



Llywodraeth Cymru
Welsh Government

John Griffiths MS
Chair, Local Government & Housing Committee
Cardiff Bay
Cardiff
CF99 1SN

16 March 2026

Dear John

Further to my officials' attendance to provide evidence to the committee on social housing disrepair, I am writing in respect of the Committee's request for further information regarding the findings from the most recent tenant satisfaction survey. Specifically, any insight as to why this survey might indicate that satisfaction with repairs and maintenance is, on average, lower for stock-holding local authorities than for registered social landlords (RSLs).

Firstly, it is important to provide certain caveats in relation to the data. The survey data is provided by social landlords and published by the Welsh Government to support transparency and enable tenants to engage directly with their landlords about their performance and to make comparisons with other organisations. However, the data is not validated by the Welsh Government.

While the tenant satisfaction survey is based on a standard set of questions the collection method is not specified, social landlords are only required to have undertaken a survey within the last two years. Consequently, data being compared may not relate to the same period across all social landlords, and there are often seasonal fluctuations in respect of disrepair. Social landlords also use a range of collection methods which can include face-to-face interviews, online and telephone surveys, these differing approaches can impact on response rates and the demographic profile of respondents.

Nonetheless, there are several factors that may help to explain the apparent difference in average satisfaction levels in relation to repairs and maintenance between stock-holding local authorities and RSLs.

Local authorities are more likely to manage a higher proportion of older housing stock than RSLs, who have been developing and acquiring new homes over a longer timeframe. Older homes are more susceptible to maintenance issues and disrepair and are also more likely

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

to present serious hazards¹, which can in turn affect tenants' experiences of repairs and maintenance.

Unlike stock holding local authorities, RSLs are regulated by Welsh Ministers with the Regulatory Framework for Welsh Registered Social Landlords² setting clear regulatory expectations for RSLs. The framework is explicit that protecting tenants is one of the key purposes of regulation and emphasises the importance of effective tenant engagement and involvement in decision-making. There are clear regulatory standards relating to delivering high quality services (including effective repairs and maintenance), empowering tenants to influence the design and delivery of services and the provision of safe, high-quality accommodation, against which RSL performance is assessed.

Stock-holding local authorities are not regulated in the same way. Decisions about asset management, service delivery and tenant engagement are a matter for individual authorities and are shaped by local democratic accountability arrangements.

The Welsh Government is taking steps to strengthen transparency and visibility for tenants across all social landlords. Under the Rent Standard, the quarterly tenant satisfaction survey is being expanded to include local authorities for the first time. At the same time, we will also be moving from anonymised reporting to individualised reporting for both RSLs and local authorities. This will improve visibility and enable tenants to more easily hold their social landlords to account. I have also announced my intention³ to collaborate with a number of local authorities to explore how transparency could further be strengthened through the voluntary adoption of regulatory standards for tenant services.

I hope this provides helpful context for the Committee in interpreting the survey findings.

Yours sincerely

A handwritten signature in black ink that reads "Jayne Bryant". The signature is written in a cursive, flowing style.

Jayne Bryant AS/MS
Ysgrifennydd y Cabinet dros Lywodraeth Leol a Thai
Cabinet Secretary for Housing and Local Government

¹ [Welsh Housing Conditions Survey 2017-18: headline report \(updated\)](#)

² [The Regulatory Framework for Welsh Registered Social Landlords](#)

³ [Written Statement: Welsh Government Rent and Service Charge Standard 2026-2036 \(29 September 2025\) | GOV.WALES](#)