

**Residential Property
Tribunal Wales
Annual Report
Year 2018 – 2019**



Y Tribiwnlys Eiddo Preswyl
Residential Property Tribunal

Contents

Foreword	3
Section 1 About Us	4
Section 2 Performance and Progress	8
Section 3 Our Customers	18
Section 4 Business Priorities	19
Section 5 Expenditure	20

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

Foreword

As the following report makes clear, the financial year 2018/2019 has been a busy one for the tribunal with a considerable increase in cases compared to previous years. The tables within this report demonstrate the breadth and variety of the applications before us and the tribunal's work.

In terms of the tribunal's personnel, I would like to extend my thanks to the tribunal administration team for their continued commitment and hard work throughout the last year. After a recruitment exercise run by the Judicial Appointments Commission, I was very pleased to welcome Trefor Lloyd as the Vice-President of the Tribunal in February 2019. Trefor is a barrister, a Welsh speaker based in North Wales, and I look forward to working with him in the tribunal for many years to come.

Two of our legal chairs, Steve Povey and Timothy Walsh, were appointed as a full time salaried First Tier Tribunal Judge and full time District Judge respectively and we wish them well in their judicial careers, whilst hoping that they will be able to sit for us when their commitments allow. There was sadness for the tribunal with the sudden and premature death of expert surveyor member Colin Williams in October 2018. Colin was a valued and very well liked member of the tribunal, blessed with unfailing good humour and the sunniest of smiles and dispositions. He is, and will continue to be missed by his colleagues. One of our most experienced surveyor members Ruth Thomas, also retired owing to family commitments in Australia, and again, I wish to thank Ruth for her considerable contribution to the tribunal over many years and wish her well for the future.

However, after another Judicial Appointments Commission exercise we also welcomed four new surveyor members in Anna Harrison, Johanna Coupe, Andrew Lewis and Andrew Weeks to strengthen our valuer member expertise and maintain our complement of surveyors to handle our caseload.

Following the implementation of the Wales Act 2017 we have also seen the first examples of cross-ticketing within the Welsh tribunals and indeed, some of our legal members have been cross-ticketed to sit within the First tier Tribunal in England. This is the last year that we will spend at Southgate House as the tribunal will shortly be moving to new premises with more modern facilities in the summer of 2019.

I believe that the tribunal continues to work well, with the increase in casework not compromising our operational efficiency. I look forward to the challenges that lie ahead.

Richard Payne

President of the Tribunal

Section 1 – About Us

In this section:

- Basis for the Tribunal
- The Tribunal's Functions
- The Tribunal's Jurisdiction
- The Tribunal's Regulations
- The Tribunal's Process
- Members of the Tribunal
- Appointments & Retirements
- Contacting the Tribunal
- Accessing the Tribunal

Basis for the Tribunal

The Residential Property Tribunal Wales (RPT Wales) is an independent tribunal that has been set up to resolve disputes relating to private rented and leasehold property.

The RPT Wales was established under the Housing Act 2004 as the umbrella organisation with responsibility for Rent Assessment Committees, Leasehold Valuation Tribunals and Residential Property Tribunals.

The overriding aim of the RPT Wales is to:

- provide a high performing and cost effective customer service for tribunal users and its members
- ensure that all aspects of the tribunal's work are administered in such a way as to achieve fair, independent and timely adjudication, and
- operate within the legislative framework applicable in Wales.

The Tribunal's Functions

The Rent Assessments Committees deal with disputes relating to:

- Rent – both fair rents, and
- Market rents – under assured and assured short-hold tenancies.

The Leasehold Valuation Tribunals deal with disputes relating to:

- Leasehold disputes.
- Leasehold, service charges.
- Leasehold enfranchisement and lease extension for houses and flats, and
- Tenants' association applications for recognition.

The Residential Property Tribunals deal with disputes relating to:

- Empty dwelling management orders.
- Interim and final management orders.
- Licensing of houses in multiple occupation and selective licensing of other residential property.
- Housing, health and safety rating system.
- Park homes, and
- Local authority gypsy and traveller sites.
- Licensing under the Housing (Wales) Act 2014, Rent Smart Wales.

The Tribunal's Jurisdiction

The jurisdiction of the RPT Wales is set out in the following legislation:

Rent Assessment Committees:

- The Rent Act 1977.
- The Housing Act 1988, and
- The Local Government and Housing Act 1989.

Leasehold Valuation Tribunals:

- The Leasehold Reform Act 1967.
- The Leasehold Reform, Housing and Urban Development Act 1993, and
- Commonhold and Leasehold Reform Act 2002.

Residential Property Tribunals:

- Mobile Homes Act (Wales) 2013.
- Landlord and Tenant Act 1985.
- Landlord and Tenant Act 1987.
- Housing Act 2004, and
- Housing (Wales) Act 2014.

The Tribunal's Regulations

Regulations governing the tribunal's procedures are contained in the following legislation:

- Rent Assessment Committees (England and Wales) Regulations 1971.
- Leasehold Valuation Tribunals (Procedure) (Wales) Regulations 2004.
- Residential Property Tribunal Procedures and Fees (Wales) Regulations 2016, and
- Mobile Homes (Site Rules) (Wales) Regulations 2014.

The Tribunal's Process

To make an application or appeal you must complete and send the relevant application form to the RPT Wales. Applications will only be accepted in hard copy by post or hand delivered. Certain types of applications dealt with by the RPT Wales incur an application fee and/or hearing fee.

Before almost every Tribunal hearing, the Tribunal panel will conduct an inspection of the premises relating to the application. The Tribunal needs to visit the premises to consider its state and condition or any physical aspects which will help it in reaching a decision.

At a tribunal hearing the Tribunal panel is composed of a legally qualified chairperson, 1 professional member, or in some cases 2 professional members depending on the complexity of the case, and 1 lay member. Tribunal hearings will normally be held in public and take place near to the property in question.

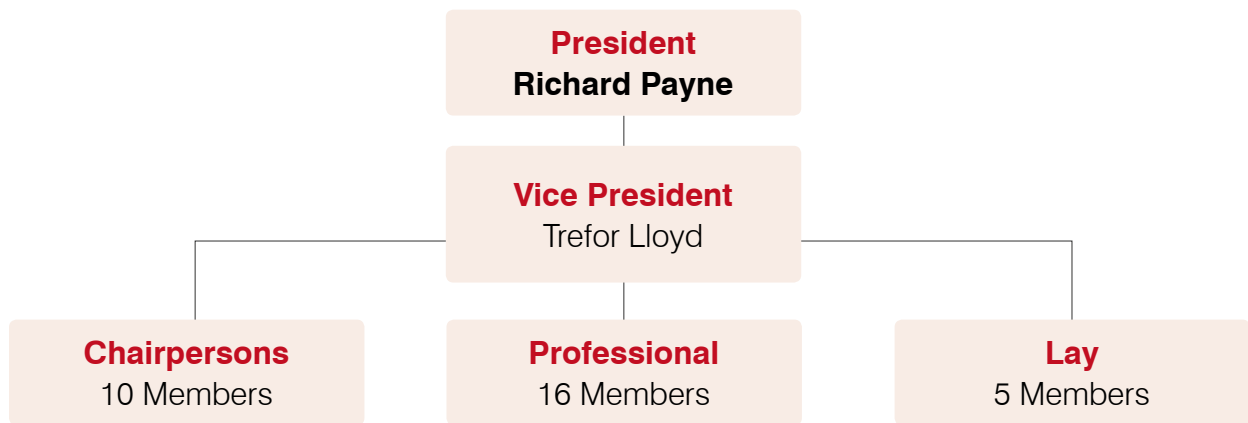
The Tribunal publishes its decisions on the website for the RPT Wales. Decisions of Rent Assessment Committees, Leasehold Valuation Tribunals and Residential Property Tribunals can be appealed on limited grounds to the Upper Tribunal. Permission to appeal to the Upper Tribunal must first be sought from the RPT Wales for decisions made by Leasehold Valuation Tribunals and Residential Property Tribunals.

Full information and guidance, about the tribunal and its procedures, is provided on the website for the RPT Wales. Alternatively please contact the tribunal secretariat for further information or if you would like to receive publications in a different format. The contact details can be found on page 7.

Members of the Tribunal

The Lord Chancellor is responsible for the appointment and re-appointment of chairpersons and the Welsh Government is responsible for the appointment and re-appointment of professional and lay members. The Welsh Ministers are also responsible for nominating a president and vice president of the tribunal from the panel of chairpersons. Appointments are made following the advertisement of vacancies and competitive interview by the Judicial Appointments Commission for chairpersons and Welsh Government for the other members.

President & Vice President	Are the judicial leads of the tribunal.
Chairpersons	Are lawyers and have responsibility for conducting proceedings at hearings and advising the tribunal on matters of law. The chairperson will write decisions and set directions where necessary.
Professional Members	Are surveyors and valuers and bring a wide range of relevant knowledge and experience to each hearing.
Lay Members	Have a wide range of other relevant knowledge and experience which they bring to each hearing.
Secretariat	The day-to-day administration is largely delegated to the secretariat who deals with all the preliminary paperwork and the processing of applications to the tribunal. The secretariat consults the chairperson on all legal points arising during the preliminary pre-hearing stages of the proceedings and passes on the chairperson's rulings and directions in writing to the parties. The secretariat acts as a point of contact for chairpersons, members and tribunal users and attends some hearings to help with the efficient running of proceedings.



Appointments and Retirements

Two Chairpersons were appointed as full time salaried Judges during 2018-2019.

There were four new appointments of Professional members during 2018-19.

Training

The tribunal held its annual training course on 13 and 14 November 2018 at the Future Inn, Cardiff.

Contacting the Tribunal

The Tribunal's contact details are as follows:

Tribunal Address:	Residential Property Tribunal Wales First Floor, West Wing Southgate House, Wood Street Cardiff, CF10 1EW
Tribunal Helpline:	03000 252777
Tribunal Fax:	03000 256146
Tribunal E-mail:	rpt@gov.wales
Tribunal Website:	www.rpt.gov.wales/

Accessing the Tribunal

The Tribunal is happy to communicate with you in English or Welsh. If a Welsh speaker is not immediately available then we will arrange for a Welsh-speaking member of Tribunal staff to phone you back.

You can choose to have your Tribunal hearing conducted in Welsh or English. If your first language is not Welsh or English and you wish to speak in your first language during the hearing, we can arrange for an interpreter to be present. If you need a sign language interpreter to attend the hearing we will arrange this.

If you or anyone you are bringing to the hearing has any other access requirements that may affect our arrangements for the hearing, provision will be made.

To enable arrangements for interpreters or to make provision for any additional needs of attendees, sufficient notice must be given to the secretariat.

Section 2 – Performance and Progress

In this section, our:

- Numbers and statistics
- Reviews and onward appeals
- Achievement against key performance indicators
- Complaints

Numbers and Statistics

A Tribunal year runs from April to March.

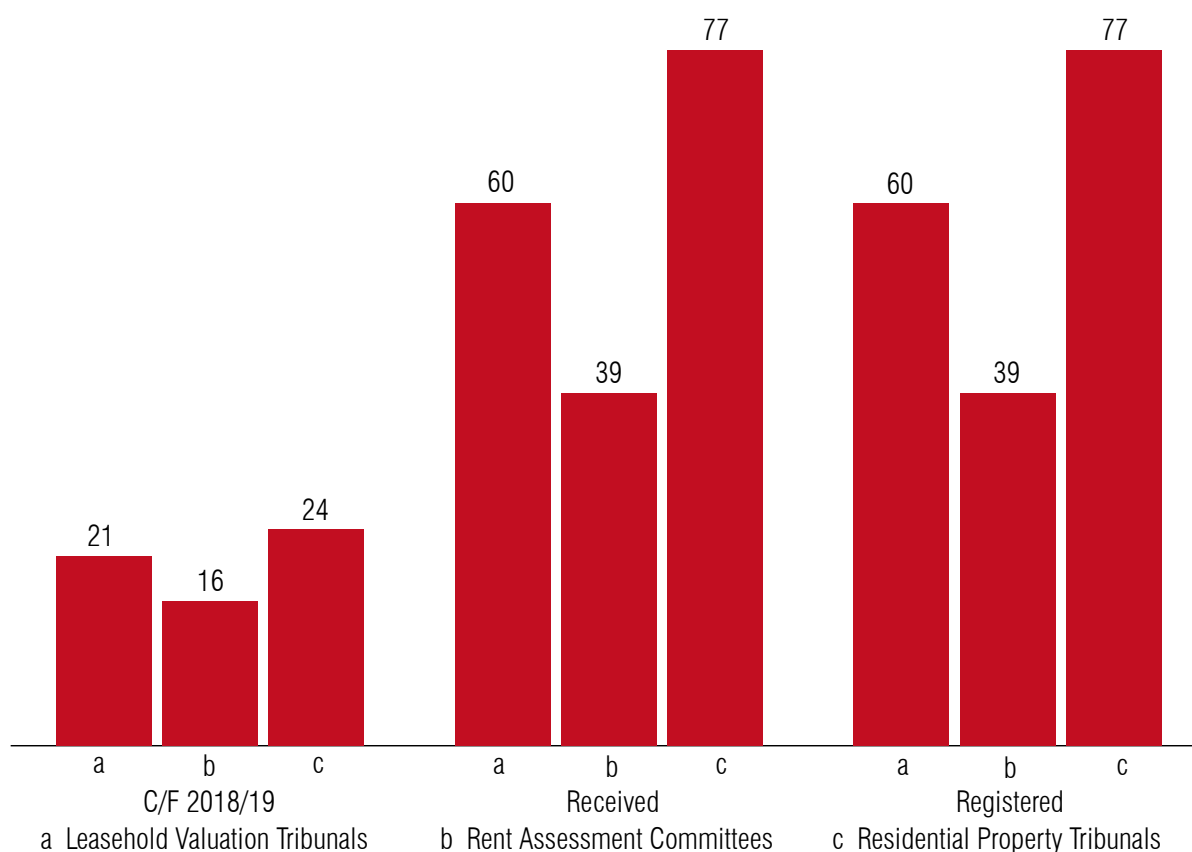
The following statistics are collated:

- number of applications received and registered
- type of application received and registered
- number of applications finalised
- outcome of applications.

2.1 Number of Applications Received and Registered 2018-2019

During the year April 2018 to March 2019 the tribunal received a total of 176 applications. The Tribunal also carried forward 61 applications from 2017-2018. The tribunal registered all 176 applications during 2018-2019.

The chart below shows the numbers in each tribunal jurisdiction received and registered in 2018-2019 and the applications carried over from 2017-18.



2.2 Number of Applications Registered in 2018-2019 and Type of Application

Leasehold Valuation Tribunals (LVT) – deal with applications to appeal leasehold disputes, leasehold service charges, leasehold enfranchisement and lease extension for houses and flats, and tenants’ association application for recognition. The table below provides data on each tribunal jurisdiction applications received.

Appeals Registered by Type	2018-19
Leasehold Disputes	
Schedule 11, The Common-hold and Leasehold Reform Act 2002 – Determination Liability to Pay or Variation of Administration Charge	
Section 168 (4), The Common-hold and Leasehold Reform Act 2002, Breach of Covenant or Condition in Lease	3
Chapter 1, The Common-hold and Leasehold Reform Act 2002 – Right to Manage	5
Section 20 C, Landlord & Tenant Act 1985 – Recovery of Costs	
Part IV, Landlord & Tenant Act 1985 – Variation of Lease(s)	
Section 24, Landlord & Tenant Act 1985 – Appointment of Manager	1
Leasehold Service Charge	
Section 27 A, Landlord & Tenant Act 1985 – Service Charges	14
Section 20 ZA, Landlord & Tenant Act 1985 – Dispensation of all or any of the Consultation Requirements	3
Leasehold Enfranchisement	
Section 21(1)(ba), Leasehold Reform Act 1967 – Reasonable Costs Order	4
Section 21(1)(a), Leasehold Reform Act 1967 – Determination of Price Payable	6
Leasehold Reform Housing & Urban Development Act 1993 – Leasehold Renewal	8
Leasehold Reform Housing & Urban Development Act 1993 – Missing Landlord	1
Leasehold Reform Housing & Urban Development Act 1993 – Reasonable Costs	1
Leasehold Reform Housing & Urban Development Act 1993 – Enfranchisement	5
Leasehold Reform Housing & Urban Development Act 1993 – Collective Enfranchisement	6
Tenants Association	
Section 29, Landlord & Tenant Act 1985 – Recognition of Tenants’ Association	
Ground Rent	
Section 21, Leasehold Reform Housing & Urban Development Act 1993 – Ground Rent & Terms	
Fees waiver	
Section 15, Leasehold Reform Act 1967 – Ground Rent Review	3
Estate charges – liability to pay	
Total	60

Rent Assessment Committees (RAC) – deal with applications to appeal rents, both fair rents, referrals made by the rent office and market rents – under assured and assured short-hold tenancies. The table below provides data on each tribunal jurisdiction appeal received.

Appeals Registered by Type	2018-19
Section 13 (4) Housing Act 1988 – Notice Proposing New Rent	4
Section 22 (1), Housing Act 1988 – Determination of Rent Assured Short-hold Tenancy	2
Section 6 (3), Housing Act 1988 – Notice Proposing Different Terms	
Fair Rents – Referrals from the Rent Officer	33
Total	39

Residential Property Tribunals (RPT) – deal with applications regarding empty dwelling management orders, interim and final management orders, licensing, housing health and safety rating systems, mobile homes and local authority gypsy and traveller sites. The table below provides data on each tribunal jurisdiction appeal received.

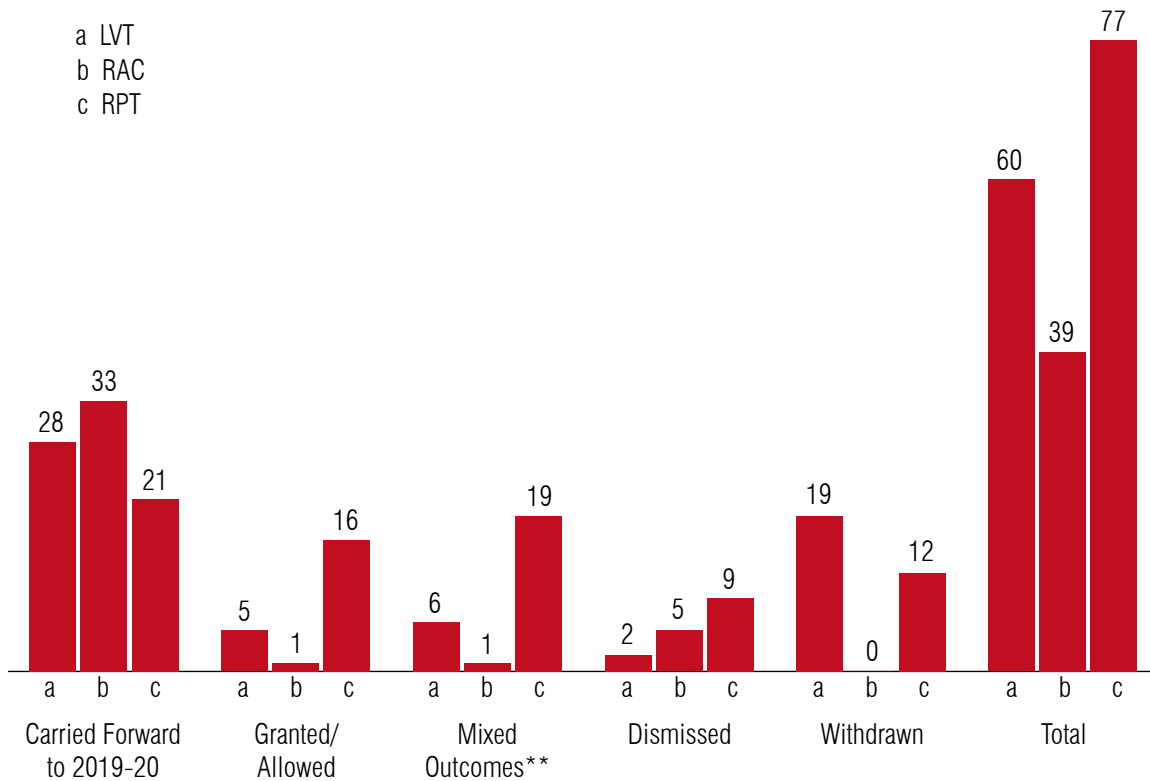
Appeals Registered by Type	2018-19
Management Orders	
Management orders	
Empty dwelling Management Orders	
Local Authority Rent Repayment Order	19
Temporary exemption	
Overcrowding	
Houses of Multiple Occupancy decisions	8
Housing Act 2004 – Section 27 – Refusal to Grant Licence	15
Improvement notices	8
Local Authority Recovery of expenses	
Mobile Homes – Mobile Homes (Wales) Act 2013	
Fees waiver	
Section 7(4)(b) – Site Licence – decision to issue	
Section 12(2) – Site Licence – decision to apply conditions	
Section 14(1) – Variation or refusal of condition of license by local authority	
Sections 17(2) & 23(1) – Compliance notice by local authority	
Sections 21(9) & 23(1) – Emergency action by the local authority	
Sections 22(7) & 23(1) – Local authority’s demand for expenses	
Section 28(2) – Person managing site is not a fit and proper person	
Section 29(6) – Local authority’s decision that a person is not a fit and proper person	
Section 30(5) – Local authority’s decision to appoint an interim manager	

Appeals Registered by Type	2018-19
Mobile Homes – Mobile Homes (Wales) Act 2013 (continued)	
Section 33(6)(c) – Repayment order, by an occupier of an unlicensed site	
Section 49(5) – Written statement of terms of agreement	1
Section 50(2) – Agreement of terms re matters Part 2 of Sch 2	
Section 50(3)(a) or 50(3)(b) – Implied terms vary/delete	
Section 54 – any other matter under the act	4
Schedule 2 Chapter 2 Para 7(1)(a) or Chapter 4 Para 40(1)(a) – Detrimental effect	
Schedule 2 Chapter 2 Paras 5, 6, 7(1)(b) – Termination of agreement	
Schedule 2 Chapter 2 Para 10(3) – Refusal order Site Owner	
Schedule 2 Chapter 2 Para 13(3) – Refusal order to prevent gift	
Schedule 2 Chapter 4 Para 42(8) – Assignment of the occupier’s agreement is approved	
Schedule 2 Chapter 2 Paras 14(1)&(2) – Temporary relocation of mobile home to another pitch	
Schedule 2 Chapter 2 Paras 14(3) – Order for mobile home to be returned to its original pitch	
Schedule 2 Chapter 2 Paras 17(1)(b) & 17(6)(a) – Determination of a new pitch fee	22
Schedule 2 Chapter 2 Para 18(1)(a)(iii) – Improvements to be taken account when pitch fee is reviewed	
Schedule 2 Chapter 2 Paras 17(15) & (16) – Owner to re-pay the difference between the old and new pitch fees	
Section 52(9) & (10) and Regulation 10(1) of the Mobile Homes Regulations 2014 – Proposed, making varying or deletion of the site rules	
Section 52(9) & (10) and Regulation 17(1) of the Mobile Homes Regulations 2014 – Site owner’s failure to deposit new or varied site rules, or a deletion notice, in time	
Total	77

2.3 Number of Applications 2018-2019 by Outcome

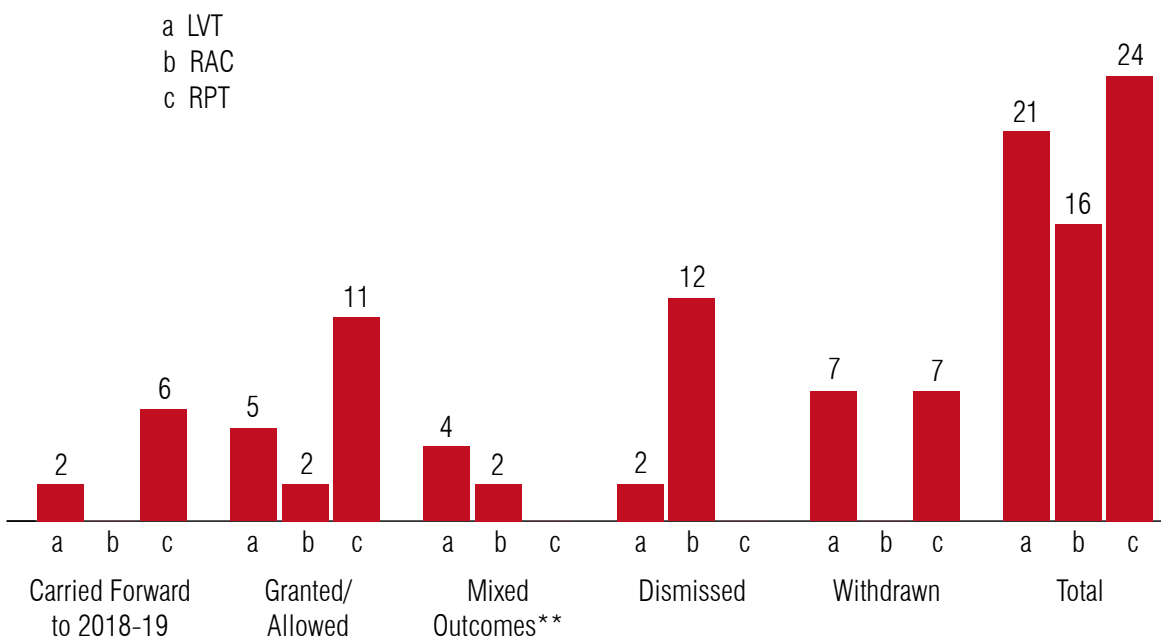
A finalised case is an application which has been completed either through:

- withdrawal by the applicant, or
- a hearing resulting in the Tribunal making a decision in respect of the application.



** Mixed outcomes – when part, but not all, of the application is granted.

2.4 The outcomes of the applications carried over from 2017-18



** Mixed outcomes – when part, but not all, of the application is granted.

2.5 Number of Applications received in 2018-2019 by Type and Outcome

Leasehold Valuation Tribunals

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Leasehold Disputes						
Clara Sch 11						
Clara Sec 168(4)	1	1				2
Clara Ch 1					5	5
L&T Sec 20C						
L&T Part IV						
L&T Sec 24	1					1
Leasehold Service Charge						
L&T Sec 27 A	12		1	1	3	17
L&T Sec 20 ZA		1			1	2
Leasehold Enfranchisement						
LRA Sec 21(1)(ba)	1		3			4
LRA Sec 21(1)(a)	3	1	1		1	6
LRH&UD – leasehold renewal	4				4	8
LRH&UD – Missing Landlord		1				1
LRH&UD – Costs		1				1
LRH&UD – Enfranchisement	2		1		2	5
Collective Enfranchisement	3			1	1	5
Tenants Association						
L&T Sec 29						
Other						
LRH&UD Sec 21						
Estate Charges						
LVT Fees waiver						
LRA Sec 15	1				2	3
Total	28	5	6	2	19	60

Rent Assessment Committees

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Housing Act Sec 13(4)	4					4
Housing Act Sec 22(1)	2					2
Housing Act Sec 6(3)	0					0
Fair Rents	33					33
Total	39					39

Residential Property Tribunals

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Management Orders						
Management orders						
Empty dwelling Management Orders						
Local Authority Rent Repayment Orders	1	12		4	2	19
Temporary exemption						
Overcrowding						
HMO decisions	8					8
Refusal to grant license (s.27)	5	4		2	4	15
Improvement notices	3		1		4	8
Local Authority Recovery of expenses						

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Mobile Homes						
Fees waiver						
Section 7(4)(b)						
Section 12(2)						
Section 14(1)						
Sections 17(2) & 23(1)						
Sections 21(9) & 23(1)						
Sections 22(7) & 23(1)						
Section 28(2)						
Section 29(6)						
Section 30(5)						
Section 33(6)(c)						
Section 49(5)			1			1
Section 50(2)						
Section 50(3)(a) or 50(3)(b)						
Section 54				2	2	4
Sch 2 Ch 2 Para 7(1)(a)						
Sch 2 Ch 2 Paras 5, 6, 7(1)(b)						
Sch 2 Ch2 Para 10(3)						
Sch 2 Ch2 Para 13(3)						
Sch 2 Ch 4 Para 42(8)						
Sch 2 Ch 2 Paras 14(1)&(2)						
Sch 2 Ch 2 Paras 14(3)						
Sch 2 Ch 2 Paras 17(1)(b) & 17(6)(a)	16		6			22

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Mobile Homes						
Sch 2 Ch 2 Para 18(1)(a)(iii)						
Sch2 Ch 2 Paras 17(15) & (16)						
Sec 52(9) & (10) and Regulation 10(1) MHR						
Sec 52(9) & (10) and Regulation 17(1) MHR						
Total	33	16	8	8	12	77

During 2018-2019 there were 40 hearing days in RPT Wales. Hearing days are when a panel convene to hear evidence from the parties relevant to that application:

Type	Length (in days)
Leasehold Valuation Tribunals	15 Hearing days
Rent Assessment Committees	1 Hearing day
Residential Property Tribunals	24 Hearing days

There were 8 paper conferences which took place. Paper conferences are when the panel convene without the parties present to make a decision. Of these, 3 were for the Rent Assessment Committee, 5 were for the Leasehold Valuation Tribunal and 0 for the Residential Property Tribunal.

There were also 2 Pre-Trial Reviews which took place both for the Leasehold Valuation Tribunals. A Pre-Trial-Review is a meeting between all parties to discuss further actions required on their applications.

Reviews and onward appeals

Applications for a review of a Tribunal decision can be made by parties on limited grounds.

Leasehold Valuation Tribunal and Residential Property Tribunal parties may apply to the Tribunal for leave to appeal to the Upper Tribunal if they think that the Tribunal's decision is wrong on a point of law. Rent Assessment Committees may apply directly to the Upper Tribunal.

There were 9 appeal applications during 2018-2019. All appeal request were refused. 4 appeals were made to the Upper Tribunal, 3 were refused, 1 pending the outcome.

Achievement against key performance indicators

To monitor how effectively services are delivered, we have key performance indicators aimed at measuring two key aspects of our business; the speed of our service and the quality of service through customer satisfaction.

To measure the speed of our service, we have a series of primary performance indicators based on the time taken to process an application – from receipt to the Hearing or disposal.

To measure customer satisfaction, we used an indicator that is derived from periodic customer surveys issued with Tribunal decisions.

Speed of our service

Target: 95% of applications registered or pre-registration query dealt with within 10 working days of receipt of Application form	➔	Target achieved in 100% of cases
Target: 95% of all correspondence responded to within 10 working days of receipt	➔	Target achieved in 99% of cases
Target: 95% of hearings listed within 40 working days of registration	➔	Target achieved in 88% of cases
Target: 100% of notice of hearing issued within 20 working days of the hearing	➔	Target achieved in 100% of cases
Target: 90% of decisions issued within 30 working days of the hearing	➔	Target achieved in 90% of cases
Target: 95% of applications discharged within 18 months	➔	Target achieved in 97% of cases

Complaints

The Tribunal received one formal complaints during the 2018-2019. The complaint was not upheld by the President of the Tribunal.

Section 3 – Our Customers

In this section, our:

- Customer satisfaction survey

The Tribunal strives to improve customer service delivery and aims to put our customers at the heart of everything we do.

The established customer satisfaction survey results enable us to gain a better understanding of our customers' needs and give us a valuable insight into what the Tribunal is doing well, as well as highlighting those areas where the Tribunal needs to improve.

The Tribunal issues a customer satisfaction form with its decisions but received no completed forms during 2018-2019.

Section 4 – Business Priorities

In this section, our:

- Business priorities for 2019-2020

It is important that the Tribunal continues to develop in order to deliver the best possible service for our users. This section is about how the Tribunal will build on its achievements through focusing on business priorities and our commitment to our users.

Business Priorities 2019-2020

- Ensure the relocation to new tribunal offices is carried out with as little disruption to the day to day running of the tribunal office as possible.
- Continue to ensure the tribunal president responds to Welsh Government consultations which impact on the work of the RPT Wales.
- Continue to monitor and update RPT Wales Website.
- Deliver an effective and efficient service, meeting key performance indicators.
- Organise annual training conference for tribunal members, identifying and responding to training needs including training in new legislation.
- Identify and plan appraisal of tribunal members.
- Recruit legal members to the tribunal.

Section 5 – Expenditure

In this section, our:

- Expenditure for 2018-2019

Expenditure for 2018-2019

Content	Amount*
Hearing costs, members fees, travel and venues	£150,806
Annual Training costs	£34,158
Total	£184,964

* rounded to the nearest £1,000