

Winter Newsletter

February 2025

Dear Landlord/Agent

Read on for updates and useful private rented sector resources, including:

- A failed eviction case study,
- Making sure you meet Fire Safety requirements,
- How you can protect your property against flooding, and
- Changes ahead for Rent Smart Wales

| Eviction



Failed eviction case study shows the importance of routine inspections

A recent repossession case taken by a Neath landlord highlights the importance of being able to prove that minimum standards have been met.

The eviction notice in the case was deemed invalid by the court as there was no carbon monoxide (CO) detector in the property (now required by the Renting Homes (Wales) Act 2016). The landlord argued that a CO detector was in place at the time the notice was served, but there was no photograph or paper trail to show a detector had been purchased or installed.

Routine inspections help to make sure your rental is fit for human habitation and free of hazards. If maintenance issues are spotted, they can be remedied quickly before defects cause further damage. Recording your findings is important as it creates a property condition record which can be shared with the tenant.

In this case, if the landlord had been able to produce a routine property inspection record, dated and signed by the tenant demonstrating a CO detector was present and in working order, the repossession case may have been successful. The landlord will now have to wait 6 months before issuing a further no-fault eviction notice.

Rent Smart Wales licensees are required to complete property inspections at intervals during a tenancy – check your licence conditions for details.

[Download a routine visit checklist template](#)

[Download a smoke detector and carbon monoxide detector record template](#)



What happens when Rent Smart Wales receives a complaint about a licensee?

We receive daily reports about poor property conditions and poor management practices from public bodies, tenants, their advocates and neighbouring residents. Tenants are initially asked to contact the licensee to try and reach a resolution and directed to the [Tenant Page](#) on our website for help. If a solution is not found, Rent Smart Wales requests evidence so we can investigate.

In some cases, an investigation will confirm a breach of licence conditions and a letter/email will be sent to the licensee. This will set out the matters causing concern and consequences of not addressing the issue i.e. the risk of the licence being revoked. In other cases, there isn't sufficient evidence to support the claim, so a breach of licence conditions is not recorded. A softer approach is taken, intended to alert the licensee of the issue only. In all cases licensees have a chance to submit representations.

Make sure that issues raised by tenants are dealt with appropriately and within a reasonable timescale. This avoids contact from Rent Smart Wales and ensures a good relationship between landlord and tenant.



Property with common parts: what is your responsibility?

The Regulatory Reform (Fire Safety) Order 2005 places a duty on the responsible person to complete a risk assessment on properties with common parts.

Common parts are elements of multi-occupied buildings which are shared and/or form part of the building's structure. Examples include internal staircases and doors onto common parts, external walls and structures attached to common parts like balconies.

What do you need to do?

If you are the building manager/responsible person - complete a fire risk assessment using appropriate advice and regularly review.

If you are the owner or manager of a flat within the building - obtain a copy of the fire risk assessment from the responsible person and check that fire doors between the domestic units and the communal areas are covered.

Welsh Government has published helpful guidance, view it here:

| Flood management



Flooding: Is your property protected?

As climate scientists have predicted, the weather around the world is becoming windier, wetter and wilder and Wales is becoming more prone to extreme weather events too.

In the past decade, we have seen more flooding, both in our cities and in the countryside, whether from intense rainfall, increased river flow or sea surges. Over 245,000 properties in Wales are currently at risk of flooding.

We need to become much more resilient to flooding. Here are some [changes suggested by Resources Wales](#) to make to the structure and layout of your property to minimise the damage caused by flooding:

- Lay ceramic tiles on your ground floor instead of carpets
- Install electrical sockets at least 1.5 metres above the ground floor

level

- Use lime plaster instead of gypsum on walls
- Fit stainless steel or plastic kitchens instead of chipboard ones, or have freestanding units you can move
- Position any main parts of a heating or ventilation system, like a boiler, upstairs or raised well above the ground floor
- Fit non-return valves to all drains and water inlet pipes
- Replace wooden window frames and doors with synthetic ones

You can find out more about flooding on the [Natural Resources Wales](#) website.

Launching soon...

Rent Smart Wales has developed a new training on Flood Management. This is a CPD (Continuing Professional Development) course developed in partnership with National Resources Wales and will count towards the points you need to renew your licence.

| Tenant support



Are your tenants struggling to heat their

homes during cold winter months? If so, help is available

Warm Wales

Warm Wales is dedicated to tackling the root causes of fuel poverty and promoting overall well-being.

Their holistic approach focuses on the whole person and home, integrating community support, community engagement, health and prevention, and affordable warmth and energy efficiency.

If you feel that your tenants would benefit from support, contact Warm Wales on 0800 0911786, or visit www.warmwales.org.uk.

Find out more about Warm Wales

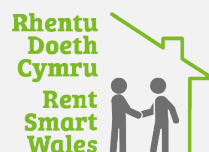
Nest

Nest offers free, impartial advice on saving energy and water, money management and will make sure your tenants are on the best energy and water tariff.

Tenants may also be eligible for free home energy efficiency improvements such as a new boiler, central heating, insulation, or solar panels.

Contact Nest on 080 8808 2244 or email advicewales@est.org.uk.

Find out more about Nest



Rent Smart Wales changes ahead

Believe it or not, the 23rd of November 2025 will be Rent Smart Wales's

10th anniversary. This marks the day when the second round of registration and licence renewals will start. In preparation for this all policies are being reviewed and updated.

Over the next few newsletters information will be shared about:

- Updated fees and charges which will apply after April
- Changes to the registration data which will be collected
- How the licence application training requirement will be met
- New courses to be released

To keep up to date, keep reading our newsletters and attend local landlord forums.

Find events near you

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