

Appendix A

Rent Regulation Project Update August 2026

Tenant Communications

Tenants were last updated on 30th June 2026, and the dedicated webpage was updated on 29th June 2026. The next update is due to be sent on 30th September 2026.

Refunds

All the tenants who fall into Group 1 and pay their rent by direct debit have been processed. The last batch of letters will be printed and sent to the tenants on Tuesday 25th August.

For tenants within Group 1 who do not pay us by direct debit, we need to activate the new bank verification software. The affected tenants will be notified w/c 24th August this will go live on 15th September, and they can expect to receive their personalised calculation shortly thereafter.

Rent Regulation Teams Next Steps Progress

Over the next 6 weeks the team will:

- visit tenants to assist with processing their refund forms
- process the returned online forms
- send the tenants remittances when the payment is made
- update the tenancy file on MRI
- close the case and archive the records
- advise finance of the accrual release

for all the affected current tenants in Group 1.

Once this is complete, they will return to actioning the refund for those affected by housing benefit and placed in Group 2.

DWP

The DWP now sends an automated email every month regarding the Universal Credit decision which reads as follows:

We are aware that your organisation has confirmed to us that some rents were overcharged, which may have resulted in potential overpayments of Universal Credit.

DWP officials are currently assessing the scale of the issue, including the level of financial exposure and the potential impact on Universal Credit customers.
We appreciate your continued cooperation in responding to information requests and your active engagement with DWP on this matter.

Once our assessment has concluded, we will contact you to confirm next steps and any actions required.

Consequently, the pre-action protocol for a Judicial Review is being compiled and will be sent in due course.

Group 1 Case Refund Information:

Group 1 Cases	No	Refund Amount	Arrears as of w/e 21/08/2026
Priority 1 - pay by direct debit	277	184417.15	0.00
Priority 2 - do not pay by direct debit	175	124521.12	-18262.05
Priority 3 - former tenants after 01/04/2024	77	45492.70	-3006.62
Move to other group request	45	13996.82	-3308.01
Total Cases	574	368427.79	-24576.68
Priority 1 Breakdown			
Refunded tenant & case closed	24	19908.74	0.00
Claimed refund & AP processing refund	73	67820.72	0.00
Appointment booked	4	4314.20	0.00
Awaiting tenant response to refund	112	75788.89	0.00
Not authorised - further investigations required	4	2575.86	0.00
Managers authorisation required	60	14008.74	0.00
Total Priority 1	277	184417.15	0.00
Priority 2 Breakdown			
Arrears Letter Sent	1	146.88	-146.88
Lasting Power of Attorney Letter Sent	1	793.19	0.00
Waiting managers authorisation	173	123581.05	-18115.17
Total Priority 2	175	124521.12	-18262.05
Priority 3 Breakdown			
Lasting Power of Attorney Letter Sent	1	1781.44	0.00
Waiting managers authorisation	76	43711.26	-3006.62
Total Priority 3	77	45492.70	-3006.62
Case Group Adjustment			
Move to Group to as HB found	28	9690.25	-2016.62
Move to Group 3 as HB & UC found	3	372.04	0.00
Move to Group 4 as UC found	14	3934.53	-1291.39
Total cases moved	45	13996.82	-3308.01

- Group 1 cases total is now 574 cases
- 45 cases will be moved to other groups as the receipt and payments check identified housing related benefits on their records
- The 60 priority 1 cases requiring managers authorisation are due to be completed and sent by 25th August 2026 to the tenants
- The 4 cases requiring further investigation showed changes in tenancy names throughout the affected period. Therefore, a further breakdown needs to be actioned to work out each tenant's full entitlement