**The Water Industry (Information about Non-owner Occupiers) (Undertakers Wholly or Mainly in Wales) Regulations 2014**

As you may be aware, new regulations will take effect on 1 January 2015 which require landlords in Wales to advise us who occupies their rental properties. These regulations are called the Water Industry (Information about Non-Owner Occupiers) (Undertakers Wholly or Mainly in Wales Regulations) 2014. You can view them at http://wales.gov.uk/consultations/environmentandcountryside. The purpose of the regulations is to enable information about tenants to be made directly available to water and sewerage companies, to better help reduce the high levels of bad debt that currently exist within the water industry in Wales.  
  
These new regulations mean that you must inform Dwr Cymru Welsh Water about tenants in your properties within 21 days of the tenants moving into the property. If you don’t then you (as landlord) become jointly and severally liable with the tenant for any outstanding water and sewerage charges.

You have a number of properties for which you are the landlord. We realise that providing us with this data within the timelines set out by the regulations may be difficult. We would therefore like to reassure you that we would like to work with you to ensure an efficient and timely transfer of data. As a result, we do not intend to take any action to enforce the regulations until 3 months after they come into force (ie. 31 March 2015). This means that you have a 3 month grace period to provide us with the relevant information before we take any action based on the obligation imposed on you by the regulations.

There are a couple of ways you can inform us of occupiers’ details.

* We are happy to accept occupier details through a spreadsheet, emailed to water.enquiries@dwrcymru.com . Please tell us:
  + Property address
  + Tenancy start date
  + Title, name and date of birth of all adult residents
* We would like to take this opportunity to introduce you to [www.landlordtap.co.uk](http://www.landlordtap.co.uk). This is a web portal developed by the water industry to help landlords manage their portfolio of accounts simply over the internet. It has the advantage that the data you have sent to us is stored for your reference so you have a comprehensive record.

If you would like any more information on the regulations, please call Tracey Price, Business Relationship Manager, on 02920 740084. Tracey will be happy to discuss with you how we can work together to manage this process for the benefit of both organisations.

Yours sincerely

**Tracey Price**

Business Relationship Manager

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