

# COVID-19 Impact Monitoring

## August 2020

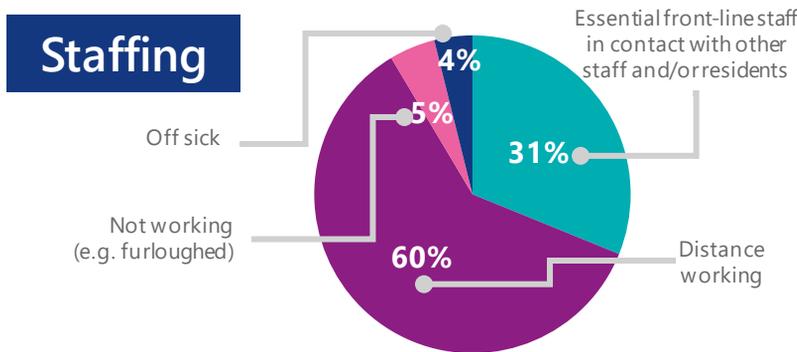
This summary highlights the effect of the COVID-19 pandemic on the social housing sector in Wales up to the end of July 2020.

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](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.



In July, the proportion of Welsh social housing workers on furlough halved, which increased the proportions of staff on the front-line and distance working. Welsh landlords now have the highest rate of home working in the UK.



The number of non-emergency repairs reported by residents continued to rise in July.

The rate of responsive repairs reported per property in Wales is now around 35% lower than pre-pandemic levels – suggesting there is still some under-reporting to pick up.

### Office working



One in eight Welsh landlords are planning to reduce office premises as a result of the pandemic.

The remaining 87% of participants have plans to make changes following the shift to homeworking.

No participants planned to keep offices as before the pandemic, with everyone embracing the concept of working from home becoming the norm.

### Arrears 17%

#### Arrears continue to fluctuate across Wales

In contrast to the UK trend, current arrears recorded by Welsh participants rose by 17% during July.

For individual organisations, the situation is mixed. A quarter of July's participants recorded reductions in arrears, which were offset by some large increases in rent owed to other landlords.

### Gas safety

#### Access still a barrier for some landlords in Wales

We found that 98.6% of connected social housing had a current gas safety record at the end of July.

With 56% of landlords reporting no access issues throughout July, we can see the impact that five months of disrupted gas servicing arrangements has had on overall compliance.



### Lettings

#### Lettings rise 49%

The recovery in lettings in Wales continued in July with an increase of 49% compared to June. Average monthly lettings are now back at the levels we recorded in 2019.

We estimate that Welsh social landlords let around 145 homes in July to rough sleepers leaving hotel accommodation.