



The
Property
Institute

Manifesto for Wales 2026

Improving the Lives of
Wales' Homeowners

*A manifesto for improving standards,
safety and sustainability in Welsh
homes—supporting evolving
ownership models, stronger oversight
and better managed buildings.*

tpi.org.uk



The Professional Voice of the UK Property Management Profession

The Property Institute (TPI) is the leading professional body for the residential property management profession in England, Scotland and Wales representing around 7,500 property managers and more than 380 managing agent and factoring firms across the UK.

TPI members are collectively responsible for the management of around two million homes across thousands of residential blocks in England and Wales, freehold flats in Scotland and institutional build-to-rent homes across the UK.

TPI's mission is to raise standards in residential building management, ensuring residents are safe in their homes. This is achieved through the delivery of a wide range of Ofqual-accredited qualifications, Scottish Credit and Qualifications Framework (SCQF), training courses and Continuing Professional Development (CPD), alongside compliance reviews for Company Members in England and Wales against the Consumer Charter and Standards, and the provision of guidance and support to the profession.



Foreword

Housing policy in Wales stands at a critical moment. While much of the national conversation continues to focus on housing supply, the quality, safety, and long-term sustainability of homes—particularly those in multi-occupied buildings—too often remain overlooked.

For hundreds of thousands of people, the reality of housing is not shaped just by bricks and mortar, but by how well those buildings and communities are managed. The standard of maintenance, the safety of common areas, the ability to carry out essential repairs, and the capacity to plan for the future, all have a direct impact on residents' quality of life.

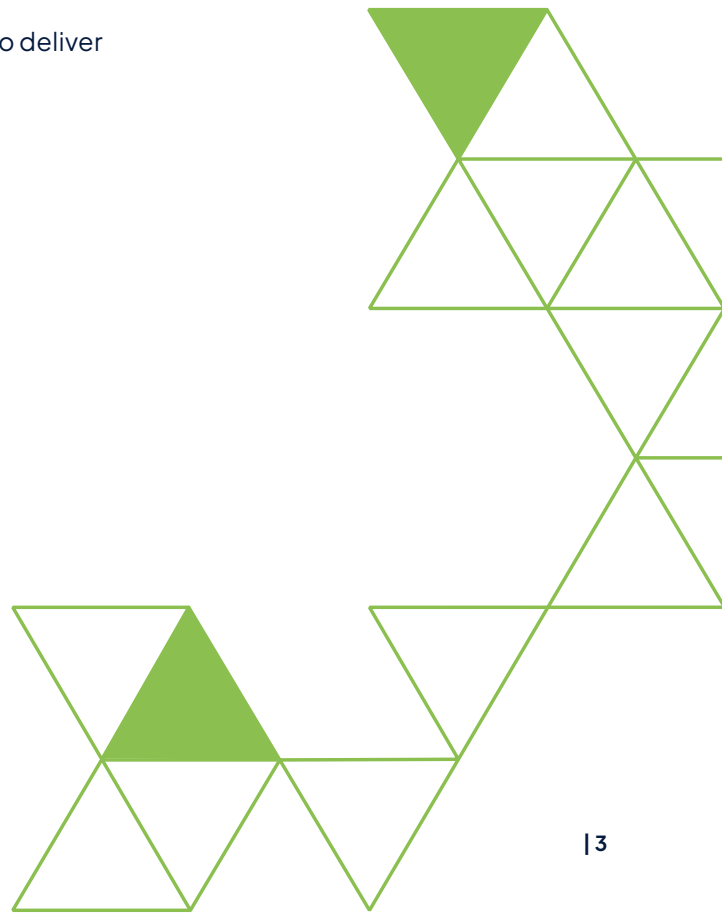
Wales has already taken important steps in addressing these challenges. From building safety reforms and a comprehensive cladding remediation programme, to broader housing legislation, there is a clear direction of travel towards improving standards and accountability. However, there remains a significant gap in consistent regulation of managing agents and in empowering homeowners to take effective control of their buildings.

The Welsh Government has a real opportunity to build on this progress—but also to go further. This is not simply about continuing existing policies, but recognising where change is needed and delivering a transparent system that works more effectively for residents.

Reform of leasehold, alongside the transition towards commonhold, presents a unique opportunity to rebalance the system—giving homeowners greater control, transparency and confidence in how their buildings are managed. At the same time, introducing robust regulation of managing agents, supported by mandatory qualifications and professional standards, is essential to ensure consistent, high-quality management across the sector.

TPI looks forward to working with the new Welsh Government to deliver meaningful change for residents throughout Wales.

**Andrew Bulmer, CEO
The Property Institute**



TPI's Asks of the Welsh Government

Housing in Wales should be secure, safe, and resilient for the future. That's why TPI's recommendations to the Welsh Government are centred on three core pillars, each crucial to protecting homeowners:

1  **Raising Standards**

Anyone can set up as a managing agent in Wales without any qualifications or competence. Regulation of managing agents is needed in Wales, including mandatory qualifications, mandatory membership of a professional body and compulsory continuing professional development (CPD).

2  **Improving Safety**

Over half of buildings requiring external or internal remediation are still awaiting works to begin. Financial support mechanisms for remediation must be strengthened, developers who are being slow to remediate their buildings must be held to account, and the new Building Safety (Wales) Bill must be implemented effectively.

3  **Ensuring Sustainability**

Upgrading multi-occupancy buildings to future proof their energy performance, reduce carbon emissions and lower energy bills for residents is challenging but vital. The Welsh Government must legislate to enable those with restrictive lease clauses to have energy efficiency upgrades, improve leaseholder access to Government funding schemes, and support long-term maintenance planning by mandatory reserve funds.

TPI urges Welsh Ministers, the Senedd, local authorities, industry, and consumer groups to work in partnership with The Property Institute to deliver these priorities, for the benefit of homeowners across Wales.





1. Raising Standards

Raising standards and professional competence for managing agents

Managing agents in Wales play a vital role in maintaining shared residential buildings and ensuring they are safe, well-managed, and sustainable for the long term. Their responsibilities often include overseeing repairs, managing finances, coordinating maintenance, and acting as the main point of contact for residents. Managing agents and property managers perform functions every day that are critical to effective building management and resident safety.

Despite the importance of this role, there are no required qualifications or criteria for becoming a managing agent. Anyone can set themselves up and start collecting service charges from residents – and be responsible for keeping many people safe in their homes. There are no checks on suitability to perform this role or knowledge of relevant legislation.

Wales has taken significant steps to strengthen housing standards through a combination of legislative reforms. The [Housing \(Wales\) Act 2014](#) introduced a national system of registration and licensing for landlords and agents in the private rented sector through [Rent Smart Wales](#), establishing a baseline level of training and accountability. This is complemented by the [Renting Homes \(Wales\) Act 2016](#), implemented in 2022. Together, these frameworks provide an important foundation for improving and protecting residents within the private rented sector.

However, regulation remains fragmented. Existing requirements apply primarily to landlords and letting agents, and do not extend to managing agents operating in leasehold or mixed-tenure buildings, who manage the common parts of a shared residential building. As a result, homeowners in these buildings are not granted the same protections, transparency or assurance of competence. To address this, **the Welsh Government should build on its existing legislative framework by facilitating the introduction of regulation of managing agents in Wales. This should include mandatory professional qualifications for managing agents and mandatory membership of a professional body, alongside requirements for continuing professional development (CPD), ensuring that practitioners maintain up-to-date knowledge and skills.**

It is also important to recognise the role of service charges in multi-occupied buildings. These are not discretionary fees, but contributions from residents to cover the actual costs of maintaining and repairing shared parts of a building, including safety-critical works. It is important to know that they are distinct from management fees, which relate to the professional services provided by managing agents. While there may be pressure to cap service charges, doing so risks undermining the ability to properly maintain buildings. The focus instead should be on ensuring transparency, accountability and high standards among those responsible for administering these funds.

By strengthening and aligning regulation across all tenures, Wales can support a more professional, accountable and resilient property management sector that better protects homeowners and residents while supporting the long-term stewardship of buildings.





2. Improving Safety

Completing remediation and strengthening oversight

Ensuring multi-occupancy buildings are genuinely safe to live in is one of the most urgent housing challenges in Wales today. In response to systemic failures highlighted by tragedies such as the Grenfell Tower fire, the Welsh Government has enacted a comprehensive new building safety regime to improve how multi-occupied residential buildings' safety standards are assessed, managed and remediated. This is much welcome, yet many buildings currently remain unfixd.

The new [Building Safety \(Wales\) Bill](#), passed by the Senedd in March 2026, establishes new statutory duties for those responsible for multi-occupancy residential buildings and sets out a new safety regime for buildings of all heights, not just high-rise blocks. It replaces and strengthens previous frameworks by placing clearer obligations on accountable persons to assess and manage fire and structural risks while a building is occupied, supported by robust enforcement powers for local authorities and fire safety authorities.

Despite this progress, many buildings across Wales remain unsafe or only partially remediated. [April 2026 figures](#) show that of 470 buildings identified, only 90 have had works completed, while 52% are awaiting remediation.

The [Welsh Government's Building Safety Programme](#) includes remediation support such as the [Welsh Building Safety Fund](#) to help address known fire safety defects, particularly for buildings of 11 metres and over. However, delivery has been slower and more complex than many residents had hoped, and significant logistical, financial and compliance challenges remain.

This matters because unsafe buildings place residents at real risk of harm, create financial burdens for homeowners, and undermine confidence in the housing market. Buildings with unresolved fire or structural safety issues often attract higher insurance costs and can have depressed values, while residents live with ongoing stress and uncertainty about the condition of their homes, and may be unable to sell, should they wish to move.

The Welsh Government must:

- Support full and timely remediation of unsafe buildings by strengthening financial support mechanisms and ensuring accountable persons have clear routes to access remediation funds, for external and internal fire safety defects.
- Tackle the slow progress of pledged developers who have not yet remediated external safety defects on their buildings.
- Ensure effective and proportionate implementation of the Building Safety (Wales) Bill.
- Improve transparency and resident engagement, giving residents clearer information about safety status and remediation progress in their buildings, and robust routes for raising concerns and resolving disputes.

By focusing on both remediation and proactive safety management, Wales can build on its legislative reforms to ensure that all residents live in homes that are not only safer in law, but demonstrably safer in practice.





3. Ensuring Sustainability

Supporting energy efficiency and decarbonisation in blocks of flats

Wales has set ambitious [targets to reach net zero by 2050](#), with interim targets including a 63% emissions reduction by 2030 and a 58% reduction under Carbon Budget 3 (2026–2030). The Welsh Government's net zero transition plans recognise that residential buildings will play a central role in meeting these targets, being the sixth highest-emitting sector in Wales in 2022.

Yet upgrading multi-occupancy buildings to future proof their energy performance, reduce carbon emissions and lower energy bills for residents is challenging. Climate change is further fraying building materials and decaying their life spans.

We need to futureproof blocks of flats, and get retrofitting right, otherwise leaseholders in Wales will be left with high energy bills, and overheated, drafty or leaky homes they can't sell or live in.

Programmes such as the [Welsh Housing Quality Standard \(2023\)](#), the [Optimised Retrofit Programme](#), the [Warm Homes Programme](#) and [Green Homes Wales](#) are designed to improve energy efficiency, reduce fuel poverty and support the shift to low carbon heating. However, progress remains uneven and most current policies do not recognise the specific challenges in leasehold blocks that prevent energy efficiency and retrofit upgrades and improvements.

With leaseholders paying the (increasing) energy bills for their own homes, and a share of the communal energy bill for their block, **there must be an immediate focus on improving energy efficiency in leasehold blocks to help leaseholders with costs.**

Despite strong policy ambition, multi-occupancy buildings are being left behind, as current grant funding schemes, legal frameworks and delivery models don't reflect their complexities, creating barriers and slowing progress. TPI calls for a clear, supported pathway to decarbonisation, with better household engagement to ensure a fair transition.

The Welsh Government must:

- 1. Legislate to enable energy efficiency upgrades in all leasehold buildings** – including those with restrictive lease clauses, through implied terms, to empower leaseholders to upgrade their homes and lower their bills.
- 2. Improve access to energy efficiency improvement schemes.** Leasehold blocks must be considered in the design of any and every Welsh Government housing retrofit policy or funding scheme, ensuring all residents—regardless of tenure—can benefit from sustainability upgrades.
- 3. Support long-term maintenance planning.** Introduce mechanisms such as mandatory reserve funds and structured maintenance plans to ensure buildings are properly maintained and prepared for future upgrades, avoiding sudden large bills and reducing the risk of buildings deteriorating because funding cannot be secured.





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Further Information

To discuss our manifesto in more detail,
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