Dear xxxxxxxxxx,

I am writing to urge to back the National Residential Landlords Association (NRLA) [proposal to support landlords and tenants](https://www.nrla.org.uk/campaigns/wales/supporting-landlords-and-tenants) in Wales.

The NRLA want direct support for private landlords to be in line with that available in the social sector so they can better serve tenants. This should include help for those with short-term problems and support-needs that can affect their ability to sustain a tenancy as well as funding for Landlord Support Officers in councils.

Benefits of doing so include equality of support services between the private and social sectors leading to more stable tenancies and, in turn, improved mental health for all parties. Landlords will be more compliant, more invested, and more engaged with Rent Smart Wales as confidence in the body’s operations rises.

A good example of working with landlords to their benefit as well as tenants include that of
Babergh and Mid Suffolk District Councils with West Suffolk Council. They used £200,000 of funding to create a Supported Lettings Team to offer greater assurances and confidence to landlords to house tenants. The team steps in at early stages of rough sleeping and offers support to develop independent living skills, including managing a tenancy and budget management as well as help with benefits and work or education issues.

Another is Salford City Council’s Property Link: launched in 2019, Property Link matches landlords with tenants to reduce housing waiting lists. Over 200 people have found new homes as a result and now the agency is going one step further, offering landlords a free advice service to tackle any problems they may have, such as arrears and tenant disputes.

NRLA Wales want to see the Welsh Government add anti-social behaviour to the list of mandatory grounds for repossession. Anti-social tenants will then be dealt with quicker which will make other tenants and neighbours feel safer and the landlord will be better able to protect their property. You can read the case study of a landlord who feels the system doesn’t work for those who house vulnerable tenants [here](https://www.nrla.org.uk/news/system-doesnt-support-landlords-who-rent-to-vulnerable-tenants).

The NRLA is also calling for the introduction of a new tenant passport that would help both landlords and tenants. The new ‘passport’ allows a landlord to access live data on a prospective tenant, including credit ratings, employment status, and references to establish whether they would be likely to be able to sustain the offered tenancy and potentially identify future support needs.

It would also allow tenants to pass their existing deposit on to their new landlord when they move home, without having to raise a ‘second’ deposit before their first one has been returned. This ends the cash-flow problems with deposit raising, speeds up the referencing process, and ensures Wales does not fall behind England where the UK Government is planning to bring in the same reform.

*Include own story and personal experiences*

I hope this letter finds you well and I look forward to your reply.

Sincerely,

Xxxxxxxxxxxx