

# COVID-19 Impact Monitoring

## December 2020

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

Based on nine 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](mailto: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.



## Satisfaction

**Resident satisfaction is steady in the face of increasing infection rates and renewed restrictions**

We found that 90% of tenants were satisfied with their last repair, which matches the UK-wide median and is consistent with the figures we collected during the summer.

Welsh participants recorded 82% overall satisfaction rates, with 3 in 5 carrying out a STAR survey in 2020.



## Sickness absence

**Sector lost 5,063 days to sickness in November**

Welsh landlords lost an average 4.4% of working days to sickness absence in November.

Across the UK, we found landlords reporting an average of 4.7% of working days available lost to sickness absence.

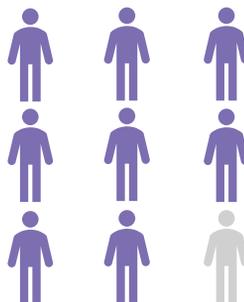
## Staff wellbeing

**Welsh housing workers are among the happiest in the UK**

We found that around 86% of staff were satisfied with their employer. The UK-wide figure was 82%, which is still comparatively higher than public sector workers such as teachers and NHS staff.

We found a relationship between regular surveys of staff and satisfaction levels. All Welsh participants survey staff at least every two years.

**86% satisfied with employer**



## Arrears

**↑ 2%**

**Small rise in current arrears**

There was a small rise in current tenant arrears rates in November – to 3.7%. We estimate that Welsh social tenants collectively owe around £26m to their landlord.

While landlords based in Scotland and Wales recorded a small change in arrears, many English landlords recorded significant increases, which may relate to different lockdown conditions.

## Gas safety

**Gas safety compliance continues to hit high**

Following steady improvements over the last three months, average compliance rates reached 100% in November. All participants reported full compliance with gas safety regulations at the end of the month.

Only two landlords reported significant numbers of no access in November. This suggests that the sector can stay on top of gas safety compliance in months to come.



## Lettings

**Vacancies reduce 6%**

The proportion of properties vacant and available to let continued its steady reduction from 1.43% in October to 1.34% in November.

This rate is still high compared to the other parts of the UK, where average proportions of vacant stock are around 0.85%.

