



# TPAS CYMRU'S RENT SETTING CONSULTATION SURVEY

OUR MOST IMPORTANT TENANT PULSE TO DATE

OCTOBER 2022  
TENANT VOICE SPONSOR



# **TPAS Cymru's Rent Consultation Survey**

## **October 2022**

### **Introduction to TPAS Cymru's Tenant Pulse**

Tenant Pulse is the national platform for Wales that enables tenants to provide anonymous accounts of their experiences, thoughts and feelings relating to their homes and communities.

They currently take the following form:

- 1) **Annual surveys** - subjects we believe are important and need tracking. Currently there are 2 annual surveys
  - Energy and Net Zero survey
  - Annual 'What Matters' survey looking at what really matters to tenants and their communities
- 2) **Specific topical surveys** we develop with stakeholders such as Welsh Government to help bring insight to policy developments
- 3) **Specific audience surveys** – this are often not a visible as they are aimed at specific audiences e.g., PRS Tenants in north Wales on support options, Housing Association tenants on regulation reform etc.

We hope the findings and recommendations within this research offer valuable insight into the challenges tenants are experiencing and their thoughts on Rent setting. We believe by listening to tenants, and stakeholders being can have open, honest, and transparent conversations.

All reports are published on Tenant Pulse portal on our website. [www.tpas.cymru/pulse](http://www.tpas.cymru/pulse)

### **Origin of this report**

Tenants and wider society are experiencing a double whammy right now: A cost of living crisis which has fuelled consumer price inflation.

Rent setting for next year is the hottest topic right now in housing news, social media and housing policy.

We have seen calls for rent freezes and calls from landlords saying rent needs to go up to maintain services as their costs are rising sharply. Scotland Government has passed legislation to enable it to intervene in rent setting of social and private rental sector

After discussions with Welsh Government, we launched our most important Pulse survey to date looking at subject of Rent and the services it provides and what this means to tenants

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7<sup>th</sup> October 2022

## Executive Summary

The below 4 themes emerged from the responses to this survey:

- 1) Tenants believe that benefits and social welfare payments must rise in line with inflation and as a minimum in line with any rent increases.
- 2) Tenants repeatedly commented that they want to build a better relationship with their landlord focused on the values of transparency, communication and trust regarding any rent rises.
- 3) Tenants want to be consulted directly by their landlord before any changes are put into practice – they want to understand and feel heard.
- 4) For tenants whose main income is based on salary, they would like to see the minimum wage increased in line up to a living wage salary, so that they do not struggle to pay their rents.

**Before you progress further into reading this survey, we would like to share the below quotes from tenants which shows the urgency and importance of this issue to them and their homes:**

Tenant A: *'I have to have a roof over my head but will have to choose to eat or heat'*

Tenant B: *'Tenants & Landlords both have a responsibility to one another. Like any other relationship, we must behave fairly & responsibly towards each other'*

Tenant C: *'We are tenants, our voices need to be heard'*

Tenant D: *'Everyone has a right to a home. Increasing rents constantly deny this to people'*

Tenant E: *'Landlords are better placed than tenants, to face this cost-of-living crisis'*

Tenant F: *'Quickly appeasing people with rent freeze will not help anyone. It'll hit vulnerable people and slash other programs and services'*

This special Tenant Pulse considered the following

- 1) A online survey using established and proven methods to see qualitative insight
- 2) 2 tenant focus groups to get further quantitative insight into how tenants felt about some the subjects raised in the survey – to follow this report.

### Research Methods

1. The survey was live from the 30<sup>th</sup> September – 4<sup>th</sup> October 2022. This was the shortest Pulse we have undertaken, but it was driven by discussions with Welsh Government and the subject is currently very topical.
2. We delivered Tenant Pulse via the Doopoll online survey platform.
3. TPAS Cymru posed 11 questions to Pulse database members and members of the public.

### How the survey was promoted

It was sent to tenants signed up to Tenant Pulse, excluding PRS tenants. Like all long-term survey databases, some members have been on the mailing list for 5 years, so we are seeing a degradation in response rates. It's a challenge to remove non-responders as responses are anonymous so we can't easily identify and remove. We are continuously adding new members, most recently after our



National NetZero and Energy Survey in May 2022 - therefore our cohort of Pulse tenants is continually growing and remaining active.

We saw some publicity support from social landlord and tenant groups to their tenants. This method creates some noticeable differences in tenant responses per landlord depending on the landlord's degree on engagement/promotion.

### Social media campaign

As proved successful with our National Energy and Net Zero 2022 survey, TPAS Cymru launched a fast track bilingual social media campaign to promote the Pulse across Twitter, Facebook and Instagram channels.



Important data consideration: Unlike our Annual NetZero and Energy survey 2022, and our 'What Matters' 2021 survey, Meta (*corporate owner of Facebook and Instagram*) declined our paid adverts campaign this time due to rules implemented by Meta, which restricts campaigns/lobbying that can be associated with Governmental business.

There are new rules on political advertising and have a special registration and declaration of source of funding etc. If we hadn't mentioned why we were doing the survey (e.g. our own curiosity, it would have likely passed their rule. We made amends but Meta declined the advert and rejected 3 campaign submissions.)

This barrier is relevant to this research, as TPAS Cymru has learnt from our National Net Zero and Energy survey 2022 that these paid promotional adverts on Instagram successfully target younger tenants (18-30 years old) who are not engaged in traditional housing sector communications. They have been so successful in past in engaging young non-engagement tenants that the sample approaches the point of over-representation. Therefore, without this promotional tool, this younger 18-30 audience wasn't as large as we are used to in our work.

Despite this restriction, we saw an outcome which represented all counties and ages across Wales and our social media promotion allowed a large audience of both RSL's and tenants to engage with the survey.

## Response summary

A total of 353 tenants responded to the survey over 4 days from September 30<sup>th</sup> to October 4<sup>th</sup> 2022. The responses included every housing association and stock retaining Local Authority in Wales.

The daily response rate was a 54% increase on our previous Pulse in May 2022. This drastic rise evidences how important this issue is to tenants right now and how much they want to ensure their voice is heard by decision makers in Wales. With more time we could have reached much more people.

We also held 2 Focus Groups with 16 tenants attending. **Making 369 voices heard in this report.**

## Other items of note before we continue:

Social housing has a cross section of society, many of whom are struggling. As with other nations over recent years (often fuelled by media), we are seeing some tenant backlash to the values of social housing and Government policies whether Wales or Westminster.

- There were some comments from tenants around *'Looking after our own first'* and challenging allocations policy etc. This is not just usual (minority) tenant backlash against migrants etc, but also younger people in rural areas struggling to get adequate housing in areas of AirB&B, second homes and retirement migration. This reflects data presented by other third sector organisations in housing in recent months, such as the Bevan Foundation.
- We also noted that not all Landlord activities are valued. A backlash on Board pay was brought up many times in the survey and focus groups *'..there's £120k that could be used to help with tenant arrears...'* plus also wider community support *'they've got money to sponsor Pride but not to fix my windows etc.'*

## TPAS Cymru recommendations:

1. Rents need to be affordable, and set in consultation with tenants,
2. The consultation should hear from a diverse range of tenants
3. Landlords to be open & transparent about their rent setting process and decisions
4. Landlords to better proactively demonstrate Value for Money (VFM) to tenants
5. Landlords to better involving tenants in measuring and assessing VFM
6. Tenants to be supported and enabled to scrutinise rent setting proposals and decisions

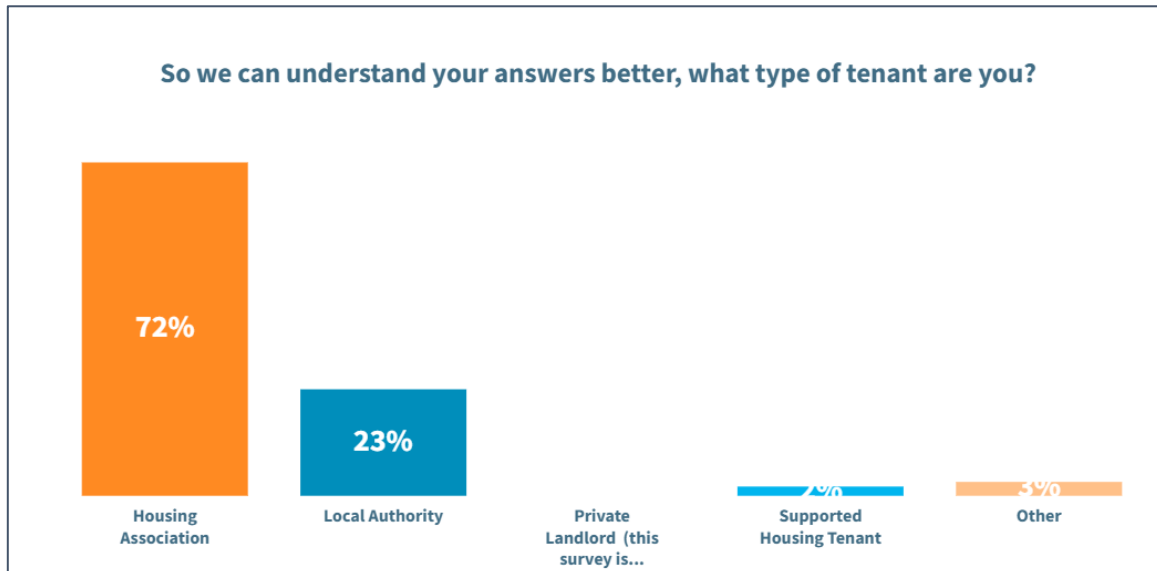
# Survey Analysis

## Establishing who responded

### Q1) What type of tenant are you?

*Note: This survey was for social housing tenants only and any PRS responses were excluded.*

The ratio of RSL to Local Authority (72% to 23%) is typical of what we see reflecting a large Housing Association dominated sector and their ability to do faster reacting housing related communications, compared to Local Authorities who have more central command structures for communications and marketing. This survey also represents the voices of a small amount of supported housing tenants and the voices of tenants in housing which would come under the 'Other' category. The other category represents a mix of shared ownership tenants or tenants who are unclear of the ownership of their accommodation which may be provided by a support organisation or charity.



## Representation across Wales

### Q2) What County/Local Authority do you live in?

All local authorities' areas had sufficient tenant responses and therefore this question establishes that the survey provides representation of social housing tenants across Wales.

**Highest responding local authority area was Rhondda Cynon Taf (11%) and Swansea (9%).** As well the usual urban areas like Cardiff and Newport, we also had a noticeable stronger than normal west Wales response from Carmarthenshire, Pembrokeshire and Ceredigion

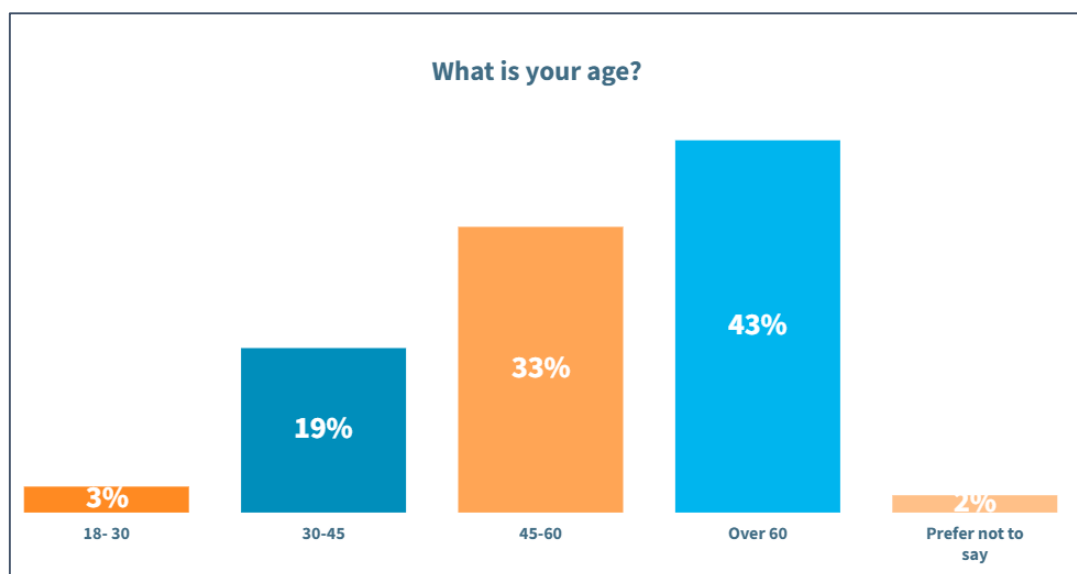
Lowest responding areas were – Wrexham (2%). Denbighshire (2%) and Merthyr Tydfil (2%)

Highest Responding areas - Housing Association	Highest Responding areas – Local Authority
Rhondda Cynon Taf	Vale of Glamorgan
Newport	Powys
Swansea	Swansea

### Q3) What is your age?

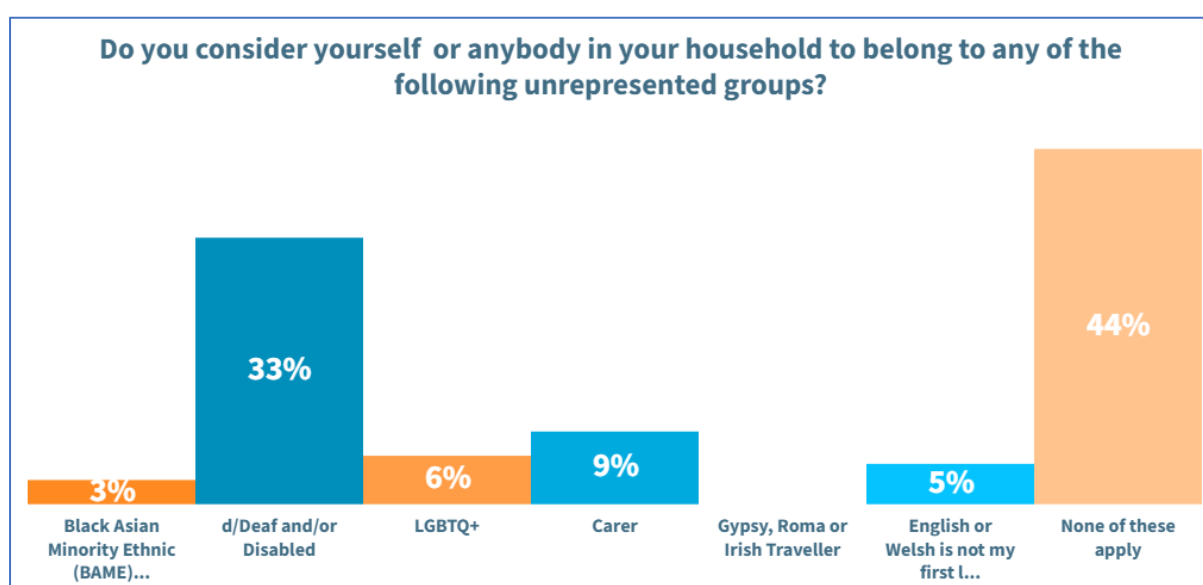
This survey had a lower-than-normal response rate from younger 18-30 responders when compared to our other Pulse surveys due to our Instagram campaign rejected by Meta. However, this distribution is typical of social housing consultation.

Local Authority responders were overall younger than Housing Associations.



### Q4) Do you consider yourself or anybody in your household to belong to any of the following underrepresented groups?

Social Housing has a proud history of providing homes for many disadvantaged or excluded members of our community. We were pleased to see good response levels from these characteristics.



Across all respondents, 3% identified as having a BAME (Black, Asian, Minority Ethnic) background. This is lower than the national Welsh population average of 5% (Welsh Government - Jan 2022 statistics). TPAS Cymru recognises, alongside other organisations, that there is work to do going forward to ensure BAME voices are heard and represented in Pulse surveys.

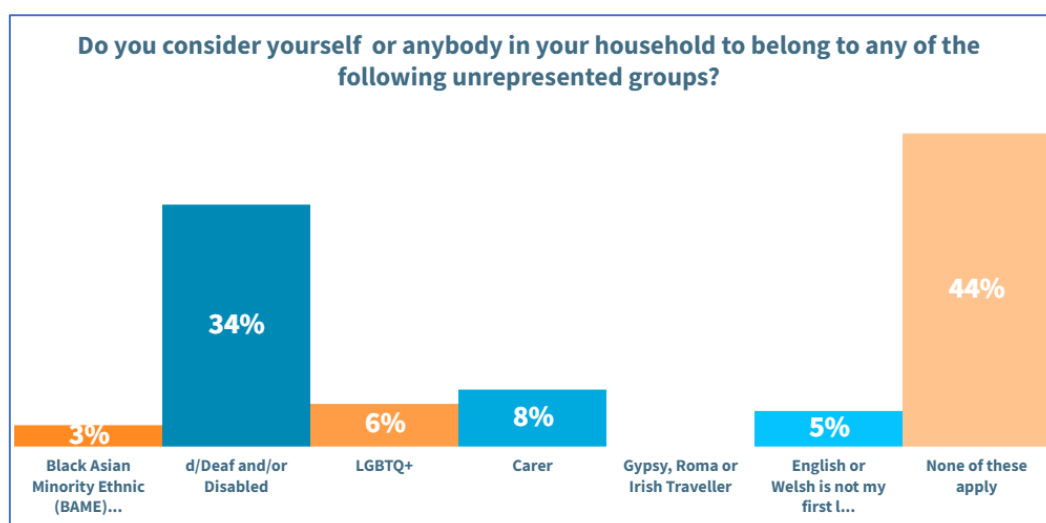
The responses from this question allowed us to evidence and represent the voices of marginalised tenants who may not have been heard in decision making and housing policy.

The majority of respondents who identified as deaf or disabled were tenants from a Housing Association (71%) or a Local Authority (27%) – but this group represented 34% of all respondents.

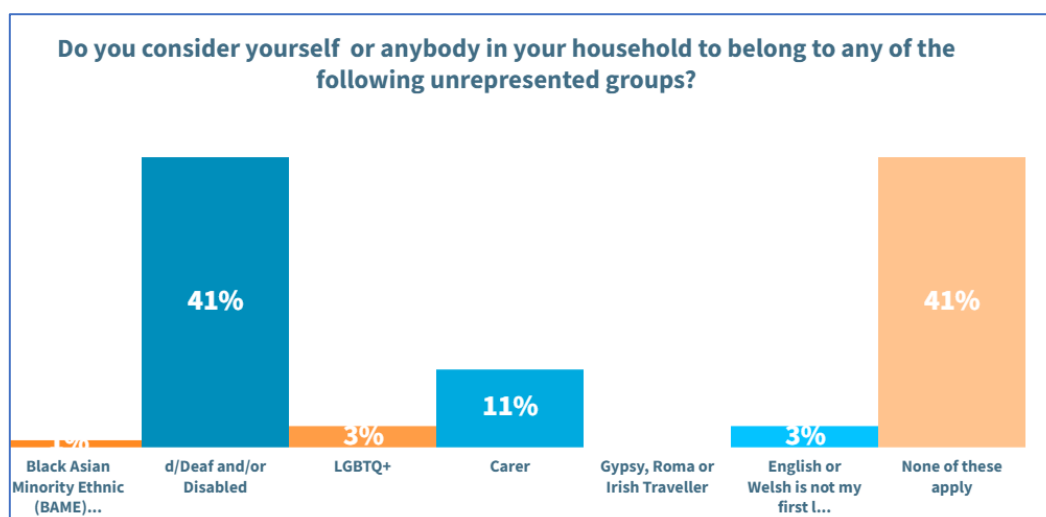
6% of respondents identified as belonging to the LGBT+ population, a figure higher than the last recorded national average in Wales (2019) of 2.9%. (Welsh Government 2019 figure).

9% of respondents identified as being a carer which is slightly lower than the Welsh Government's 2019 reported average of 12%. A possibly explanation of this could be the larger age bias of the survey to respondents who are over 60 years old.

### Housing Association responses to Q4



### Local Authority responses to Q4

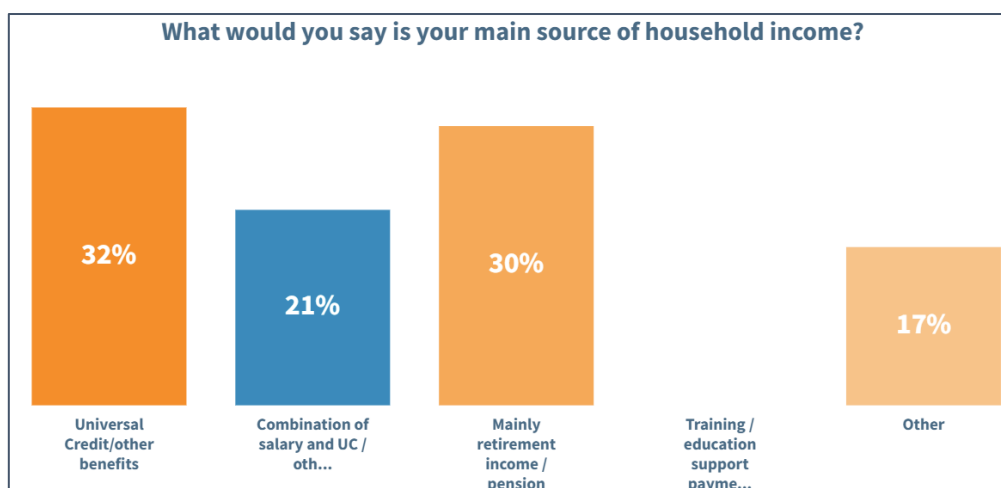




## Q5) What would you say is your main source of household income?

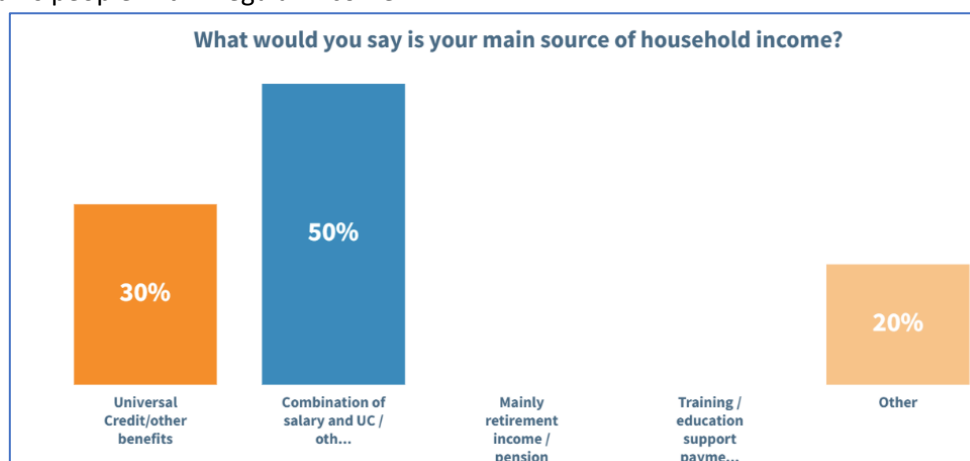
*Noticeable observations:*

1. These figures are roughly in line with social housing demographics for Wales
2. We had no student age-range response which is partially due to excluding private renters.
3. We note 'Other' is higher than we would have liked and reflects the complex nature of household income and the rise of the gig employment economy as many in Wales move to taking second or occasional work or sources of income.



When looking at the results with doopoll filters we can notice the following:

1. Local authority tenants were noticeably higher represented by working responders compared to Housing Association. This was partially driven by having a slightly lower average age of responders. This allows the results of this survey to reflect tenants on all income types.
2. As expected, there was a big difference between ages and type of income.
3. Below shows the distribution of 'under 30s' household income with 50% of responders identifying as the main source of their household income being salary or a combination of salary and social benefits. There is also a noticeable Other which as mentioned above contains people with irregular income



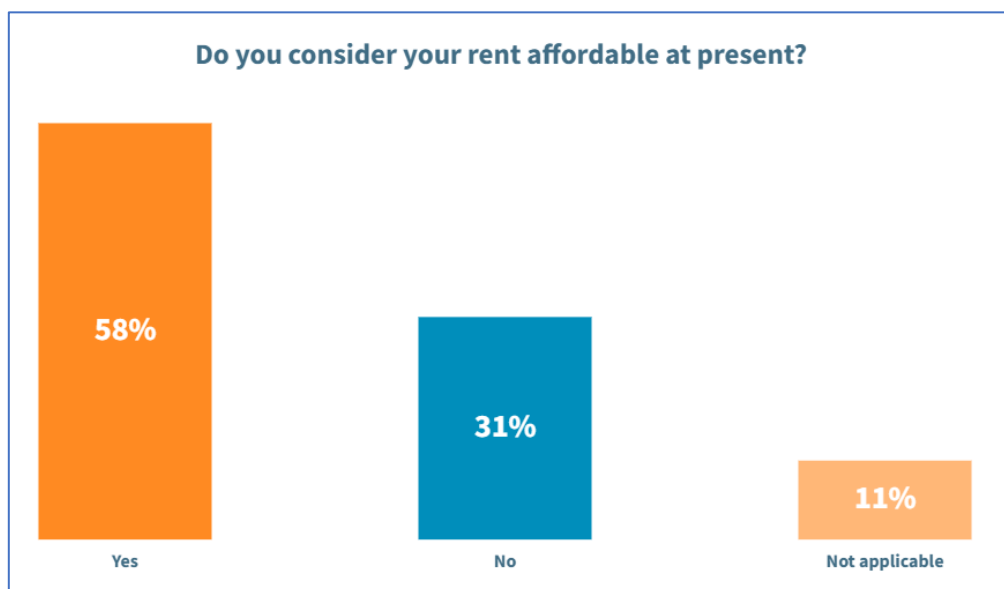
4. Equally, when filtering respondents by age for 'over 60', those on mainly on 'retirement income/pension' reached 65% which reflects rising state retirement ages - with people needing to continue in work or remain on Universal Credit until state pensions qualification.

#### Q6) Do you consider your rent affordable at present?

31% of responders saying the rent is not currently affordable at present would certainly be raised by the current cost of living crisis where people have real concerns about making ends meet.

On straight comparison of Housing Associations compared to Local Authority respondents, Housing Associations came out slightly more positive on current affordability (61% compared to 53%).

N/A respondents traditionally indicate tenants who have support where rent is paid for them, which represents 11% of respondents.

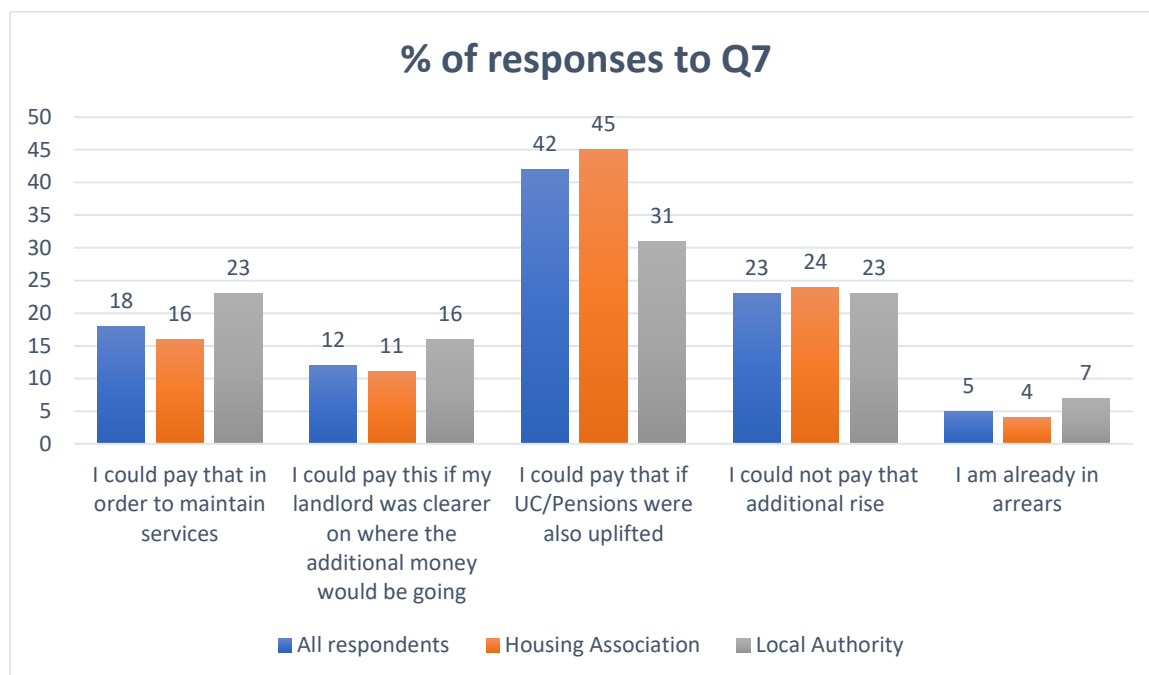


When we filter on age	Affordable	Not affordable	N/A
<i>All responders</i>	58%	31%	11%
18-30	80%	20%	0%
31-45	57%	38%	5%
46-60	58%	32%	10%
60+	58%	27%	15%

When we filter on household income	Affordable	Not affordable	N/A
<i>All responders</i>	58%	31%	11%
Universal Credit	50%	33%	17%
Salary or with UC	72%	25%	3%
Retirement/Pension	61%	25%	14%
Other	48%	43%	9%

Important note: When considering age differentiation, the analysis indicates that 18-30 age range consider their rent to be the most affordable and the 31-45 age range consider their rent to be the least affordable.

**Q7) In England, there is a consultation about a 3%, 5% or 7% rent rise (as inflation is around 10%). Using 5% as an example, how comfortable would you feel paying 5% rent rise? (E.g. £80pw rent would rise by £4, £100pw rent by £5 etc.)**



The analysis showed some interesting insight:

**Finding 1: The 18-30 age range feel the most impacted by this**

- 22% said they were already in arrears compared to a group average of 5%
- A **separate** 34% of this age range said they couldn't pay the rise
- They were least likely to say 'yes' across the first 3 'I could if...' options, and out of that group of 'Yes if...' ¾ of them were firm on wanting an explanation and justification on where the money would be going.

**Finding 2: over 60s are most comfortable paying the increase (78%) IF their pension or other support benefits gets an appropriate uplift (triple lock rise etc)**

- The over 60s were least concerned about having detailed explanation from their landlord.
- None claimed to be in arrears

**Finding 3 - household income source make a big difference on tenants' ability to absorb a 5% rise**

- 81% of UC recipients were comfortable to pay the 5% increase IF their UC was uplifted as well
- 82% of people on pension income also felt the same IF the pension was uplifted as well.
- This compares to a lower 65% of those on salary or mix of salary and supporting benefits
- The category of 'Other' (which we believe from comments represent the 'gig economy') has only 54% comfortable, and like the category of age 18-30 they wanted a good explanation of why and what they would get. Conversely, they was highest category of feeling they could not pay (33%) or were already in arrears (12%)

#### **Comments on 'I could pay that in order to maintain services.'**

- I don't mind paying a rise in rent if the repairs were completed on the day and not delayed.
- I have answered I can afford. However, I have all my rent paid for in advance with my UC. If I didn't, I would never be able to afford it.
- 5% would be acceptable and affordable. Friends in private rent property pay £800 a month whereas I pay £500 for the same size property.
- We both work full time so could afford 5%.
- Tenants & Landlords both have a responsibility to one another. Like any other relationship, we must behave fairly & responsibly towards each other. In the current climate, a 5% rent increase would be reasonable.

#### **Comments on 'I could pay this if my landlord was clearer on where the additional money would be going'**

- As long as there are services in place and we are given a genuine reason for rent to increase then it has to be paid.
- I feel we are having less support and building maintenance so I would need to know that these services would improve before considering accepting any rent increase.
- I don't feel the housing association are being honest with their services charges at present.

#### **Comments on 'I could pay that if Universal Credit/Pensions etc are also uplifted'**

- I'm struggling to keep paying bills like everyone else right now. *I have to have a roof over my head but will have to choose to eat or heat.* It's such a struggle to try and juggle payments right now and increasing rent at this stage just won't help. I don't know how I'm going to manage and already suffer with depression and anxiety. It's such a worry.
- I currently work. My salary isn't great. I am the working poor. If it goes ahead I will struggle to pay what's been proposed and any cost of living rise.
- I am only just managing, extra pension money would help but paying more rent would mean cutting down on food and heating.

#### **Comments on 'I could not pay that additional rise'**

- Unless my wages go up, how can I pay the increase? i would not know until next year if I get a pay rise and unlikely to be as high as the 5%
- Rents here are on par with private landlord and it is becoming so very hard to pay the rent so very worrying. If the rent is raised again I worry about becoming homeless.
- With the cost of living on a high at the moment, rents should be frozen for 2 years
- Everyone has a right to a home. Increasing rents constantly deny this to people.
- Social rent has become unaffordable when you add in Council tax and utilities. Total Cost of Occupation more a definition of affordability than just Rent.

#### **Comments on 'I am already in arrears'**

- The cost of living is going up, by putting up the rent you will cause more people to go into rent arrears.
- We've had our houses insulated, a good thing. However, the current cost of fuel will negate much of the savings made by using less.
- I feel that social housing is already much cheaper than the private sector so we would not be the worst hit with a rent increase.

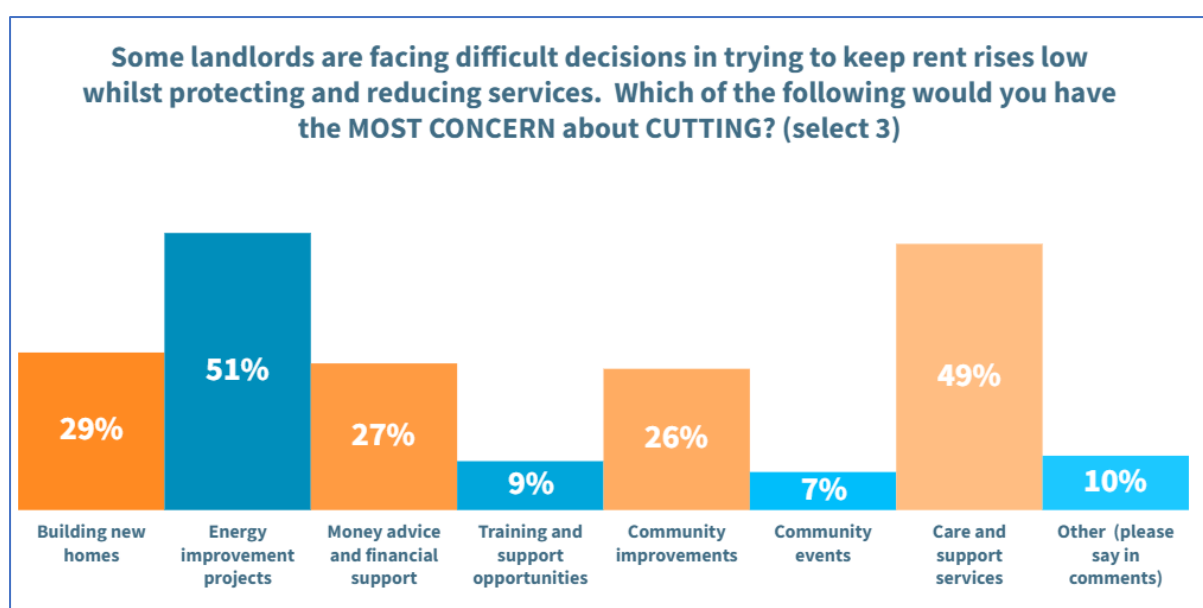
## Q8) Some landlords are facing difficult decisions in trying to keep rent rises low whilst protecting and reducing services

Note 1: Before we look at the results, we wish to clarify something. We purposely didn't include options like key essential services like **repairs, planned works and safety checks**. *They need to happen whether you are a social or private landlord.*

We wanted to explore in these challenging times, the value of **other** services social landlord provide - and how they are viewed.

Note 2: from the focus groups, we saw some confusion regarding option of '**Care & Support Services**' as this meant different things to people and included external care and support. We think this resulted in the figure being over-stated in the results.

Which of the following would you have the **MOST CONCERN** about CUTTING? (select 3)



### Key observations

- Given the energy crisis that exists right now, tenants most value projects to reduce their energy bills
- Care & Support also scored highly but we believe that is over-stated as explained above.
- As expected from other insight, building new homes is not as valued by existing tenants as much the sector might hope. The sector as a whole has not always successfully communicated what value or benefit it brings to existing tenants.
- There is good support for the value of additional services that social housing provides such as money advice and community improvements
- Comments in 'Other' (10%) were generally about frustration about repairs

### When we break this down:

There was no major difference in attitude of what tenants' value by tenure – local authority and housing association tenants were similar in many categories. Only difference was local authority tenants valued energy savings projects higher, and were a little more supportive on building new homes.



**Age** is where attitudes make the biggest difference on what tenants' value:

- Younger people significantly value Money advice (55% compared to 28% average) & Training opportunities (33% compared to 9%)
- Over 60s are the opposite needing less money advice and training but not as extreme opposite as 18-30.
- Younger people saw less value in community improvement (11% compared to 27% average).
- Community improvement support peaks in middle age brackets (32%) which reflected in comments about safety, ASB and quality of neighbourhoods on themselves as individuals and as parents of younger family members.
- Most age groups barely moved from the group average for valuing new homes (29%) with exception of younger people who valued it less (22%)

**When we filter on any under-represented groups:**

- Tenants who identified as coming from a BAME background strongly valued training opportunities (22% compared to 9% average)
- Tenants who identified with a disability valued energy saving initiatives higher (62% compared to 50% average)
- Tenants who identified as English or Welsh not being their first language strongly valued training (31% compared to 9% average) and money advice (37% compared to 28%)

**When filtered by household income type on what they valued:**

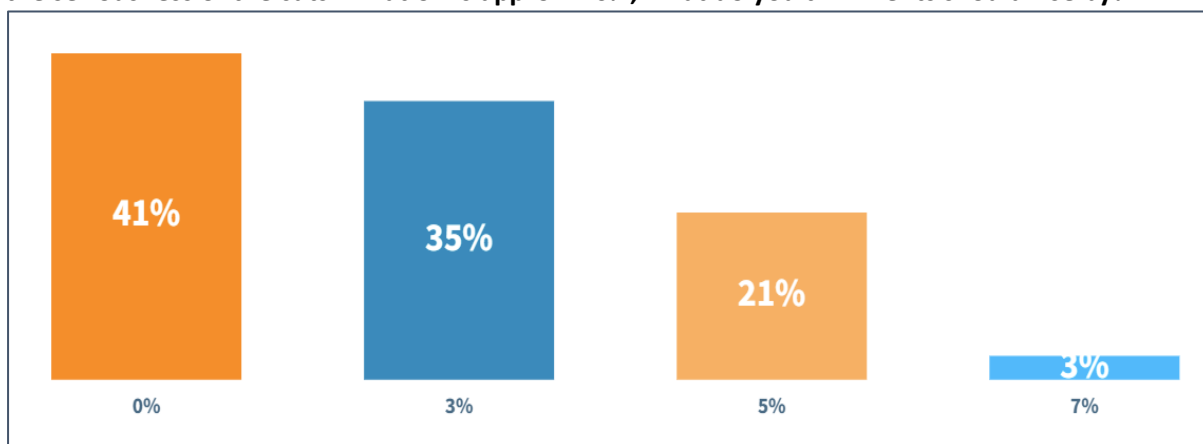
Generally, we didn't see much significant varies. For example, recipients receiving Universal Credit followed the overall collective average very closely.

Noticeable exceptions were:

- Those whose household was primarily salary income valued money advice higher (43% compared to 28%) and training opportunities (18% compared to 9%). This was at the expense of community improvement + care & support.
- Retired tenants valued energy savings project higher than the average (57% compared to 50%)

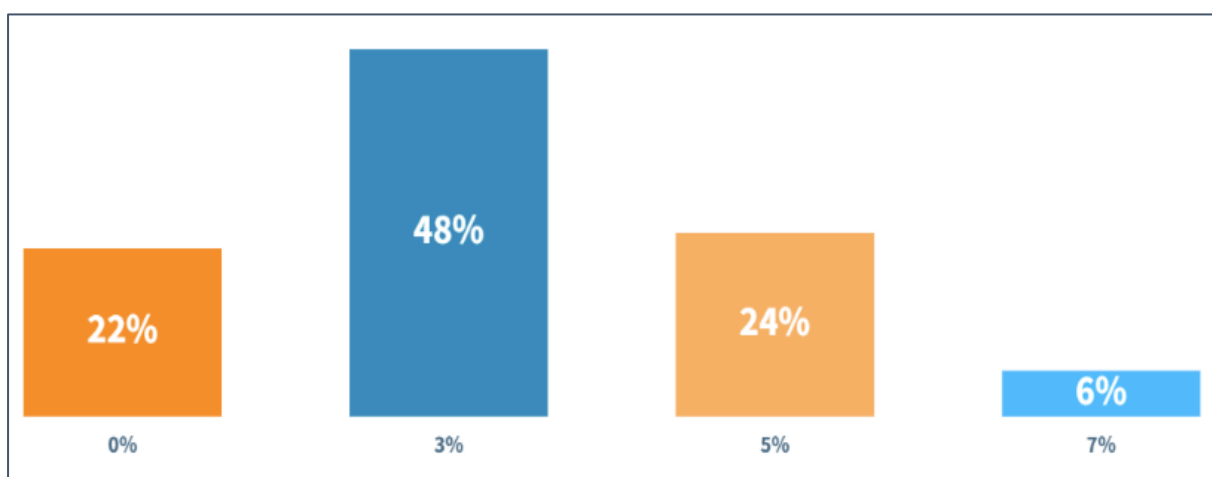
**Q9) Social landlords have submitted evidence to Welsh Government that if rents are not increased, they will have a lot less money to spend on services due to high inflation.**

**This might mean some services would have to be reduced or cut. The lower the rent rise the bigger the seriousness of the cuts. Inflation is approx. 10%, what do you think rents should rise by?**

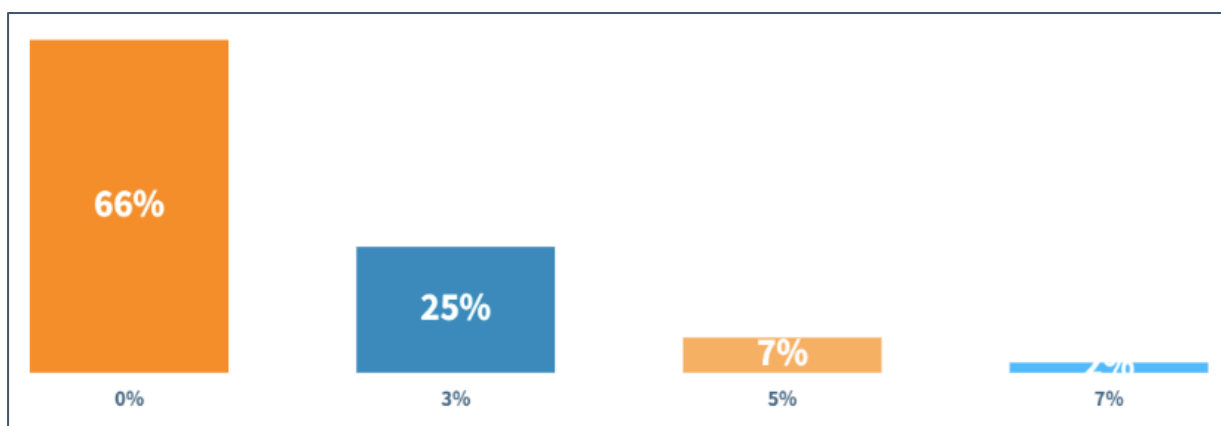


**When we break the data down:**

- 1) When we filter on those who thought their rent was affordable now, they are more agreeable to a higher rent rise.



- 2) Unsurprising, those who view their rent as unaffordable right now, were less agreeable to rent rises

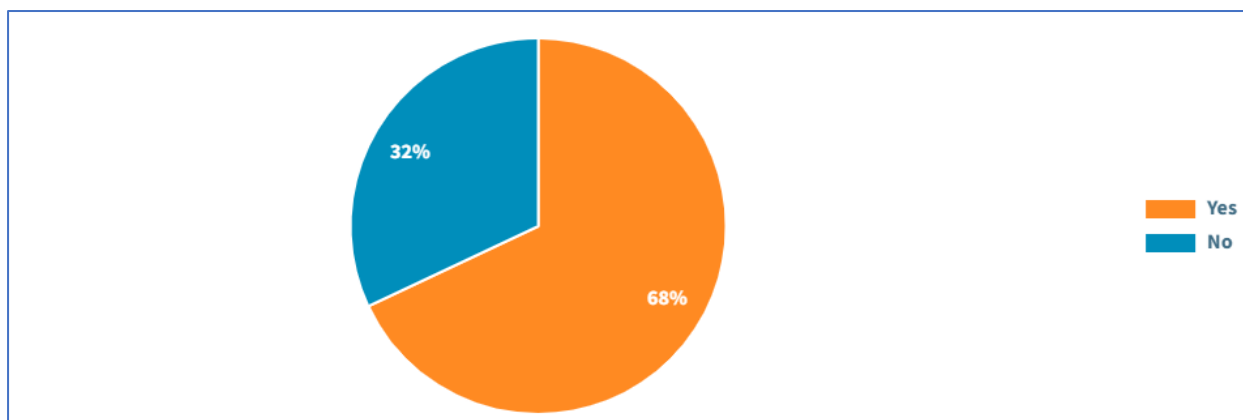


As there is likely to be a lot of interest in this question  
- here is a table of SOME of the filters we ran to look for differences.

<b>What would tenants choose as rent rise?</b>	<b>0%</b>	<b>3%</b>	<b>5%</b>	<b>7%</b>
<b>All Tenants</b>	41%	35%	29%	3%
<b>Housing Association</b>	34%	40%	20%	6%
<b>Local Authority</b>	41%	35%	21%	3%
<b>Age 18-30</b>	22%	56%	11%	11%
<b>31-45</b>	29%	36%	31%	4%
<b>46-60</b>	42%	36%	17%	5%
<b>Over 60</b>	34%	42%	19%	5%
<b>BAME</b>	11%	67%	11%	11%
<b>Disabled</b>	38%	42%	17%	3%
<b>Carer</b>	21%	46%	29%	4%
<b>Non English/Welsh first language</b>	19%	56%	19%	6%
<b>Universal credit</b>	39%	34%	21%	6%
<b>Salaried income</b>	30%	46%	21%	3%
<b>Retired</b>	28%	47%	20%	5%
<b>Other</b>	42%	33%	19%	6%

**Q10) TPAS Cymru is calling on social landlords to have urgent open conversations with tenants about rent setting and what different levels of rises mean in terms of protecting services and/or cutting services.**

**Would you attend such conversations if they were a choice of options to attend (i.e face to face & online, daytime and evening etc).**



As you expect from TPAS Cymru, we believe better dialogue would really help landlords and tenants work together through this crisis. We were delighted that there was strong support for this:

**We filtered across Tenure, Age, Household Income, under-represented groups.**

This question was one that had the most consistent support, whatever type of tenant they were. All strongly in favour of wanting to be part of that conversation with little variance to the collective average.

**Out of 20+ filters only 2 noticeable differences stood out:**

- 1) Those who identified with a BAME background gave a more positive result. (89% compared to 68% average)
- 2) Those who identified as English or Welsh not being their first language were least enthusiastic (58% compared to 68% average) which whilst still positive – this could reflect the accessibility of some engagement approaches.

**Q11) Finally is there anything else you would like to say about Rent Setting that you wish the Minister to consider?**

We had hundreds of responses to this question. We could not use them all, and a small section were not civil or appropriate. The below quotes were responses directly from tenants to previous question. We have not redacted any part of the below comments and have left them in their original form so their voices can be truly heard in this report.

**4 themes emerged from their responses:**

- 1) Tenants believe that benefits and social welfare payments must rise in line with inflation and in line with any rent increases.
- 2) Tenants repeatedly commented that they want to build a relationship with their landlord focused on the values of transparency, communication and trust regarding any rises or extra income a landlord may receive.

- 3) Tenants want to be consulted directly by their landlord before any changes are put into practice – they want to feel heard in their housing community.
- 4) For tenants whose main income is based on salary, they would like to see the minimum salary increased in line with a living wage salary, so that they do not struggle to pay their rents.

Direct responses from tenants:

- We are tenants, our voices need to be heard.
- Rents should rise, but housing benefit has to take this into account. Housing benefit recipients are usually on a fixed income, so any rent rise must be followed by adjusting the housing benefit accordingly.
- I think it's important that landlords consult their tenants and be upfront and honest.
- Rents should be raised to keep a vital service such as social houses, but governing bodies need to realise that this can't be done if wages or universal credit raises along with Rents, or maybe letting people keep more of what they earn if they work more hours in salary.
- Private rent prices are what puts people out of homes in the first place. So doing the same with social housing is not helping anyone who rely on them for homes of affordable pricing
- There is not clear communication as to what the housing association is spending the money on to improve the standards of the homes.
- Please consider very careful about upping people's rent as the working people are not going to be able to stretch their earnings much more, we will end up in debt, we got no help through covid with our rents and I feel penalised for working
- It can not be 0% as rumoured, this would be careless in so many ways.
- The increase in rents will always be an issue it would be good for the tenant we would like to have the opportunity to attend an open forum where we will get the opportunity to address the minister and other senior members to ask a questions.
- More transparency about why rent increases are required and how each business is reducing their own costs.

Additional comments from the 2 focus groups (not reflected in the main report)

1. A number of pensioners wanted to make it clear that not everyone gets automatic uplifts. Tenants with personal savings or private pension schemes do not qualify for pension credits.
2. Tenants wanted to know more about what happened in England when there were rent freezes. *[Note: this was during a low inflation period, so any impact was lower]*
3. Tenants exhibited concern about agreeing rent rises without knowing what else is impacted yet? For example, Service Charges, Council Tax etc = without knowing yet of any uplift in minimum wage, benefits etc.
4. Tenants noted that new builds have more benefits, they are cheaper to live then with better insulation, heating systems etc. Why do we pay the same rent as them?

**TPAS Cymru recommendations:**

1. Rents need to be affordable, and set in consultation with tenants,
2. The consultation should hear from a diverse range of tenants
3. Landlords to be open & transparent about their rent setting process and decisions
4. Landlords to better proactively demonstrate Value for Money (VFM) to tenants
5. Landlords to better involving tenants in measuring and assessing VFM
6. Tenants to be supported and enabled to scrutinise rent setting proposals and decisions



## Acknowledgements

We would like to take this opportunity to thank our Tenant Pulse panel for their continuous inspiration and commitment to taking part in our surveys. Your input is truly valued and helps to shape the future of housing.

We would also like to thank Welsh Government for part funding TPAS Cymru as an organisation and to Wales & West Housing for the year-round lead sponsorship.

## About TPAS Cymru



TPAS Cymru has supported tenants and landlords in Wales for more than 30 years developing effective tenant and community participation through training, support, practical projects, and policy development. Locally we support community empowerment through practical advice, support, training, and project work. At Government level, we contribute to policy changes by working with partner organisations to ensure the tenant voice influences decision making.



Tenant Pulse is the voice of tenants in Wales.

[www.tpas.cymru/pulse](http://www.tpas.cymru/pulse). The aim is:

- i) Find out what matters most to tenants
- ii) Communicate findings and recommendations via regular reports
- iii) Reward tenants who take part via prize draws.

The results of our surveys are used by decision makers to create housing policy which works for tenants, and which helps make housing in Wales safer and fairer.

### Our Tenant Voice sponsor



Tenant Pulse is part of a program of work looking to amplify the voice of tenants. We are very grateful to the Pobl Group who sponsor this work.