

Residential Property Tribunal Wales Annual Report Year 2024 – 2025



Y Tribiwnlys Eiddo Preswyl
Residential Property Tribunal

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Foreword

This is my first report since being appointed President of the Residential Property Tribunal Wales. I am grateful to my predecessor Richard Payne for all his assistance during the period I was Vice President and at the handover. I wish him well in his new role.

The Residential Property Tribunal Wales (“RPTW”) has continued to receive a wide variety of applications. In the last year, 112 in total, 26 of which were cases before the RPT, 58 cases were Leasehold Valuation cases and 28 were rent cases. As noted last year, rent determinations now are largely in relation to increases of rent in converted contracts under the Renting Homes (Wales) Act 2016. The RPTW is at the forefront in dealing with specific Welsh legislation, including the Housing (Wales) Act 2014. All the RTW decisions relating to determined cases are available on the RPTW website for any interested reader.

The Welsh government produced a White Paper on ‘A New Tribunal System for Wales in June 2023. Responses to the consultation have been considered. Amongst the proposals is a proposed chamber structure for the devolved Welsh tribunals and a new appeal tribunal for Wales. If in due course an Act is passed by the Senedd to implement the proposals, it will be another significant step in Wales developing its own jurisdiction and administrative justice system alongside those courts and tribunals that remain under the remit of HMCTS. To date no legislation has been passed in this regard and it is now envisaged that this will be included in the first year of the new Senedd term in 2026.

The established pattern of working for the tribunal is now predominantly remote video hearings on the Teams platform with a Surveyor member attending site inspections when required with some more limited in-person hearings which seem to be working well for tribunal users/litigants, members and staff. This is now most likely to remain the case in the future.

In November 2024 the tribunal held its annual conference via Microsoft Teams. The conference was well attended. It was, as in past years, a worthwhile and valuable training event for all members and staff alike.

Since the last report was written by the then President Richard Payne there has been considerable change amongst the membership. Richard stood down as President in April 2024 having secured a full-time salaried post with the Mental Health Tribunal.

As Vice President I stood in as acting President until being fortunate enough to have been appointed President in September 2024 following a Judicial Appointments Commission selection process.

We received a resignation upon retirement from Alison Scott a long-standing Legal Chair who despite residing and practicing in Hong Kong gave freely of her time and constantly attended our then in person conferences and in person hearings when back in the UK. Alison gave many years of valuable service to the tribunal and she will be missed by us all.

I am grateful to Andrew Lewis FRICS, Kerry Watkins FRICS and Hefin Lewis FRICS for agreeing to undertake the role of Lead Surveyor which will involve the training of new surveyor members.

A cross-ticketing exercise to appoint new Tribunal Judges came to fruition with the appointment of Gwyn Davies, Caroline Hunter, Bernadette MacQueen, Lachlan Fraser and Patricia Tueje all of whom are experienced Tribunal Judges in other jurisdictions. They have all undertaken their induction training and have led on cases. In the short time since appointment, they all have become valuable members of the tribunal.

Judicial Appointments Commission recruitment exercises have commenced in relation to new Surveyor members and the appointment of a Vice President with the outcomes anticipated in 2025. In the former regard I extend my thanks to one of our Lead Surveyors Hefin Lewis FRICS and in the latter regard Tribunal Judge Colin Green both of whom have been invaluable in assisting me in the formulation of the interview scenario questions and generally since standing in as President and post appointment.

Not only was 2024/2025 significant in that Richard Payne resigned as President but also as our case administrator Liz Williams who has guided me since I was first appointed as a legal chair in 2019 had an absence due to illness. During this period we were ably assisted by all colleagues from the Welsh Tribunal unit guided by Bedwyr Fychan including, by way of case workers, Caio Bowen, Jennifer Higson and Gethin Rees who all assisted during the period. I am extremely grateful to them for their willingness to ably assist ensuring the tribunal was able to function efficiently.

Finally, I am pleased to confirm that Liz Williams is now back at work and on behalf of all the members of RPTW she is warmly welcomed back into her role, as ever ensuring all matters run smoothly.

Trefor Lloyd
President

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;
- Local authority gypsy and traveller sites, and
- 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;
- The Local Government and Housing Act 1989, and
- The Renting Homes (Wales) Act 2016.

Leasehold Valuation Tribunals:

- Landlord and Tenant Act 1985;
- Landlord and Tenant Act 1987;
- 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;
- 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 are encouraged via email but will also 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.

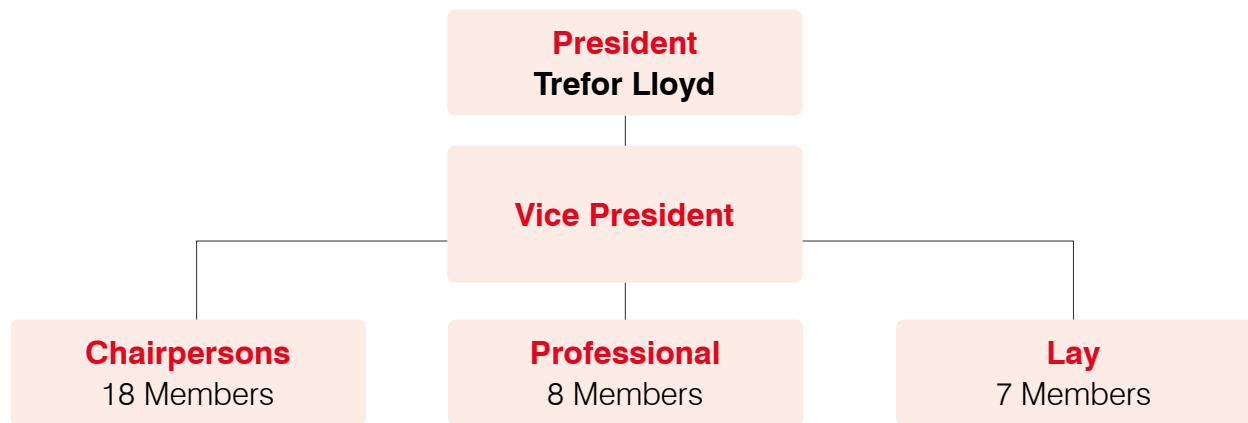
The Tribunal publishes its decisions on the website for the RPT Wales. Decisions of Rent Assessment Committees, Leasehold Valuation Tribunals and Residential Property Tribunals can be appealed on limited grounds to the Upper Tribunal. Permission to appeal to the Upper Tribunal must first be sought from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

There were 5 Legal members cross-ticketed from England during 2024-2025.

Training

Due to inclement weather conditions the tribunals annual training event was held on-line in November 2024.

Contacting the Tribunal

The Tribunal's contact details are as follows:

Tribunal Address:	Residential Property Tribunal Wales Oak House, Vaughan Court Cleppa Park Newport NP10 8BD
Tribunal Helpline:	03000 252777
Tribunal E-mail:	rpt@gov.wales
Tribunal Website:	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:

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

Numbers and Statistics

A Tribunal year runs from April to March.

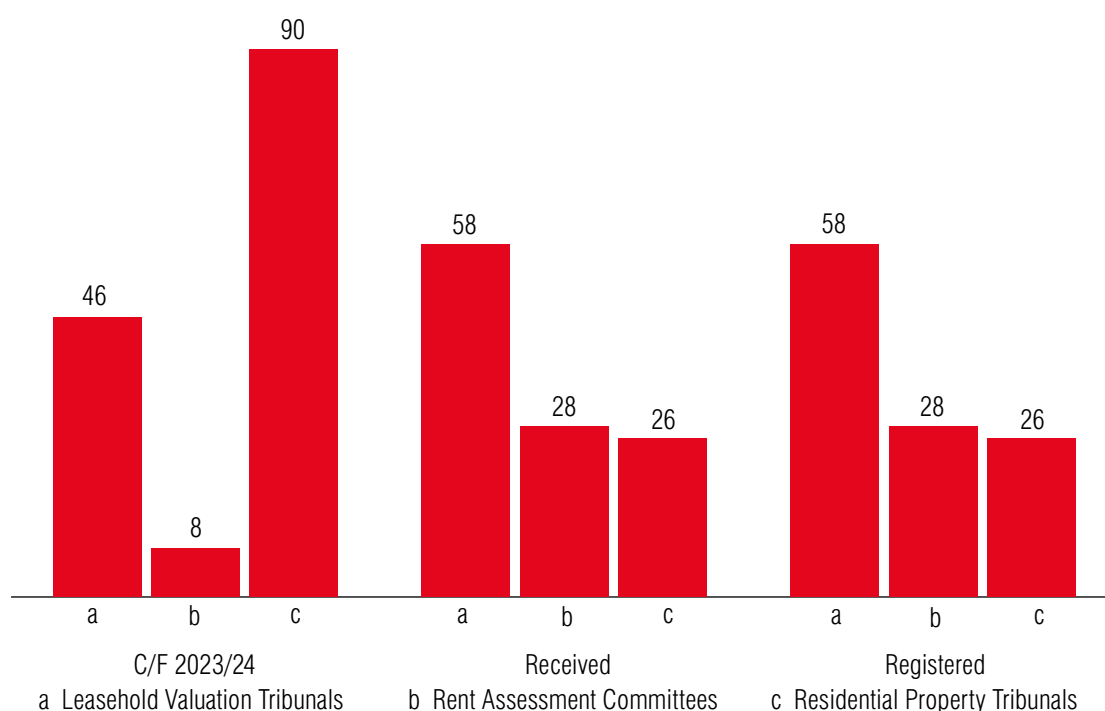
The following statistics are collated:

- 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 2024-2025

During the year April 2024 to March 2025 the tribunal received a total of 112 applications. The Tribunal also carried forward 32 applications from 2023-2024. The tribunal registered all 112 applications during 2024-2025.

The chart below shows the numbers in each tribunal jurisdiction received and registered in 2024-2025 and the applications carried over from 2023-2024.



2.2 Number of Applications Registered in 2024-2025 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	2024-25
Leasehold Disputes	
Chapter 1, The Common-hold and Leasehold Reform Act 2002 – Right to Manage	1
Schedule 11, The Common-hold and Leasehold Reform Act 2002 – Determination Liability to Pay or Variation of Administration Charge	3
Section 168 (4), The Common-hold and Leasehold Reform Act 2002, Breach of Covenant or Condition in Lease	3
Estate charges – liability to pay	
Section 20 C, Landlord & Tenant Act 1985 – Recovery of Costs	2
Part IV, Landlord & Tenant Act 1985 – Variation of Lease(s)	2
Section 24, Landlord & Tenant Act 1985 – Appointment of Manager	1
Leasehold Service Charge	
Section 27 A, Landlord & Tenant Act 1985 – Service Charges	17
Section 20 ZA, Landlord & Tenant Act 1985 – Dispensation of all or any of the Consultation Requirements	9
Leasehold Enfranchisement	
Section 21(1)(ba), Leasehold Reform Act 1967 – Reasonable Costs Order	
Section 21(1)(a), Leasehold Reform Act 1967 – Determination of Price Payable	1
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	5
Leasehold Reform Housing & Urban Development Act 1993 – Enfranchisement	2
Leasehold Reform Housing & Urban Development Act 1993 – Collective Enfranchisement	
Tenants Association	
Section 29, Landlord & Tenant Act 1985 – Recognition of Tenants' Association	1
Section 21, Leasehold Reform Housing & Urban Development Act 1993 – Ground Rent & Terms	
Fees waiver	
Section 15, Leasehold Reform Act 1967 – Ground Rent Review	
Total	56

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	2024-25
Renting Homes (Wales) Act 2016	23
Fair Rents – Referrals from the Rent Officer	5
Total	28

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.

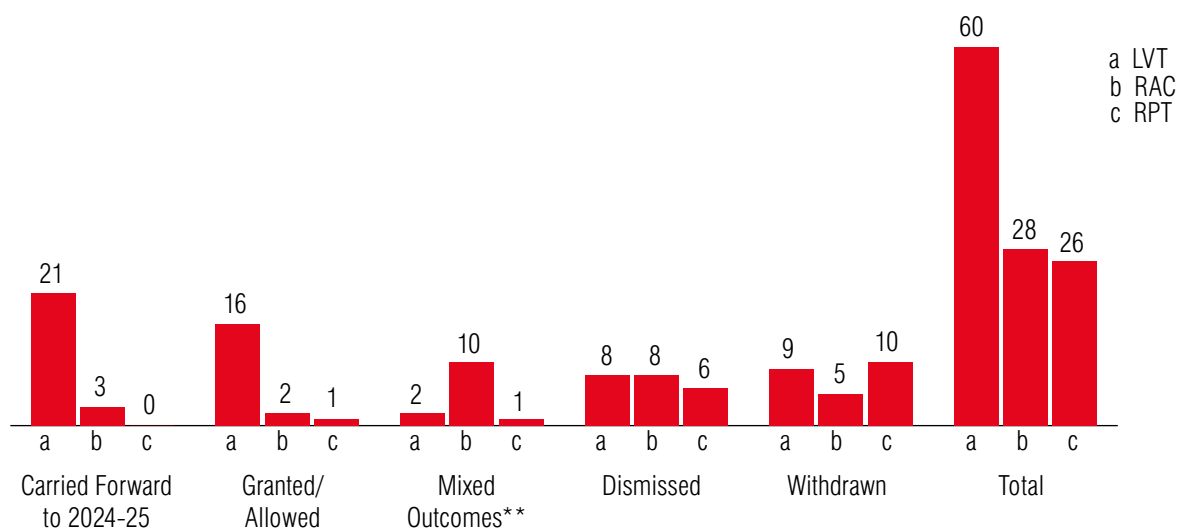
Appeals Registered by Type	2024-25
Management orders	
Management orders	
Empty dwelling Management Orders	
Rent Repayment/Rent Stopping Orders	4
Temporary exemption	
Overcrowding	
Houses of Multiple Occupancy decisions	
Housing Act 2004 – Section 27 – Refusal to Grant Licence	5
Improvement notices/prohibition orders	6
Local Authority Recovery of expenses	
Mobile Homes – Mobile Homes (Wales) Act 2013	
Fees waiver	
Section 7(4)(b) – Site Licence – decision to issue	2
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	
Section 33(6)(c) – Repayment order, by an occupier of an unlicensed site	
Section 49(5) – Written statement of terms of agreement	
Section 50(2) – Agreement of terms re matters Part 2 of Sch 2	

Appeals Registered by Type	2024-25
Section 50(3)(a) or 50(3)(b) – Implied terms vary/delete	
Section 54 – any other matter under the act	2
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	7
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	26

2.3 Number of Applications 2024-2025 by Outcome

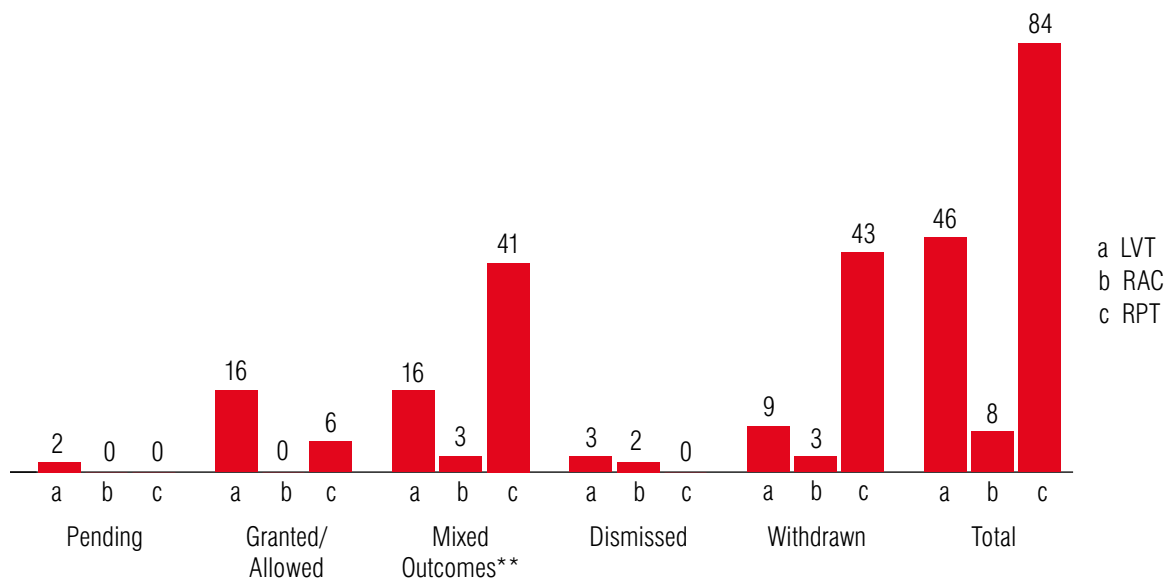
A finalised case is an application which has been completed either through:

- 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 2023-2024



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

2.5 Number of Applications received in 2024-2025 by Type and Outcome

Leasehold Valuation Tribunals

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Leasehold Disputes						
Clara Sch 11	3					3
Clara Sec 168(4)	1	1			1	3
Clara Ch 1	1					1
L&T Sec 20C	2					2
L&T Part IV		1		1		2
L&T Sec 24	1					1
Leasehold Service Charge						
L&T Sec 27 A	7		1	4	5	17
L&T Sec 20 ZA	1	7		1		9
Leasehold Enfranchisement						
LRA Sec 21(1)(ba)						
LRA Sec 21(1)(a)		1				1
LRH&UD – leasehold renewal	1		1		6	8
LRH&UD – Missing Landlord		1				1
LRH&UD – Costs					5	5
LRH&UD – Enfranchisement	1	1				2
Collective Enfranchisement	1					1
Tenants Association						
L&T Sec 29	1					1
Other						
LRH&UD Sec 21						
Estate Charges						
LVT Fees waiver						
LRA Sec 15						
Total	20	12	2	6	17	57

*Please refer to section 2.2 for full titles of applications

Rent Assessment Committees

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Renting Homes (Wales) Act 2016	3	2	6	8	5	24
Fair Rents		1	4			5
Total	3	3	10	8	5	29

Residential Property Tribunals

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Management Orders						
Management orders						
Empty dwelling Management Orders						
Rent Repayment Orders and Rent stopping Orders	2	1		1		4
Temporary exemption						
Overcrowding						
HMO decisions						
Refusal to grant license (s.27)	1			1	3	5
Improvement notices/ Prohibition orders	2			1	3	6
Local Authority Recovery of expenses						
Mobile Homes						
Fees waiver						
Section 7(4)(b)	2					2
Section 12(2)						
Section 14(1)						
Sections 17(2) & 23(1)						
Sections 21(9) & 23(1)						

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Sections 22(7) & 23(1)						
Section 28(2)						
Section 29(6)						
Section 30(5)						
Section 33(6)(c)						
Section 49(5)						
Section 50(2)						
Section 50(3)(a) or 50(3)(b)						
Section 54	1			1		2
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)						
Sch 2 Ch 2 Para 18(1)(a)(iii)						
Sch 2 Ch 2 Paras 17(15) & (16)			1	2	4	7
Sec 52(9) & (10) and Regulation 10(1) MHR						

Type	Carried Forward	Granted/ Allowed	Mixed outcomes	Dismissed	Withdrawn	Total
Sec 52(9) & (10) and Regulation 17(1) MHR						
Total	8	1	1	6	10	26

During 2024-25 there were 56 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	25 Hearing days
Rent Assessment Committees	6 Hearing days
Residential Property Tribunals	17 Hearing days

There were 9 paper conferences which took place. Paper conferences are when the panel convene without the parties present to make a decision.

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 6 appeal applications during 2024-2025. All appeal requests were refused. None were granted to appeal to Upper Tribunal. One appeal to the Upper Tribunal was made of which we are awaiting 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 97% of cases
Target: 95% of hearings listed within 40 working days of registration	➔	Target achieved in 95% 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 80% of cases
Target: 95% of applications discharged within 18 months	➔	Target achieved in 95% of cases

Complaints

The Tribunal received no formal complaints regarding the administration process during 2024-2025.

Section 3 – Our Customers

In this section:

- Customer satisfaction survey

The Tribunal strives to improve customer service delivery and aim 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 2024-2025.

Section 4 – Business Priorities

In this section:

- Business priorities for 2025-2026

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 2025-2026

- 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.

Section 5 – Expenditure

In this section:

- Expenditure for 2024-2025

Expenditure for 2024-2025

Content	Amount*
Total Tribunal Running Costs†	£364,400
Proportion Attributed to Training	£18,400

* Rounded to the nearest £100

† This does not include any administrative staff costs