

Welsh Housing Associations’ financial assistance commitments

Housing associations and local authorities in Wales recognise that this is an uncertain and difficult time for our tenants. COVID-19 is rapidly changing the world around us, and having a profound impact on people’s jobs, communities and lives. We provide homes to more than 250,000 tenants in Wales, as well as providing essential housing-related support and wellbeing services. We stand by our communities in these uncertain times, and we want to make a number of commitments to our tenants:

We will keep our tenants safe and secure in their homes.

Nobody will be evicted from our homes as a result of financial hardship caused by COVID-19, and we will continue to work towards ending all evictions into homelessness.

We will help tenants get the financial support they need.

Many social landlords provide their own financial advice and support, and many work with local providers who are adapting to working in this new environment. We will ensure that our tenants receive the advice that is appropriate for their situation. This could include:

- » Support to navigate the welfare system and access Universal Credit and other benefits that people are entitled to
- » Supporting people to access emergency payments to meet their energy costs
- » Delivering emergency food parcels or supporting them to access services such as food banks
- » Supporting people to access other emergency grants and support that may be available
- » Ensuring that no tenants are left with unmanageable housing related debts when the coronavirus crisis is over

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We will support tenants and find solutions if they have difficulty paying rent.

Paying rent is important to ensure we can continue to provide essential services, such as maintaining homes and keeping them safe.

However, we recognise that with the huge impact on people’s jobs and livelihoods, some will experience a sudden or significant loss to their income. We are here to help, and we have staff who will be able to support tenants through this difficult period.

Where people experience financial difficulties, we will listen, advise and support them to make suitable arrangements to pay their rent that are affordable and manageable for the long term.

We will do everything we can to support tenants’ wellbeing.

Social landlords are working around the clock to provide a wide variety of support to tenants to ensure both their physical and mental wellbeing are the best they can be. We have a range of support available to tenants, which could include:

- » Accessing our community and support services digitally to keep tenants and staff safe
- » Support to access mental health and other community health services
- » Online groups and phone calls to check in on their wellbeing and to support them if they are lonely or isolated
- » Regularly contacting our most vulnerable tenants to ensure they are able to access the support that is available