

Dear ,

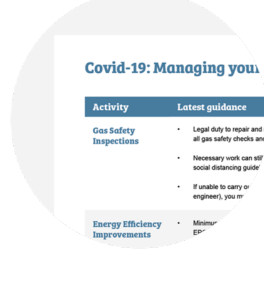
As COVID-19 continues to dominate the headlines, this edition summarises the latest government guidelines and support available for landlords and tenants as well as some business as usual activity. Highlights include:

- Essential health and safety obligations during COVID-19
- Mental health and wellbeing tips
- Tenant support options
- New law now active - Prescribed Limits of Default Payments; and
- Rent Smart Wales explainer videos

### LATEST GUIDANCE

## COVID-19: Health and safety obligations

Are you worried about how to meet your legal obligations as a landlord during this period?



We are receiving daily requests for advice. In response we have developed a **COVID-19: Managing your health and safety obligations matrix**, consolidating the latest guidance from Welsh Government and the Health and Safety Executive.

Here you'll find the latest information on:

- Gas safety inspections
- Energy efficiency improvements
- Maintenance, repairs and visits
- Ending a tenancy

[View matrix >](#)

### TENANT SUPPORT

## Tenant support and financial assistance



The pandemic is affecting everybody, some more than others, and vulnerable tenants can be particularly impacted.

Reports indicate that many are struggling to pay their rent, bills and to pay for other essentials.

In response Welsh Government has developed a reference guide outlining the assistance available to struggling households through a variety of support organisations.

Topics covered include Universal Credit, New Employment and Support Allowance, New Job Seekers Allowance, Council tax and homelessness support, assistance with household bills such as Water, Gas, Electricity, Broadband, as well as food banks and much more.

You can help your tenants thrive during this crisis; signpost [here](#)

[View tenant support >](#)

### LANDLORD SUPPORT

## Mental health and well-being



Uncertain times can have a significant impact on health and wellbeing. You may be feeling anxious or worried about the impact of Coronavirus on you and the people around you. Taking steps to care for your mental wellbeing is an important place to start and know that there is help available, if needed.

**Callhelpline.org.uk** is a useful website outlining all mental health support services in Wales. It includes some tips for keeping your mind active, and provides a full list of support agencies available if you need to talk.

[Visit callhelpline.org.uk >](#)

### USEFUL LINKS

## Housing advice

- [Rent Smart Wales - COVID-19 webpage](#)
- [Welsh Government - COVID-19 Landlord and Agent guidance](#)
- [Welsh Government - COVID-19 Tenant guidance](#)
- [Welsh Government - Support for tenants](#)
- [Gas Safe Register - COVID-19 Advice for Landlords](#)
- [NRLA - Coronavirus webinar](#)

## Health advice

- [Public Health Wales - COVID-19 information](#)
- [Welsh Government - Staying at home and social distancing](#)

## Consultation

The Equality, Local Government and Communities Committee is undertaking an inquiry into COVID-19 and its impact on a number of areas including housing. To find out how to take part, [click here](#).

### LEGISLATION

## The Renting Homes (Fees Etc.) (Prescribed Limits of Default Payments) (Wales) Regulations 2020



Default payments are permitted payments under The Renting Homes (Fees etc.) (Wales) Act 2019 which came into force on the 28 April 2020.

These Regulations specify limits (prescribed limits) for certain types of payments required in the event of a default by a contract-holder. They include limits for late payment of rent, cost of changing, adding or removing locks, and for a replacement key or security device. If limits are exceeded, the excess is considered a prohibited payment.

[View regulations >](#)

### RESOURCES

## Rent Smart Wales explainer videos

View below a series of short animated videos which explain the process and requirements for landlord registration and licensing in Wales. Select a topic and click a thumbnail to play.



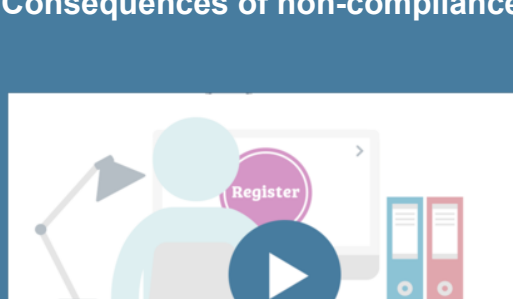
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