

Rent Smart Wales

Core Data

May 2026

Registrations



Registered properties

213,463

(-532)

Registered landlords

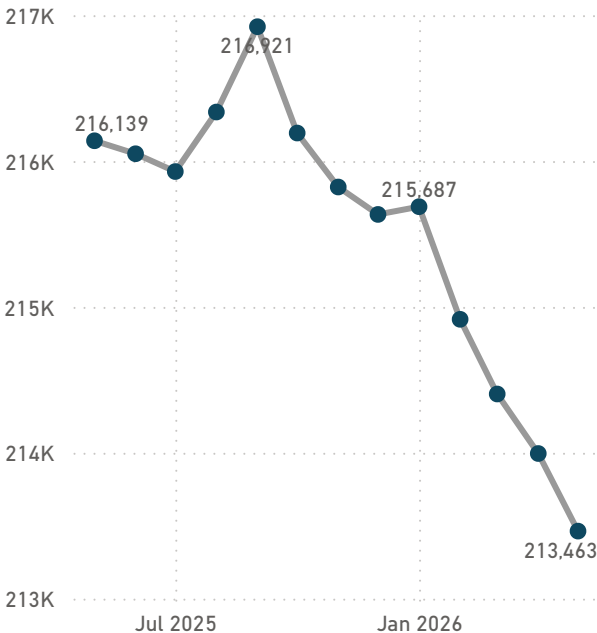
100,422

(-290)

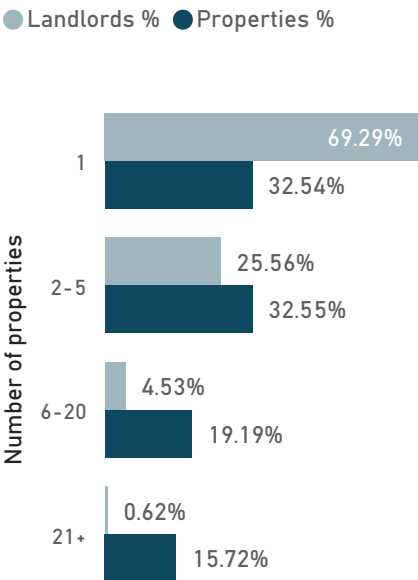
Ratio properties: landlords

2.13 ↑

Total properties by month



Landlords by number of properties



New registrations in May 2026

Properties

1680

Landlords

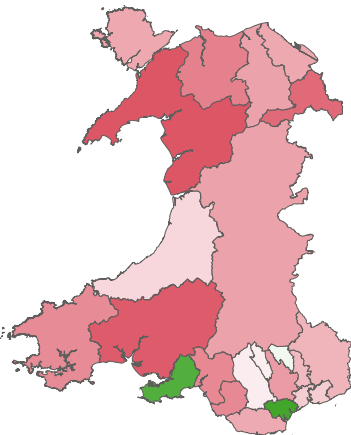
686

The LA with the largest proportional increase in May was Isle Of Anglesey (37 properties)

The LA with the largest proportional decrease was Neath Port Talbot (-185 properties)

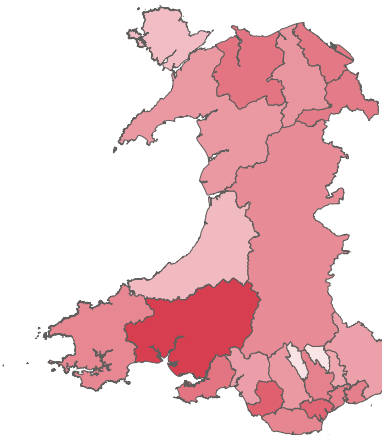
Comparison between number of properties and landlords in May 2026 and May 2021

Properties



Local Authority	Properties	Property change	Landlord change*
Blaenau Gwent	4,329	76	-137
Bridgend	8,229	-590	-790
Caerphilly	8,576	-498	-631
Cardiff	43,759	3798	-764
Carmarthenshire	10,229	-822	-965
Ceredigion	5,632	-198	-348
Conwy	8,606	-630	-690
Denbighshire	7,551	-464	-530
Flintshire	7,628	-435	-670
Gwynedd	7,440	-845	-509
Isle Of Anglesey	3,603	-434	-333
Merthyr Tydfil	3,556	-87	-147
Monmouthshire	4,642	-377	-472
Neath Port Talbot	7,635	-595	-484
Newport	10,574	-252	-642
Pembrokeshire	7,154	-575	-600
Powys	8,419	-463	-581
Rhondda Cynon Taf	16,074	-90	-512
Swansea	20,636	913	-694
Torfaen	3,610	-349	-449
Vale Of Glamorgan	7,704	-426	-605
Wrexham	7,877	-746	-660
Total	213,463	-4089	-7492

Landlords



* Landlords operating in each LA. Note that the LA increase/decreases will not add up to the Total (as Landlords can operate in multiple areas)

More data is available on our public interactive dashboards about [Registrations](#) and about [Properties](#), both of which are updated once a month.

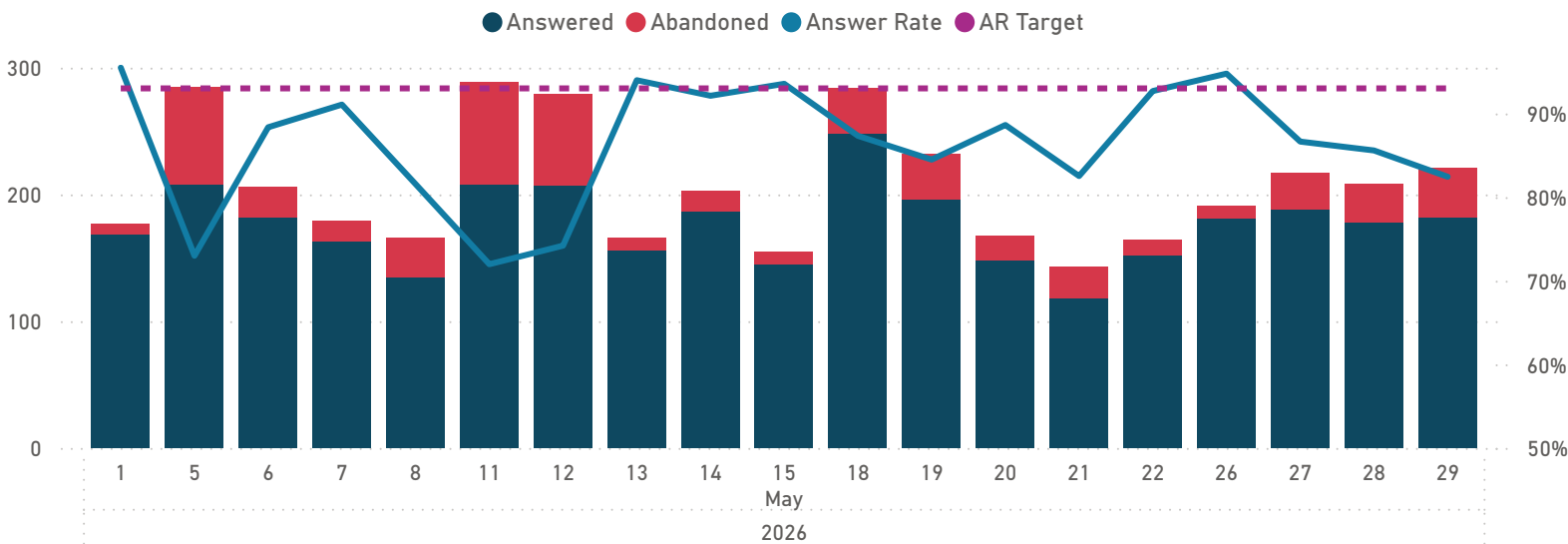
Contact Centre



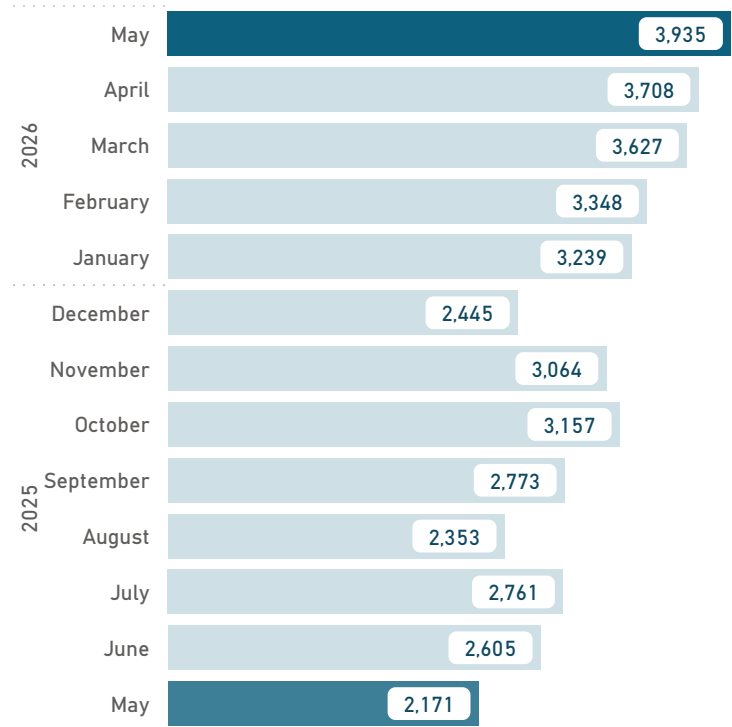
Call statistics for May 2026

Language	Offered	Answer Rate	Avg abandon time	Avg answer time
English	3,776	85.0%	00:37	05:50
Welsh	159	89.9%	00:11	00:47
Total	3,935	85.2%	00:36	05:38

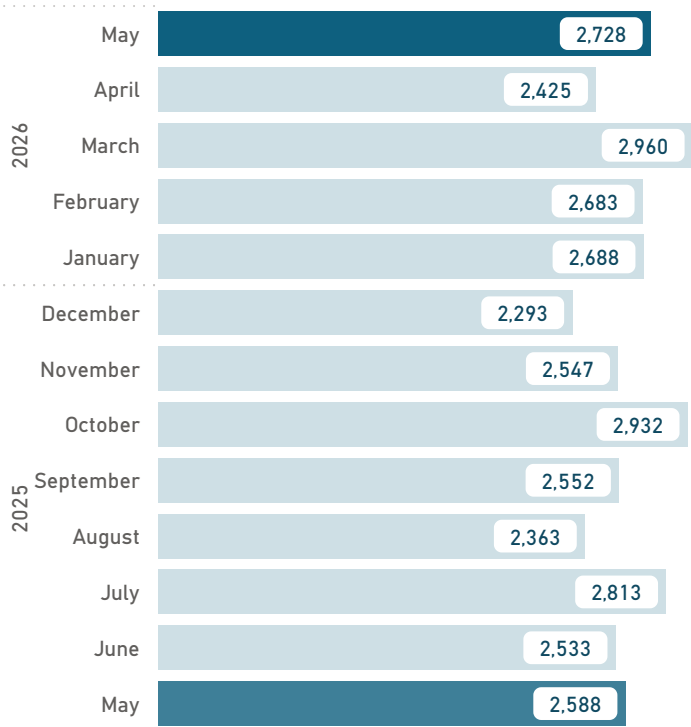
Calls answered and abandoned per day



Calls offered per month



Emails received per month



More data is available on our [Contact Centre dashboard](#), which updates daily.

Training



Course passes (RSW training only)

Full landlord courses undertaken

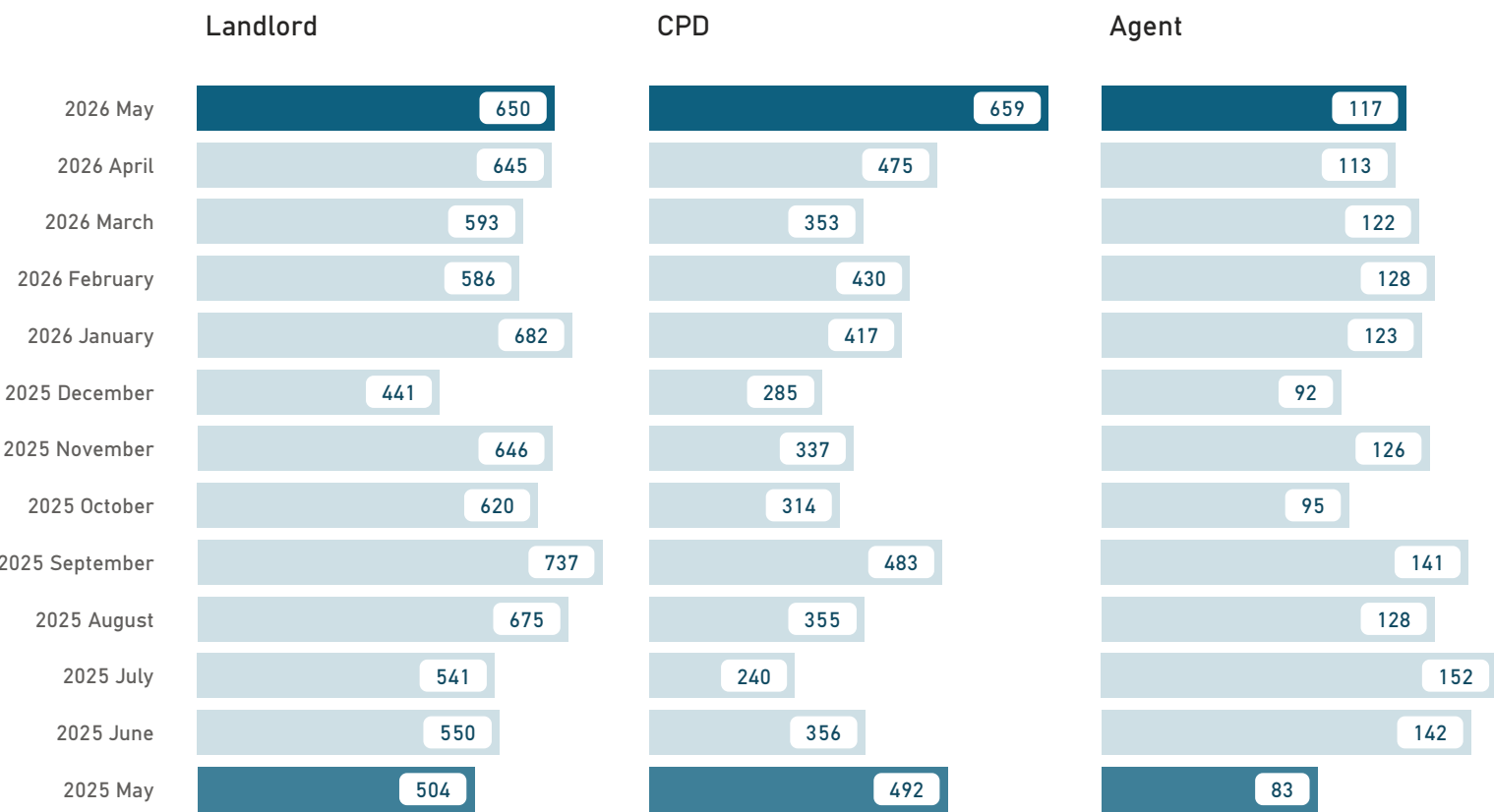
90,942

Total CPD courses undertaken

80,648

Full agent courses undertaken

15,239



Training completed last month

Includes top-ups

Type	Agent	CPD	Landlord	Total
Online	115	604	578	1,297
Classroom	2	55	72	129
Total	117	659	650	1,426

Training completed all time

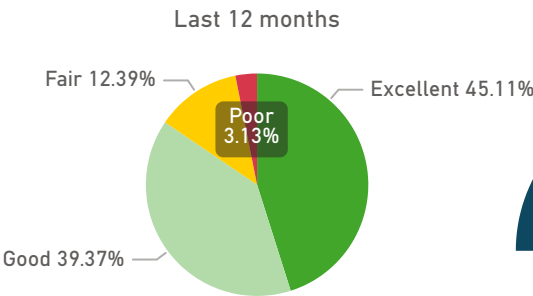
Includes top-ups

Type	Agent	CPD	Landlord	Total
Online	17,540	79,744	85,013	182,297
Classroom	1,426	904	9,199	11,529
Total	18,966	80,648	94,212	193,826

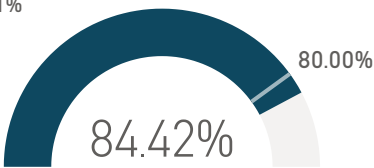
Top 5 CPD courses in month

Course	Passed
Safe and Healthy Homes	142
Equality and Diversity	79
Hate Crime Awareness	70
Mental Health Awareness	69
Fire Safety	57

Online surveys overall grade



Good/Excellent %

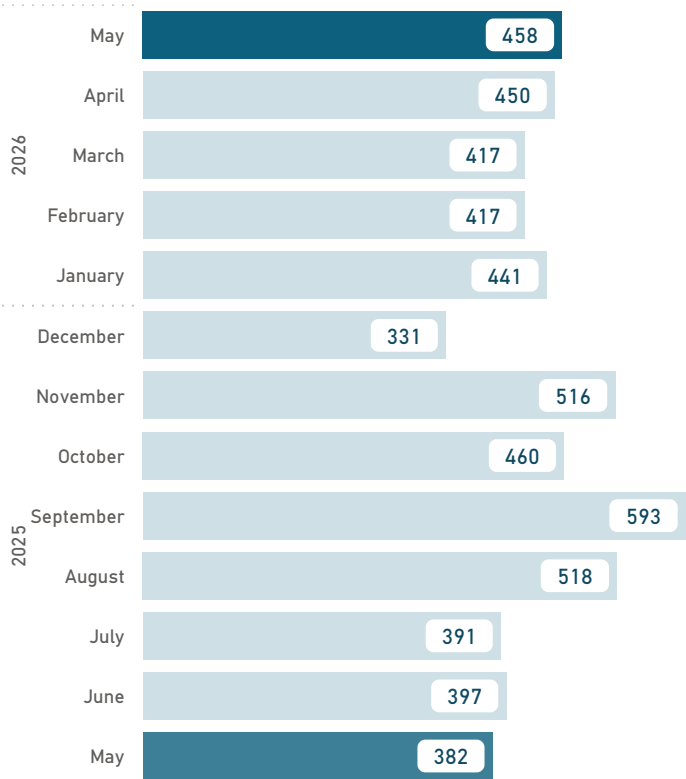


More data is available on our [Training dashboard](#), which updates daily.

Licensing



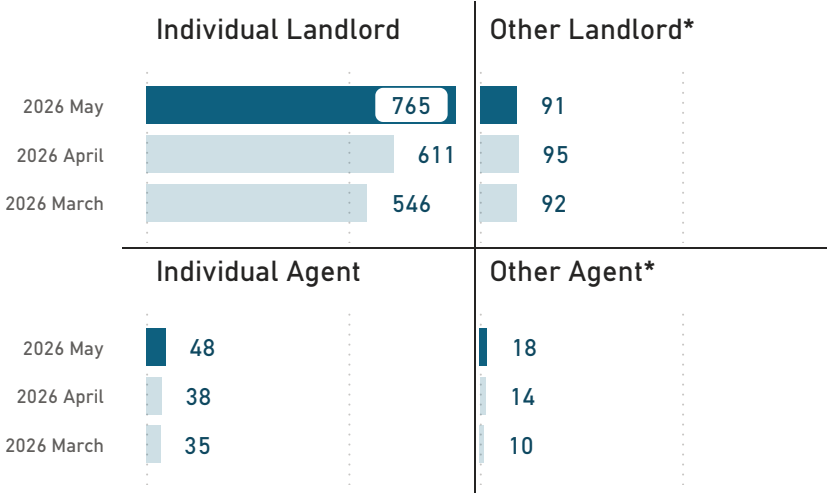
New licence applications submitted



Licence type	Current approved licences
Individual Landlord	43345
Other Landlord*	3705
Individual Agent	3551
Other Agent*	1060
Total	51661

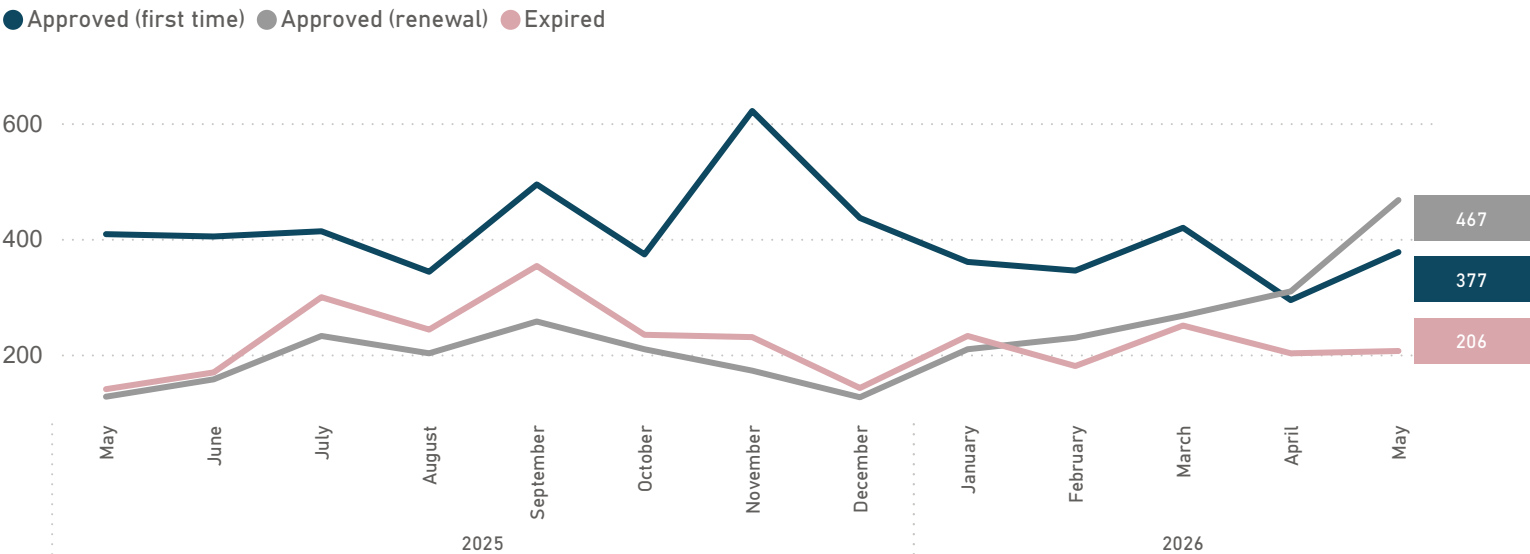
Applications submitted by type

(new licences and renewals)

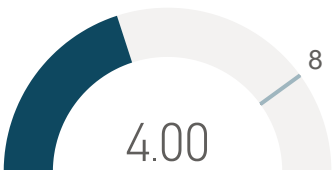


* Corporate Body, Charity, Trust or Registered Social Landlord

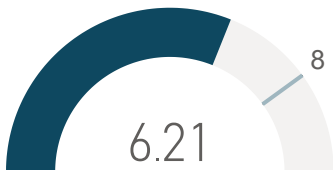
Licence approvals, renewals and expiries by month



Average weeks to approve landlord licence



Average weeks to approve agent licence



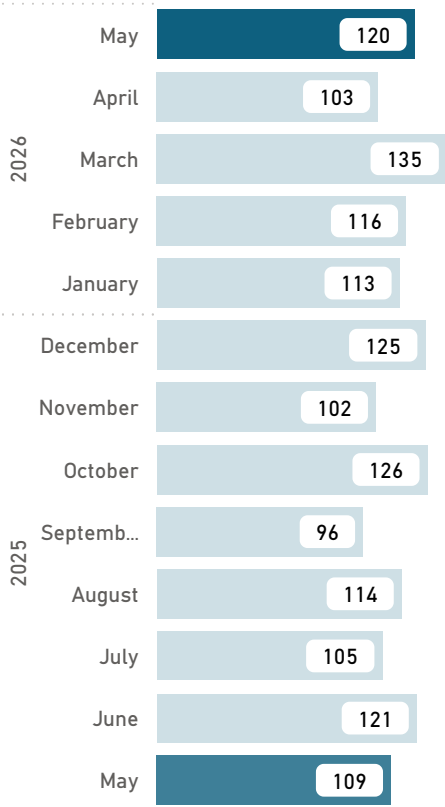
More data is available on our [Licensing dashboard](#), which updates daily.

Compliance & Regulation



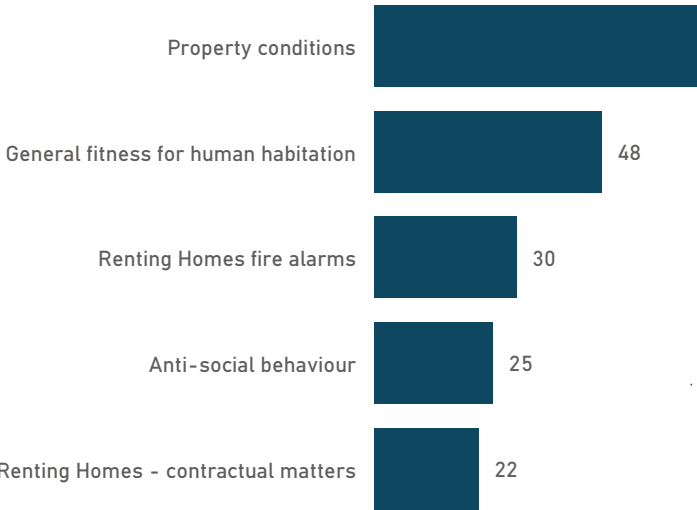
Breach of licence conditions activity

Investigations



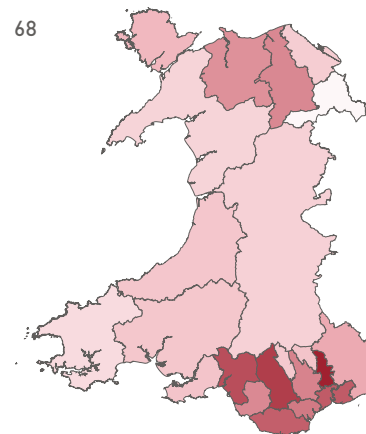
Top 5 categories

Last 3 months, not counting "Multiple reasons"



By local authority

Complaints / number of properties



Licence revocations

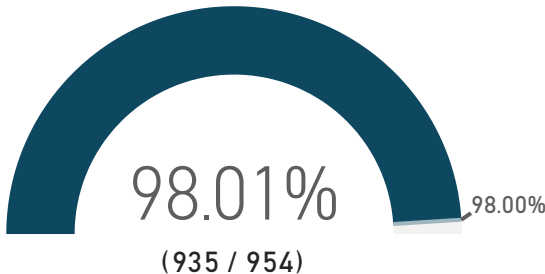
Total revocations

1724

Revocations in last month

1

% of commercial agents licensed



Reason	Revocations
Licence condition breached	1507
Mutual revocation	189
Licensee not fit & proper	15
Licensee not fit & proper, Licence condition breached	11
Licence condition breached, Failure to update information	2

Fit and proper investigations

Investigation outcomes last 12 months

Outcome: Licence...	Investigations
Approved without bespoke conditions	276
Approved with bespoke conditions	112
Maintained, licensee deemed F&P	20
Refused	1
Withdrawn	1
Total	410

Investigation outcomes last month

Outcome: Licence...	Investigations
Approved without bespoke conditions	31
Approved with bespoke conditions	9
Total	40

Agent Audit



Grades issued (including interim)



44
(-)



171
(+4)

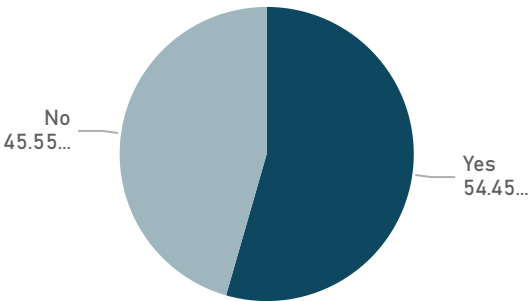


147
(-)



55
(-)

Interim grade upgraded



160

Audits yet to be started



31

Audits currently in progress



417

Commercial agents audited to date

15

Health and Safety referrals proposed

33

Local Authority referrals proposed

54

Trading Standards referrals proposed

10

Health and Safety referrals sent

14

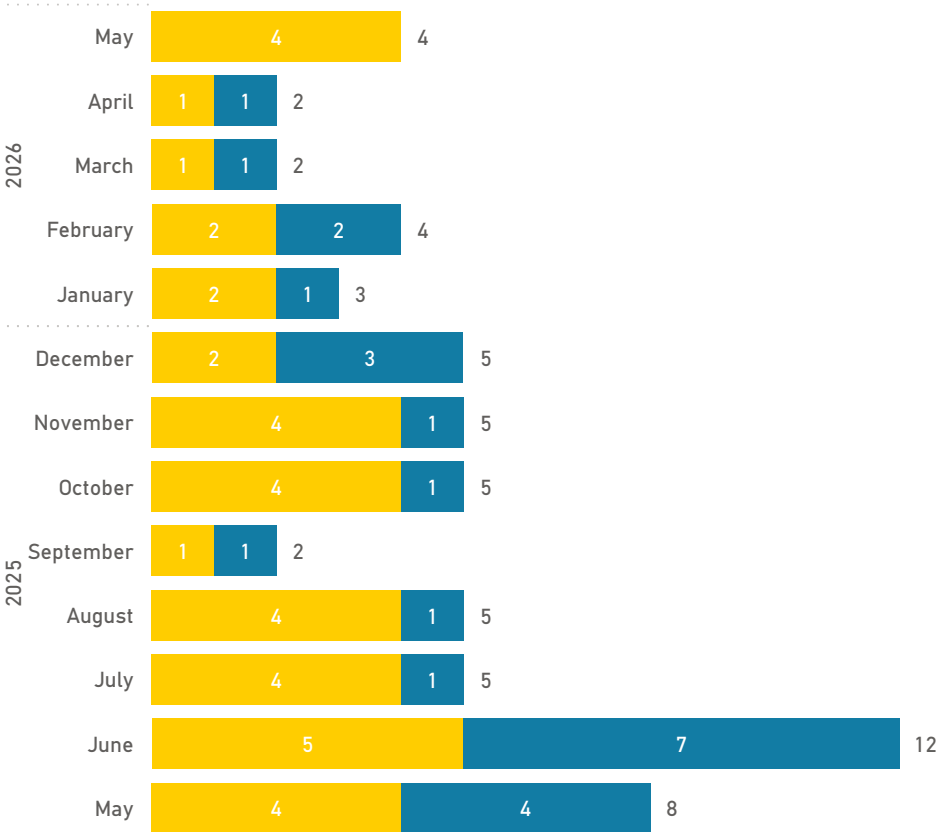
Local Authority referrals sent

29

Trading Standards referrals sent

Completed audits by month

● 2 - Action needed ● 3 - Satisfactory



125

Audit no longer required

Audit commenced but it has been determined that the agent is no longer operating as a commercial agent.

160

Mini Health Checks completed

Full audit is not required. Checks completed to ensure that the agent is complying with their licence conditions.

Enforcement Investigations



Our Enforcement team carry out investigations based on reports from tenants, authorities and other sources of intelligence.

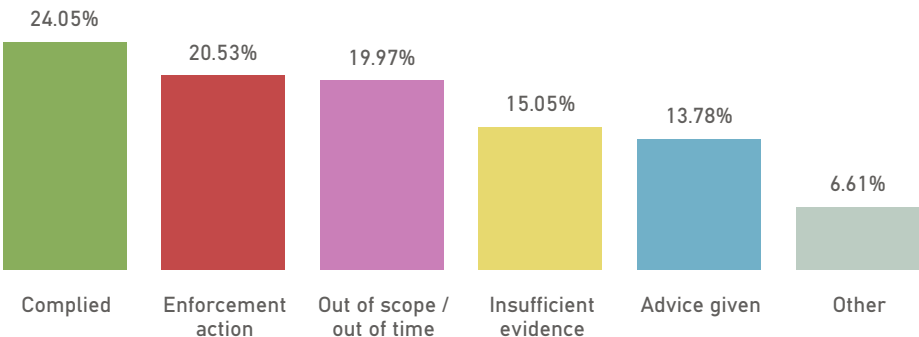
Where compliance is not achieved, these proceed on to cases and enforcement action.

Investigations closed by Enforcement last three months

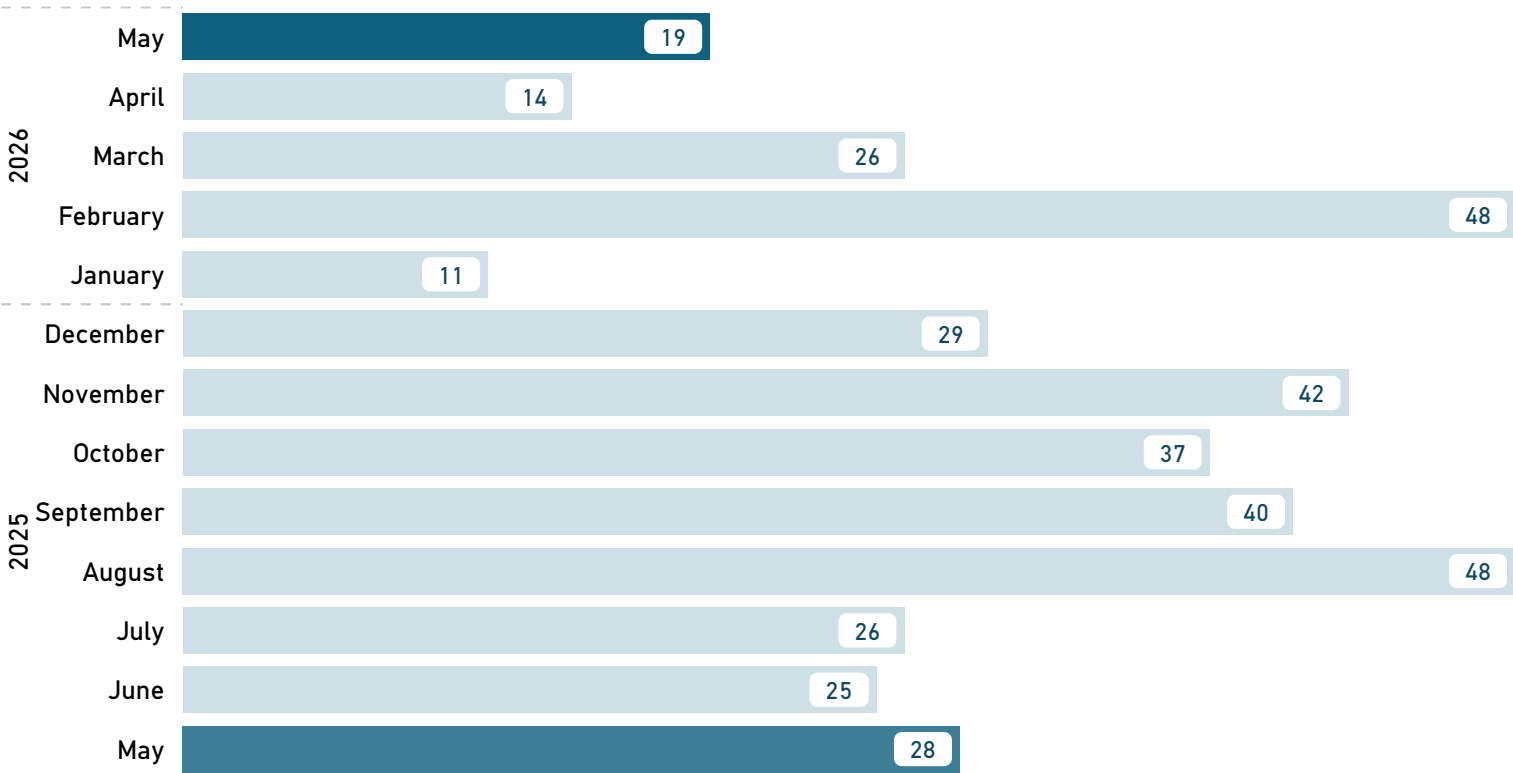


Investigation closed reasons

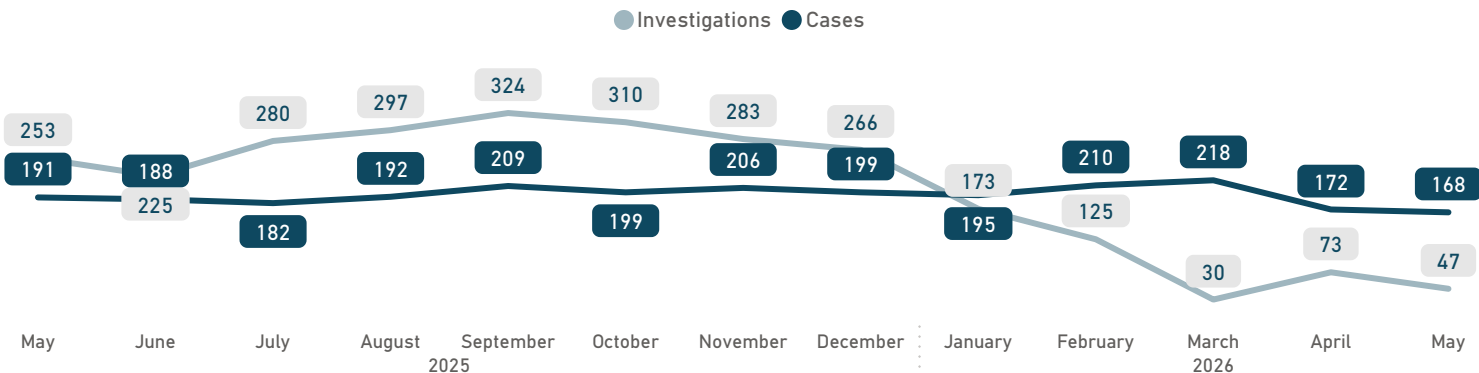
Last three months



Deadlines issued per month



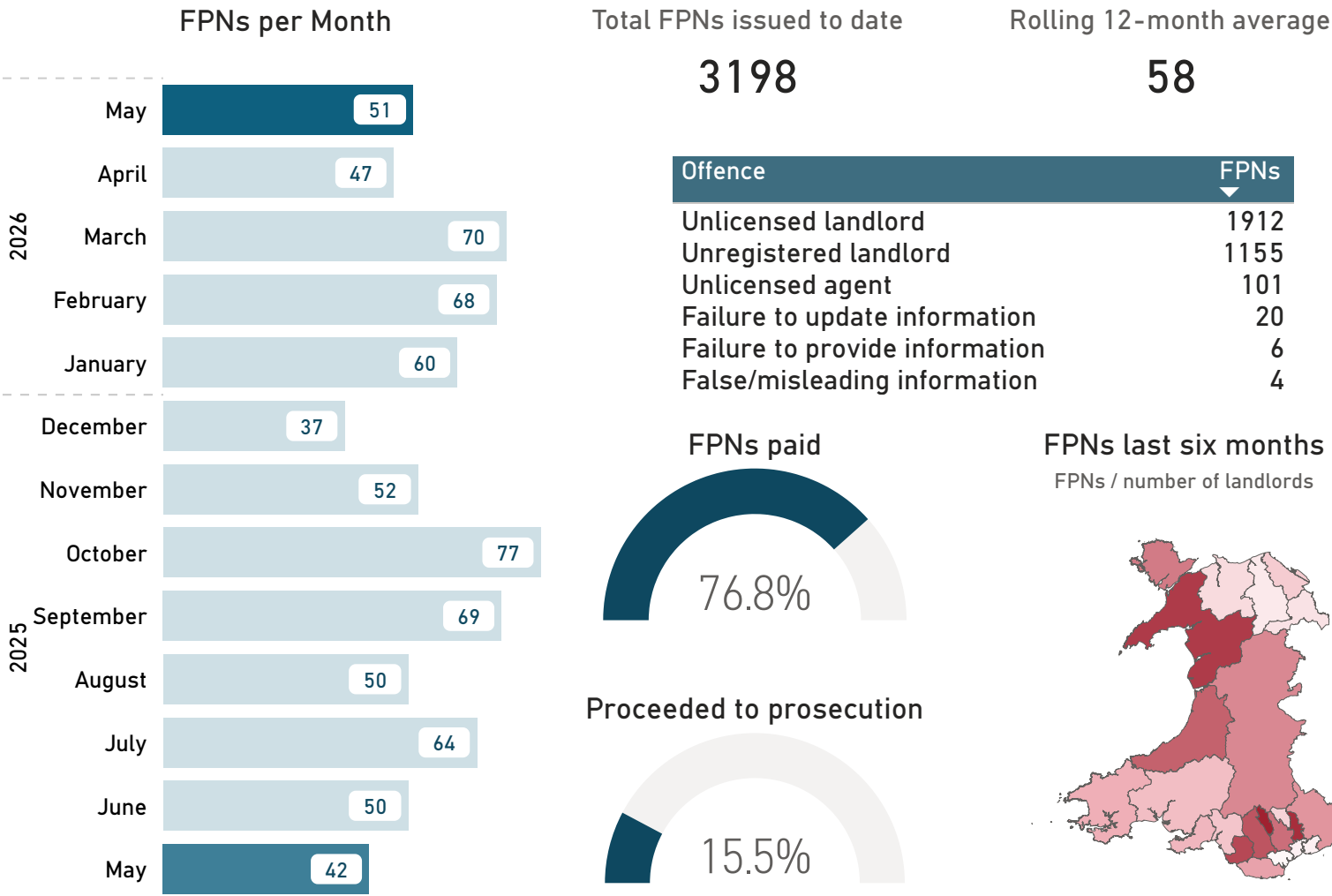
Open investigations and enforcement cases at end of month



Enforcement Action



Rent Smart Wales Fixed Penalty Notices



Prosecutions

Prosecutions per month

RSW prosecutions

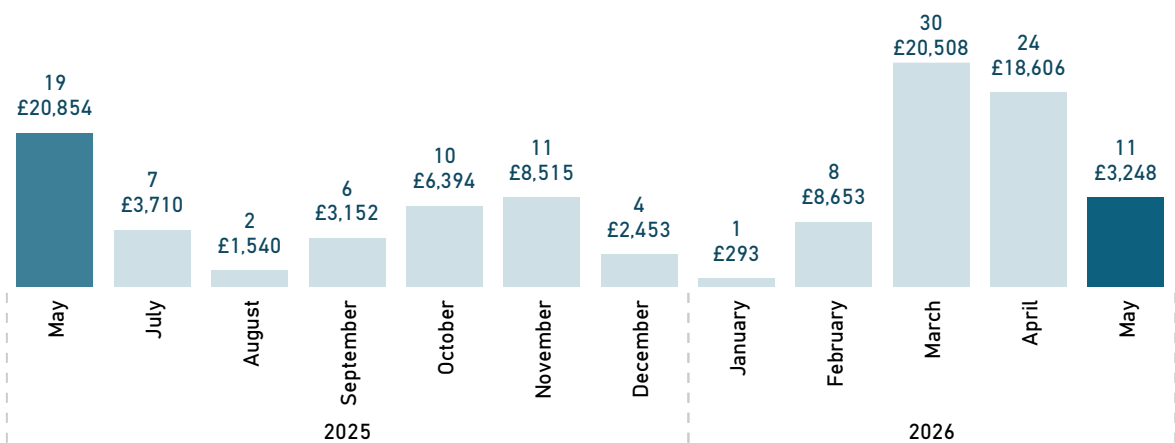
453

Total RSW fines

£393,626

LA prosecutions

22



Rent Repayment Orders

9

Amount awarded

£59,594

Rent Stopping Orders

7

Most recent order

01 May 2026

More data is available on our [Enforcement dashboard](#), which updates daily.