Rent Regulation Project Update October 2026

Tenant Communications

Tenants from Group 1 were last updated on 21st August (priority 1) and 24th August (priority 2) and all other tenants were last updated on 30th September 2026. The dedicated webpage is in the process of being updated and expected to be completed by the first week of November. The next general update is scheduled for 15th January 2027.

Refunds

All tenants in Group 1 have had their calculations processed. However, when receiving the returned forms, the team were recognising:

- common mistakes being made by the tenants
- out of date or missing information held on record
- successions not notified or missed
- maintenance issues arising
- safeguarding concerns

which caused an unexpected delay in processing the final steps of the refund.

Consequently, the team wrote to outstanding tenants in priority 1 to apologise their letter would not be with them by the end of August and subsequently, telephoned them in later September to keep them updated. Likewise, they sent a letter to priority 2 to advise we would not start to send their letters until 15th September. However, some tenants advised they did not use online banking. Hence, we also added a further software to the bank verification process to add better financial protection for these tenants as well. Currently, the team are telephoning these tenants to:

- advise the new bank verification details being installed
- ask if they use online banking
- checking email addresses and/or missing data
- ask if they require a home visit and support to complete the form

with the aim to reduce the common mistakes being made with the form and allow the final steps to become more efficient.

Rent Regulation Teams Next Steps Progress

Over the next 6 weeks the team will continue:

- to 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.

Additionally, the team have been able to start calculating the refunds in Group 2 and have already identified potentially a further 150 cases whose Housing Benefit does not occur during their refund period and can have their refunds processed.

DWP

The pre-action protocol letter for Judicial Review was sent to the DWP. They have acknowledged and asked for an extension until Friday 13th November to provide a substantial response. Notably, this was an endeavour. Therefore, we asked for this to be given their most urgent attention to avoid further delays.

Group 1 Case Refund Information:

Group 1 Cases	No	Refund Amoun	Arrears as of w/e 30/10/2026
Priority 1 - pay by direct debit	275	181609.11	-523.43
Priority 2 - do not pay by direct debit	176	124726.32	-15491.89
Priority 3 - former tenants after 01/04/2024	78	48095.54	-6112.43
Move to other group request	45	13996.82	-1985.15
Total Cases	**574**	**368427.79**	**-24112.90**
Priority 1 Breakdown			
Refunded tenant & case closed	156	131423.32	-479.14
Claimed refund & AP processing refund	38	16576.65	0.00
Appointment booked	5	3753.47	-44.29
Awaiting tenant response to refund	57	23558.43	0.00
Further investigations required	16	5549.89	0.00
Estate or LPA	3	747.35	0.00
Total Priority 1	**275**	**181609.11**	**-523.43**
Priority 2 Breakdown			
Arrears Letter Required/Sent	5	1710.55	-1452.48
Estate or LPA	3	3549.17	-1568.32
Go Live Letter	168	119466.60	-12471.09
Total Priority 2	**176**	**124726.32**	**-15491.89**
Priority 3 Breakdown			
Estate or LPA	3	4606.70	-2734.64
Waiting managers authorisation	75	43488.84	-3377.79
Total Priority 3	**78**	**48095.54**	**-6112.43**
Case Group Adjustment			
Move to Group 2 as HB found	28	9690.25	-1271.23
Move to Group 3 as HB & UC found	3	372.04	0.00
Move to Group 4 as UC found	14	3934.53	-713.92
Total cases moved	**45**	**13996.82**	**-1985.15**

- All the cases have been calculated and reviewed for transfer to other groups
- Previous tenants have not been contacted yet
- Tenants who have not completed their form have been contacted and offered support
- Work being undertaken to ensure the priority 2 tenants get sent correct letter first time to avoid delays and need to investigate further