the frustration, 81% of tenants (97% of private renters) believe landlords should be banned from raising rents on inefficient homes (EPC E or lower) until proper improvements are made.

Tenants report feeling worried and —not just by rising costs, but by a **broken housing market** and with limited choice of options, leaving them with no escape from cold, inefficient homes.

One tenant summed it up bluntly: *"Choice isn’t an option when you are faced with homelessness."*

Despite efforts to improve efficiency, only 18% report lower energy bills, while the majority—52%—say nothing has changed and 30% are unsure. **This raises a serious question: If energy improvements are happening, why aren’t tenants seeing the benefits?**

**A call for urgent action**

Akshita Lakhiwal, Net Zero Lead at TPAS Cymru, issued a stark warning:

*“This report is a wake-up call. Heating affordability is at breaking point, and tenants are being pushed to the brink. Landlords, policymakers, and the government must take immediate action to ensure everyone is on the same page*

David Wilton, Chief Executive of TPAS Cymru, reinforced the urgency:

*“Tenants are demanding fairness, transparency, and real choices in their homes. This report and our Tenant Pulse platform sets out the path for action. Now, it’s up to decision-makers to listen.”*

*----------------------*

The full report is available at **www.tpas.cymru/pulse**. For interviews, contact **eleanor@tpas.cymru**.

**About TPAS Cymru**

For over 35 years, TPAS Cymru has championed tenant engagement and voice in Wales, fighting for a **fairer, safer, and more connected** housing system. Now, more than ever, tenants need a voice—and real action.