

Welcome to Newydd



If you require translation facilities or information in other languages or formats, including Welsh, Braille, large font or on CD or tape then this is available on request. You are also able to use our Language Line service to speak to someone in your preferred language. Please ask for details.

إن كنتم بحاجة إلى تسهيلات ترجمة أو إلى معلومات بلغات أو بهيئات أخرى بما في ذلك اللغة البوليزية أو لغة برايل أو بطباعة الحروف الكبيرة أو على أقراص سي دي CD أو على أشرطة فيبإمكان توفير ذلك عند الطلب. كما يمكنكم كذلك استخدام خدمة لانجويج لاين Language Line التي نقدمها للتحدث إلى شخص ما بلغتكم المفضلة. يرجى الاستفسار عن التفاصيل.

আপনার যদি অনুবাদের সুবিধার প্রয়োজন হয় অথবা ওয়েলশ, ব্রেল, বড় হরফ অথবা সিডি বা টেপ সহ, অন্যান্য ভাষায় বা আকারে তথ্য প্রয়োজন হয় তাহলে তা অনুরোধ করলে পেতে পারেন। আপনি আমাদের Language Line পরিষেবাও ব্যবহার করতে পারেন যদি আপনি আপনার পছন্দ মত ভাষায় কারুর সঙ্গে কথা বলতে চান। অনুগ্রহ করে বিস্তারিত তথ্য পাওয়ার জন্য অনুরোধ করুন।

如果您需要其他語言或格式的翻譯設施或資訊，包括威爾斯文、Braille 點字、大字型、碟片或磁帶，只要申請即可使用。您也可以使用我們的 Language Line (電話傳譯服務)，用您的母語與某人交談。請洽詢相關詳細資料。

Si vous avez besoin de services de traduction ou d'informations dans d'autres langues ou autres formats, y compris en gallois, braille ou en gros caractères, sur CD ou cassette audio, tous ces services sont disponibles sur demande. Vous pouvez aussi utiliser notre service Language Line pour parler à quelqu'un dans la langue de votre choix. Veuillez vous renseigner auprès de l'accueil pour plus d'informations.

જો આપને અન્ય ભાષાઓ કે ફોર્મેટમાં ભાષાંતર કે માહિતી, વેલ્શ, બ્રેઇલ, મોટા અક્ષરો સહિત કે સીડી અથવા ટેપ પર જોઈએ તો આ વિનંતિ કયાથી ઉપલબ્ધ છે. તમે અમારી Language Line સર્વિસ તમારી પસંદગીની ભાષામાં કોઈ સાથે વાત કરવા માટે ઉપયોગ કરી શકો છો. વિગતો માટે કૃપા કરીને પૂછો.

यदि आप अनुवाद सुविधाएं चाहते हैं अथवा वेल्श, ब्रेल, बड़े फॉन्ट में या सीडी या टेप सहित किसी अन्य भाषा या स्वरूप में सूचनाएं चाहते हैं, तो यह अनुरोध करने पर उपलब्ध है। आप किसी से अपनी पसंदीदा भाषा में बात करने के लिए हमारी Language Line सेवा का भी उपयोग कर सकते हैं। बयों के लिए कृपया पूछें।

ਜੇ ਤੁਹਾਨੂੰ ਅਨੁਵਾਦ ਸਹੂਲਤਾਂ ਜਾਂ ਵੈਲਸ਼, ਬ੍ਰੇਲ, ਵੱਡੇ ਫੌਂਟ ਜਾਂ ਸੀਡੀ ਜਾਂ ਟੇਪ ਸਮੇਤ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਜਾਂ ਰੂਪਾਂ ਵਿਚ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਫਿਰ ਇਹ ਬੇ ਨਤੀ 'ਤੇ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਅਪਣੀ ਤਰਜੀਹੀ ਭਾਸ਼ਾ ਵਿਚ ਕਿਸੇ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਸਾਡੀ Language Line ਸੇਵਾ ਦੀ ਵਰਤੋਂ ਵੀ ਕਰ ਸਕਦੇ ਹੋ। ਕਿਰਪਾ ਕਰਕੇ ਵੇਰਵਿਆਂ ਲਈ ਪੁੱਛੋ।

Haddii aad u baahan tahay adeegyo tarjumaad ama macluumaad luuqado ama qaabab kale ah, oo ay ku jiraan Welsh, Luuqadda indhoolayaasha, Daabacaad weyn ama CD ama cajalad waxaa lagu heli karaa codsi ahaan. Waxaa kale oo aad isticmaali kartaa adeegyadeena Language Line si aad qof ugula hadasho luuqadda aad doorbideyso. Fadlan faahfaahin waydiiso.

اگر آپ کو ترجمے کی سہولتوں یا دیگر زبانوں یا شکلوں، بشمول ویلش، بریل، بڑے حروف یا سی ڈی ٹیپ میں معلومات کی ضرورت ہو تو یہ درخواست کرنے پر دستیاب ہے۔ آپ اپنی ترجیحی زبان میں کسی شخص سے بات کرنے کے لئے ہماری Language Line خدمت کا بھی استعمال کرسکتے ہیں۔ برائے مہربانی تفصیلات طلب کریں۔

Jeśli jesteś zainteresowany usługami tłumaczeniowymi lub informacją w innych językach lub formatach, np. po walijsku, w alfabecie Braille'a, dużą czcionką, na CD lub taśmie, to są one dostępne na żądanie. Możesz także korzystać z naszej usługi Language Line, jeśli chcesz z kimś porozmawiać w wybranym przez siebie języku. Zapytaj o szczegóły.

Εάν χρειάζεστε υπηρεσίες μετάφρασης ή πληροφορίες σε άλλες γλώσσες ή μορφές, συμπεριλαμβανοντας Ουαλικά, Braille, μεγάλα γράμματα ή σε CD ή κασέτα, είναι όλα διαθέσιμα μετά από αίτηση. Μπορείτε επίσης να χρησιμοποιήσετε την υπηρεσία μας Language Line για να μιλήσετε στη γλώσσα που προτιμάτε. Παρακαλώ, ζητήστε περισσότερες πληροφορίες.

Os ydych angen cyfleusterau cyfieithu neu wybodaeth mewn ieithoedd neu fformatau eraill, yn cynnwys Cymraeg, Braille, ffont mawr neu ar CD neu dâp maent ar gael ar gais. Gallwch hefyd ddefnyddio ein gwasanaeth Llinell Iaith i siarad â rhywun yn eich dewis iaith. Holwch am fanylion.

Call: 0303 040 1998

Text: 07539 115 115

www.newydd.co.uk

enquiries@newydd.co.uk

➤ Newydd Housing Association

Ty Cadarn, 5 Village Way,
Tongwynlais CF15 7NE



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Section one

Welcome



All Newydd staff, the Newydd Board and myself would like to welcome you to your new Newydd home!

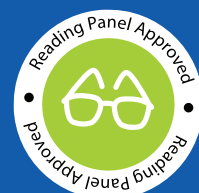
This welcome pack will give you important information about being a Newydd tenant. You can also find more information in:

- Your Tenancy Agreement
- The Newydd Repair Handbook
- Newydd Customer Service Standards
- Our website www.newydd.co.uk
- On Facebook by going to www.facebook.com/Newydd
- On Twitter by going to www.twitter.com/NewyddHousing

We hope you find this information useful throughout your forthcoming move and wish you every happiness in your new home!



Paul Roberts
Chief Executive



Welcome

1.1 About us

Newydd Housing Association offers 3,000 homes for rent to people who need an affordable home in Mid and South Wales.

Each tenant and leaseholder is able to have their say and get involved in the work we do. This is to make sure that our services meet your standards. From clicking on our Facebook page to taking part in a three day conference, you can get involved in a variety of ways that suits you best.

At Newydd we work in close partnership with other charities, local authorities and the Welsh Government to support people where housing need is greatest. Each new home that we build is attractive, spacious, accessible and energy efficient. As well as offering homes for rent we offer low cost home ownership, independent living homes for people aged 55 and above and supported housing where we work in partnership with agencies to provide support.

As a social landlord it is not our aim to make a profit and we receive some of our income from the Welsh Government. We are governed by our Board made up entirely of volunteers, some of which are Newydd tenants elected by you.

We don't just want you to be satisfied with what we do, we want you to be delighted with the services we provide.



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Welcome

1.2 Our contact details

Newydd offices:

Newydd Housing Association

Ty Cadarn
5 Village Way
Tongwynlais
CF15 7NE

Opening hours: 9.00am – 5.00pm
Monday to Friday

Newydd Housing Association

St David's House
New Church Street
Newtown
Powys
SY16 1RB

Opening hours: Monday to Friday
(except Wednesdays) 9.00am – 1.00pm,
1.30pm – 3.00pm. Closed all day
Wednesday

Call: 0303 040 1998
Text: 07539 115 115
Email: enquires@newydd.co.uk
Website: www.newydd.co.uk
Twitter: @NewyddHousing
Facebook: www.facebook.com/newydd

Call: 0303 040 1998

Text: 07539 115 115

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Welcome

1.3 Newydd Community Hubs

Newydd has several community hubs where tenants can talk directly to staff and have access to housing and maintenance services. Our community hubs also provide a venue for local tenants associations, community activities, training courses, advice, support and much more. Find your closest Hub on the map provided or ring Newydd on 0303 040 1998 to find out about the range of services you can access locally.

Barry Community Hub:

121 Broad Street
Barry
Vale of Glamorgan
CF62 7AL

Rhydyfelin Community Hub:

Trem y Cwm
Masefield Way
Rhydyfelin
Pontypridd
CF37 5HQ

Glynneath Community Hub:

24 Maes Yr Eglwys
Glynneath
Neath
SA11 5SD

Call: 0303 040 1998

Text: 07539 115 115

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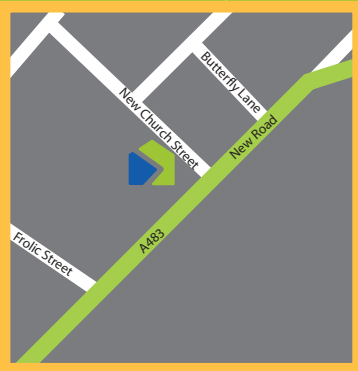


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1.4 How to find us

Newydd's office in Newtown SY16 1RB



Newydd's office in Tongwynlais CF15 7NE



Glynneath Community Hub, SA11 5SD



Rhydyfelin Community Hub, CF37 5HQ



Barry Community Hub, CF62 7AL



Section two

Housekeeping



Important information to help you move in your new home

Your Housing Officer or Independent Living Officer

Contact details

The name of your electrical supplier is

Contact details

The name of your gas supplier is

Contact details

The name of your water supplier is

Contact details

Your housing benefit office is located

Contact details

Your council tax office is located

Contact details

The gas meter is located

The electric meter is located

The water stop tap is located

The consumer unit (fuse box) is located

Housekeeping

2.1 Your water supply

Your water supply will still be connected but you will need to notify Welsh Water that you have moved in by calling 0800 052 0145. You do have a right to have a water meter installed but you must inform the maintenance department at Newydd. Please note that a water meter may not always prove to be cost effective and it cannot be removed once it is installed.



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Housekeeping

2.2 Your gas and electricity supply

In most instances our properties have both a gas and electricity supply. We also have some properties where only an electricity supply is available.

The gas and electric supplier does not switch off or disconnect your supply however, you will need to arrange for the details to be changed to your name. We will give you the name of the supplier and their telephone number in order for you to do this. You will also need to provide the readings from the meters.

There are two types of meters – quarterly meters and prepayment meters:

If your new house has a **quarterly meter**, you need to supply the meter reading and your name and explain how you wish to be charged for the gas supply. There are a number of ways to pay, either by a quarterly bill or a payment plan that can be weekly or monthly. The gas supplier will accept a direct debit for these payments or send you a payment card, there are other means of payment that you can discuss with the supplier.

If your home has a **prepayment meter**, you need to supply the readings from the meter – there can be as many as 8 readings on an electricity meter and usually 3 for a gas meter. The supplier will send you either a card or key in order for you to purchase gas or electric.

You may have a mixture of prepayment or quarterly meters, if you wish you can ask for a meter to be changed but the energy companies have started to charge for this service, you will need to ask whether it is possible to change your meter and what the charge would be.

It is important that you give all the information the supplier requires in order to protect yourself from being liable for any charges for the previous tenant.

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Housekeeping

2.3 Servicing your gas boiler

Newydd is legally bound to carry out an annual service of your gas boiler. You **MUST** allow our gas service engineers entry to your home to carry out the work.

Failure to do so could put you and your family's life at risk of carbon monoxide poisoning, which in extreme cases can result in serious injury, or death.

Three failed attempts to access your home will result in legal action being taken against you. Please call 0303 040 1998 to see when your gas boiler test is due.

2.4 Your central heating

We aim to service our boilers whilst the property is void (empty) and a Landlords Safety Certificate will be given to you to show that this has been done. The boiler is then serviced every year.

If you have prepayment meter(s) we cannot carry out the boiler service until you have credit on the gas and electricity meters. In these instances for safety reasons we have to 'cap' your boiler and/or supply until you have purchased and registered credit on your meters.

Once you have done this you will need to call our Customer Service Department on 0303 040 1998 who will be aware that your boiler needs servicing. Remember there must be credit on both the gas and electricity meters before you call.

Call: 0303 040 1998

Text: 07539 115 115

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Housekeeping

2.5 Contents insurance

Newydd is responsible for the insurance to cover the building; however, we are not responsible for insuring against damage to the contents of your home. You are strongly advised to obtain contents insurance when taking over your tenancy to protect your personal belongings.

2.6 TV licence

If you intend having a television in your home you are responsible for buying a relevant TV licence.

If you already have a TV licence, you will need to advise them of your change of address by going to www.tvlicensing.co.uk/moving, or visit your local Post Office. You could face a large fine if you do not get a licence!

2.7 Decorating your new home

You may want to decorate some of the rooms in your new home. To help you do this we are able to provide free decoration packs for you to decorate your home (this offer is only available to new tenants). This includes a number of things including paint, filler and abrasive paper, roller tray, brushes and dustsheet. Please contact your Housing Officer for more information on how to receive this pack. However, please note if your home is a new build property you are unable to decorate for the first year.

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Text: 07539 115 115

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Section three

Your 'How to' Guide

Section three



Your 'How to' guide

3.1 How to pay your rent and service charge

Direct Debit

Paying by direct debit is probably the easiest way to pay with no queues. Money goes directly from your bank account so that your rent will always get paid on time. If you would like to pay by direct debit please contact us using the details below.



Post Office or PayPoint

At the start of your tenancy we will order a rent payment card for you. Use your rent payment card anywhere that displays the Paypoint sign to pay your rent by cash or cheque e.g. any Post Office, your local shop, newsagent or petrol station. Make sure you keep your receipt.



Internet

If you have access to the internet or telephone banking through your bank or building society, you can make payments directly into your rent account using your bank's online banking service. You will need your rent payment card.

Payments can also be made online at www.newydd.co.uk by clicking on 'Pay your rent'. You can also access your tenancy information on the Newydd website by registering as a new user with 'my account'. You will need to know your tenancy number which is on your rent

statements, if you do not have one you can call us on 0303 040 1998. You can also sign up by texting MY ACCOUNT to 07539 115115 and we will send out your login details in the post.

By telephone

You can call Newydd on 0303 040 1998 to pay your rent using a credit or debit card.

Bank or building society

You can also arrange to pay your rent directly with your bank or building society using a standing order, quoting your account reference number and your account name which is Newydd Housing Association 1974 Ltd.

Smartphone

If you use a smartphone there is a new way to pay your rent. Allpay, have launched a new application that can be downloaded for free which will make paying your rent a lot easier.

Welfare benefits

You may qualify for Housing Benefit if you have a low income or receive certain other benefits. It is your responsibility to make a claim and provide all of the information required. However we can help you to fill out these forms if needed. Application forms are available from your local authority.

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Your 'How to' guide

3.2a How to get support if you fall behind with paying your rent

Paying your rent is one of your most important responsibilities as a part of your tenancy. If you do not pay your rent, we may take action against you which could lead to you losing your home.

At Newydd we understand that you may experience problems paying your rent. If you do, you will need to contact us as soon as you can. You can get in touch with Newydd's Rent Recovery Team by calling 02920 005 489 or email rentenquiries@newydd.co.uk.

If you fall behind on your rent, your account goes into 'arrears'. First of all, we will keep you informed about how much you owe us. We will then look for ways that you can pay your rent and clear debt.

In arrears

While you are in arrears, we will give you practical advice. We'll also point you to organisations that help people that are having problems paying their bills. If your arrears increase, we will serve a 'Notice'. This is a legal document letting you know that we may take legal action to recover the debt.

Paying your debt

We will try and come to an affordable arrangement with you to pay off your debt, based on the information that you tell us about your circumstances. It is very important that you keep to any arrangement you have made with us, or contact us if you are struggling to meet the payments. If we cannot come to an arrangement and you do not pay your rent, you could be evicted from your home.



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Your 'How to' guide

3.2b How to get support if you fall behind with paying your rent

Credit unions

Credit Unions are cooperative organisations in your community who specialise in savings and loans from as little as £100. Please go to www.citizensadvice.org.uk or go to your local Citizens Advice Bureau to find information on your nearest Credit Union.

If you are worried about a money lender in your area or being threatened by a money lender you can report them to the Wales Illegal Money Lending Unit which operates a 24 hour confidential helpline on 0300 123 33 11, email imlu@cardiff.gov.uk or text 'loan shark' to 60003.

Get free money advice from Newydd

When you contact us please ask for free money advice. Our staff have already saved tenants £1,000's. They will also make sure that you are claiming the correct benefits. Here are five money tips to get you started:

1. Keep a spending diary for a month to get an accurate idea of how much you spend on different things. Make sure you keep track of every penny.
2. Look at uswitch.com for cheaper energy bills – but don't get locked into a deal which will become more expensive in the future!
3. If you have spare money, put it in a credit union or savings account for when you want to spend it.
4. Use turn2us.org.uk to make sure you're getting the right benefits.
5. If you have debts or arrears, make sure you communicate with the companies or organisations you owe money to, or get someone to talk to them for you. It's best to keep them updated.

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Your 'How to' guide

3.3 How to report a repair

Before you report a repair to us, please make sure you accurately identify the area in your home that needs a repair and give us as much detail as you can so that we can give our contractors as much information as possible. This should mean the contractor will visit you with the right tools and materials to complete the job on the first visit. If you would like more information on the types of repairs that we carry out as well as tips on how to report a repair accurately please look at our Repair Handbook available on www.newydd.co.uk or ring us on 0303 040 1998 to request a copy.

3.4 How to report an emergency repair out of office hours

Newydd's office is open Monday-Friday 9.00am-5.00pm. Outside of these hours we will only respond to emergency repairs. A list of typical emergency repairs is in the Repair Handbook to give you guidance.

To report an emergency repair out of office hours, you should ring us on 0303 040 1998 in the usual way, then follow the instructions given and your call will be directed straight to one of our out of hours contractors. You should not report an emergency repair using Newydd's website.

Our aim in dealing with emergency repairs out of hours is to ensure the repair is made safe in the first instance. In some cases a full repair will be possible and will be completed at the first visit, but it may be that our contractors will have to make the repair safe and then return to complete the repair in normal working hours.

You should be aware that if false information is deliberately given to our contractors and it turns out that the repair is not found to be an emergency, you will be charged for the 'call out' and possibly the cost of the repair.

Call: 0303 040 1998

Text: 07539 115 115

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3.5 How to report a non-emergency repair on our website

You can report non-urgent repairs on our website www.newydd.co.uk. Click on 'Tenant Tools' and then 'Report a Repair' on our website, you will then be directed through a series of diagrams. Once you show us on the diagram where you need a repair it will then be sent to our maintenance team who will deal with your problem. If you experience any problems using this service please let us know. Alternatively, repair requests can be made by calling 0303 040 1998 day or night.



Call: 0303 040 1998

Text: 07539 115 115

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3.6 How to get your property adapted if your needs change

Sometimes tenant's homes become unsuitable for their changing needs. However moving is not always the best option and we may be able to carry out adaptations to enable you to continue to enjoy your home.

A physical adaptation is an alteration or additional feature that you need to make it easier for you to use your home and its facilities as fully as possible. It may be as simple as a grab rail fixed near a bath or shower. It could be more complex with the relocation of a toilet or the fitting of a specialist shower or stair lift.

Newydd will consider all requests for aids and adaptations. Minor work will be undertaken as part of our service to you. However, major work will require Newydd to apply to the Welsh Government for Physical Adaptation Grant funding.

To find out how you can apply please talk to your housing officer who will put you in touch with the relevant department at Newydd. We will need information on the nature of your disability or difficulty and your required adaptation. If you can demonstrate your need for a specific adaptation you will be able to apply for a Physical Adaptation Grant.



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Your 'How to' guide

3.7a Making a difference at Newydd

Newydd believes in delivering the best possible services to you. We want to involve you and community groups to make sure that our services reflect your views as well as the views of your community.

We will show you what we do and you can give suggestions and make decisions on how services can be improved. You can then check up on us to see if these changes have been done and if not, you can challenge us on why this has been the case.

Why get involved in Newydd activities? You can:

- Make a difference to tenants lives
- Meet new people
- Free refreshments; transport or mileage, and an overnight stay in a hotel is provided if needed
- Learn new skills or even gain qualifications
- Help us improve services
- Plan and deliver projects that improve your community

“Come along and get involved, staff and volunteers are all really friendly and while we work hard we also have a great time and lots of fun. I have met some really good friends by getting involved.”

Lyn Bond, Community Partnership Champion.

Will I need to spend a lot of time doing this?

You can get involved as much or as little as you like. Come along to a tenant festival and choose which workshops you would like to attend or simply like our Facebook page or follow us on Twitter from the comfort of your home. If you're not sure how you will be able to get to a Newydd activity we will provide free transport and there will be refreshments available throughout the day.

Call: 0303 040 1998

Text: 07539 115 115

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3.7b How you can get involved



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Your 'How to' guide

3.7c Making a difference at Newydd

Newydd hosts tenant festivals three times a year, one in conjunction with the Annual General Meeting. The focus of our festival is to allow tenants to influence our services, there are a variety of workshops that you can attend to help us achieve this. Invitations to all tenants are included in the In View magazine or sent through the post.

We also offer the opportunity for you to join our Reading Panel or our Policy group which aim to make sure that the documents we produce and our policies and procedures are fit for purpose. You can also help us to complete equality assessments on different areas of service. Please contact the Community Partnership Team if these groups are of interest to you so we can add you to our mailing list.

Newydd Explore: activities for young tenants

Newydd's youth work helps young people (aged up to 24 years) to learn about themselves, others and society. By supporting young tenants' personal and social development, we hope that this we will enable them to have a voice and influence their communities and societies as a whole.

We offer informal educational activities which combine enjoyment, challenges and learning such as the Duke of Edinburgh Award, accredited workshops, fun and sporting activities like football, rock climbing and drama, and also a Community Leaders Programme where you can bring about positive changes in your own community.



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3.7d Making a difference at Newydd

Newydd Network: digital inclusion

Newydd run IT workshops to help our tenants gain new skills. You can even gain a qualification if you wish! We have Digital Champions who are trained to help support their local community. We also offer a scheme called Loan IT where tenants can loan computers. Digital Drop-in's are also available for tenants to help prevent people from being digitally excluded. We also run IT and Coffee mornings in all our Independent Living schemes to help older people to get online.

Newydd Activate: health and wellbeing

We offer a variety of health workshops which offer our tenants advice on healthier lifestyles such as smoking, weight loss, food and nutrition, drug and alcohol awareness and risky behaviour.

There is a community garden in Gibbonsdown in Barry and new volunteers are always welcome.

We have a number of food co-ops which offers low cost fruit and vegetables and we also have food banks to help tenants in need.

We can offer hoarding support to tenants and also have a low cost carpet tile and furniture programme available too.



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3.7e Making a difference at Newydd

Newydd Esteem: employment, education and training

We facilitate weekly job clubs to help our tenants get closer to employment – we help you complete job searches, with your application forms, develop your CV and help improve your interview skills. We offer accredited workshops so tenants can learn new skills to add to your CV and can also assist with a wide range of work experience placements.

Tenant Scrutiny Group

In 2009 the Community Panel set up and recruited tenants to scrutinise the services the Newydd provides. They investigate a certain topic and write a report that goes to the Newydd Board. The Senior Management Team respond to the findings of this report.

Become a tenant Board member

Elections are regularly held for tenants who wish to become members of the Newydd Board. The Newydd Board is responsible for making decisions about Newydd's future and making sure we deliver a first class service. All tenants are eligible to become Board members. Please go to section 3.12 for more information.

Tenants / residents groups and Community Hubs

Many estates have set up their own tenants and residents groups. Any tenant or resident can set up a group. These groups can be either a formally consulted group or informal an group. The group can bid for funding from Newydd to organise activities. Find your nearest group by contacting our Community Partnership Team using the details below. There are community hubs in Barry, Glynneath and Aberaman which run activities, clubs and food co-ops, and who are always looking for volunteers

Call: 0303 040 1998

Text: 07539 115 115

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3.7f I'm interested in getting involved, what do I do now?

Call 0303 040 1998 or email enquiries@newydd.co.uk and ask for someone from our Community Partnership Team.

The team will be able to explain the different ways in which you can get involved. This may include, attending meetings, going to a community event, messaging us on Facebook, Twitter, email, telephone or post, or volunteering to help with tenant events. If you wish to come to a Newydd activity we will arrange your transport and make sure you know in advance the arrangements for the day.

Your tenants magazine 'In View' also keeps you up to date on what's going on in the world of community partnership, tenant activities and the activities that will be coming up.

In View magazine

In View magazine is exclusive to Newydd tenants. Please contact the Marketing Manager on 0303 040 1998 or email marketing@newydd.co.uk with news, events and photographs from your community.

Would you like to share your experiences on television or radio?

After being interviewed by ITV Wales News about her new home, Katrina, a Newydd tenant from Barry, said, "The reporter was lovely and she took loads of shots. It was exciting and I'm really looking forward to seeing it on T.V."

Become a media volunteer on radio or television, contact the Marketing Manager on 0303 040 1998 or marketing@newydd.co.uk

Call: 0303 040 1998

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Your 'How to' guide

3.8 How to make a complaint

If you are not happy with a service you get from Newydd it is important to let us know. You can express your concern in any of the ways below.

- Contact any staff member from Newydd and they will try and solve the problem you are experiencing.
- If you remain unhappy you can ask for your complaint to be dealt with formally. You can do this in a number of ways:
 - Verbally by telling any member of staff
 - Call us on 0303 040 1998
 - Use the form on our website at www.newydd.co.uk
 - E-mail us at: complaints@newydd.co.uk
 - Write a letter to us at the following address:

Newydd Housing Association

Ty Cadarn
5 Village Way
Tongwynlais
CF15 7NE

For a copy of our concerns and complaints policy which will give you more details, please contact any member of staff or alternatively you can access the policy at www.newydd.co.uk.



Call: 0303 040 1998

Text: 07539 115 115

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3.9 How to make a complaint about a neighbour nuisance or anti-social behaviour

If you do have problems with your neighbours for example with loud noise, fly tipping or noisy pets you could:

- In the first instance try and speak to your neighbour as they may not be aware that they are causing you a problem
- Contact our Customer Service Team by phone or through e-mail; report it on our website using the neighbour nuisance link and in an emergency call 999.

The police can be contacted on 101 for non-emergencies. You can also contact your local Police Community Support Officer (PCSO) by going to www.ourbobby.com where you will find their contact details.

We will respond to all reports of racial harassment/domestic violence/hate crime within 1 working day. All other reports of nuisance will be responded to within 5 working days. All offensive graffiti will be removed within 1 working day.

Please be realistic

You may be annoyed with somebody's behaviour but that does not mean that it is anti-social. For example; a one-off party, children playing in the street, pets straying across the garden or household noise such as a baby crying or the flushing toilets are not acts of anti-social behaviour.

Work with us

We aim to deal with anti-social behaviour, but we also need you to realise that anti-social behaviour is the responsibility of everyone who lives in the community and that working together can make for long-term solutions.

Call: 0303 040 1998

Text: 07539 115 115

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3.10 How to get support if you experience anti-social behaviour

Experiencing anti-social behaviour can be distressing and upsetting. Newydd realises this and have recruited a small group of tenant volunteers as members of the Anti-Social Behaviour Tenant Support Group.

All the members of the Anti-Social Behaviour Tenant Support Group are Newydd tenants. They are friendly, sympathetic and have undergone an intense training course. The confidential support they offer is free of charge and available to all tenants.

Members of the group will listen to you, share their knowledge and experience and may suggest other organisations to help if needed. Newydd will be dealing with your problem using anti-social behaviour procedures whilst you are receiving this support.

How does it work?

Firstly you need to report your problem to Newydd on 0303 040 1998. Your case will then be investigated by your Housing Officer. With your consent the Housing Officer will refer you to the Anti-Social Behaviour Tenant Support Group if they feel your case is suitable.

Following your referral you will meet with two members of the group in either a Newydd hub or office. You are welcome to bring a friend or relative with you and further meetings can be arranged as you wish. In certain circumstances a suitable alternative venue could be considered.

If you feel that you would benefit from this service, please do not hesitate to contact Newydd to request a leaflet and discuss your situation.

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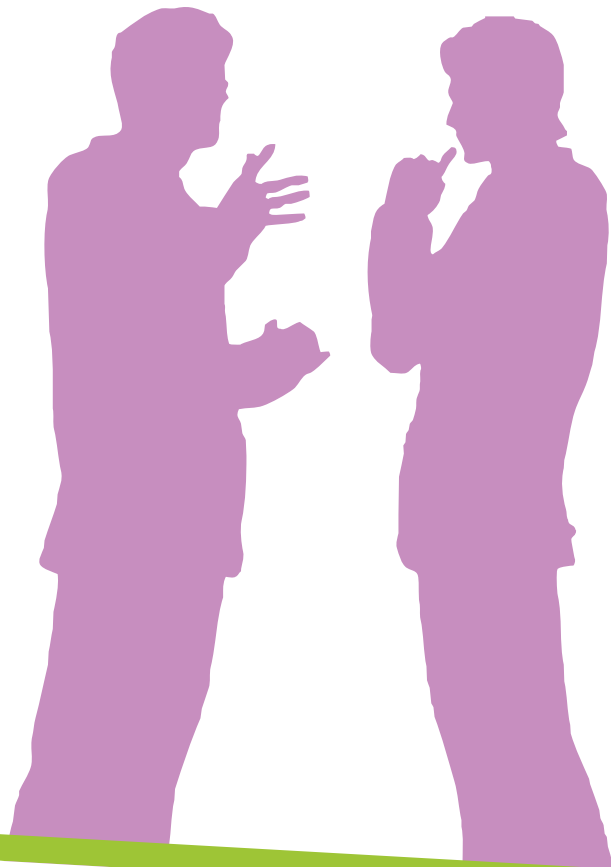
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Your 'How to' guide

3.11 How to get support when you need it

At Newydd we recognise that you might need a little bit of extra help to manage your tenancy. Your Housing Officer will be able to make a referral to the Supporting People Team in your local authority for additional support to help you manage your tenancy if you have identified needs. This might include mental health, drug or alcohol dependency or a vulnerability that makes it difficult to cope with or manage your tenancy.



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Your 'How to' guide

3.12 How to become a Newydd share member or join the Newydd Board

What do share members do?

Share members effectively own Newydd. This means that no important decisions can be made about Newydd's future without most share members agreeing to the changes. Share membership can provide tenants with some protection that Newydd is not going to make any major decisions that will affect tenants negatively. Currently over 75% of Newydd's shares are owned by tenants.

The sort of decisions that need share members' approval are those that involve changing the rules, elections to the Board and any decision to merge or wind up Newydd. These decisions can only be made at meetings that share members must be invited to.

As Newydd is a not for profit organisation shares are limited to one per person and will not increase in value, they do not attract bonus payments so they won't make you rich!

Becoming a share member

Becoming a share member is easy, tell us you want to be a share member, we will collect some details from you for our records and that's it. Newydd will even pay for your £1 share.

Your application will be reported to the Board for approval and if approved a share certificate will be issued to you. Newydd has an open share membership policy and particularly welcomes applications from tenants.

If you want to share in the ownership of Newydd then ask any member of staff and we will be pleased to deal with your application.

Becoming a Board member

Newydd has reserved up to four places on the Board for tenants. Applicants are considered against a job description and person specification. Those applicants who meet the criteria are put forward to an election at the Annual General Meeting. Tenant elected members serve for a three year term and then must stand for election again. Board members cannot serve more than three terms (or nine years). If you are interested in standing for election please contact the Chief Executive.

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Section four

Your rights



Your rights

4.1 The Tenants Guarantee

The Tenants 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 tenants you are treated fairly and receive a constant service.

Please see a copy of The Tenants Guarantee included in this Welcome Pack.



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Your rights

4.2 Your tenancy agreement

When you move into your home you sign a tenancy agreement. This agreement sets out what you can expect from Newydd, but also tells you your responsibilities (things you must do) as a tenant.

All new tenants are provided with a starter tenancy. This has less security and 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 its responsibilities. If this is the case, the starter tenancy is converted to a full assured tenancy after 12 months.

If the tenancy has not been satisfactorily maintained then we have two options. We will either extend the starter tenancy for another six months, or we will bring it to an end by serving you with a legal notice to leave your home.

By signing the tenancy agreement, you agree that you understand and accept all of the rights and responsibilities for your new property.

Your tenancy agreement will include details about the address, the rent charged, what you can expect from us and what we expect from you. We will discuss this with you when you sign the

agreement. You should keep your copy of the tenancy agreement somewhere safe because you may need it in the future, this is important if you receive benefits.

Please remember during your starter tenancy that:

- You do not have the right to exchange your house with another tenant from a council or another housing association.
- You cannot take in lodgers, or claim compensation for improvements you have made to the property.
- You do not have the right to buy your home.

All of these rights may become available once the starter tenancy period has been completed.

If you feel Newydd is not carrying out the work that we are responsible for, you have a right to let us know, work with us to find a solution or to complain about the service. **To make a complaint please go section 3.8 'How to make a complaint'.**

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Your rights

4.3 As a tenant you have the following rights:

- You have the right to a peaceful home.
- You have the right to live in a home that is in good condition and which has repairs done.
- You have the right to get clear information about Newydd and your home.
- You have the right to have your say in how we deliver services.
- You have the right to complain about things you are not happy about.

4.4 As a tenant these are your responsibilities:

- You must pay your rent – even if you receive housing benefit it is your responsibility to make sure this is paid to Newydd. If your rent is not paid you could lose your home.
- You must let us know when things need to be fixed in your home or if damage has been done to your property.
- You must not damage your home – if you do you will be asked to pay for the damage.
- You or your visitors must not behave badly or break the law in your home or community. If you do behave badly you may be evicted and asked to leave your home.
- You must not run a business from your home without asking Newydd for permission.
- You must ask Newydd (in writing) for permission before you make changes or adaptations to your home e.g. adding an extension, changing doors, kitchens, bathrooms or flooring.
- You must keep your property and garden clean and tidy and in a good state of repair.

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Your rights

4.5 Data protection

We make sure that information provided to us is kept confidential and access to this is strictly limited. Confidential information will only be given to staff or agencies where it is essential that they have this information.

They are then required to follow the same confidentiality rules. Any conversations with tenants that may need further investigation about personal or confidential issues will be held in private.

Tenants are able to inspect information relating to them and in accordance with their legal rights.

4.6 Equal opportunities

Newydd recognises that certain groups and individuals are unfairly discriminated against in society.

It is Newydd's intention to try to eliminate all forms of unfair discrimination from all areas of our work. This means that people will not be treated less favourably than others because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, sexual orientation or any other reason.

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Section five

Frequently asked questions



Frequently asked questions

5.1 Can I make improvements to my home?

As part of the Tenant's Guarantee you have the right to make improvements to your home and in certain circumstances apply for compensation for the improvements you have made if you decide to end your tenancy and leave the property.

Before making any improvements to your home, you should first get permission from Newydd.

Newydd will grant approval for all tenant improvement requests that do not reduce

the value of the property, affect the ability to let the property or the appearance of the property. However, please note if your home is a new property you are unable to make an improvement or decorate for the first year.

5.2 Where can I park my vehicles?

Please park your car/van/motorbike where it does not cause problems to others.

All vehicles parked on Newydd's land must be taxed and in a good state of repair. All untaxed vehicles must comply with current legislation and should not be parked in communal areas. Permission must be obtained to keep caravans,

motor homes and boats. These vehicles must not be parked in communal areas. Commercial and heavy goods vehicles are to be parked off site. Please be aware that many estates are now subject to parking restrictions or permits.

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Frequently asked questions

5.3 Can I keep pets?

If you are thinking of keeping a dog, cat or bird at your home you must get permission from your Housing Officer. If interested in keeping a smaller pet, such as a hamster, guinea pig or fish you do not need permission.

A decision will be made based on the type of pet you want, the size and suitability of your home and if you already have pets at the property. Some of our schemes have a strict no pet policy. Exceptions are made for assistant/guide dogs.

Newydd can take away permission at any time should your pet cause a problem to others.

What about in Independent Living homes for people aged over 55?

Independent Living homes usually have shared areas and access which is not always suitable for keeping pets.

Pets causing a nuisance

If your pet causes a nuisance to others we will let you know and offer advice to help you solve the problem.

If the nuisance continues and you are either unwilling or unable to solve the problem, we will consider withdrawing permission for you to keep a pet and we may have to take legal action against you.



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The Newydd logo consists of a stylized green and white arrow pointing right, followed by the word 'newydd' in a bold, lowercase, sans-serif font.

Frequently asked questions

5.4 Who is responsible for looking after gardens including communal gardens?

You are responsible for looking after your front and back garden and for keeping it clean and tidy.

If you pay a service charge to cover the cost of cleaning and maintaining a communal garden, Newydd will employ a landscaping contractor to carry out this work.

Regular inspections will be undertaken by staff to ensure the work of the landscaping contractor is to an acceptable standard. Tenants are encouraged to get involved with the inspections of their estates. Contact Newydd on 0303 040 1998 for further information on this.



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Frequently asked questions

5.5 What does my rent and service charges pay for?

Your rent is the money you pay to Newydd to live in your home. Your rent may include a service charge.

Your service charge pays for things Newydd carries out to your property and on your estate or scheme. These can include things like:

- Cleaning of internal communal areas
- Window cleaning
- Grass cutting and litter picking in communal areas
- Lighting and heating of communal areas
- Providing and servicing door entry systems, fire safety equipment or community alarms
- The cost of an Independent Living Officer for independent living homes for people aged over 55.

- Other communal items such as lifts, carpets, TV aerials and refuse bins.

Your service charge may cover other items not listed above. If you would like to know exactly what your service charge pays for, please contact Newydd.

In some independent living homes you may need to make a payment to Newydd for water charges, heating of your property and community alarms as these are not covered by housing benefit (if you are claiming this benefit). You will need to make your own arrangements to pay for these.

5.6 Will the cost of renting my home and the service charges change?

Your rent and service charge (if applicable) is renewed annually and you will receive a letter giving 4 weeks notice of any changes. This will be around the beginning of March each year.

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Section six

Moving home if your needs change



Moving home if your needs change

6.1 Independent living

Newydd has several independent living schemes in the Vale of Glamorgan and in Rhondda Cynon Taf. Independent living homes are designed for people aged 55 and over, or for those that are over 50 and are registered disabled or receiving permanent medication for an illness.

Some independent living schemes benefit from an Independent Living Officer who is usually on site from 9am to 5pm, Monday to Friday. They carry out checks of all residents on a daily basis and are responsible for the day to day running of their scheme. It is not their responsibility to provide personal care to residents. Extra help, however, can be obtained from Social Services. The Independent Living Officer has a key to gain access to flats in the event of an emergency. There are also emergency pull cord systems in place for added peace of mind. Other independent living schemes do not have a Sheltered Scheme Coordinator on site but do have an emergency cord system.

To ensure residents feel safe and secure in their homes, there is a door entry system and some schemes also benefit from a lift enabling easier access around the scheme. Visiting family members that do not live in the vicinity are able to make use of the guest room facilities for a small fee. Some schemes have tenant groups who along with the Independent Living Officer help to encourage social activities and arrange trips.

Independent living is ideal for those who want a secure environment but wish to retain their independence.

Call: 0303 040 1998

Text: 07539 115 115

www.newydd.co.uk
enquiries@newydd.co.uk

> Newydd Housing Association
Ty Cadarn, 5 Village Way,
Tongwynlais CF15 7NE



@NewyddHousing



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Moving home if your needs change

6.2 Moving house or mutual exchanges

Mutual exchange (swapping your home) is the quickest way of finding a new home.

HomeSwapper is a service available for tenants who want to house swap or flat swap anywhere in the UK. This is also called mutual exchange. HomeSwapper is the largest mutual exchange service for housing associations and council tenants wanting to swap homes. It's FREE for Newydd tenants. Find out more at www.HomeSwapper.co.uk or ask your Housing Officer.

If you would like to move to another Newydd property or another Registered Social Landlord property you will need to make contact with the landlords involved in the anticipated move. Each landlord will send you the relevant form to complete and explain what you need to do. We will also help you fill in the forms if you ask us to.

If you wish to move home, we will give you your decision within 42 days. Applications must be made in writing.

All parties applying for mutual exchange must comply with the following:

- Inspections of both properties involved in the exchange will take place before you move. Any repairs identified at the inspection which are your responsibility must be completed before the exchange can go ahead.
- You must have a clear rent and recharge/court cost account before permission will be given to allow an exchange.
- There must be no unresolved housing management issues such as anti-social behaviour or noise nuisance complaints against you.
- A satisfactory reference is received for the other landlord of the tenant you wish to swap with (if applicable).

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Moving home if your needs change

6.3 Buying your home if your needs change

You may be able to buy your Newydd home. There are a range of options that may be available to you although some properties (such as adapted and independent living homes) are exempt.

Homebuy

This is a Welsh Government scheme operated by housing associations in Wales. You will normally contribute 70% of the purchase price of your property through a mortgage and/or personal savings and the housing association will lend you the rest.

Homes Within Reach

Similar to Homebuy, this is a scheme where it may be possible to purchase a percentage of your property. The housing association will provide a loan for the remaining percentage. This incentive is targeted at first time buyers.

www.homeswithinreach.co.uk

Rent First

This is a Welsh Government scheme provided through housing associations where you rent the property first of all and have the chance to purchase it at a later date.

Shared ownership

This is a scheme provided through housing associations. You buy a share of your home (between 25% and 75%) and then pay rent on the remaining share. You will need to take out a mortgage to pay for your share and will need to budget for the rent on the remainder.

Mortgage rescue scheme

You may have used a mortgage rescue scheme in the past to avoid repossession of your home. This means that you now rent the property that you once owned. If your circumstances have changed you may be able to buy back the equity loan in your property.

To find out if you are eligible please contact Newydd.

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Moving home if your needs change

6.4 Ending your tenancy

If you are planning on moving out of your home you must:

- Give four weeks notice in writing.
- Give a forwarding address and contact telephone number.
- Make sure your home is in a clean and tidy condition with no outstanding repairs.
- Take all your belongings with you.
- Make sure any outstanding debts owed to Newydd are paid in full.

Please note that tenants may be recharged for an outstanding works required to the property and all former tenant debts will be checked.

Get £150 if you leave your home in excellent condition when you move out

At Newydd we have an incentive scheme where you could get a goodwill payment of £150 if you leave your home in excellent condition when you move out, this means that no repair work is required to your home and a new tenant would be able to move in instantly. You must also have paid all rent and service charge balances to be eligible. Contact Newydd for more information. Please note this does not apply to transfers to another Newydd property or mutual exchanges.



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