

COVID-19 Impact Monitoring

July 2020

This summary highlights the effect of the COVID-19 pandemic on the social housing sector in Wales up to the end of June 2020.

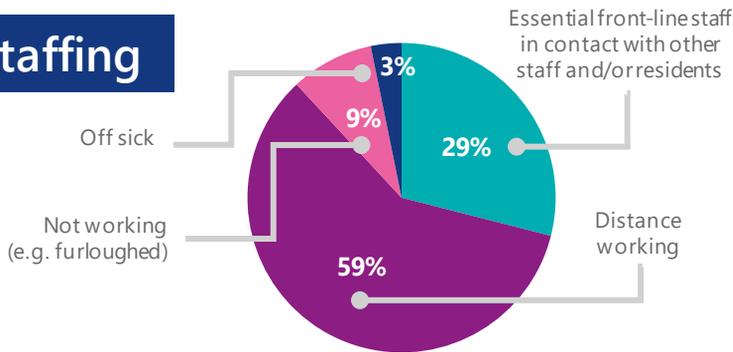
Based on four months of data collection, our analysis focuses on submissions made by Welsh members. With Wales experiencing different phases of lockdown to other UK nations, this analysis highlights the similarities and differences compared to the rest of the UK.

To find out more about the detailed impact reports, HouseMark's new forecasting solutions and the wider ways we're supporting the sector through COVID-19, please contact data@housemark.co.uk.

As the UK's leading data-driven solutions provider for the sector, HouseMark remains the only UK-wide organisation monitoring and forecasting the impact of these unprecedented times on the social housing sector.

Only with HouseMark can you access this essential level of analysis.

Staffing



In June, increasing numbers of Welsh social housing workers returned from furlough to distance working, while the proportion of staff on the front-line is unchanged from May.

Repairs



80% rise in repairs reported

In May, Welsh landlords recorded around 24,000 non-emergency repairs, which is up 80% on May and treble the number recorded in April.

The rate of responsive repairs per property in Wales is lower than across England, but higher than Scotland.

Reintroducing services



Nine in ten landlords are planning for a better normal following the pandemic

We asked landlords for views about strategy and service improvements.

None of our Welsh participants are planning a return to the old normal as 75% plan to review all or some services and 89% are looking to make service delivery better in the new normal.

Arrears



Arrears performance mixed across Wales

In contrast to the UK trend, current arrears recorded by Welsh participants reduced during June.

For individual organisations the situation is mixed. Just over half of June's participants recorded increases in arrears, which were offset by larger reductions in rent owed to other landlords.

Gas safety

Access still a barrier for operatives in Wales

While gas servicing has started to recover across the UK, performance in Wales declined slightly as landlords reported a lower proportion of successful servicing visits.

Our data shows that 4 in 10 landlords recorded successful servicing rates of less than 95%.



Lettings



Lettings up 83%

Lettings in Wales recovered in June with an increase of 83% compared to May. Average monthly lettings are around two thirds the levels we recorded in 2019.

We estimate that Welsh social landlords let around 230 homes in June to former rough sleepers leaving hotel accommodation.