

# Rent Regulation Project Update November 2025

## Tenant Communications

All current tenants have been sent regular updates letters regarding the progress of the project. Further, tenants who have emailed, former and current, have been sent a digital copy of the most recent updates too. Progress letters have been sent in:

- February 2024
- July 2024
- November 2024
- May 2025
- November 2025

In the November letter, tenants were advised we have split them into four groups:

- **Group 1** Tenants who do not receive any form of housing related benefit
- **Group 2** Tenants who receive Housing Benefit only
- **Group 3** Tenants who receive both Housing Benefit and Universal Credit
- **Group 4** Tenants who receive Universal Credit only

and we would start the first groups refunds in October.

## Refunds

We sent the first individual refund letters from Group 1 on 27<sup>th</sup> October 2025. These tenants have returned their online forms to confirm they agree with the amount owed and we are now processing the payment.

Group 1 has been split down further to allow for immediate processing of those tenants who pay their rent by direct debits. The priority details are as follows:

- **1<sup>st</sup> priority** Tenants paying by direct debit  
325 refunds to process
- **2<sup>nd</sup> priority** Tenants not paying by direct debit  
198 refunds to process
- **3<sup>rd</sup> priority** Tenants who have terminated since 01/04/2024  
46 refunds to process

Amounting to 569 tenancies in Group 1.

## Rent Regulation Teams next steps

The second priority groups require the OneID software to be installed. The commercial agreement is in progress, and we look to start the integration with our IEG4 online forms software in the coming weeks.

Alongside this we continue to work on the recalculation of Housing Benefit so we can move to Group 2 as soon as all of Group 1 tenants have been contacted with their individual refund information.

Testing for the Housing Benefit recalculation has been troublesome, as the system is not designed to recalculate such vast amounts of data, or reopen cases over a 20-year period. However, we have been able to overcome each bottleneck and move forward with the process.

## **DWP**

The DWP advised they had discussed their suggested resolutions with the Permanent Secretary, Sir Peter Schofield, and it could now be moved to the Design Authority. However, they are not able to share the information as this is restricted but advised they would provide an update before the next tenant communication.

The council remains liable for the repayment of the Universal Credit overpayments and will remain liable should they choose to refund directly to the tenant. Given they have not started to test the process resolutions, they continue to be our highest risk and as such, further opinion from Senior Counsel is currently being reviewed.

## **Regulatory Judgement**

Nonetheless, we are very happy to report, following an extensive audit and review by the Regulator of Social Housing, they are now satisfied we are compliant with the rent standard. Subsequently, they have removed the judgement they published in July 2024. This has been communicated on our webpage, and we will also include in the November update to the current affected tenants.