

PRESS RELEASE

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Tenants warn: 'We're choosing between heating and eating' as affordability concerns rise

A new nationwide survey for all social housing tenants has revealed the growing strain on tenants across Wales, with many reporting they are being pushed into impossible financial choices.

The latest Tenant Pulse Survey from TPAS Cymru shows that only 42% of tenants feel their rent is affordable in 2025, a steep fall from 62% last year and 78% in 2023.

Wales has more than 230,000 social housing tenants, meaning thousands of households are struggling to keep pace with rising costs. Tenants describe being forced to choose between "heating and eating", cutting back on essentials, or falling into debt.

The survey revealed that tenants in Wales are facing the following:

- **Younger tenants hit the hardest:** Under-30s hit hardest, with almost two-thirds saying their rent is unaffordable.
- **Lack of transparency:** More than half of tenants don't know how their rent is spent, but want answers on how it is.
- **What 'affordable' means:** 93% of tenants call on the Welsh Government to define what 'affordable rent' really means, and nearly half of tenants have not seen information about financial support from their landlord, despite a sector commitment.
- **Service charges under strain:** Almost 1 in 3 tenants say their service charges are unaffordable, and many don't understand how they're calculated.
- **Support for tenant protection:** Tenants want to see that they are protected, with 66% of tenants backing the Ministerial Cap, which limits sharp rent rises when inflation is high.

David Wilton, Chief Executive of TPAS Cymru, said:

"These findings are sobering. Behind every statistic is a tenant worrying about how to make ends meet. Over 550 tenants shared their experiences in this year's survey, our most diverse yet, showing clearly that tenants want fairness, transparency, and a system that reflects real life experiences – not just formulas."

The findings come as the Welsh Government prepares to implement a new Rent and Service Charge Standard later this year. TPAS Cymru said it was vital that tenant voices were central to that process.

With a [new Rent and Service Charge Standard on the horizon](#), now is the chance to reset. Tenants must be at the heart of rent policy in Wales, and TPAS Cymru will continue to push for a housing sector that is fair, open, and sustainable for everyone."

Ends.

Note to Editors:

TPAS Cymru has supported tenants and landlords in Wales for over 35 years. Based on responses from tenants across Wales, this report provides valuable insights into the challenges facing social housing tenants today.

Contact:

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