

Julie James AS/MS
Y Gweinidog Newid Hinsawdd
Minister for Climate Change



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref JJ/02950/22

Jack Sargeant MS
Chair - Petitions committee

18 January 2023

Dear Jack,

Thank you for your letter of 21 December regarding Petition P-06-1272 (Ban the use of 'no pet clauses' in tenancy agreements in Wales), asking what is being done to increase awareness of people's rights with regard to the Renting Homes (Wales) Act 2016.

The Welsh Government has implemented a comprehensive communications campaign to raise awareness of the changes to rights and responsibilities resulting from the 2016 Act. This has targeted both contract-holders (tenants and licensees) and landlords, with the key communications also being made available in eleven commonly used languages in Wales, in addition to Welsh and English. The campaign included online, radio, television and social media messaging and articles were published in both online and print versions of the Western Mail and Daily Post. Whilst the campaign is still ongoing, the initial evaluation of its effectiveness is very positive with, for example, high 'click-through' rates from online content being recorded. Landlords, on whom duties were placed to issue converted contracts and ensure home are fit for human habitation, have also been contacted directly by Rent Smart Wales, receiving regular email and SMS alerts with each message focussed on a different aspect of the new legislation. The campaign page is available at: [Housing law is changing: Renting Homes Wales | GOV.WALES](#).

The communications campaign has been complemented by a range of detailed guidance on the legislation published on our website ([Renting Homes: housing law is changing | Sub-topic | GOV.WALES](#)) and the websites of stakeholders including Shelter Cymru, Citizens Advice Cymru, the National Residential Landlords Association and PropertyMark. The guidance materials include, for example, the model written statements of contract, guidance on converting pre-existing tenancies and the new requirements on fitness for human habitation. Information is also available in Easy-Read and plain language formats, to assist understanding. Free online training on the 2016 Act is being provided by Rent Smart Wales (see: [Renting Homes Act: The Way You Rent Has Changed - Rent Smart Wales \(gov.wales\)](#)), with many other partners also offering training.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Throughout the implementation of the legislation, officials have also engaged directly with thousands of landlords, letting agents, tenants and other stakeholders, both to provide briefings on the changes and to answer individual questions, which in turn informed the production of FAQ documents hosted on the Welsh Government website.

I hope this is a helpful summary of the extensive work undertaken to raise awareness of the 2016 Act.

Yours sincerely,

A handwritten signature in blue ink that reads "Julie James". The signature is written in a cursive, flowing style.

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