

Tenancy Hardship Grant – FAQ for Landlords and Agents

The Minister for Climate Change has launched the Tenancy Hardship Grant (THG) scheme to support private sector tenants who have struggled to pay their rent due to Covid-19.

What do landlords or agents need to do?

- **Landlord or agent declaration form**

When a tenant submits an application for the THG, officials from the local authority housing department will be in touch with you or your agent. The local authority is required to verify information on the tenant's application form including the value of monthly rental payments, the level of rent arrears accrued and verify that the tenant is living and holds a tenancy agreement for the property on the application form. **You** or your agent will be asked by the local authority to complete a declaration form verifying the information, and it would be helpful for progressing the application if landlords and agents respond promptly to these requests.

- **Landlord or agent bank details**

The grant payment, if awarded, is paid to each landlord on behalf of the tenant for the rent arrears owed. You or your agent will, as such, be expected to provide bank details to enable the local authority to make this payment. This is included as part of the landlord or agent declaration form.

- **Landlord registration with Rent Smart Wales (RSW)**

To operate as a landlord in Wales, you and your property must be registered with Rent Smart Wales (RSW). The local authority will check that you are registered using the RSW Public Register as part of the application process. If your property is not registered, the local authority will report your property to RSW for further investigation. Information on how to register with RSW can be found at www.rentsmart.gov.wales

- **Ongoing support for tenants**

- Some tenants may need further help outside of the THG scheme, and as such, the local authority may contact you to discuss these requirements directly.