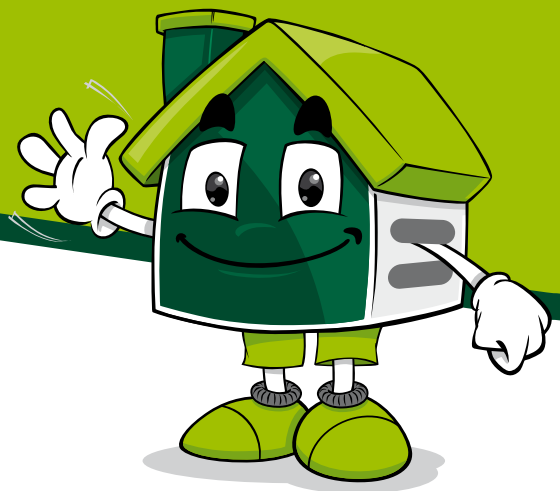


WELCOME

TO MID-WALES HOUSING ASSOCIATION



TAI CANOLBARTH CYMRU
MID-WALES HOUSING

Yn barod **amdani** Equal to the challenge

Welcome

First of all, we would like to welcome you to your new home.

This handbook gives you the important information you need about your home and the services you can expect to receive from us. We hope this will help you make the most of your tenancy and that you enjoy living in your new home.

However, should you require more information about anything to do with your home, or if there is something you are not clear about, please contact us and we will be only too happy to help. Our details are available on the next page.

You can find more information in your Occupancy Agreement or on the Mid-Wales Housing website www.mid-walesha.co.uk.

We hope you find this information useful and wish you every happiness in your new home.



TAI CANOLBARTH CYMRU
MID-WALES HOUSING

Yn barod **amdani** Equal to the challenge

HOW TO CONTACT US

Mid-Wales Housing office:

Mid-Wales Housing Association Ltd
Tŷ Canol House
Ffordd Croesawdy
Newtown
Powys
SY16 1AL

Opening hours*

Reception:

8 a.m. to 5 p.m. – Monday to Friday

Telephone call centre:

8 a.m. to 3 p.m. – Monday

8 a.m. to 5 p.m. – Tuesday to Friday

*except for bank holidays, statutory holidays and staff training days.

Telephone: 0300 111 3030

Text: 07860 027936

Email: info@mid-walesha.co.uk

Website: www.mid-walesha.co.uk

Facebook: www.facebook.com/groups/MidWalesHousing/

Twitter: @midwaleshousing

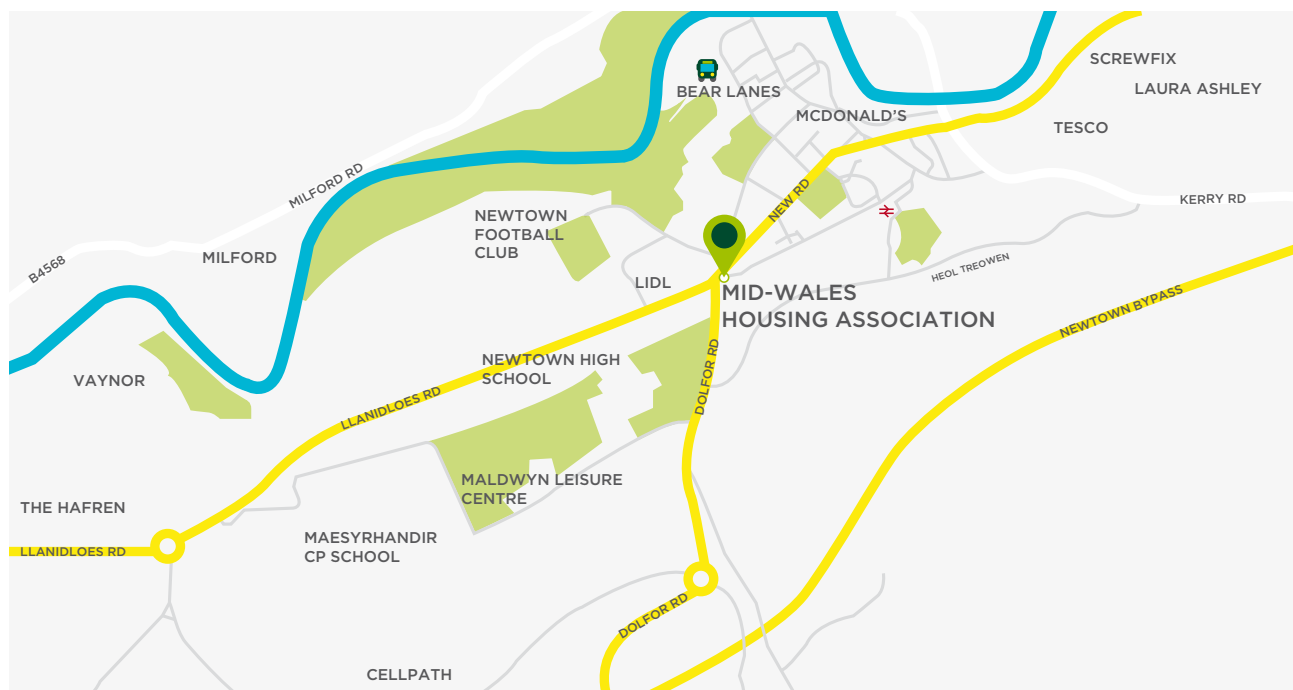
My Account:

<https://myaccount.mid-walesha.co.uk>
which includes a live webchat facility

Our 24 hour contact number

0300 111 3030 can be used at all times for emergency repairs only.

How to find us





0300 111 3030

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ABOUT MID-WALES HOUSING



About us

Mid-Wales Housing Association was established in 1975 and has properties throughout Powys and Ceredigion, as well as a few in Shropshire.

Operating from its Newtown office, Mid-Wales Housing provides homes for rent and sale. It has properties to suit families, single people of all ages including the elderly, as well as properties for people who may need care and support, either occasionally or full time.

Mid-Wales Housing is run by a Board of Management who volunteer their time and expertise to ensure its success. Board Members come from throughout the region of Mid-Wales and have a variety of skills and experiences, including building, finance, local government, voluntary organisations and, of course, housing.

We also encourage our residents to join the Board. If you feel you have the necessary skills and an interest in becoming a Board Member, please contact us.

Our mission

Making quality homes affordable to more people in Mid-Wales.

Our vision

The Association sees itself as important in seeking to address the housing needs of the Mid-Wales region for the future. The Association intends to concentrate primarily on its core function of developing and maintaining good quality, affordable housing for people in need whilst providing a high quality, efficient, caring management service.

It also recognises the importance that housing plays in the wider community and feels it is important to consider how it can use its economic strength to address issues of employment and social cohesion.

Our values

Equality

We believe in equal access to quality homes for local people entitled to affordable housing.

Excellence

We believe in positively changing the attitude towards affordable housing

Caring

We believe in putting the welfare of our tenants before profit.

Community

We believe in a local approach to community housing.



ABOUT MID-WALES HOUSING

Our properties



ABOUT MID-WALES HOUSING

1.2 Our promise to you

Mid-Wales Housing and its employees will:

- 🏠 Treat you with respect, ensuring we are polite, friendly and listen.
- 🏠 Address you formally (e.g. Mr.) unless you ask us not to.
- 🏠 Not enter your home uninvited (unless there is a risk to health and safety).
- 🏠 Deal with your enquiry promptly and keep you informed.
- 🏠 Treat your enquiry in strictest confidence, and comply with the requirements of the Data Protection Act 2018 (a copy of which is available on the website).
- 🏠 Whenever possible, meet with you in a private interview room in our offices or at a mutually convenient venue.
- 🏠 Acknowledge all enquiries within five working days.

Equality and diversity

Mid-Wales Housing will ensure that everyone is treated fairly, has equal access to services and is not discriminated against, harassed or victimised. The Association will respond effectively if incidents of discrimination, including direct or indirect harassment or victimisation are thought to have occurred.

The following are defined in law or regulation as protected characteristics:

- 🏠 Age.
- 🏠 Disability.
- 🏠 Gender reassignment.
- 🏠 Pregnancy and maternity.
- 🏠 Race.
- 🏠 Religion or belief.
- 🏠 Sex.
- 🏠 Sexual orientation.
- 🏠 Marriage and civil partnership.
- 🏠 Welsh language.

1.3 Confidentiality

Our privacy policy includes further details on the following:

- 🏠 Tenant privacy notice.
- 🏠 Job applicant privacy notice.
- 🏠 Contact/marketing privacy notice.
- 🏠 Cookie privacy notice.
- 🏠 Facebook privacy notice.
- 🏠 Links to other websites.
- 🏠 Data protection policy.

A copy of this policy can be found on our website www.mid-walesha.co.uk or you can request a printed copy.

You can ask to see information we have about you. The information will be provided, free of charge, within 28 days and we will change the information if it is wrong.



ABOUT MID-WALES HOUSING

1.4 Ask & offer

At a glance, this is what we ask of you as a resident and what Mid-Wales Housing offers in return:

What we ask of you:

- 🏠 Pay your rent on time at the start of the rent period
- 🏠 Report repairs in a timely and appropriate manner to Mid-Wales Housing.
- 🏠 Readily give access to the property for safety inspections such as: heating, smoke detectors, electrical wiring and property surveys – this will always be by mutual agreement
- 🏠 Cause no nuisance or harassment to your neighbours
- 🏠 Tell staff if you are experiencing any financial difficulties so they can try to help

We will offer you:

- 🏠 A 12-month tenancy for new tenants known as a Starter Tenancy. If this is successfully completed, it will be changed to a permanent Assured Tenancy.
- 🏠 A welcome pack providing you with items to help in the first week in your new home.
- 🏠 Welfare benefit advice prior to and throughout your tenancy.
- 🏠 Opportunities to request funds to improve the environment in which you live, known as the Community Development Fund.
- 🏠 A certificate to explain the energy rating of your new home.
- 🏠 The opportunity to participate in policy reviews and service provision through the consultation methods used by Mid-Wales Housing.
- 🏠 We will give up to £100 to those who leave their property in the same condition as at the start of the tenancy, known as the **Proud of My Property** initiative.



0300 111 3030

YOUR HOME

How we allocate housing

Mid-Wales Housing is signed up to both the Ceredigion and Powys Common Housing Registers. The Common Allocations Scheme for both counties is used to agree the allocation of council and housing association homes and helps to identify those applicants in most need of housing.

2.1 Letting standard

Quality

We will ensure that in your new home:

- 🏠 All utility appliances will be in working order with the appropriate safety certificates.
- 🏠 All fixtures and fittings will be secure and free from defects.
- 🏠 Any mobility adaptations, where fitted, will be in safe working order.

Decoration

- 🏠 Your property may not be redecorated before you move in, but will be ready for decoration.

Safety

We will make sure the property is secure for you to move into. This means:

- 🏠 Door locks will have been replaced.
- 🏠 Gas and electric meters will be accessible and secure.
- 🏠 Properties will be fitted with smoke alarms.
- 🏠 Controlled entry communal entrances will operate correctly (if provided).

Cleaning

We will ensure that the following will be cleaned before you move into your new home:

- 🏠 All rooms will be cleaned and clear of rubbish.
- 🏠 All fixtures and fittings such as those in kitchens and bathrooms.

Outside

We will ensure that:

- 🏠 Pathways, patio areas, handrails and any steps are safe.
- 🏠 Any boundary fencing and/or hedges are safe.
- 🏠 All rubbish is removed from front and rear gardens.

We expect all properties to meet these standards when residents are moving in. However, should the property not meet with your expectations, please contact Mid-Wales Housing on 0300 111 3030.



YOUR HOME

2.2 Your tenancy

All new residents are provided with a starter tenancy (provided they are 18 years of age or over). This has less security and fewer rights than a full assured tenancy for the first 12 months so we can make sure you are able to sustain the tenancy properly and meet all of its obligations. Following successful completion of the starter tenancy period, the tenancy will be converted to a full assured tenancy.

Under the terms of a starter tenancy we can proceed to court without having to prove any grounds for possession. Court action is always our last resort, but will be necessary if breaches of tenancy are persistent.

Residents who moved in before 15th January 1989 will have a secure tenancy with enhanced rights.

If you are under 18 years of age you will have a Licence Agreement. Once you reach 18 years of age you will be provided with an appropriate occupancy agreement.

The type of agreement provided will be explained by your Community Housing Officer before you move into your new home. Secure tenants and some assured tenants may be able to buy their homes. However, this does not apply to supported housing schemes.

Ending your tenancy

The following points are important when ending your tenancy:

- Inform Mid-Wales Housing if you are leaving and where you are moving to.
- Give us one calendar month's notice before you leave.
- Leave your home clean, tidy and in good repair. If not, we will re-charge you for any work we carry out which was your responsibility to complete before we let it to someone else.
- Pay all your rent due up to the last day of the tenancy.
- Read your meters and tell the gas, electricity and water companies that you are moving - let us know who supplies these services to your home.
- Keys should be returned to Mid-Wales Housing by no later than 12 noon on the day following the last day of your tenancy - if the keys are returned later than this we may still charge you rent and if we have to change the locks you may also be charged for this.



YOUR HOME



Your rights & responsibilities

Your occupancy agreement

When you move into your home, you will be asked to sign an occupancy agreement. This agreement sets out what you can expect from Mid-Wales Housing but also outlines your responsibilities as a resident.

By signing the occupancy agreement, you are undertaking you understand and accept all of the rights and responsibilities within the agreement.

Your occupancy agreement will include the address details, the rent and service charges. We will discuss this with you when you sign the agreement. This will be your opportunity to ask any questions if anything is unclear. You should keep your copy of the occupancy agreement somewhere safe because you may need it in the future. This is especially important if you receive any welfare benefits.

Your rights and responsibilities are explained in your Occupancy Agreement

Your rights

Mid-Wales Housing cannot end your tenancy or license without a Court Order, and there has to be a good reason to do this, such as not paying your rent.

If you would like a lodger to stay with you, you must ask for permission from Mid-Wales Housing first and give us details of the person who will be lodging with you.

If you die, your partner or close relative may be able to succeed to the tenancy. You cannot give your tenancy to anyone else.

Your responsibilities

You must write and ask if you want to:

- Make improvements or alterations to your home.
- Install a satellite dish.
- Keep a pet (see Pets section).
- Keep a caravan, trailer, lorry, boat or commercial vehicle - we do not encourage the keeping of these at our properties.
- Run a business from your home - we will consider what effect this may have on your neighbours.
- Erect a fence or shed.



YOUR HOME

At all times, you must:

- 🏠 Treat employees appropriately and not be aggressive or abusive towards them.
- 🏠 Not smoke whilst one of Mid-Wales Housing's employees or contractors is at your home.

You should:

- 🏠 Have a household insurance policy to cover the contents of your home. We insure the building but you are advised to provide home contents insurance for your furniture and personal possessions.
- 🏠 Keep your garden tidy.
- 🏠 Have a TV Licence if required. You can find further details on the laws of TV licensing on www.tvlicensing.co.uk
- 🏠 Use your own parking space (if you have a designated space).
- 🏠 Not keep a car that is unroadworthy or abandoned on Mid-Wales Housing's land.

- 🏠 Use your dustbin - put it out on the right day. For further information on bin collection please visit en.powys.gov.uk/binday or www.ceredigion.gov.uk/resident/bins-recycling/

- 🏠 Recycle where possible.
- 🏠 Ask the Council to take large things away if you are unable to do so yourself - there may be a charge for this.
- 🏠 Help us to keep your home and estate safe, tidy and attractive.



Look after your keys! We don't have spares and if you lose them we can change the locks, but you will have to pay for this service.



YOUR HOME

Things you need to do when you first move into your new home

Tick

COUNCIL TAX

☐

Inform the **Council Tax** department that you are the new tenant and check what banding your property is in and what the Council Tax is for the current year.

Powys Council Tax – 01597 826000 / <https://en.powys.gov.uk/counciltax>

Ceredigion Council Tax – 01970 633253

www.ceredigion.gov.uk/resident/council-tax

ELECTRICITY & GAS

☐

Contact your **Electricity & Gas** suppliers

WATER

☐

Don't forget to inform the water supply company that you are the new tenant. You can do this by phoning the correct supplier:

DWR CYMRU / WELSH WATER – 0800 052 0145 / www.dwrcymru.com

HAFREN DYFRDWY (previously known as Severn Trent Water) – 0330 678 0679

www.hdcymru.co.uk

Some properties are on a water meter and others are on a set charge per year.

TV LICENSING

☐

Remember to let the **TV Licensing** know about your new address. It only takes a minute, but if you forget, you could get an unwelcome visitor – a TV Licensing Enquiry Officer knocking at your door.

So contact them right away on – **0300 790 6144 / www.tvlicensing.co.uk**

HOUSING BENEFIT / UNIVERSAL CREDIT

☐

Contact the Department for Work and Pensions regarding your Universal Credit claim (if applicable) – **www.gov.uk/universal-credit**



YOUR HOME



Getting on with neighbours

When you move into your new home, we would encourage you to introduce yourself to your neighbours.

We would also encourage you to welcome other new residents. However, we realise that from time-to-time some residents may do things that annoy you. We would ask, in the first instance, that you approach the person concerned, if you feel that it is safe to do so. Should the problem still continue, please contact us.

What we will do

We will offer you advice and assistance in dealing with the problem with your neighbour.

We will also let you know at a very early stage what, if anything we can do about the problem.

After discussing and assessing the nature of your problem, we may refer the matter to external agencies including Police, Social Services and the Ceredigion/Powys Community Safety Partnership for discussion and consideration.

We may visit and/or contact the person who is allegedly causing you distress.

What is anti-social behaviour?

Anti-social behaviour covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed.

Examples of anti-social behaviour include:

- 🏠 Constant loud music or noise.
- 🏠 Harassment.
- 🏠 Drug related incidents.
- 🏠 Domestic abuse.
- 🏠 Vandalism.
- 🏠 Annoying pets (e.g. persistent barking).
You are also responsible for your visitors' pets when at your home.

The above list is not exhaustive.

If you cause anti-social behaviour, you could lose your home.

Who else can help?

- 🏠 The local Police - if you feel the problem is a criminal matter, then contact the Police.
- 🏠 A Mediation Service.
- 🏠 Environmental Health Department - for noise and nuisance cases.
- 🏠 A solicitor - to get legal advice (you may have to pay for their services).



YOUR HOME

What is harassment?

Harassment is when someone behaves in a way which offends you or makes you feel distressed or intimidated. If you are being harassed - please tell us. We will need evidence, then we can investigate.

What is domestic abuse?

Domestic abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 years or over who are, or have been, intimate partners or family members, regardless of gender or sexuality.

Examples of domestic abuse include:

- 🏠 Psychological abuse.
- 🏠 Physical abuse.
- 🏠 Sexual abuse.
- 🏠 Financial abuse.
- 🏠 Emotional abuse.

We will not tolerate domestic abuse in our properties or on our estates

Please tell us if you are a victim of domestic abuse. We will work with you to make sure that you have appropriate support and look at alternative housing options should this be required.

Who else can help?

The National Domestic Violence Helpline

A free, confidential helpline run by Women's Aid and Refuge for anyone experiencing domestic abuse available 24 hours a day, seven days a week.

Women's Aid

Provide a range of information and support on domestic abuse, including support for people experiencing domestic abuse and people who are concerned that others may be.

Respect

UK membership organisation for work with domestic violence perpetrators, male victims of domestic violence and young people's violence in close relationships. Helpline for people concerned about their behaviour.

Montgomery Family Crisis Centre

Supporting men, women and children experiencing or affected by domestic abuse in North Powys. 24 hour helpline.

Calan DVS – Radnor and Brecknock

Service covering Mid-Wales providing a range of immediate and long term support options for individuals and families experiencing domestic violence and abuse.

West Wales Domestic Abuse Service

Provide a free, confidential service throughout Ceredigion to anybody suffering or experiencing domestic abuse regardless of their age, race, gender, sexual orientation or financial circumstances.



YOUR HOME

Adaptations to your home

If you are experiencing difficulties in your home such as getting in and out of the bath or walking up and down stairs, Mid-Wales Housing may be able to help you.

Mid-Wales Housing can apply for a grant on your behalf to enable adaptation works such as level access showers and stair lifts to be installed.

We work in partnership with Care & Repair in Powys and Ceredigion County Council who co-ordinate the adaptation works and ensure that they are of the very highest standard and are right for you.

If you think you need an adaptation, the first thing you need to do is to contact your local Social Services Office and request a home visit from an Occupational Therapist. The Occupational Therapist will carry out an assessment of your needs and make recommendations to Mid-Wales Housing if appropriate.

The contact numbers for the local Social Services offices are as follows:

Powys County Council

01597 827 666

Ceredigion County Council

01545 570 881

Alternatively, you can contact Mid-Wales Housing directly should you require smaller aids or adaptations such as handrails or lever action taps which allow you to live more comfortably and independently.

If you have any questions or need advice on how to proceed, please contact the:

Grants & Adaptations Officer

Tel: **0300 111 3030**

Email: adaptations@mid-walesha.co.uk
or write to us at

Mid-Wales Housing Association
Ty Canol House, Ffordd Croesawdy
Newtown, Powys SY16 1AL



0300 111 3030

YOUR HOME

2.6 Keeping your home safe & secure

It is important to keep your home safe and secure. Here are some suggestions of simple steps you can take:

- 🏠 When people call - always ask for identification.
- 🏠 Always lock doors and windows when you go out.
- 🏠 Make sure sheds are locked and tools hidden.
- 🏠 Do not turn off smoke detectors.
- 🏠 Put cigarettes out safely at night.
- 🏠 Never leave children on their own in the home.
- 🏠 Don't wedge fire doors open.

Going away?

- 🏠 Shut all doors and windows.
- 🏠 Tell a neighbour/friend when you are coming back and when you are going.
- 🏠 In winter, if you are able to, leave your heating on low or on a timer.

Electrical safety

- 🏠 If appliances aren't working properly, **unplug them!**
- 🏠 If a plug or socket is damaged, **don't use them!**
- 🏠 If a plug, socket or appliance is wet, **don't use it!**
- 🏠 Do not leave electrical appliances charging overnight.

Fire Safety

- 🏠 There is smoke alarm fitted in your property, do not cover this under any circumstances.
- 🏠 We can carry out additional home fire safety checks in association with the local Fire and Rescue Service.
- 🏠 Where there are fire doors fitted in your property, do not modify or paint these without our prior permission.

Gas Safety

- 🏠 Do not attempt to modify or work on any gas system installed in your home.
- 🏠 We will require access to your home at least once a year to check and service your gas appliances.
- 🏠 If you smell gas call **0800 111 999** immediately.
- 🏠 As well as the danger of explosion and fire, the gas supply is extremely poisonous. If you develop unexplained symptoms such as drowsiness or headaches, see a doctor straight away.

Garden safety

- 🏠 Use a circuit breaker on tools outside.
- 🏠 Do not work in bare feet.
- 🏠 Always make sure the cable is behind you.

Please check Mid-Wales Housing's website www.mid-walesha.co.uk for further information.



YOUR HOME

2.7 Pets

The tenancy agreement provides an obligation on you: “To keep under control any animals kept at the premises and to obtain the written consent of Mid-Wales Housing before keeping a dog or any other animal which might cause a nuisance to neighbours.”

It should be recognised that ownership of pets is a privilege, not a right, and you must comply with the terms stated within their tenancy agreement.

When considering if permission will be given for a pet to be kept, the Community Housing Officer may take into account all, or some of the following factors:

- 🏠 Does the property have its own separate entrance?
- 🏠 Does the front door open onto a communal area?
- 🏠 If the property is a flat, what is the density of animals already in that block?
- 🏠 Do you already have permission to keep a pet, and want to have another pet?
- 🏠 What size and type is the property?
- 🏠 Does the property have its own, exclusive area, such as a garden?
- 🏠 What pet do you want to keep?
- 🏠 Have you ever been refused permission to keep a pet before by Mid-Wales Housing?

- 🏠 Are there any medical reasons why permission is being asked for?
- 🏠 Would you benefit from having a pet for health reasons?
- 🏠 Does the animal need to be registered with the Council (i.e. a performing animal)?

If the Community Housing Officer decides to give permission for a pet, then they may attach any or all of the following rules to that permission:

- 🏠 The animal does not cause a nuisance (noise or otherwise).
- 🏠 You are responsible for the pet/s at all times.
- 🏠 You are responsible for any damage the pet/s may cause to the structure or fabric of the property or garden.
- 🏠 Dogs are not allowed to roam.
- 🏠 The animal must not foul the communal areas of Mid-Wales Housing’s properties.
- 🏠 There are no unpleasant odours from the pet.
- 🏠 You will be recharged any cost incurred in dealing with irresponsible pet/animal ownership, including dealing with flea infestation in both current tenancies and where you have left the property.



YOUR HOME

No matter how big your property or garden is, at the very most, you will only be allowed to keep two dogs, or two cats or a dog and a cat. Therefore two are fine, three are too many.

If permission is granted for a pet to be kept, it may be withdrawn if complaints are received about the pet, and upon investigation, it is deemed no longer suitable for a pet to be at the property. If this is the case, you may be asked to rehome the pet. The Community Housing Officer will consider the situation and take all aspects into account.

If you are an owner of an animal, you must comply with the Animal Welfare Act 2006. This Act places a duty on anyone that owns, or is responsible for, an animal (even on a temporary basis) to ensure that the welfare needs of the animal are met and no animal suffers unnecessarily. The legislation applies to mammals, birds, reptiles, amphibians and fish.

Permission will not be granted for animals, which could reasonably be regarded as livestock. You must not breed any animal kept in Mid-Wales Housing's properties or offer any animal for sale from the property under any circumstances.

Where a member of staff witnesses cruelty or neglect they will report it to the RSPCA. If a resident witnesses cruelty or neglect, they will be encouraged to contact the

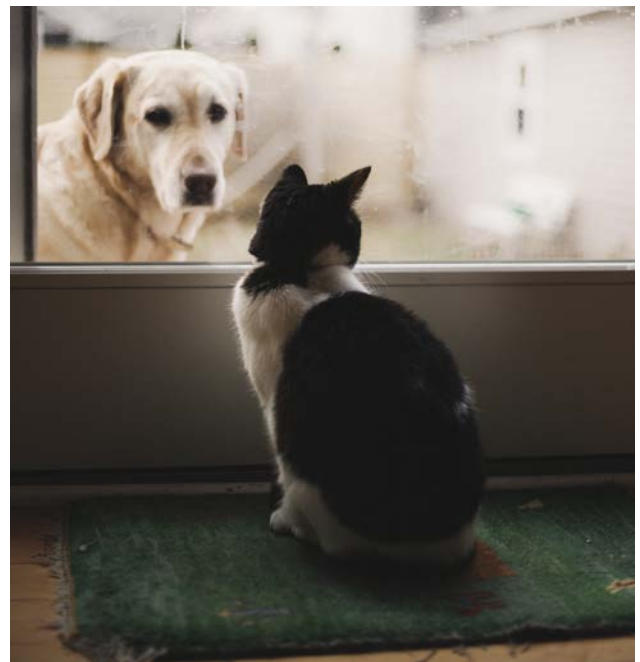
RSPCA themselves. The RSPCA has a 24-hour cruelty line to report cruelty or an animal in distress **0300 1234 999**.

Assistance Dogs

Mid-Wales Housing will fully consider any request for permission to have an assistance dog, such as a guide dog, hearing dog or a service dog. However, the accommodation you live in still needs to be suitable for a dog.

Health reasons

If you would benefit from a pet for health reasons, Mid-Wales Housing will carefully consider any such permission requests. The request would need to include a supporting letter from a health professional or authorising body.



YOUR HOME

2.8 Moving house

If you would like to move to another Mid-Wales Housing property or to another Registered Social Landlord in the Mid Wales region:

- 🏠 You will need to register with the Powys/Ceredigion Common Housing Registers.
- 🏠 You can exchange or 'swap' accommodation with someone else but you must get permission from Mid-Wales Housing first. The person you wish to exchange with will also have to get permission from their landlord. You are unable to swap your home with a tenant of a private landlord.

We may ask you to move if:

- 🏠 We need to do work on your home and there is a safety risk.
- 🏠 You have obtained a property which is too large for you by giving false information.
- 🏠 If you have breached the terms within your occupancy agreement.

2.9 Abandoned properties

If we think you have abandoned or left your property without telling us, we will try and contact you.

If we are unable to contact you, we will put a notice on your door giving you a date to contact us by and if we still cannot find you, we will change the locks and dispose of any possessions left inside the property. You will be charged for this. You will still have to pay any rent you owe.

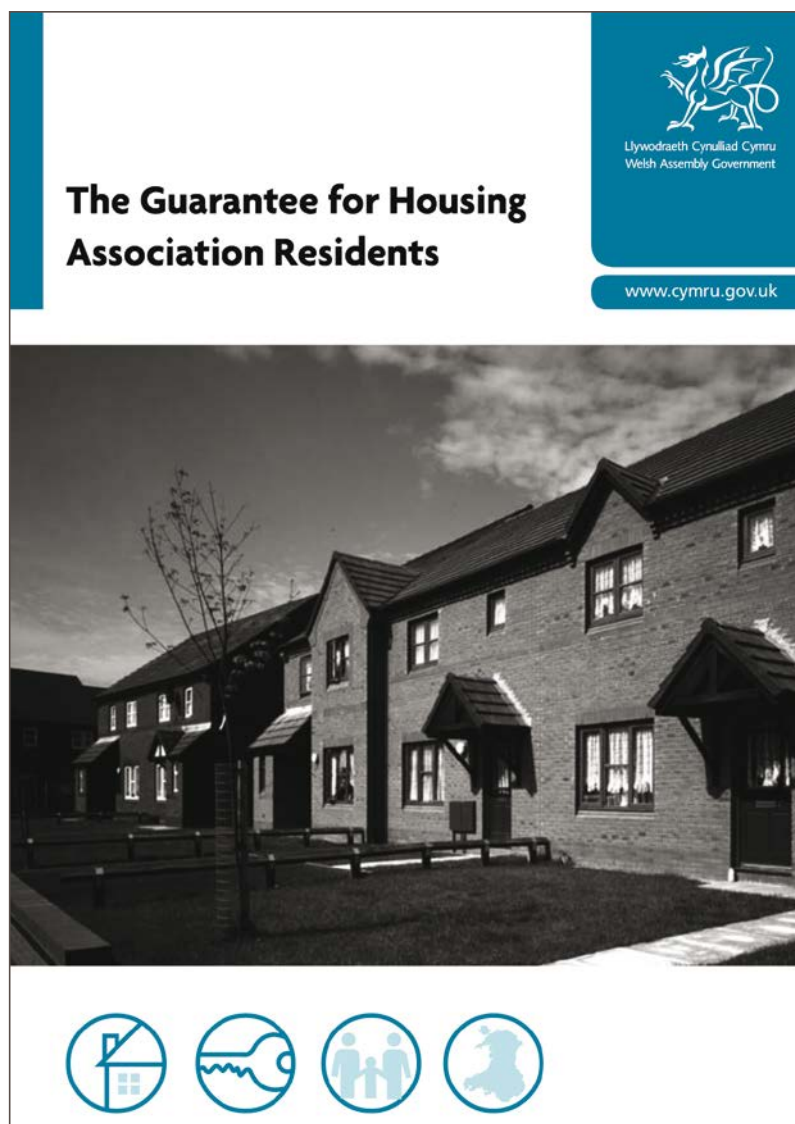


YOUR HOME

2.10

The guarantee for housing association residents

Please find 'The Guarantee for Housing Association Residents' included in this Handbook. This guarantee is a set of rules and minimum standards set out by the Welsh Government for all Registered Social Landlords in Wales. These are to make sure that as a resident, you are treated fairly and you know what to expect from your landlord.



“

I would recommend Mid-Wales
Housing to anybody looking for
an affordable quality home rent

”



0300 111 3030

SUPPORTED & SHELTERED HOUSING SCHEMES

3.1 Supported housing

You may need support if you have a disability or are vulnerable. Some people need a lot of support, some only a little. Mid-Wales Housing works with a number of other organisations that can provide support to you in your home.

Mid-Wales Housing provides housing with support for people:

- With learning disabilities.
- With mental health problems.
- Who have escaped domestic abuse.
- Who are young, elderly, single and homeless.
- Who are recovering from substance dependency.

Mid-Wales Housing works with support providers who support residents. Please be aware:

- Mid-Wales Housing Association is still the landlord.
- The support provider provides as much or as little support as you need.
- You should be able to say how you wish to be supported.
- Some people live in shared houses, some in individual flats.
- Mid-Wales Housing has a management agreement with the support provider which specifies how they will support you in your home.

3.2 Sheltered housing

Mid-Wales Housing provides a number of sheltered schemes in Powys. We aim to allocate older persons accommodation to applicants who are 55 years of age or over. Applications for such accommodation are taken through the Powys Common Housing Register. Our aim is to provide accommodation which allows independent living in an environment where older people feel safe and secure.





REPAIRS & MAINTENANCE



How to report a repair

We are responsible for most of the repairs to your home and we provide a responsive repairs service to deal with these.

How to report a repair

- 🏠 Call **0300 111 3030**.
- 🏠 Log on to **My Account** - <https://myaccount.mid-walesha.co.uk>
- 🏠 E-mail **post@mid-walesha.co.uk**.
- 🏠 Write to us or visit our offices during office opening hours

Out of hours emergency repairs

Please call us on the usual number **0300 111 3030**. Our automated telephone system advises you when the office is closed and will automatically divert emergency calls to an Out of Hours Call Centre.

This service is for emergencies only. If your repair is not an emergency then you may be recharged for the cost of the repair.

What you need to tell us:

- 🏠 Your name, address and contact details.
- 🏠 A clear description of the repair request.
- 🏠 How we can gain access to fix the problem and an appropriate contact number.

Repairs will be handled within the following timescales following the repair being logged by Mid-Wales Housing

Emergency Repairs - within 24 hours

- 🏠 When there is a danger to health and safety or of serious damage to the property.

- 🏠 When you have no water, or your pipes or tank have burst.
- 🏠 The only toilet does not flush and there is someone elderly or disabled in the property.
- 🏠 The main drain is blocked.
- 🏠 You have had a fire and your home needs to be made safe.
- 🏠 You cannot get into or out of your property.
- 🏠 There is a loss of heating between 1st October and 31st March.
- 🏠 The fire safety equipment is damaged.
- 🏠 Broken down lift.

Urgent repairs - within 7 days

- 🏠 Minor leaks.
- 🏠 Minor electrical faults which are not considered to be dangerous.
- 🏠 Faulty heating, heating controls or hot water supply.
- 🏠 Damaged handrails.
- 🏠 Communal lighting.

Non-urgent repairs - within 28 days

Most other repairs will be classed as non-urgent and we will try to complete them within a 28 day period. The exception to this will be if a more substantial repair or replacement is required. In such instances, the repair may take longer, but we will always let you know if this is likely to be the case.

Further details of the Mid-Wales Housing's Property Repair and Maintenance Policy can be found on our website at www.mid-walesha.co.uk.

REPAIRS & MAINTENANCE

4.2 Whose responsibility?

You are responsible for:

- Giving the contractors access to the property to carry out the repairs within the agreed timescales. If you do not keep to an agreed appointment, you may be charged as a result.
- Re-glazing broken windows.
- Lost keys.
- Easing doors to fit over carpets.
- Light bulb replacement (with the exception of sealed light units).
- Tap washers and sink plugs.
- Blocked sinks.
- Pest control treatments including infestation by ants, wasps, bees, cockroaches, mice, rats or bedbugs.
- Clothes lines and bins (except in communal areas).
- Shrinkage cracks in the walls and ceilings.
- Anything of yours that is broken.
- Anything you have damaged.
- Toilet seats.

Will you have to pay for repairs?

You will be recharged for the costs if you, your family, or your visitors have caused damage, or if Mid-Wales Housing fixes something which is your responsibility.

Mid-Wales Housing is responsible for:

Outside

- Drains, gutters and downpipes.
- Roof and main structure of the building.
- Doors and windows.
- Painting the outside.
- Paths, steps, fences and gates.
- Play areas.
- All outside communal areas.

Inside

- Walls, ceilings, stairs, floors, skirting boards and doors.
- External door locks.
- Fires fitted by Mid-Wales Housing unless they have been gifted to you.
- Electrical sockets and switches.
- Gas, water and sewerage pipes.
- Kitchen cupboards, worktops, sink and flooring to wet areas.
- Bathroom sanitary ware.
- Heating systems.
- Alarm systems.
- Fire safety equipment.
- Painting communal hallways and stairs.
- Specialised equipment Mid-Wales Housing have provided.



REPAIRS & MAINTENANCE

4.3 Planned maintenance

This refers to the work involved in planning the replacement of the building fabric and components when they have reached the end of their serviceable life. It can include replacement windows, heating systems, boilers and kitchens. Typical building fabric and component lifecycles are below:

Component	Cycle Years
Windows & doors wooden	30/40
Windows & doors UPVC	30/40
Full heating systems	30
Boilers	15
Bathrooms	30
Cloakroom	30
Kitchen units	15
Storage heaters	30
External Redecorations (including communal areas)	6

We will:

- 🏠 Work closely with you at each stage of the work.
- 🏠 Meet with you prior to undertaking the work.
- 🏠 Tell you when we plan to do the work.
- 🏠 Give you a choice of colours for kitchen units, worktop finish, tile and floor coverings wherever possible.
- 🏠 Inspect the work upon completion and provide you with a resident satisfaction survey.

Compliments or complaints about the repairs & maintenance service

Your feedback is invaluable to us and your comments help us to improve services to our customers. Your feedback is shared with contractors and staff. Please see section 8 for more information on our Compliments, Complaints and Comments process.

Right to repair

In certain circumstances, if we do not repair something that is our responsibility, you can get someone else to do it and we will pay. You must check with Mid-Wales Housing before you do this.



REPAIRS & MAINTENANCE



Your safety

Gas

For your and your family's safety and by law, you must allow us into your home once a year to inspect and service gas equipment. If you smell gas call **0800 111 999** immediately. As well as the danger of explosion and fire, the gas supply is extremely poisonous. If you develop unexplained symptoms such as drowsiness or headaches, see a doctor straight away.

Fire

We will fit a smoke alarm in your home and carry out fire risk assessments for all communal areas. Keep exits clear.

Asbestos

We will let you know if we are aware of asbestos in your home. We will meet all health and safety guidelines on asbestos and tell you about asbestos safety. Do not tamper with or touch any asbestos containing material.

Electrical

We will test your electricity supply and wiring before you move into your home to make sure it is safe. You should make sure that your own electrical equipment is safe and in good working order.



RENT & OTHER CHARGES

5.1 Your rent

Your rent is the money you pay to Mid-Wales Housing to live in your home. Your rent may also include a service charge.

Your rent goes towards the building, maintaining, managing and improving of our properties. As a tenant, you have agreed to pay your rent and any other charges regularly at the start of your tenancy period.

5.2 How is your rent set?

If you are an **Assured Tenant**, or have a starter tenancy Mid-Wales Housing sets your rent in accordance with Welsh Government guidance. Your rent will be reviewed at the beginning of April each year.

We will aim to give you two months' notice of any change; but at the very least we will provide one calendar months notice.

If you are a **Secure Tenant**, your rent is set by the Independent Rent Officer Service not Mid-Wales Housing. This is reviewed every two years. You have a right of appeal.

We have a Rent Setting Policy – a copy is available on our website www.mid-walesha.co.uk or we can send you a copy upon request.

5.3 Service charges

The service charge pays for services that Mid-Wales Housing carries out to your property and on your estate or scheme. These can include things like:

- Gardening of communal grounds.
- Light, heat and cleaning in communal areas.
- Servicing fire safety equipment.
- Servicing lifts and special equipment.
- Replacing communal carpets and slip resistant flooring.
- Communal TV aerials.
- Some services relating to unadopted roads.

A breakdown of your service charges is attached to your Occupancy Agreement.

5.4 How to pay rent and service charges

If you have a weekly tenancy, your rent is due every Monday. If you have a monthly tenancy, your rent is due on the first day of each month.



RENT & OTHER CHARGES

WAYS TO PAY YOUR RENT OR RECHARGE

DIRECT DEBIT

You can set up a direct debit to pay your rent weekly, fortnightly or monthly. This will be automatically collected from your chosen bank account. To set up your direct debit please call Customer Services on **0300 111 3030**.

TELEPHONE

You can pay by debit or credit card by calling our office on **0300 111 3030** where you will be asked for your card details by one of our Customer Services Advisors.



PAYMENT CARD

You will need the **19-digit reference number** found on your allpay rent or recharge payment card. There are a number of ways you can pay using allpay as follows:

Telephone - Pay by debit or credit card by calling **0844 557 8321** and follow the step-by-step instructions.

App - Download the allpay APP for FREE from the Apple App Store or Google Play.

Website - Visit the allpay website **<https://www.allpayment.net>** or if you have set up a Mid-Wales Housing 'My Account' click on the secure link and follow the simple instructions. You can make a payment by using a debit or credit card.

Text - After registration online at **www.allpayments.net/textpay**, text a simple code and the amount you wish to pay to a designated number every time you want to make a payment. You can make a payment by using a debit or credit card.



Paypoint - PayPoint outlets are predominantly located in convenience stores and service stations. You can make a payment by using cash, cheque or debit card.

Post Office - Pay at any Post Office by using cash, cheque or debit card.

BY POST

You can post your payment by sending a cheque to our offices.

Please do not send cash through the post.

HOUSING BENEFIT DIRECT

You can choose to have your Housing Benefit payments sent directly to Mid-Wales Housing.

OFFICE

Visit our head office in Newtown and make a payment by cash, cheque, debit or credit card.

RENT & OTHER CHARGES

If you owe rent - don't delay, call us today we may be able to help

What to do if you cannot pay:

- Contact our Customer Services Team or Income Management Team on **0300 111 3030**, to discuss the difficulties you may be having with paying your rent.
- You may be entitled to some benefits such as Housing Benefit or Tax Credits - we can offer you advice on this.
- We can direct you to other agencies who help with benefits and also offer advice on how to manage your money more effectively.
- We will discuss with you how to pay any rent outstanding and offer you an option to clear your account by paying in instalments.



What happens if you don't pay:

If you do not pay your rent and service charges we will:

- Write to you and ask you to pay and to contact us to discuss any financial problems you may be having.
- Advise you of organisations such as Citizens Advice Bureau, Credit Union and Shelter Cymru who can advise on budgeting, etc.
- Have no choice (if you ignore these letters) but to take further action against your tenancy which could result in us taking you to Court. If we have to take you to Court you will be ordered to pay the outstanding rent and services charges. You will also have to pay Court costs.

If you still don't pay, you may be evicted and lose your home. You will still have to pay the outstanding rent and Court costs.

We have an Income Collection, Recharges and Recovery Policy - a copy is available upon request or can be downloaded on our website **www.mid-walesha.co.uk**.

Welfare Benefits Advisor

Mid-Wales Housing has a dedicated Welfare Benefits Advisor to assist with welfare benefit queries. Please contact the Income Management Team on **IMT@mid-walesha.co.uk**, if you require help.





0300 111 3030

MY ACCOUNT

6 'My Account' - Your online housing account

How to access My Account

Mid-Wales Housing has developed an online account for tenants and residents to gain direct access to information about their rent accounts, repairs, communications, other details and preferences.

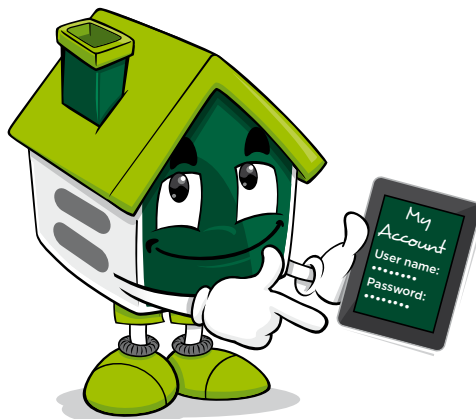
My Account is internet-based and can be accessed using any device, such as a PC, tablet or mobile phone.

It's really easy. You can view and print rent statements, order repairs, view progress of existing repairs at any time of the day or night, amend your details, preferences and submit communications to us, including live webchat with Advisors.

To access My Account, click on the link below or paste it into your web browser:

<https://myaccount.mid-walesha.co.uk>

(Please note there is no "www" in this address)



SIGN-UP/REGISTRATION

To start using My Account, you must register for the service. To do this you will need to have three pieces of information available about yourself, these are:

1. Tenancy reference
2. Surname
3. Date of birth

Important notes:

1. Your tenancy reference appears on any rent statements or other letters we have sent to you.
2. Your date of birth must match what we hold about you on our system. If you have never given us your date of birth, or it is incorrect in our system, you will not be able to register on My Account until you provide us with the correct details.
3. Joint tenants can sign up to have their own individual accounts or you can share.



“

Very satisfied, couldn't ask for
a better service and support

”



0300 111 3030

TENANT & RESIDENT INVOLVEMENT

Tenant & resident involvement

At Mid-Wales Housing Association we are proud to say that we do more than just rent and manage homes. We also like to invest in, and work with, our tenants and residents and their communities to better understand what tenants need, and how we can improve.

We can provide support with your benefits and managing your rent, with getting more involved in the community you live in and can find the right people to help with other, more specific needs.

We like to ensure that you have the opportunity to be involved in the decisions that affect your home and that you feel empowered to improve the communities in which you live.

At Mid-Wales Housing we will encourage you to get involved as it really does make a difference. We know that the best way to improve our services is to listen to residents' experiences and suggestions. Getting your voice heard is not just about coming to a meeting. We know you are busy so we are committed to finding new and innovative ways to ensure your voice is heard in a way that best suits you.

Getting involved can help to:

- Improve the services we provide, ensuring they meet your needs and circumstances.
- Gain new skills and build confidence by working with other people in your town or village as well as staff from Mid-Wales Housing.
- Improve your area and facilities in your community.

There are various ways in which you can get involved, depending on how much time you would like to give.

Below are some of the ways in which you can be involved:

- Taking part in community events.
- Attending meetings with staff.
- Being part of tenants' and residents' groups or setting up a new group where you live.
- Online, social media, over the phone, joining our Armchair Group or by completing satisfaction surveys all from the comfort of your home.
- Become a board member.
- Pay £1 to become a shareholder of Mid-Wales Housing.



TENANT & RESIDENT INVOLVEMENT

If you would like to have more of a say, why not join one of our active groups? You could represent the needs of other tenants and residents by taking part in our service reviews. You can influence the way services are delivered now and in the future. In many cases, if you have to travel to do this, we will provide you with transport or pay you a mileage allowance so you are not out of pocket. With prior agreement, we will also cover child and adult care costs, making sure everyone has the opportunity to be involved if they want to be.

If you are passionate about your community and about supporting people then this is a great way to have a real influence at Mid-Wales Housing.

Volunteering your time will look great on your CV and the skills you'll learn along the way will help with your personal and professional development. In some instances, we will even offer training opportunities.

If this sounds of interest to you and to find out more about how we can work together, please contact the Community Participation Officer on **0300 111 3030** or **info@mid-walesha.co.uk**

“
No one person can solve
all the world's problems
but together we can
achieve so much more
”



CUSTOMER FEEDBACK



Complaints, compliments and comments

We value your feedback about our services, whether these are compliments about what we are doing well or comments or complaints that can help us do things better.

Your feedback is invaluable to us and your comments help us to improve services to our customers. We will respond to customer complaints in a consistent and professional manner.

How to complain, compliment or comment on our service

Telephone **0300 111 3030**, e-mail **info@mid-walesha.co.uk** or write to Mid-Wales Housing. You can also use our website **www.mid-walesha.co.uk** or log on to My Account **https://myaccount.mid-walesha.co.uk**

If you live in supported housing you also can feed back through the support provider.

We will acknowledge receipt of your communication and tell you what we are doing about any complaints.

Compensation

If we have failed to provide a service you may qualify for a compensation payment as outlined in the Complaints and Compensation Policy available on our website at

www.mid-walesha.co.uk/en/downloads/downloads-policy-procedure



CUSTOMER FEEDBACK

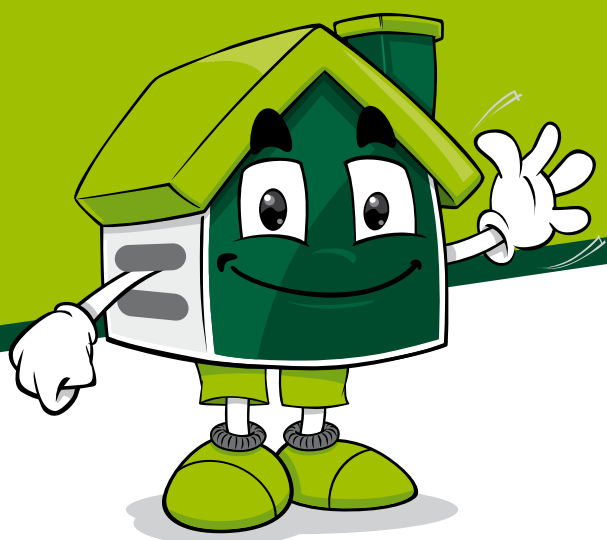
“The best housing association out there, bend over backwards to help you in any way they can”

“Mid-Wales Housing offers affordable comfortable homes allowing us to make the home our own. Repairs are done quickly and to a high standard. I can’t fault any part of my experience”

“The service and support Mid-Wales Housing provide is exceptional”

“Superb landlords. Feel very privileged to live in my home and have you for landlords”





Cymdeithas Tai Canolbarth Cymru

Tŷ Canol, Ffordd Croesawdy
Y Drenewydd, Powys, SY16 1AL

☎ 0300 111 3030

☎ 07860 027936

✉ info@mid-walesha.co.uk

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