



Aelwyd Housing Association

Tenant Handbook



Welcome To Your New Home

2018 Version

WELCOME

Welcome to your new home from all of the Board and staff of Aelwyd Housing Association. We are committed to providing you with the best possible home and services that we can. We know that we can achieve this only through working together and we trust that you will find a willing partner in Aelwyd Housing. Please keep this handbook for your reference as you will find it full of useful information and contacts. From time to time we will update it and will notify you of any changes. I hope you will find security and happiness during your time with us. I also hope that you will work with us to help keep your home and community a rewarding and enjoyable place to live.

Chris Woodward

Director
Aelwyd Housing Association

CONTENTS

Page

- 5 **About Aelwyd**
- 6 **How to Contact us**
- 7 **Moving In & Who to Inform**
- 10 **Living in Your Home:** Property standards, Hoarding, Communal Areas, Keys, Communal Door Entry & Security, Cars & Parking, Lodgers & Subletting, Recycling, Refuse & Bulky Items, Damp, Mould & Condensation, Lifeline Service, Mobility Scooters, Adaptations, Level Access Showers & Cleaning Products
- 15 **Living with Your Neighbours:** Anti-social behaviour, being a good neighbour
- 18 **Your Rent:** your responsibilities as a tenant, paying your rent, arrears, service charge
- 22 **Our Schemes:** Scheme Co-ordinators & Scheme Links
- 23 **Moving On:** Mutual Exchange, Transfer, Ending your Tenancy
- 25 **Health & Safety:** Fire Safety, Fire Safety & Mobility Carbon Monoxide, Gas Safety, Asbestos, Water Safety

- 29** **Repairs & Maintenance:** How to report a repair, Responsive Repairs, How long will my repair take?, Tenant Responsibilities, Aelwyd Housing Association's Responsibilities, Feedback, Missed Appointments, Recharges & Rechargeable Repairs, Planned Maintenance, Cyclical Maintenance, Service Charge Maintenance, Own Improvements
- 37** **Tenant Participation:** Membership Policy
- 38** **Data Protection**
- 41** **Complaints, Concerns & Compliments**
- 42** **Service Standards**
- 43** **Useful Contacts**

ABOUT AELWYD

Aelwyd Housing Association is a not-for-profit Registered Social Landlord. We are a Member of Community Housing Cymru and are regulated by the Welsh Government. We are committed to the provision of affordable social housing for those in need.

Aelwyd Housing Association was formed in 1991 and manages almost 250 homes for rent. We are involved in a variety of areas of housing provision, although we mostly house people over the age of 55.

The work of the Housing Association is directed and overseen by a voluntary Board of Management, who are actively involved in strategic and policy decisions and are responsible for monitoring the performance of the Association. There is an open Membership Policy and application forms are available on request.

Aelwyd Housing Association is committed to:-

- Providing the highest possible standard of quality in our service to residents, clients and employees.
- Endeavouring to provide an efficient, responsible, courteous and caring management service, and to maintain our housing in the best possible condition.
- Offering value for money in all of our services.
- Encouraging tenants to actively participate in the management of their homes and in the running of Aelwyd.
- Recognising diversity and equality in service delivery.

HOW TO CONTACT US

During office hours: Mon - Fri 8.45 a.m. to 4.45 p.m.

Tel: 02920 481203

Out of hours (emergency only):

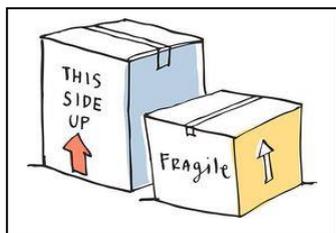
Tel: 01685 383120

By post: 56 RICHMOND ROAD, ROATH, CARDIFF, CF24 3ET

By email: enquiries@aelwyd.co.uk



MOVING IN & WHO TO INFORM



When you move into your new home it is your responsibility to notify the right people to let them know. Here are a few suggestions that we hope will enable you to settle in more quickly:

Housing Benefit

- If you are on qualifying benefits or have a low income you may be entitled to housing benefit to help towards your rent. If you are already claiming housing benefit you must contact them to let them know you are changing address. For more information on Housing Benefit please contact your local council. If you receive Universal Credit from the Department of Work and Pensions (DWP), then you will need to make the DWP aware instead.

Other Benefits & Pensions

- If you are in receipt of any other benefit or pension you must notify the Department for Work & Pensions and advise them of your change of address. Likewise, if you have a private pension you should contact the relevant organisation.

Gas, Electricity & Water



Before moving in, you should:-

- Contact your gas and electricity suppliers at your current address to inform them you are moving, and provide them with meter readings when you leave.
- Contact your preferred Gas and Electricity Suppliers to set up your account in your new home, and give them meter readings when you move in.
- Contact Welsh Water to let them know that you are moving, and to give them your new address.

Please note: Water charges at Tabernacle Court & Llwyn Derw should be paid directly to us. For all other schemes, water charges should be paid directly to Welsh Water.

To find out the Gas & Electricity Supplier for your new address:

Electric: 0800 096 3080 (Western Power Distribution)

Gas: 0870 608 1524 (Meter Point Administration Service)

Council Tax

- You will be responsible for the payment of Council Tax in your new home - please contact your local council to inform them of your change of address.

Electric Cookers

- From 2016, only electric cookers are permitted in our schemes. You must arrange and pay for a qualified, certified electrician to fit your cooker. If you wish, we can arrange this on your behalf, but payment to us will be required in advance of the works. After installation, you must supply us with a copy of the installation certificate.

Doctors & Dentists

- If you need to register with a new doctor or dental practice, please contact them directly.

Contact information for these can be found at:

www.nhsdirect.wales.nhs.uk

Or by telephoning: 0845 46 47

Satellite dishes

- Satellite dishes must not be installed without the prior approval of Aelwyd. However, you may have a telephone and/or broadband installed, at your own cost, without asking our permission.

LIVING IN YOUR HOME



Property Standards

You must keep the interior of your home in a clean and tidy condition (including repairing and maintaining your own fixtures and fittings), and decorate internally as often as is reasonably necessary, to keep it in good decorative order. A charge may be made against you if Aelwyd undertakes work because you do not keep your home in a good condition. For more information please see your Tenancy Agreement.

Hoarding

Whilst we recognise that each tenant is entitled to enjoy the amenity of their own home, and to furnish it with possessions of their own choosing, you are responsible for ensuring that the inside of your home is kept safe and sanitary to live in. If you fail to do this, you may be in breach of your tenancy conditions.

Hoarding can create potential mobility and fire hazards which can affect:

- The Health and Safety of our tenants
- The Health and Safety of their neighbours
- The Health and Safety of staff and contractors
- The condition of the property and associated costs to the Association

If the Association believes that there is a risk of fire as a result of hoarding, they will seek advice from the local fire service.

Communal Areas

Please do not store any personal items in the communal areas. Fire safety regulations stipulate that communal hallways, stairways etc. should remain clear of items wherever possible. Personal items should be stored within your home.

Keys

We aim to supply you with at least 2 x sets of keys at the beginning of your tenancy. If you lose your keys, you will be responsible for paying to replace them. It is therefore a good idea to leave a spare set of keys with a trusted relative or friend. You also need to let us know who the key holder is, so that they can be contacted in the event of an emergency. If you lose your communal door key, we can provide you with another but you will have to pay for it. If you decide to get extra keys cut, then please note that some types of key are security coded and will have to be supplied by ourselves at cost price. All keys must be returned to us at the end of the tenancy.

Communal Door Entry & Security

To help maintain security at all times:

- Make sure the door is locked behind you
- Only allow someone to come in if you are certain they are a genuine visitor
- Never leave the entrance door propped open
- Try not to let non-residents follow you into the block

Cars & Parking

- Parking facilities at our schemes were introduced at a time when car ownership levels were much lower than they are today, and it is recognised that parking facilities may be inadequate at some of our schemes. Priority is therefore given to tenants, and, wherever possible, we would ask that visitors park their vehicles outside of the scheme car parks. Parking at the scheme is on a first come, first served basis, and no resident has a designated parking bay. All of the parking bays are available to all residents, regardless of how long they have lived at the scheme.

Lodgers & Subletting

You must apply to us in writing before taking in a lodger, or subletting part of your home. We would only stop you taking in lodgers or subletting part of your home if this would mean you would have more people living there than the law allows. If you receive Housing Benefit (or Universal Credit), you may lose some or all of it if you take in a lodger or sublet your home.

Recycling, Refuse & Bulky Items

The council is responsible for providing recycling and refuse collection services in your local area. However, you are responsible for complying with their requirements for recycling and refuse collection. If you have communal bins and recycling boxes please ensure that you use them properly and consider your neighbours.

If you have bulky items like sofas and fridges that you no longer require, you are responsible for removing these safely and legally. You cannot leave these items in communal areas for long periods. Please contact your local council directly to arrange collection of bulky items.

Damp, Mould and Condensation

Condensation is caused by excess moisture in your home that cannot escape. This is usually caused by cooking, clothes drying and baths or showers. When the excess moisture meets a cold surface, such as a window or an outside wall, it turns into water droplets. If it is not wiped away it can result in unsightly mould, mildew and rot - this is often mistaken for damp, when in fact it is caused by condensation.

You can help prevent condensation & mould by:

- Keeping bathroom and kitchen doors closed to minimise the circulation of damp air
- Keeping your home warm - constant low level heat is better than short periods of extreme heat
- Keeping lids on pans when cooking
- Drying clothes outside whenever possible

- Using your extractor fan if you have one
- Regularly open windows and ensure vents are open at all times

Lifeline Service

The majority of our schemes are served by a 24 hour alarm service currently provided by Merthyr Lifeline - in an emergency they can be contacted by pulling the pull cord within your flat, where installed. Scheme co-ordinators, where present, cannot be on site at all hours of the day, and when they are off duty or away from the scheme then the alarm service system is activated. Merthyr Lifeline operators are on duty around the clock. The operators answer all emergency calls and make certain that help arrives when it is needed. They can send for a doctor or an ambulance, contact a relative or a neighbour, or order emergency repairs. In the event of a smoke alarm activation, if the tenant cannot be contacted and/or there is concern regarding the safety of the tenant, the Lifeline operators will call the fire service.

In some schemes, the alarm can be activated by the use of a pendant, which can be worn as a necklace or watch (there will be a cost involved for this). However, not all of our schemes have this facility - for more information please contact us.

It is very important that you let the Association, or Merthyr Lifeline, know if you have any changes in your health, and if the contact details for your next of kin, key holders, or doctor change. The Merthyr Lifeline will also make contact with you once a year - normally on your birthday - to update their records with your consent.

We will arrange to test your pull cords at least once a year to make sure that everything is working as it should. We would also encourage you to test the pull cords regularly throughout the year.

Mobility Scooters

None of our housing schemes are particularly suitable for the keeping of electric mobility scooters; residents therefore need to give very careful consideration before obtaining a mobility vehicle, and should also look at the other options which might be available to them locally (such as shop mobility, dial-a-ride). All enquiries with regard to permission, use and

storage of mobility vehicles will be dealt with in a sympathetic manner. It will be the responsibility of the Housing Manager to grant permission for a mobility vehicle to be allowed on the premises. Permission must be sought and granted before you obtain a mobility scooter.

Adaptations

If you find that you are having difficulty living at your home, perhaps through the onset of a long term illness, or frailty, then you should contact your local authority to arrange a needs assessment. This will entail a visit being made by an occupational therapist who will call to see you at your home and provide the Association with details of any aids and adaptations which might be necessary to make your life easier. We will do our best to secure the associated funding and to carry out the modifications to the property which might be required. Let us know if you would like us to help you start this process.

Level Access Showers & Cleaning Products

Please be advised that bleach or any similar corrosive product must not be used to clean or unblock the shower waste and pump. To clear any suspected blockages please use warm soapy water when the shower is running. Should a problem persist please contact us to report it.

LIVING WITH YOUR NEIGHBOURS

What is expected of me?

As a tenant, you have a responsibility not to cause nuisance or annoyance to others near your home or the surrounding neighbourhood. You are also responsible for the behaviour of other members of your household and visitors to your property. Your Tenancy Agreement contains more detail of your responsibilities.

What is Anti-Social Behaviour? (ASB)

ASB is any type of behaviour which causes nuisance and annoyance and damages the quality of life of others. Noise is a major cause of complaint and you need to be aware of the effect of noise nuisance on your neighbours.

Anti-Social Behaviour includes such things as:

- Noise nuisance
- Hate Crime
- Threatening behaviour
- Drunkenness
- Intimidation
- Using and/or selling illegal substances
- Litter
- Accrued waste

How will Aelwyd deal with ASB?

Our aim is for people to remain in their homes without causing or suffering ASB. We will support victims and witnesses of ASB and work with those who cause ASB to address their behaviour. However, where problems persist, we will not hesitate to use all measures open to us to

address the problem. When legal measures are taken, this can put your tenancy at risk. We work in partnership with other agencies including the Police and local Councils to resolve ASB and have a variety of informal and legal interventions to deal with it.

How can I report ASB?

You can report ASB to us in the following ways:

1. By calling us on [02920 481203](tel:02920481203)
2. By submitting a complaint in writing to:

The Housing Management Team
Aelwyd Housing Association
56 Richmond Road
Cardiff
CF24 3ET

3. By email to: enquiries@aelwyd.co.uk
4. By reporting directly to a member of staff in person.

Being a good neighbour

It is in your interest to get on with your neighbours. The best way of living with neighbours is to amicably work out any differences with them. Aelwyd will become involved in trying to reach a peaceful settlement, but only after you have made reasonable effort between yourselves; in some cases where a resolution is not forthcoming in the early stages, then the Association will consider facilitating the services of a professional mediation service if both parties are agreeable to this approach.

If you have moved into a flat, you need to be mindful of the possible transfer of household noise to the floor below or above, and/or to your next door neighbours. You should therefore take reasonable steps to keep this to a minimum.

Some examples are:-

- the considerate use of your vacuum cleaner and the times during the day when you might choose to use it;
 - the wearing of light footwear in your flat, particularly if you have decided not to fit carpets.
 - trying not to slam doors
- keeping volume levels of the television or music to a minimum or, if you are hard of hearing, by using hearing aids, headphones or loops which enable someone who is hard of hearing to listen to the television or music without disturbing their neighbours.

Remember, be considerate and treat your neighbours as you would expect to be treated yourself!

YOUR RENT

Your rent covers the cost of repaying Aelwyd's loan on your home, the cost of managing and maintaining your home, and of setting aside money for future major repairs that may be needed. We make every effort to manage and maintain your home as efficiently as possible so that the rent we need to charge remains affordable. We review our rent levels to make sure that they are consistent throughout our housing stock and that they are broadly comparable with rents charged for similar properties by other registered social landlords in the same areas of operation. The Welsh Government also monitor the rent we charge. Your rent is due weekly every Monday, and in advance.



Your Responsibilities as a Tenant

Your responsibilities in relation to your rent account are clearly outlined in your tenancy agreement.

In particular, you are responsible for:

- Your own rent account and service charges
- Any former rent accounts that you may have with Aelwyd Housing Association
- Any outstanding rent arrears, service charges or re-charges
- Payments made to cover your rent, service charges and arrears
- If you claim housing benefit, the claim will be your responsibility, even if Aelwyd staff provide assistance with applying for benefit
- Water rates - you will need to pay Welsh Water directly unless you live in one of the following schemes:
 1. *Tabernacle Court; you will pay your water rates directly to us - we will send you a quarterly water bill.*
 2. *Llwyn Derw; water rates form part of your rent, but are not covered by housing benefit - you will therefore need to pay the shortfall to us, even if you receive full housing benefit.*

With regard to rent payments, you are responsible for:

- Making payments regularly, either weekly, fortnightly, four-weekly or monthly and as appropriate so that you remain free of arrears
- Informing Aelwyd as soon as possible if you have concerns about your ability to afford your rent, and working with officers in a productive way to address these concerns
- Planning for and meeting any notified rent increases
- Clearing any arrears balance (including any amount outstanding on court costs) before you end your tenancy, assign it, transfer or mutually exchange from it.

Failure to have a clear account balance will affect your ability to assign, transfer or mutually exchange your tenancy.



Paying your Rent

You can pay your rent in the following ways:-

- **Housing Benefit:** If you are on a low income you may be able to get help to pay your rent from Housing Benefit. Housing Benefit can cover some or all of your rent and service charges, but it cannot help with your water charges or heating charges. If Housing Benefit is paid directly to you, it is your responsibility to ensure it is paid to us. Housing Benefit can sometimes take several weeks to be processed for the first time, so you will need to keep us informed and to enquire periodically to the Council about the progress of your claim. Housing Benefit will normally be paid to new claimants on the basis of four weekly and in arrears, and we will take this cycle into account in monitoring your rent account.
- **Standing Order:** If you choose to pay by Standing Order you will need to tell your Bank or Building Society to make regular payment from your account. You are responsible for informing your Bank or Building Society every time your rent payments to us change. Please contact us to request a standing order form.

- **By Paypoint using an Allpay card:** You will be able to use your Allpay card at the Post Office or any Paypoint. Please contact the Association for further details if you wish to use this method of payment.
- **By Cheque:** In exceptional circumstances, and by prior arrangement, you can send a cheque made payable to Aelwyd Housing Association Ltd to our head office. You must write your name and address on the back of the cheque. Please do not send cash through the post.

Arrears

Whether you are either a current or former tenant with an arrears balance, you are responsible for:

- Working with Aelwyd to reduce arrears, such as by making yourself available to discuss arrears, responding to Aelwyd's attempts to contact you and by suggesting appropriate and realistic repayment plans
- Keeping to repayment plans as agreed by an Aelwyd Officer, or as ordered by the Court
- Informing Aelwyd in advance, when you are not able to make a payment, and establishing a payment plan to compensate for this
- Engaging with appropriate support offered by Aelwyd or its partners, to address issues relating to your rent account.

Aelwyd will provide support and advice to help you address any arrears, so please don't be afraid to speak to us about it. If you have problems with debt and want some free independent advice, you should contact the Citizens Advice Bureau, who have offices in most areas.

If you have an arrears balance and fail to engage with Aelwyd to maintain an appropriate and realistic payment plan for this balance, we may take legal action to address this. Unfortunately, and as a last resort, this may lead to you being evicted from your home.

Service Charge

Your service charge pays for any services you receive, such as the Scheme Co-ordinator service, window cleaning, general cleaning and gardening.

Details of the charges which apply to your home will be listed as an annex to your tenancy agreement.

OUR SCHEMES



Scheme Co-ordinators

We have Scheme Co-ordinators at some of our schemes. The Scheme Co-ordinator provides a housing management and caretaking service at the scheme, and has responsibility for the wellbeing of residents, and the effective administration of the scheme. When on duty, they will undertake daily morning calls to residents, if required, and will respond to emergency calls. The Scheme Co-ordinator will report repairs and will be on hand to signpost residents to any additional housing support which might be needed.

Scheme Links

At other schemes we try to recruit a Scheme Link from amongst the tenants that live there. The Scheme Link is a volunteer who acts as a point of contact between residents and the Association. For more information on this please contact the office.

MOVING ON



There may come a time when you want to move home. Your present home may have become unsuitable, perhaps it is now too big or too small for you, or you may need to move due to failing health. You may wish to move to another area, perhaps you have a new job elsewhere, or need to live closer to relatives or to move into a residential or nursing home.

There are two main ways you may be able to get help in moving:

Mutual Exchange

You can apply to exchange homes with another tenant of a registered housing association or local authority. You must inform Aelwyd Housing Association and obtain written consent before you move. Permission will not be unreasonably withheld, but we will need to ensure that you have no rent arrears, and have left the property in good order.

You can register on the national database at: www.homeswapper.co.uk

Transfer

Not everyone who asks for a transfer is offered one. Your transfer application will be assessed in a similar way to when you first applied for your present home. Our Allocation Policy is kept under review and details are available from the Housing Manager.

Priority would be given to people suffering from harassment, or who need to move to another home for medical reasons (e.g. moving to a ground floor flat due to being unable to climb stairs). Disharmony with neighbours alone is not normally considered an adequate reason for a transfer.

People who transfer will normally be responsible for meeting the cost of electricity and gas checks, and other costs associated with the new tenancy. Exceptions will be made in cases of priority medical need.

Ending Your Tenancy

You can end your tenancy by giving us a full four weeks' written notice to run from a Monday to a Sunday. Please be sure to provide us with your forwarding address in case we need to contact you. When we receive your notice we will arrange to visit you so we can check your property before you leave to make sure that you have maintained your home as you are expected to do so, in accordance with your tenancy agreement.

Please leave your old home as you would wish to find it. The cleanliness and condition of your home should be left at an acceptable and reasonable standard, and the Association will have to charge you for any necessary works which are in addition to what is deemed normal wear and tear.

Do not leave any furniture, carpet, private fittings or personal belongings behind - the Association will have to charge you for the cost of removing them.

In the sad event that you pass away during your tenancy with us, then we will make contact with your next of kin to work with them in order to bring the tenancy to a close. Please be aware that the weekly rent will remain payable for the property up until the agreed end of tenancy date. Most local authorities will cease paying Housing Benefit (or Universal Credit) on the date of passing.

HEALTH & SAFETY

We consider your health and safety in everything that we do to manage and mitigate against risk.

Fire Safety

We fit hard-wired smoke alarms to all of our properties. If you are safely able to do so (or, if not, ask someone to do this for you), please test the alarm on a regular basis - ideally weekly. This can be done by pressing the 'test' button for 5 seconds, when the alarm should sound. If there is a fault on your smoke alarm please contact us straight away on 02920 481203, or, if out of office hours, please ring 01685 383120.

We will inspect your smoke alarm annually to ensure it is working properly. It is a term of your Tenancy Agreement that you must allow access when reasonable notice is given. Therefore please ensure you are at home for this visit as it is very important that you allow us access to complete this important check. If you are unable to keep an appointment, please let us know straight away.

Please note: Failure to allow access without good reason will be in breach of your Tenancy Agreement and in extreme cases Aelwyd can take legal action to allow us access to your home to complete this important check.

Fire Safety & Mobility

It is very important that you let us know straight away if you have any difficulty with your mobility. Evacuation procedures are in place in our schemes, and poor mobility may mean you are unable to evacuate your home safely and/or without assistance in the event of a fire. In these cases, we will notify Merthyr Lifeline so that the information can be passed to the Fire Service. We strongly encourage tenants with poor mobility to reside in ground floor flats where possible, and priority will be given to these tenants should a transfer opportunity arise.

Carbon Monoxide Detectors

We have installed hard-wired carbon monoxide detectors in all of our properties. However, they also have a battery inserted as a 'back up' in case there is a power cut. If you are safely able to do so (or, if not, ask someone to do this for you), please test the alarm on a regular basis - ideally weekly. This can be done by pressing the 'test' button for 5 seconds, when the alarm should sound. If it does not, or if the carbon monoxide alarm sounds without pressing the test button, or if you suspect a leak, you should turn off your heating boiler, open all windows and doors and make sure everyone leaves the property immediately. Call us straight away on 02920 481203 or, if out of office hours, ring 01685 383120.

We will inspect your carbon monoxide detector annually to ensure it is working properly. It is a term of your tenancy agreement that you must allow access when reasonable notice is given. Therefore please ensure you are home for this visit as it is very important that you allow us access to your home to complete this important check.

Please note: Failure to allow access without good reason will be in breach of your Tenancy Agreement and in extreme cases Aelwyd can take legal action to allow us access to your home to complete this important check.

Gas Safety

For safety reasons the Association no longer permits the installation of gas cookers within blocks of flats. If you are installing or replacing a cooker please note that it must be connected by a suitably qualified professional and a certificate evidencing the safe connection must be provided to the Association.

It is a legal obligation for Aelwyd to carry out an annual test and inspection of gas boilers and installation pipe work in our properties, and this is something we take very seriously. The gas safety check is free of charge but you can be charged for missed appointments, so it is important that you contact us to rearrange your appointment if it is not suitable. It is very important that you are available to let the gas engineer into your

property and it is a term of your Tenancy Agreement that you must allow access when reasonable notice is given.

Please note: Failure to allow access without good reason will be in breach of your Tenancy Agreement and in extreme cases Aelwyd can take legal action to allow us access to your home to complete this important check.

Gas Leaks:

If you smell gas, report it to the national grid immediately by phoning 0800 111 999 (24 hrs a day), and notify Aelwyd on 02920 481203 (or 01685 383120 if out of hours). You should also inform your gas supplier.

If you smell gas take the following action immediately:

- Turn off the gas at the meter
- Put out any cigarettes or naked flames
- Open all windows and doors
- Do not use any electrical switches
- Do not use a phone inside the property
- Contact National Grid on 0800 111 999 and your gas supplier
- Inform us of the outcome

Asbestos

Aelwyd Housing Association maintains a database with information about where asbestos is or may be located in the homes and buildings we manage. We carry out regular surveys and inspections in order to update this information and keep it accurate. Where asbestos materials are in good condition and undamaged, then provided they are undisturbed, they do not represent a hazard. It is still quite common for asbestos to be found within ceiling artex and older plastic floor tiles but again these are perfectly safe providing they are left undisturbed.

To minimise risk, please note the following:

- In accordance with your Tenancy Agreement, please do not carry out any works to your property without notifying us first, and;
- Let us know if any damage to your ceiling or floor tiles should occur.
-

Water Safety & Legionella

Given the nature of the hot and cold water systems within your property any risk of contracting Legionella (Legionnaires Disease) is very small. Nevertheless you can help reduce that risk even further by taking a few simple steps:

- If the hot water temperature from your taps drops noticeably- let us know.
- If you have been away or just moved in, and your property has been left vacant for a number of weeks make sure that, immediately it is occupied again, both the hot and cold water systems are flushed through by running all taps and showers for at least 2 minutes.
- If you have a shower that you only use intermittently then flush it through by running it for at least two minutes every week. (Keep out of the way as best that you can whilst this is being done). Clean, descale and disinfect the shower head at least every six months.

Additional guidance on Health & Safety is available from bodies such as the Royal Society for the Prevention of Accidents (RoSPA).

REPAIRS & MAINTENANCE



How to report a repair

- **By Telephone:** by calling us on 02920 481203 (Mon-Fri, 8.45am-4.45pm)
- **Out of hours:** Tel: 01685 383120 (emergency repairs only)
- **By email** (non-urgent repairs); enquiries@aelwyd.co.uk
- **In person** to a member of Aelwyd staff/Scheme Co-ordinator or Scheme Link

When reporting your repair you will be asked for the following information:

- Your Contact Details
- Your name, address and contact number
- Details of the problem; please try to give as much information as possible as this will help us determine exactly what work is needed to be carried out
- Access details; we will ask you for a suitable access date for one of our contractors to gain access to your property.

IF YOU HAVE A SERIOUS WATER LEAK:

1. If able, put something under the leak to catch the water.
2. Turn the water off at the stop tap or isolating valve and do not attempt to draw any hot water from your taps. (At your induction the Housing Officer will have provided you with a 'Key Information Sheet' telling you where your stop-tap is; please let us know if you need another copy).
3. Contact the Association and refrain from using electrical items or switches that may have become wet.

What are Responsive Repairs?

Responsive repairs are day-to-day repairs, such as central heating failures, blocked toilets or sinks. Aelwyd Housing Association has an obligation to carry out certain repairs within a prescribed timescale. We set timescales for our repairs and, in many cases, we exceed these timescales.

How long will my repair take?



Emergency Repairs: Attended within 24 hours

Any fault that presents a danger to your health; a risk to your safety; endangers the fabric of your home or results in a risk of theft from your property.

Where there is an immediate risk to you or your property we aim, at a minimum, to 'make safe' the problem within a few hours.

Examples: *burst pipe, total electrical failure, defective external door lock that presents a security risk, broken window, blocked drains, no heating or hot water for vulnerable tenants (depending on the season), failure of a passenger lift in accommodation.*

(Door entry / Pull cord system - currently 24/48 hours).

Urgent Repairs: Attended within 7 working days

Any defect which materially affects the comfort or convenience of tenants.

Examples: *Minor plumbing leaks, failure of individual electric sockets, re-glazing works or no heat or hot water for non-vulnerable residents (depending on the season).*

Routine Repairs: Attended within 30 working days

Any defect that does not fall within any of the above categories, and can reasonably be left for a period of time without materially affecting the convenience or comfort of tenants. Such works are often 'batched' for efficiency reasons and, should this be the case, you will be notified accordingly.

Examples: Carpentry works, works to guttering and down pipes, most external works, repairs to internal door furniture and doorbells.

The Association will aim to ensure that all repairs are attended to within the specified time period although in exceptional circumstances there may be occasions when the Association is unable to meet these targets, for example:-

The unavailability of contractors should emergencies occur at a number of properties at the same time; access is not provided at agreed times; severe weather conditions/or transport difficulties or spare parts need to be ordered (in which case the contractor will advise you of the revised completion date).

Tenant Responsibilities

Repairs that tenants are responsible for include;

- Anything that belongs to you (e.g. furniture you have purchased, personal appliances and private installations etc.)
- Light bulbs (excluding sealed light fittings in kitchens & bathrooms)
- Bleeding radiators to remove air locks
- Plugs and chains for sinks and baths
- Replacement of lost keys
- Glazing (Aelwyd will only repair broken glass where it can be shown that the damage was caused by circumstances outside of the tenants' control - e.g. crime, etc.)

- Damage caused by you, other household members or guests visiting your home.
- Replacing Toilet Seats

Aelwyd Housing Association's Responsibilities

As your Landlord, Aelwyd Housing Association has a legal obligation to carry out certain types of repair to your home. It has a responsibility, as far as is reasonably practicable, to keep in good repair and proper working order:-

- The roof, walls, doors and windows.
- All necessary external painting and decoration.
- Floors, (inc bathroom/kitchen floor coverings), ceilings and plaster work.
- Paths, steps or other means of access to your property.
- Walls, fences and stores originally erected by the Association.
- Drains, gutters, outdoor pipes, sinks, baths, showers, toilets and wastes.
- Electrical fittings and wiring, gas and water pipes.
- Any heating systems installed by the Association.
- Locks to outside doors; (but not in the case of lost keys).
- Stairs, lifts, door entry systems and shared communal areas.

The above list is not exhaustive but provides a good indication of the typical repairs that the Association will be responsible for.

Feedback

When we have finished working in your home we will invite you to complete a feedback form to find out how satisfied you are. It is important that we know and understand whether you consider we carried out the job well, or whether you experienced any problems, however small. We will use your comments to help improve our service in the future.

Missed Appointments

What if I miss a repair visit?

It is very important that every effort is made to be at home for your appointment. Please let us know if, for any reason, you are unable to keep a pre-arranged appointment; failure to do so could result in the cost of the visit being recharged.

If you do miss the appointment, the contractors will leave a card to say they have visited the property. If you do not respond to the calling card, your repair will be cancelled.

Please note that, as much as possible, we will try to indicate either a morning or afternoon appointment, however it is often very difficult for a contractor to guarantee an exact time when they will call as it is uncertain how long a preceding job may take to complete.

For your safety, and that of your neighbours, it is particularly important that you make every effort to keep any pre-arranged appointments for the testing, servicing and inspection of gas boilers, smoke/CO detectors and electrical systems. Annually contractors will also visit schemes to check any communal electrical equipment owned by the Association.

Aelwyd has the legal right to gain access to your property in order to carry out an emergency repair if it presents a danger or can adversely affect others eg. water leak.

Recharges

- If you cause damage to your property, either deliberately, due to carelessness or through neglect by your family or guests, we will recharge you for the costs of the remedial works.
- If you move out, your home must be left in a clean and reasonable condition; if it is not, the Association will charge you for any necessary works. You must also remove any furniture, carpets, private fittings or personal belongings; if you do not, the Association will charge you for the cost of removing them.

- If you leave your property, re-decoration over and above that normally necessary to return the property to an acceptable condition. Reasons include the need for additional coats due to heavy nicotine staining, excessive wall damage or poor decoration and making good and removing wall paper, dado rails etc.
- If you fail to meet a number of pre-arranged contractor appointments without good reason, we may charge you a missed appointment fee.

Rechargeable Repairs

The cost of some repairs, or a proportion of their cost, will have to be met by you as a tenant.

Examples include:

- Faults to personal possessions such as washing machines, light fittings or cookers.
- Repairing damage caused by personal property e.g. a leak from your washing machine.
- Repairing damage caused by visitors, guests or other people in your home, (even if caused by accident), e.g. broken windows, wash hand basins or doors.
- Any repairs necessary to gain access if you lock yourself out or lose your keys.
- Repairing damage caused by accident e.g. letting your sink or bath overflow.
- Calling the out of hours emergency repairs service for non-urgent works.
- Clearance of blocked waste pipes, drains or toilets as a result of misuse.
- Carrying out repairs on your behalf for which you are responsible.
- The cost of any repairs required following unauthorised works.

Please note that some of the above items may be covered by your own contents insurance policy. It is therefore advisable to take out Contents Insurance for your property.

Planned Maintenance

Planned maintenance involves the replacement of major building components (such as kitchens, bathrooms, heating systems, roof coverings & windows). It is a pre-planned, organised programme to ensure your property is maintained to the highest possible standard. It is a cost effective and efficient way of carrying out improvements and helps to reduce the amount of the more expensive day to day or emergency work that we may otherwise need to carry out. For a variety of reasons these works are usually undertaken on a scheme by scheme basis and are prioritised having taken into consideration the condition of all Aelwyd's properties, the budget available, and the views of tenants.

Cyclical Maintenance

Cyclical maintenance addresses on-going maintenance requirements to ensure legal obligations are met, the property is protected from deterioration and the safety of residents is protected.

Examples include:

- Regular servicing of gas heating systems.
- Regular testing of emergency equipment such as smoke detectors, fire alarms systems and emergency lighting.
- External and internal redecoration of communal areas at Aelwyd's schemes such as corridors and fencing.

Service Charge Maintenance

In addition to their main rent, most tenants pay a service charge. The service charge is used to fund services and component repairs & replacements, often of a communal nature. Examples include:

- Regular window cleaning, Gardening and landscaping services
- Door entry call systems
- Communal lighting and heating costs
- Communal laundry equipment
- Passenger Lifts
- Pest Control

Own Improvements - can I improve my home?

If you wish to undertake work to improve your home, at your own expense, please contact Aelwyd to discuss this before you commence the work.

You may make certain improvements, alterations and additions to your home provided that you first obtain the written consent of the Association. Aelwyd will give consideration to any reasonable proposals provided the work to be carried out is to an agreed standard and meets all legal requirements.

It is important to note that it might not be appropriate, for a variety of reasons, for the improvement to remain once you have ended your tenancy. Should this be the case you need to be aware that you may be asked to meet the cost of reverting the property to its original condition and making good any damage.

TENANT PARTICIPATION



Aelwyd welcomes and encourages the involvement of tenants in the management of their own homes, and in the life and work of the Association.

We will:-

- Supply information to you about matters which may affect you or your home.
- Encourage and enable you to influence housing policy and practice.
- Encourage and assist you to form formal or informal tenants' group, to provide advice and practical assistance.
- Ask your opinion, wherever possible, about all services.
- Involve you in decisions concerning major repairs and improvements.
- Support you in your involvement with Aelwyd and assist you in liaising with other tenants.

We are members of Tenant Participation Advisory Service (TPAS Wales), and have links with Welsh Tenants' Federation; these organisations will also help tenant groups formed within the Association.

Membership Policy

Aelwyd will seek to involve its members in shaping the services it delivers and tenants are actively encouraged to become members of the Association. The Annual General Meeting will be publicised and an open invitation extended to all tenants (whether members or not) but under the Rules of the Association only tenants who are shareholders are able to vote. For more information and/or an application form, please contact us.

DATA PROTECTION

AELWYD HOUSING ASSOCIATION LTD - PRIVACY STATEMENT

Aelwyd Housing Association takes your privacy very seriously. The information you have provided will only be used by the Association to support you in connection with your tenancy and to ensure that the Association can properly discharge its duties. We will not share your information with any marketing companies and it will not be used to 'automate' decision making.

Responsible Person - Data Controller

The person responsible for all matters concerning the privacy and processing of any personal data, also known as the data controller, can be contacted as follows:

Sarah Mulcahy
Aelwyd Housing Association
56 Richmond Road,
Cardiff.
CF24 3ET

They can be contacted on enquiries@aelwyd.co.uk or you can contact the Association directly.

Your Rights

Under the General Data Protection Regulation (GDPR), you have certain rights regarding your data. You have the right to ask us for a copy of any data we hold about you. You have a right to have any data that is incorrect, corrected. You have the right to object to the use of your data. You have the right to have your data provided to you to take elsewhere in a suitable format. You have the right to have your data deleted in certain circumstances. If you wish to exercise any of these

rights, then please contact our data controller. You also have the right to lodge a complaint about the use of your data with the Information commissioner. Details for the information commissioner and making a complaint can be found on their website at www.ico.org.uk

Use of your data:

We have collected the personal information that you have provided and will process this information because we have entered, or may enter, into a tenancy contract with you and, under the GDPR, have a lawful basis for doing so. Your information will be used by administrative and technical staff within the company to:

- Ensure that your repairs are dealt with efficiently and effectively;
- Assist you in a medical emergency and when there are concerns about your well-being;
- Ensure that your rent account is properly maintained;
- Ensure that your obligations to utility companies are met;
- Prevent fraud;
- Help us to improve the services which we provide to you;

COMPLAINTS, CONCERNS & COMPLIMENTS



Aelwyd Housing Association is committed to dealing effectively with any concerns or complaints you may have about our service.

Our Aims:

- We aim to clarify any issues about which you are not sure
- If possible, we'll put right any mistakes we may have made
- We will provide any service you're entitled to which we have failed to deliver
- If we've got something wrong, we'll apologise and where possible we'll try to put things right
- We aim to learn from our mistakes and use the information we gain to improve our services
- If you are unhappy with any aspect of our service please let us know so that we can try to put things right. Complaint/feedback forms can be obtained from within the communal areas of our schemes as well as via our website. (Alternatively we will provide a form on request). A full outline of our complaints process can be found on our website or we can post or email a copy to you if you contact us.
- We conduct regular Resident Surveys to help us improve our performance

The Association is keen to find out what you think it does well, so if you have a compliment please let us know about those too.

SERVICE STANDARDS

- Aelwyd Housing Association is committed to delivering the best services it can with the resources available. To help achieve this, Aelwyd will publish a set of minimum standards it is committed to meeting and, if possible, exceeding. These Standards will provide a clear indication to residents as to the level of service they can expect to receive.
- Any standards established will be meaningful, realistically achievable and monitored to assess performance.
- The Standards will be developed, agreed and reviewed with tenants of the Association.
- Suitable measures to obtain resident feedback in relation to performance will be in place and the Management Team will monitor performance against these standards and report back to the Board of Management at regular intervals.
- The Association will publish performance data gathered in respect of service standards to ensure that tenants are able to monitor performance against the prevailing standards.

USEFUL CONTACTS

Aelwyd Housing Association
56 Richmond Road
Cardiff
CF24 3ET
Tel: 02920 481203

Email: enquiries@aelwyd.co.uk
Website: www.aelwyd.co.uk

Repairs/General Enquiries: 02920 481203 (8.45am- 4.45pm)
Out of hours (emergency repairs only): 01685 383120

Free Debt Advice:

Citizens Advice Bureau: 03444 77 20 20
National Debtline: 0808 808 4000
Shelter Cymru: 0345 075 5005
Stepchange (Debt Charity): 0800 138 1111

Other useful contacts:

Age Cymru Advice Line: 08000 223 444 (Freephone)

Gas Emergencies (National Grid): 0800 111 999 (24 hrs a day)

Local Authorities (General Enquiries):

- Blaenau Gwent: 01495 311556
- Caerphilly: 01495 226622
- Cardiff: 02920 872087
- Carmarthenshire: 01267 234567
- Merthyr Tydfil: 01685 725000
- Monmouthshire: 01633 644644
- Neath Port Talbot: 01639 686868
- Newport: 01633 656656
- RCT: 01443 425005
- Torfaen: 01495 762200

NHS Direct (Wales): 0845 46 47

TV Licence: 0300 790 6165

Universal Credit Helpline: 0800 328 5644

Wales Domestic & Sexual Abuse Helpline: 0808 80 10 800 (24 hrs)

Wales Drug and Alcohol Helpline: 0808 808 2234 (Freephone)

Welsh Water: (bills/accounts and general enquiries): 0800 052 0145



Aelwyd Housing Association
56 Richmond Road
Cardiff
CF24 3ET