



**THE CHAMPIONS
NETWORK**

Promoting equality in the
Private Rented Sector



promoting equality in housing
hybu cydraddoldeb ym maes tai



THE ANTI-RACIST WALES ACTION PLAN (ARWAP) AND THE PRIVATE RENTED SECTOR (PRS)

Towards an anti-racist Wales



ARWAP (ANTI-RACIST WALES ACTION PLAN)

AND

HATE CRIME AWARENESS

INFORMATION

FOR LANDLORDS AND AGENTS



MARCH 2026

WWW.TAIPAWB.ORG/PRS

WHAT IS ARWAP AND WHAT DOES IT SAY ABOUT THE PRS?

The Anti-Racist Wales Action Plan describes the Welsh Government's intention to make Wales an anti-racist nation by 2030.

The action plan was initially published in 2022.

Part of the action plan is about housing.

This part is called the Homes and Places chapter and it includes actions for the PRS.

It says that the Welsh Government will:
“Work with partners in the Private Rented Sector (PRS) to tackle racism where it persists.”

This publication is to tell you about ARWAP and how it relates to the PRS.

It will give you the context behind the action plan and some facts highlighting racism in the PRS in Wales.

It will provide **actionable tips** on how to bring the plan to life in your work with your tenants and **guidance on spotting and reporting hate crime**.

IMPORTANT

This is an information release to tell you about the anti-racist Wales action plan.

We recognise that landlords and agents in the PRS are making a positive housing contribution in Wales.

Your ongoing support to fulfil our objective to become an inclusive nation is essential.

WHY IS THE ACTION PLAN NEEDED?

In Wales, as in the UK as a whole, people from ethnically minoritised groups can face additional barriers in many areas of life. One of these areas is housing.

Despite the efforts of landlords and agents in Wales, we are still struggling to fill all the gaps when it comes to providing an inclusive service - as shown by the stark findings in studies below:

Studies from Generation Rent, Shelter and Crisis highlight the extra barriers facing Minority ethnic tenants trying to secure a place to rent in the PRS across England and Wales.



These studies support claims that Minority ethnic tenants are up to twice as likely to be refused a rental when trying to move within the PRS.

The reports highlight how Minority ethnic applicants are more likely to be told 'no children, or to be told they have failed the referencing checks. In some cases, it is also more common for those of Minority ethnic groups to be asked for multiple months' rent up front.^[2] *(It is important to note that from 1st June 2026, it will become unlawful for a landlord – or anyone acting on their behalf – to discriminate against applicants because they have children or receive benefits.)*

The data and insights from these reports also support claims that Minority ethnic tenants are subject to higher rent rises when compared with their white counterparts.^[1]

These reports highlight examples where minority ethnic tenants have experienced discrimination and hate crime.

In one report, minority ethnic tenants were more likely to have experienced rude behaviour from a landlord or letting agent.^[1]

The same report highlighted a 'mystery shopper' exercise where minority ethnic tenants were less likely to receive a positive response on Spare Room.^[1]



References

[1] <https://www.generationrent.org/2025/03/31/long-read-a-cycle-of-inequality-minority-ethnic-renters-experiences-of-discrimination/>

[2] https://england.shelter.org.uk/what_we_do/updates_insights_and_impact/prejudice_in_practice/racism_in_the_private_rented_sector

[3] <https://www.crisis.org.uk/media/locphmpf/200924-racism-and-homelessness-full-reportv9.pdf>

WHAT WORK WILL THE WELSH GOVERNMENT DO?

These are the actions that will be taken with the PRS in Wales to address racial inequalities:

- Support those on lower incomes to access affordable and longer-term tenancies.
- Continue to deliver anti-racism and hate crime training for landlords and agents.
- Provide information to tenants to enable them to report racism and hate crime.
- Improve communication and engagement with private sector minority ethnic tenants so that they are aware of their rights and how to enforce them, and are confident in doing so.

Be Antiracist - The box below describes which actions you might take as a landlord or agent to engage with ARWAP.

Speak to any of your tenants who are from minority ethnic backgrounds. Ask them about their housing and make sure they know how to report and get support for discrimination and hate crime.

If you can, consider joining a leasing scheme or other affordable rent scheme, such as Leasing Scheme Wales.

Consider your policies and practices to explore whether there are unintentional barriers preventing people from ethnic minority communities accessing housing.

Complete any new anti-racism training courses or e-learning.

If you see or hear another landlord or agent using discriminatory language or practices, call it out or report it.

HOW CAN LANDLORDS AND AGENTS HELP TACKLE HATE CRIME?

Landlords often spot problems early. Some tenants may not realise they've experienced a hate crime, so your awareness matters.

What is a Hate Crime?

Any criminal act where someone is targeted because of their:

- Race or ethnicity
- Religion or belief
- Disability
- Sexual orientation
- Gender identity

Common examples include:

verbal abuse, threats, harassment, physical assault, damage to property, theft, or online abuse.

Hate crime is a deeply personal and traumatic experience — yet tenants may not always recognise it as hate crime.

HOW CAN LANDLORDS AND AGENTS HELP TACKLE HATE CRIME?

Warning Signs

Look out for:

- Graffiti, vandalism or damage aimed at the tenant or their home
- Repeated bullying, intimidation or abusive messages
- Notes, letters or online posts containing slurs
- Tenants appearing distressed, fearful or withdrawn
- Neighbour disputes involving identity-based insults
- Damage or theft linked to hostility

If someone seems targeted because of who they are (or who they're perceived to be), treat it as possible hate crime.

How Landlords Can Help

You can report a hate crime on behalf of your tenant (with consent where possible, but not required).

You can also:

- Help the tenant recognise it may be hate-related
- Support them to make a report
- Explain reporting options
- Reassure them they will be taken seriously
- Help gather information they want to share

Tenants can still get support even if they don't report to police.

HOW CAN LANDLORDS AND AGENTS HELP TACKLE HATE CRIME?

How to Report

Emergency: 📞 999 | Non-emergency: 📞 101

Or visit a local police station

Anonymous reporting

📞 Crimestoppers: 0800 555 111

Report Online and Get Support

Wales Hate Crime Reporting with Victim Support

<https://reportheate.victimsupport.org.uk/>

Remember

If you think something might be a hate incident —
Report it.

Early reporting protects tenants and helps build safe, inclusive communities.

USEFUL LINKS

Use these resources for more information, to report discrimination or hate crime, or to signpost a tenant to a support service.



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