

Welsh Parliament  
**Citizen Engagement Team**

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# **Building Safety (Wales) Bill**

## Engagement Findings

October 2025



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# Contents

<b>1. Engagement Summary .....</b>	<b>3</b>
Background.....	3
Objectives.....	3
Methodology.....	3
Participants.....	4
Key Findings.....	4
Residents.....	4
Landlords, building owners and agents .....	5
<b>2. Landlord Focus Groups and Interviews .....</b>	<b>6</b>
Increased regulatory responsibility and bureaucracy .....	6
Enforcement and accountability .....	8
Education and tenant responsibility.....	10
Sector sentiment.....	10
<b>3. Residents' Survey Findings.....</b>	<b>12</b>
Demographics.....	12
Aim of the Bill .....	14
Residents' duties.....	15
Penalties for breaching duties.....	16
Confidence in raising complaints.....	17
Access to building safety information .....	18
Cost of building safety.....	18
Support for residents with additional needs.....	19
Further comments, questions and concerns .....	21
<b>2. Annex 1: Residents' Survey Questions .....</b>	<b>22</b>
Introduction to survey:.....	25
<b>3. Annex 2: Landlord focus group/interview questions.....</b>	<b>27</b>

# 1. Engagement Summary

The following engagement summary offers an overview of the engagement programme design, delivery, and key findings.

## Background

**1.** The Local Government and Housing Committee is scrutinising the Building Safety (Wales) Bill. The Committee wanted to gather views from both residents and landlords of multi-occupied properties on the proposed changes.

## Objectives

**2.** Views were gathered to ensure that those with lived experience contributed to the evidence-gathering programme, with specific focus on the following aspects of the Bill:

- create duties to assess and manage fire safety risks in all in-scope buildings.
- create duties to assess and manage structural safety risks in in-scope buildings that are at least 11 metres high or which have at least 5 storeys.
- put in place new rights for residents and place duties on them in respect of all in-scope buildings.
- establish a new enforcement regime to enable enforcement action to be taken if the new duties are not met.

## Methodology

**3.** The Citizen Engagement Team gathered qualitative and quantitative data through a mixed-method approach.

**4.** To gather views of landlords, the Citizen Engagement Team attended 5 landlord forums across South and West Wales and conducted 2 interviews with two management companies and letting agent representatives.

**5.** To capture residents' perspectives, the Citizen Engagement Team designed a survey and promoted it through stakeholders, housing associations, and community networks. This approach was chosen to attempt the widest possible reach across a diverse resident population living in multi-occupied buildings.

**6.** Despite widespread promotion, the response rate for the survey was lower than anticipated. While the dataset is relatively small, it nonetheless provides valid insights. The qualitative findings offer meaningful indications of sentiment from residents and should contribute to Members' understanding of respondents with lived experience

## Participants

**7.** Members were interested in understanding how the proposed changes would affect landlords of Category 3 buildings. The Citizen Engagement Team therefore engaged with landlords of Houses in Multiple Occupation (hereafter referred to as HMOs), through regional landlord forums. While these sessions primarily focused on Category 3 landlords, the diversity of attendees meant that perspectives from a wider range of landlords, letting agents, local authority housing staff and management company representatives were also captured, providing broader insight and additional context for the Committee.

**8.** To hear from key demographics living in multi-occupied buildings, the survey was widely promoted through stakeholders and captured the views of those most likely to be affected by the proposed changes, including residents of high-rise apartment buildings and students living in HMOs.

**9.** In total, the Citizen Engagement Team engaged with 70 participants:

- 9 residents
- 61 landlords, agents, building managers

## Key Findings

### Residents

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**10.** Residents raised frequent concerns about the financial burden of possible safety improvements and questioned the fairness of passing costs onto residents. Many residents felt that building owners and landlords should shoulder this cost and responsibility.

**11.** While there was some support for penalties and escalations of repeat offenders, respondents also stressed that enforcement should also consider financial implications for households.

**12.** Residents also called for clearer plans in the Bill to identify and assist vulnerable residents who may need help during emergencies, and expressed a desire for clear and accessible information surrounding their building safety assessments.

### **Landlords, building owners and agents**

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**13.** Landlords stated that they are willing to meet health and safety standards but feel overwhelmed by the volume and complexity of legislation. They feel they are regularly having to adapt to regulations they see as duplicative, fragmented and often weighted against the interests of landlords.

**14.** Participants questioned how new measures would be enforced given the already limited capacity of local authorities, and feared that landlords would remain liable for tenant non-compliance or fire safety breaches, despite new enforcement powers.

**15.** Participants called for clearer guidance, tenant education on fire safety responsibilities, and consistent communication and enforcement across local authorities to ensure fairness.

## 2. Landlord Focus Groups and Interviews

This section outlines the key themes, views and opinions expressed by participants who gave their views during landlord forums and individual interviews.

### **Increased regulatory responsibility and bureaucracy**

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**16.** Participants shared that they feel the heavy burden of regulatory responsibility and expressed frustration at additional statutory requirements. Landlords feel that it is already a “heavily legislated” sector and that new regulations only add further layers of bureaucracy to existing pressures.

**17.** Many emphasised that they are happy and willing to comply with health and safety regulations to keep tenants and properties safe; however, they feel the number of overlapping legislations has become too complex to navigate.

*“They keep bringing in more and more things you have to keep a record of.” – Focus Group*

*“It gets to a point where you just can’t do it all” – Focus Group*

**18.** Landlords stated that they felt much of the Bill is already covered in other legislation (for example, HMO licensing), therefore questioned why existing policies had not been simplified and consolidated into a singular, coherent framework.

*“There are probably 13 pieces of law which (landlords) have to cover. Having one bill that covers it all is something that we’re striving for. That’s what we were hoping would come under the Rented Homes Wales Act. They’ve cut it short and made it much more complicated. If this were the Building Safety (Wales) Bill, which covered that, you’d get a lot more adoption.” – Focus Group*

*“At the moment, I think there is ambiguity and inconsistency around what rule and regulation applies to what kind of building” – Focus Group*

**19.** There was a strong call for clarity and consistency, with participants expressing frustration at the fact that they feel there is no centralised resource to assist them in their understanding of housing regulation. They also believe there are inconsistencies across local authorities in the support and information provided to landlords.

*“We need to have it all in one place to look at and understand. It’s not about the requirements to do these extra things, which is the problem. It’s about knowing what you’re supposed to do and making it easy to do that.” – Focus Group*

*“From a private landlord perspective, it takes quite a lot of head scratching to make sure the various areas of legislation that impact the private rented sector are actually understood, for one thing, let alone adhered to.” – Focus Group*

**20.** Some landlords also argued that aligning Welsh legislation with English frameworks would reduce duplication and confusion that already exists - especially for those who own properties across both nations.

*“Why do we have to keep doing everything differently from England? You could have had most of this if you had just dotted the same things England already had. We’re years behind again. And more little niggles keep being brought in. It’s becoming a real pain. Why do I have to do a whole raft of other things?” – Landlord focus group*

*“There’s no continuity between Wales and England, so often a landlord will Google something and be looking at a regulation which only applies to England” – Interview*

**21.** One participant said they agreed that the current Fire Safety Order isn’t catered towards residential properties. They believe that safety measures should be made based on levels of risk, rather than the height of buildings, and therefore welcomed the inclusion of HMO properties as they are the “greatest overlooked for risk.”

**22.** Some participants were also hesitant to conduct fire safety assessments themselves as the ‘Principal Accountable Person’, and stated that they would prefer to outsource this to qualified fire safety risk assessors, which would create further financial implications. Many also acknowledged the significant amount of work it would take to undertake fire risk assessments.



*“The initial fire assessments should always be done by a fire risk assessor, and fire risk assessors should always be qualified. I don’t think the renewals need to be done by a fire risk assessor.” – Interview*

- 23.** There were also concerns that there are not currently enough qualified assessors to meet the demands of landlords and building owners, should the Bill become legislation.
- 24.** One participant suggested that an annual assessment is unnecessary for buildings that have fewer units and limited communal space. They suggested the need for subcategories of buildings within the Bill to help relieve some landlords of the burden of unnecessary bureaucracy.
- 25.** Letting and managing agents highlighted that they are likely to become responsible for much of the day-to-day administration required under the Bill. They were concerned this would significantly increase their workload and associated management costs, placing additional financial burdens on landlords.
- 26.** There was also some agreement that all residential properties should ultimately fall under the same safety framework to ensure consistency and fairness.

## **Enforcement and accountability**

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- 27.** Landlords and local authority representatives questioned how enforcement powers will be allocated and financed. They shared concerns about the capacity of local authorities to police enforcement, given that their resources are already “over-stretched and underfunded”.
- 28.** Landlords welcomed proposals to place greater responsibilities and duties on residents to comply with fire safety regulations. They did, however, express scepticism at the effectiveness of enforcement powers in acting swiftly when residents do not comply.

*“The letter of the law does need to be more even-handed” – Focus Group*

- 29.** Landlords highlighted ongoing challenges in gaining access to their properties to carry out required fire risk assessments. They were concerned that, even with new enforcement powers in place, they could still be held liable if



incidents occurred. Landlords felt vulnerable to prosecution even when they could provide evidence of tenant-caused issues.

**30.** Some also felt that measures to penalise non-compliant tenants may only be applied retrospectively, meaning responsibility and fault could continue to fall unfairly on landlords. They welcomed a more proactive approach to safety measures.

*“Even when we have evidence beyond a reasonable doubt, we're still the last point of prosecution.” – Focus Group*

*“Let's be proactive, not reactive” – Focus Group*

**31.** One participant, however, felt that introducing legislation could address the current challenges faced by landlords and management companies to gain access to properties, by giving them greater authority to undertake fire safety risk assessments.

*“It's a lot more challenging now than if the Bill were already in effect. If you can refer to something as law, it means it carries greater weight when communicating to tenants their responsibilities” - Interview*

**32.** Many landlords felt the Bill created too many “grey areas of responsibility” and highlighted that in multi occupancy buildings and HMOs, it will be very difficult to identify who has created fire safety risks within the properties, further complicating the enforcement process.

*“Say a tenant leaves their black bag outside their door, someone drops a cigarette on it and starts a fire. Who is liable then?” – Focus Group*

*“I just don't see how it's going to be policed personally” – Focus Group*

**33.** Many participants also emphasised their scepticism at the support landlords receive from Rent Smart Wales and called from them to have a more active involvement in assisting landlords with tenant issues under the Bill. They want to feel secure in the knowledge there will be somewhere to turn should they face issues with tenants who compromise the safety of themselves or others.

## Education and tenant responsibility

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**34.** Some landlords felt that residents should receive education and guidance to help them fully comply with fire and safety regulations. One participant suggested introducing a formalised, mandatory education process to ensure residents understand their duties and responsibilities. They suggested that this training or education becomes integrated into tenant contracts.

*“How else can you prove that tenant understand the fire safety regulation? I thought about suggesting annual fire drills but these would be really difficult to implement in multi occupancy buildings.” – Interview*

**35.** One participant also welcomed centralised education resources around fire safety regulations from the Welsh Government, in order to provide consistency and clarity between landlords and tenants across Wales about where responsibility lies.

## Sector sentiment

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**36.** Discussions with landlords were, at times, challenging, with participants expressing anger and frustration towards the proposed legislation. The strength of feeling highlights the depth of concern within the sector regarding the perceived burden of new regulatory requirements.

**37.** Many landlords described the situation as “unsustainable” and felt that the cumulative effect of multiple new laws was driving landlords out of the sector. Many landlords noted that they had sold their multi occupancy homes and reduced their HMO portfolios as a result of increasing legislation.

*“Landlords are so sick of the hassle” – Focus group*

*“We’re all just fed up “ – Focus group*

**38.** One letting agent manager described “a mass exodus of landlords” from the market, affecting housing supply within the private rental sector.

*“We’ve got landlords selling up their properties because they genuinely cannot afford to keep them” – Interview*

**39.** Participants highlighted that ongoing uncertainty around interest rates, the rising cost of living, and new legislation are adding significant financial pressure on landlords, leading to feelings of stress and anxiety.

*“There’s uncertainty in terms of interest, there’s rising service charges, and there’s only so much rent a tenant can pay.” – Interview*

**40.** Several participants expressed disillusionment and resignation, feeling that landlords are being unfairly penalised by increasing regulation, with legislation often perceived to favour tenant rights.

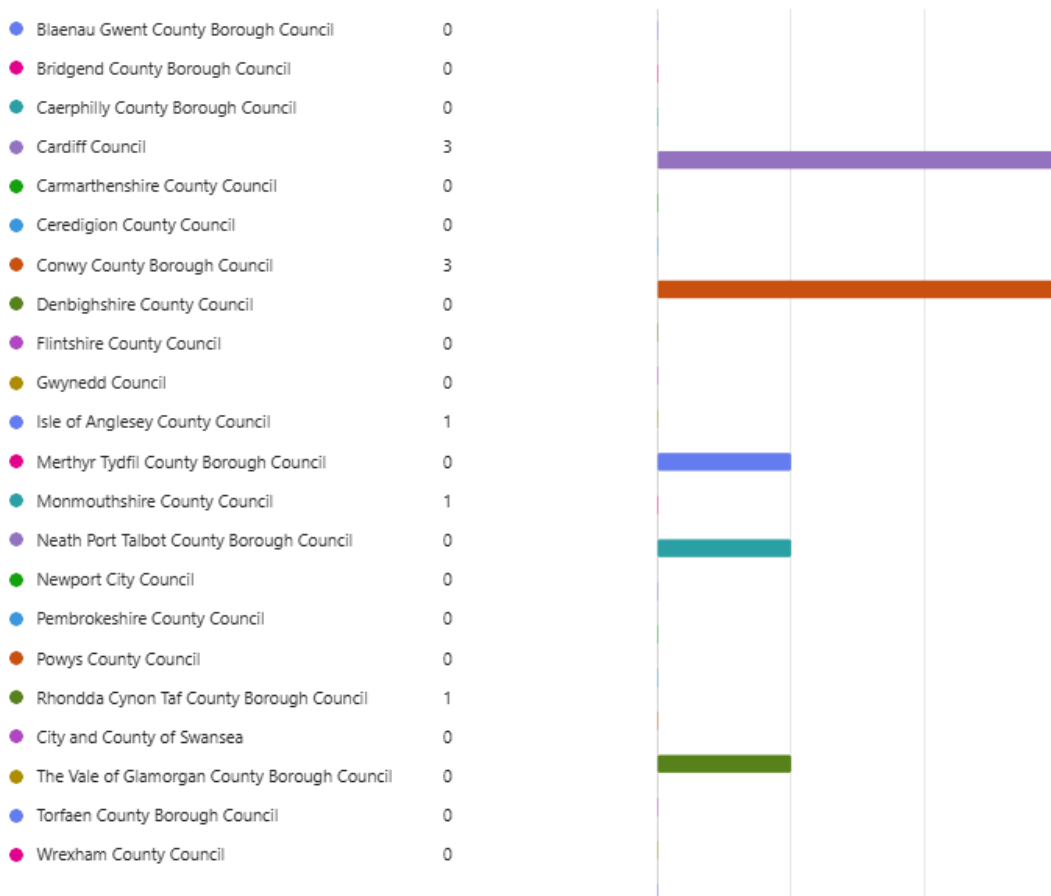
*“Legislation like the Rented Homes Wales Act is fantastic, but when it gives so much power to tenants, it removes authority from me as an agent and the landlord.” - Interview*

### 3. Residents' Survey Findings

This section outlines the key themes, views, and solutions expressed by the people who responded to our survey.

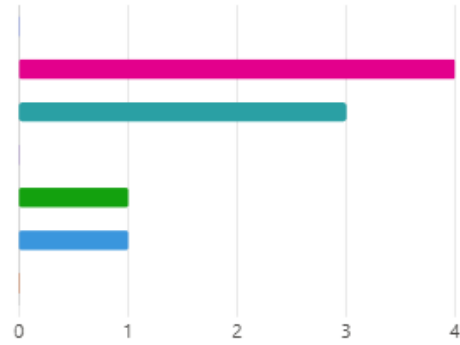
#### Demographics

41. Survey respondents represented 5 local authorities.



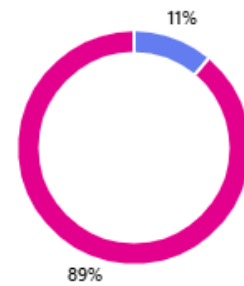
42. The majority of respondents were within the 24-35 age range.

● 18-24	0
● 25-34	4
● 35-44	3
● 45-54	0
● 55-64	1
● 65-74	1
● 75+	0



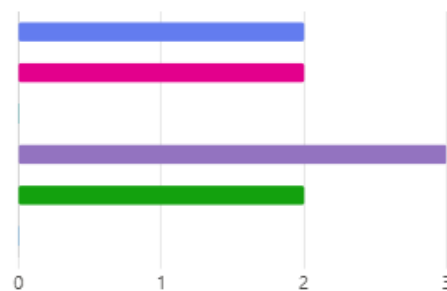
43. The majority of respondents reside in flats, maisonettes, or apartments.

● Whole house or bungalow	1
● Flat, maisonette or apartment (including purpose-built flats and flats within converted buildings)	8
● Caravan or other mobile/temporary structure	0
● Other	0



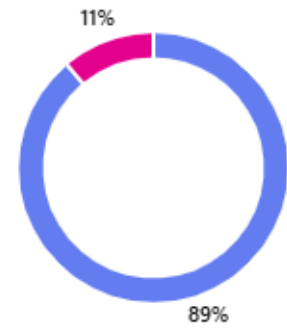
44. Respondents were a mix of homeowners and renters, with some owning their properties outright or with a mortgage, and others renting from either private or social landlords.

● Own outright	2
● Own with a mortgage or loan	2
● Part own and part rent (shared ownership)	0
● Rent from a private landlord	3
● Rent from a social landlord	2
● Live there rent free	0



45. Of the respondents surveyed, 89% lived in a multi-occupied building.

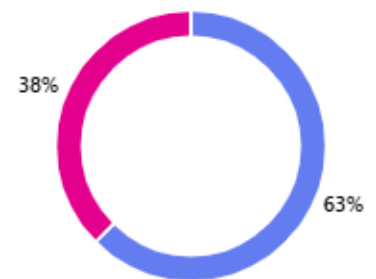
● Yes	8
● No	1
● Don't know	0



## Aim of the Bill

**46.** When asked if they agreed with the main principles of the Bill, residents were in favour of the proposed changes. 63% of respondents said they strongly agreed with the aim of the bill.

● Strongly agree	5
● Agree	3
● Neither agree or disagree	0
● Disagree	0
● Strongly disagree	0



**47.** Some respondents stated that they needed more detailed information on the Bill to make an informed, detailed response. Overall, residents welcomed proposals to clarify lines of responsibility for building safety, recognising this as an important step in safeguarding tenants.

**48.** Some respondents raised concerns about the financial burden of safety improvements for renters and homeowners. There were also calls for stronger powers for registered social landlords to address tenants who repeatedly pose fire risks, alongside suggestions for the introduction of fire alert systems.

**49.** Respondents also emphasised the need for clearer regulation of management companies, including a legal process for residents to ensure compliance with safety responsibilities.

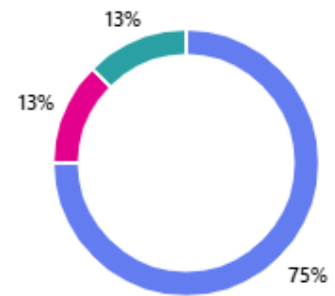
*“I support the fact that it will increase clarity about lines of responsibility for managing building safety risks, as I think this will help ensure tenants' safety in their homes.” – Survey Response*

## Residents' duties

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**50.** When asked to what extent they agreed with the proposal to place new duties on residents (e.g. not damaging fire safety equipment, providing access for inspections), **75% of respondents strongly supported these measures.** 13% of respondents agreed, and 13% neither agreed nor disagreed.

● Strongly agree	6
● Agree	1
● Neither agree or disagree	1
● Disagree	0
● Strongly disagree	0



**51.** Most respondents did not identify any of the proposed duties for residents as unreasonable, with several stating explicitly that they felt the duties were fair and clear. They did express an interest in seeing a more comprehensive and detailed list of the duties for them to consider.

**52.** Some concerns were raised about the potential difficulty of enforcing co-operation, for example, ensuring residents are available to allow access for inspections. One respondent highlighted the financial implications of being held responsible for safety upgrades, citing recent unexpected costs for non-compliant fire doors in a relatively new building.

*"It may be difficult to enforce co-operation, for example availability to allow entry for inspections to be carried out. Owners may refuse access for fear of the cost. An example is in my current building, where I own my apartment, we have just been told that some fire doors are not compliant and it is the owner's responsibility to pay for repairs. The building is only 7 years old and we were not expecting to be responsible for the work required to conform with current/new H&S regulations." – Survey Response*

**53.** Another expressed concern about residents being subjected to what they feel is unnecessary or invasive checks in their homes.

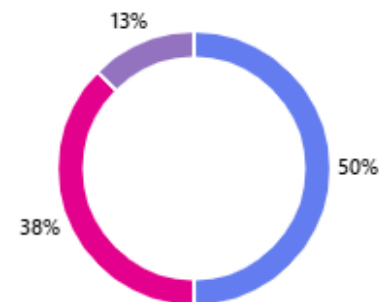


*“People don't get another avenue for invasive access to where I live. I'm not 12 living in my mum's house and need checking up on.” – Survey Response*

## Penalties for breaching duties

**54.** The majority of respondents strongly agreed with the proposal to create penalties (e.g. fines or imprisonment) for residents that breach the new building safety duties. 50% of respondents stated that they strongly agreed with enforced penalties suggested in the bill. 13% of respondents did not agree with the penalty enforcement.

● Strongly agree	4
● Agree	3
● Neither agree or disagree	0
● Disagree	1
● Strongly disagree	0



**55.** When asked as to whether or not they had concerns about penalties for safety non-compliance, responses were mixed. Some respondents supported stronger enforcement, such as written warnings followed by escalating fines, or a ‘three strikes’ system for repeat offences. Others emphasised the importance of targeting penalties at persistent offenders rather than one-off incidents.

**56.** Concerns about affordability were also raised with one participants suggesting financial support schemes to prevent disproportionate impacts on tenants and homeowners on low or fixed incomes.

*“Again my concern is affordability. A fair approach may be to introduce a scheme to help with funding. Existing tenants/owners, especially those on a fixed or low income will be at a disadvantage as they will be subject to new rules.” – Survey Response*

*“What about accidental damage? How much would it cost for someone to right their actions? How long is the warning period for them to get together finances to fix any accidental damage before they are punished?” – Survey Response*

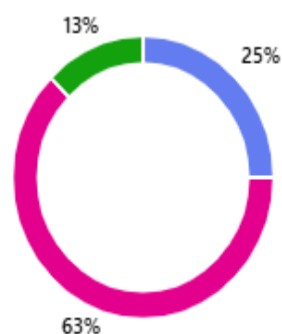
**57.** One respondent also raised concerns about the difficulty of enforcement, stating that money and resources would be better spent elsewhere.

## Confidence in raising complaints

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**58.** The majority of respondents (63%) agreed that they would feel confident in raising complaints under the bill. 25% of respondents strongly agreed, and 13% strongly disagreed.

● Strongly agree	2
● Agree	5
● Neither agree or disagree	0
● Disagree	0
● Strongly disagree	1



**59.** Several respondents stated that they had no concerns; however residents did emphasise the importance of clear communication and accessible information to build confidence in raising complaints about building safety.

**60.** Others emphasised the need for a ‘no-blame’ culture and for residents in shared buildings to feel supported and empowered to raise concerns about poor maintenance.

**61.** One respondent felt that landlords and estate agents need to provide more detail about the Bill, while another called for clearer regulation of acceptable safety standards. Once again, the issue of affordability was raised.

*“I would feel confident, but my acceptable level of safety may not be the same as my neighbours. Regulation and communication about acceptable standards must be very clear to all and again, affordable.”*  
– Survey Response

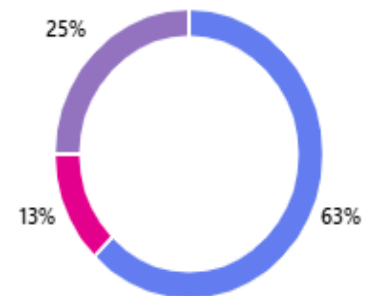
**62.** A minority felt that few buildings would fall under detailed complaint processes, warning that this risked becoming a ‘tick-box exercise’.

## Access to building safety information

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**63.** When asked to what extent they agreed that the Bill ensures residents will have clear and sufficient information about building safety decisions, 63% stated that they strongly agreed. 13% agreed, and 25 % of respondents disagreed.

● Strongly agree	5
● Agree	1
● Neither agree or disagree	0
● Disagree	2
● Strongly disagree	0



**64.** Respondents emphasised the need for clear and accessible communication about building safety. Many suggested that regular written updates, such as letters, emails or leaflets, would be welcomed. Notices in communal areas and additional consideration for vulnerable residents were also recommended to ensure information reaches everyone effectively.

*“In the main, residents need easy read info, not the corporate office speak that always seems to land- look at Renting Homes Wales. We've gone from a 4-page tenancy document to 80 pages of legal waffle“- Survey Response*

**65.** Respondents also called for greater transparency around safety measures, including what actions have been taken, how often reviews occur, and whether there are any additional, associated costs to residents.

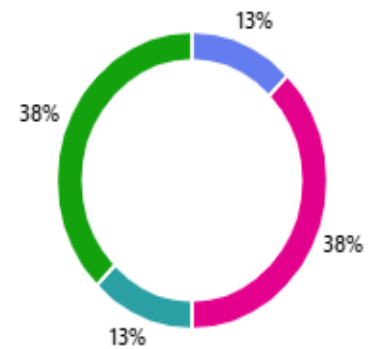
## Cost of building safety

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**66.** There was a mixed response from residents when asked to what extent they agreed with the cost of building safety measures being passed to residents through service charges.

**67.** 38% of respondents agreed with the proposal, while another 38% strongly disagreed.

● Strongly agree	1
● Agree	3
● Neither agree or disagree	1
● Disagree	0
● Strongly disagree	3



**68.** Several respondents felt strongly that residents should not bear the financial burden of construction faults or management failures and argued that building owners and landlords should take full responsibility for ensuring properties are safe for occupiers

*"This is a contentious issue where I live. We are having to contribute a significant amount of money to repair a roof on a building that is less than 5 years old. Whilst we live there and should contribute to some of the costs, the freeholder should also be held accountable. Whilst they may not reside there, they "own" the building."- Survey Response*

**69.** Others acknowledged that contributing to safety costs could be fair in principle, as safety is a shared responsibility; however, they raised concerns about affordability and the need for oversight to ensure value for money and quality of work.

*"I think that this is fair, but will they be able to afford it? Presumably, there will be an approved contractor list where some prices are agreed and published, but who will police that the work carried out is up to standard?" - Survey Response*

### **Support for residents with additional needs**

**70.** When asked to what extent respondents agreed the Bill takes account of the needs of residents who may need additional support in a fire or emergency (e.g. older people or disabled people), responses were varied.

**71.** While 38% of respondents strongly agreed that the Bill provides additional support for residents with additional needs, 38% also remained neutral, neither agreeing nor disagreeing.



**72.** Respondents highlighted the need for clearer provisions within the Bill to protect residents who may require assistance during an evacuation.

*“Would individual assessments be required on a case-by-case basis? Would there be varying official 'levels' of safety in different areas of a building, depending on access, which would be disclosed to residents? Will something be put in place prior to the Bill being finalised? Again, I don't have lived experience of this, but I imagine that vague wording would allow for people's needs to go unsupported due to lack of guidelines.” – Survey Response*

**73.** A commonly suggested measure was a confidential register of residents needing assistance, managed by building operators and shared with emergency services to enable targeted support. Others recommended appointing fire marshals or wardens and providing instructions on evacuation procedures. There were, however, concerns raised by a number of respondents about the potential misuse of residents' personal information and the need to ensure robust data protection measures.

*“This is difficult to answer as the community needs to be aware of anyone who requires additional help; however, I can see where this information could be misused and vulnerable people targeted and harassed.” – Survey Response*

## Further comments, questions and concerns

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- 74.** When asked to provide further comments that they wished to bring to the Committee's attention, respondents raised a range of additional points, as well as reiterating previous concerns.
- 75.** Several respondents mentioned the need to balance non-compliance by residents with affordability, while concerns were also raised about potential costs passing to residents (even in small amounts) via service charges.
- 76.** Residents also called for assurances that additional support will be available for those who need help to stay safe. They feel that at this stage there is not adequate information within the Bill which details what support will be provided to vulnerable residents.
- 77.** Another resident raised concerns around the accountability of managing agents and management companies, asking whether the Bill provides greater legal recourse for residents.

*"The main issue with all of this comes down to the managing agents/management companies. They are responsible for the maintenance of the building, given how much we pay annually for this service. Will the bill allow residents to challenge them legally when they are not providing a fair service or value for money? Will they be held accountable for poorly maintained buildings? They are quite frequently the root causes of many shared building issues - very easy to take money and give very little or nothing back." - Survey Response*

# Annex 1: Landlord Focus Group/ Interview Questions

The following information and questions were included in the focus groups and interviews with landlords, building agents and letting agents.

## **Responsibilities:**

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1. How do you feel about current fire safety duties in your day-to-day work? How effective is the law currently, and how much work is it to meet current duties?
2. Committee Members are interested in understanding more about the cumulative impact of regulation on property owners and landlords. How significant is the overall regulatory burden at present? What proportion of that burden is currently taken up with fire safety and building safety responsibilities?
3. The Welsh Government says the new regime will be more streamlined than the current one. To what extent do you agree or disagree with this? What impact will these new duties have on your day-to-day work?

*(if needed as an explainer)*

- *The Bill Introduces a new building safety regime for buildings with two or more residential units whilst they are occupied, segmenting all regulated buildings into one of three categories based on height;*
- *It provides that all regulated buildings must have an accountable person with statutory duties to assess and manage building safety risks. The nature and extent of their duties depends on the height category of the building;*
- *It places new fire safety duties on adult residents and owners of residential units in all regulated buildings, and new structural safety duties for those in taller buildings; and*
- *It establishes local authorities and fire and rescue authorities as the two 'enforcing authorities' for the new regime and confers new enforcement powers on both.*



- *Accountable persons in Category 3 buildings (i.e. less than 11m high and less than five storeys) will be required to:*
  - *Keep, maintain and share a record of building safety information and documents (the 'Golden Thread');*
  - *Undertake a fire risk assessment, review it annually, and manage fire risks;*
  - *Co-operate and co-ordinate with other duty holders; and make arrangements for the consideration of relevant building safety complaints.)*

4. The Welsh Government has decided to take a different approach to England by including all multi-occupied buildings in the new regime. In England the new regime only applies to high-rise buildings – smaller buildings are covered by the Fire Safety Order, as is currently the case in Wales. The Welsh Government says the reason for their decision is because statistically, the greatest fire safety risks are in HMOs, not high-rises. They also say the Fire Safety Order is not actually designed for residential buildings but has been designed for commercial buildings, so it is a poor fit for residential safety.

What is your view of the Welsh Government's decision to take this approach?

5. *The Bill includes enforcement powers for responsible persons, including warning notices, compliance orders, and penalties for breaches including fines and imprisonment.*

How do you feel about this enforcement approach? Do you have concerns about how it might work in practice?

6. What kind of support or guidance would help you avoid non-compliance? *What information, guidance, training or checklists would be useful?*

### **Supporting Residents:**

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7. *Landlords or 'accountable persons' will need to provide residents with information about building safety decisions. What challenges do you foresee in meeting this requirement?*

8. *The Bill introduces new complaints systems. What would make a complaints process effective and manageable from your perspective?*
  
9. *The Bill introduces enforcement powers for residents who create a significant risk of a fire safety risk (and building safety risk in taller buildings). There are powers to require residents to comply with certain requests for information, and also to allow access to their home. Penalties for non-compliance with some of these duties could include fines and imprisonment. What is your view of these enforcement powers? What is needed in practice to support residents to comply with their safety duties?*

## **Financial Impact**

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10. What financial impact do you anticipate as a result of the Bill's requirements? How do you think this will affect you, and your tenants or leaseholders?
  
11. The Bill allows 'reasonable' costs to be recovered in service charges. Do you anticipate any issues with this?

## **Practical Implementation**

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12. Are there any other unintended consequences you're worried about that we haven't already covered — such as increased insurance costs, tenant turnover, or legal disputes?
  
13. Is there a risk that these duties could have an impact on housing supply? For example, could the Bill be a disincentive for property owners to subdivide buildings into separate residences?
  
14. What one thing would make it easier for you to implement the requirements of the Bill effectively?
  
15. . Is there anything else you would want the Committee or Welsh Government to consider as they take this Bill forward?

## Annex 2: Residents' Survey Questions

The following information and questions were included in the survey shared with residents of multi-occupied buildings.

### **Introduction to survey:**

*The Welsh Government have introduced a new Bill which seeks to improve the safety of people living in multi-occupied residential buildings in Wales.*

*If you live in a **multi-occupied residential** building (i.e. a building with more than one residential unit, with or without a shared front door), we would appreciate your views and opinions on this proposed Bill, so that the Committee can better understand how it may impact residents like you.*

*The Building Safety (Wales) Bill will create new roles and responsibilities for those who own and manage buildings. It will place duties on them to assess and manage fire safety risks, and to manage structural safety risks in taller buildings. These duties will vary depending on the height and type of building.*

*The Bill will give residents the right to raise a complaint about building safety, and to escalate a complaint to the building safety regulator. It will place new legal duties on residents not to create a fire safety risk in shared areas of a building, or to interfere with fire safety equipment. People who own or manage taller buildings will have a duty to engage residents in decisions about building safety.*

1. Which local authority do you live in?
2. What age group applies to you?
3. What type of accommodation do you live in?
  - a. Whole house or bungalow
  - b. Flat, maisonette or apartment (including purpose-built flats and flats within converted buildings)
  - c. Caravan or other mobile or temporary structure
  - d. Other
  
4. Do you own or rent your home?

- a. Own outright
- b. Own with a mortgage or loan
- c. Part own and part rent (shared ownership)
- d. Rent from a private landlord
- e. Rent from a social landlord
- f. Live here rent-free

## 5. Do you live in a multi-occupied building?

*The Building Safety (Wales) Bill will apply to residential buildings which have multiple households living in them, with or without a shared front door. It will apply to a block of flats or a house where some facilities are shared by two or more households that are unrelated (e.g. a HMO or sheltered accommodation).*

Is there more than one household living in your building?

- Yes
- No
- Don't know

## 6. Overall aim of the Bill

*The Building Safety Bill aims to improve the fire and structural safety of multi-occupied residential buildings (for example, buildings with two or more homes). It introduces new duties for residents and gives them new rights to raise safety complaints and access information.*

To what extent do you agree with the overall aim of the Bill to improve fire and structural safety in multi-occupied residential buildings?

*Strongly agree → Strongly disagree.*

(Optional):

Please share any thoughts you have on the overall aims of the Bill. Are there aspects you particularly support or have concerns about?

## 7. Resident duties

*The Bill introduces new legal duties for residents. These include not creating fire or structural safety risks, not damaging fire safety equipment, and cooperating with the person responsible for building safety (for example, by providing access to the property when needed).*

To what extent do you agree with the proposal to place new duties on residents (e.g. not damaging fire safety equipment, providing access for inspections)?

*Strongly agree → Strongly disagree.*

(Optional):

Are there any specific duties you feel are unreasonable, unclear, or difficult to comply with? Please explain.

## 8. Penalties for breaching duties

*If a resident breaches one of the new duties and does not put it right after receiving a warning or compliance notice, they could face a fine or imprisonment.*

To what extent do you agree with the proposal to create penalties (e.g. fines or imprisonment) for residents who breach the new building safety duties?

*Strongly agree → Strongly disagree.*

(Optional):

Do you have any concerns about the types of penalties proposed? What would you consider a fair approach to enforcement?

## 9. Confidence in raising complaints

*The Bill gives residents new rights to raise complaints about building safety. The most detailed complaint processes will apply in taller buildings (those over 18 metres or with at least 7 storeys), but more information will be set out in later regulations.*

I would feel confident raising a building safety complaint under the proposed Bill.

*Strongly agree → Strongly disagree.*

(Optional):

What might help you feel more confident in raising a complaint? Are there any barriers you foresee?

## 10. Access to building safety information

*The Bill requires building managers (called ‘principal accountable persons’) to provide information to residents about safety decisions in taller buildings. The aim is to ensure residents are informed about the steps being taken to keep their homes safe.*

To what extent do you agree that the Bill ensures residents will have clear and sufficient information about building safety decisions?

*Strongly agree → Strongly disagree.*

(Optional):

What kind of information do you think residents should receive, and how should it be shared?

## 11. Costs of building safety

*The Bill will allow those who own or manage buildings to pass on some of the costs of complying with the new building safety duties to leaseholders through the service charge (in a similar way as they do currently for maintenance or repair costs). It sets out what costs can be passed on to residents, and aims to ensure that charges are ‘reasonable’ for the services being provided.*

To what extent do you agree with the proposals to allow some building safety costs to be passed on to residents through service charges?

*Strongly agree → Strongly disagree.*

(Optional):

Do you think it is fair that residents share some of the costs of ensuring the building is safe? Do you have any concerns about the way costs are passed on to residents?

## 12. Support for residents with additional needs

*Some people—such as older residents, disabled people, or those with physical or mental health conditions—may need extra support in a fire or emergency. The Bill includes general duties around safety, but does not include detailed plans for these groups.*

To what extent do you agree that the Bill takes account of the needs of residents who may need additional support in a fire or emergency (e.g. older people or disabled people)?

*Strongly agree → Strongly disagree.*

(Optional):

What additional support or protections do you think should be included in the Bill for residents who may need help evacuating or staying safe?

13. Do you have any questions or concerns about the Bill you wish to bring to the Committee's attention?