



Grŵp
Cynefin

Welcome
to your
new home

Tenants
Handbook



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Welcome to your home / Croeso i'ch cartref

Welcome to your new home. Grŵp Cynefin are very pleased to have you as a tenant. We hope that you too are happy to be our tenant. We'll be keeping in regular contact and remember to get in touch with us if you are worried about anything.

Here is a useful information pack. It's packed with tips and advice on how to keep a cosy home, how to ask for repairs, what you're expected to look after and what we should be taking care of.

Our monthly email bulletin, Helo, is great for getting the latest information about your home, about Grŵp Cynefin and other information and support. Make sure we have the correct e-mail for you, and remember to keep an eye out for it.

Don't forget to download ApCynefin to your phone for easy access to your tenant account, and the My Home section on the website is especially for you.

All the best in your new home!



Getting in touch

We are available for day-to-day matters between 8:30am-5pm, Monday to Friday (excluding bank holidays). If it's an emergency or urgent matter, we're available 24 hours a day on 0300 111 2122.

Getting in touch...

- ApCynefin (details below)
- grwpcynefin.org. You can report a repair, see the latest news and talk to us via 'chat'.
- E-mail – post@grwpcynefin.org. But if it's an emergency, phone us.
- Facebook [@grwpcynefin](https://www.facebook.com/grwpcynefin). You can get in touch during office hours over 'messenger'. Again, if it's an emergency, phone us.
- By phone – 0300 111 2122.
- A visit. We can arrange for you to come and see us in our office, or we can visit your home. Find out who your Housing Officer is [here](#).

Moving into your home and other important things

You've got the keys to your new home! What should you do now? Remember that you are responsible for contacting, opening an account and paying for these services:

- Electricity
- Gas
- Water
- Council Tax
- Internet and telephone
- TV licence
- Home content insurance

If there is a gas supply in your home, please contact us so we can open the supply pipes ready for the gas company to connect you.

Don't forget to make a note of your tenancy contract number and keep it safe. You'll need it to pay your rent and to download ApCynefin.

Remember to give us your e-mail! This is how we will contact you unless you choose a different way.

ApCynefin

The easiest way to stay on top of your rent, check your balance, order repairs and so on is via our phone app – ApCynefin. All the info, at your fingertips, anytime of day or night! Download it [here](#)!



Here for you

Grŵp Cynefin wants to be here to support and help you, not just provide you with a home. We do this in a lot of ways.



Cost of Living

Times are hard, and energy and food bills are high. The 'Cost of Living Support' part of the website [here](#) has information on saving energy and money, how to make budget-friendly meals, energy-saving cooking, and tips on how to keep healthy in body and mind.

Welfare Team

Worried about money? The Welfare Team is here to help - get in touch. We can check if you can claim extra money for costs such as council tax, school dinners or pension credit.

Energy Wardens

Using less energy in the home means lower bills. And this is where our Energy Wardens can lend a helping hand. If you want to find out how to save energy, need help understanding tariffs and bills, make sure you're getting the best energy deal or looking for a grant, they'll do that too! Read more on this [here](#).

Digital Support

Do you need help gaining skills or confidence in anything digital? Maybe you've never been online. Now is the time to do something about it! We want to see our tenants make the most of the digital world and our officers can help you, over the phone or face to face. A Grŵp Cynefin scheme can also lend you devices such as mobile phones and sim cards. Interested? Get in touch!

Training and Employment

We love seeing our tenants succeed. If you need support into employment or maybe a change in career, we can help you apply for a Steps to Employment grant. You can find more information [here](#).

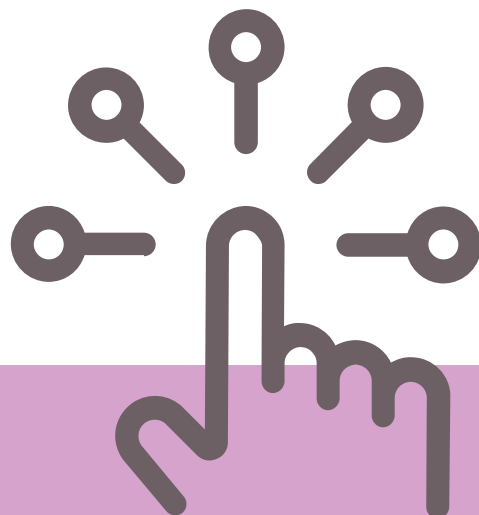
Supporting Young People

The Going it Alone project gives advice to tenants between 16 and 25 years old on how to sustain a tenancy.

If this is of interest, get in touch for more information.

Community Projects

We enjoy seeing tenants get involved in their community, and we're also able to help communities in our areas. We can offer advice and grants for voluntary groups who want to make a difference. There are more details [here](#).



Your tenancy

not applicable to Standard Contract (Intermediate Rent)



Occupation Contract



Occupation Contract is the official name for your tenancy agreement. It's a legal document that says what your rights are and your responsibilities. If there's anything in the document you don't understand or are concerned about, get in touch with your Housing Officer. They'll be happy to explain anything.

Visits from us

We'll visit you to make sure you're happy in your new home six weeks and then six months after you've moved in. If you need to see your Housing Officer in the meantime, get in touch.



Any change?

You need to tell us about any change in your circumstances. This can be a new phone number, a new baby, losing or getting a job, someone moving in or moving out, or a bereavement within the home. Let us know so we can update your details.

Want to move?

Whatever the reason behind you wanting to move, we can help.

It's possible to swap homes with another tenant if a suitable house is available. It can be a home belonging to Grŵp Cynefin, another housing association or a local council. See what's possible [here](#).

Home Content Insurance

The contents of your home are not insured as part of your tenancy contract with Grŵp Cynefin. You're responsible for this. We strongly advise you to take out content insurance. No matter how careful you are, accidents happen and things can get ruined, damaged, or stolen. We can suggest which companies are best. Get in touch.

Ending a contract

If you decide to leave your home, you need to give us at least four full weeks' notice. You must give your notice in writing (e-mail or letter). If that's difficult for you, contact your Housing Officer.



Be a good neighbour



It's possible to be a good neighbour without feeling as if you're being nosy. Living close to someone means you see a lot of their life, good and bad. But if you suspect that someone is being abused, fear that children are being neglected or that someone older or vulnerable may not be getting the support they need, then share your concern. Let your Housing Officer know what you see and why you're worried. You can share your concerns in the knowledge that you will not be named. It's always better to share any worries, and everyone needs good neighbours.

Anti-Social Behaviour/ Prohibited Conduct

We want to make sure you feel safe in your home, and we will not put up with anti-social behaviour. By law, anti-social behaviour (ASB) is defined as:

“Acting in a way that causes or could cause harassment, alarm or distress to one or more persons not of the same household.”
(Crime & Disorder Act 1998)

Here are some examples of anti-social behaviour/prohibited conduct.

- vandalism, graffiti or fly tipping
- noise nuisance
- intimidating or threatening behaviour
- verbal abuse
- racial harassment
- car crime
- being irresponsible with fireworks

This is not a full list and other types of behaviour can be classed as anti-social/prohibited behaviour.

Grŵp Cynefin is firm in how we deal with anti-social/prohibited behaviour. The most serious cases can involve legal action.

If you want to complain about anti-social/banned behaviour we promise to do our best to help you and to sort out the problem. You can see what steps can be taken [here](#).

Pets

Make sure your pets are not a nuisance for your neighbours, the community or that they don't damage your home.



Rent

All tenants have a Grŵp Cynefin Income Collection Officer. They are here to help you manage your rent account.

- It's important that you pay rent on time, either a week or a month in advance, according to your contract.
- If there is any change in your rent, we'll let you know at least 28 days before the change.



How to pay your rent

There are many ways to pay your rent.

- Direct debit – call us on 0300 111 2122 to arrange regular payment
- ApCynefin – download to your phone and pay via the app
- Go online to allpayments.net
- Via the Allpay app on your phone
- By debit card – call us on 0300 111 2122
- Post Office – remember your rent card
- PayPoint – you can pay by cash or debit card



Making a claim

Make sure you are getting any money that you're eligible for. Use the Benefit Calculator on the website to see what income is available to you [here](#). Your Welfare Officer can also help you with this.

What do you spend your money on? It helps sometimes to work out exactly where your money goes. Then you can make sure the pennies go to the more important places first.

Having trouble paying rent?

The most important thing if you are struggling, is to tell us. Do it as soon as you can, and we can help you to:

- manage your debts
- claim benefits
- set up a scheme to clear your debt
- refer you to expert advice

Not paying your rent could mean that we have to take action, and this could land you in court.

Service Charges

Some tenants pay a service charge on top of their rent. This is to pay for providing and maintaining such things as

- Upkeep of communal gardens
- Shared equipment e.g. lifts, fire alarm system
- Lighting and heating communal areas
- Cleaning communal areas
- Specialist equipment e.g. a hoist

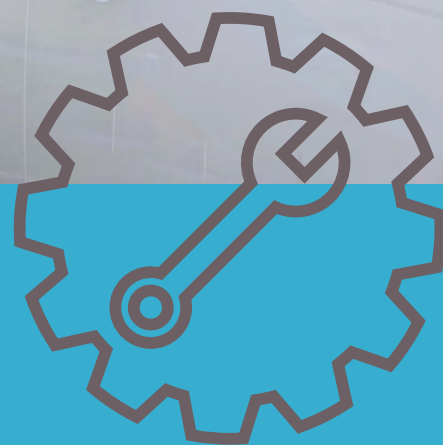
We will let you know from the start if you need to pay a service charge.

Deposit – Standard Contract (Intermediate Rent only).

Your deposit will be held in the Government Deposit Protection Service (DPS) deposit protection scheme. You will receive a certificate from DPS with the unique details of the deposit and you will need to keep it safe until the end of the contract.

Repairs and Maintenance

Grŵp Cynefin wants our homes to be safe, comfortable and in good condition. Our tenants come first and we want our repair and maintenance services to be effective and hassle-free for you.



Repairs

Swift, high-quality repairs done at a time that suits you. That's the goal. Once a request for a repair is made, we will complete it within a certain time, depending on the nature of the work. This is how we prioritise requests:

Response to repairs that are...	These are things that...	Example	Timetable
An emergency	Could seriously damage your health or your property	No heating*, no electricity, a gas leak, unable to lock the door	24 hours
Urgent	Need to be fixed within a few days	No hot water, leaking toilet, light switch or electric socket not working	7 days
Non-urgent	Are not an emergency or urgent work	Adjust internal doors, repair and adjust kitchen unit doors, adjust sealed windows	21 days
Necessary	Are necessary to fix, but not emergency, urgent or non-urgent work	Replacing bath panel, new meter doors, replacing sealed glazing units in windows	6 months

* Between 1 October and 1 May. During other times, this is regarded as Urgent. There is a detailed list of maintenance and repairs you should expect as a tenant [here](#).

Who's responsible for what?

As your landlord, we're responsible for the maintenance of your home. But there are some elements of maintenance that you are responsible for. There's a detailed list on the [website](#). Here are examples:

Our responsibility:

- Repairs to the structure and exterior of your home, including the roof, walls, doors, window frames and floors
- dirty water pipes, guttering, pipes and drains within the boundary of your home
- toilets, sinks and baths
- painting of the exterior of your home
- electrical wiring, gas pipes, fixed heaters, radiators and water boilers
- communal areas and any electrical services that should be provided by a landlord, e.g. car park lighting

Your responsibility

- anything owned / installed by you
- oven, refrigerator, and any electrical appliances (unless provided by Grŵp Cynefin)
- light bulbs except for sealed units in the bathroom
- decorating inside your home
- toilet seat repairs



How to request repairs?

Check the list to make sure it's our responsibility and not yours. Then choose a way to get in touch.

- Call Cyswllt Cynefin on 0300 111 2122
- ApCynefin
- An online [form](#) on [grwpcynefin.org](#)
- Via live chat on [grwpcynefin.org](#)
- Email post@grwpcynefin.org

Emergency Repairs

We are available for emergency repairs 24 hours a day, every day of the year.

If your home is flooded or if you've had a power cut, call us immediately.

Contact us on 0300 111 2122.

Home improvements

If you want to carry out any changes or improvements to your home, you'll have to get written permission.

Looking after your home

We're confident that you will look after your home and garden, if you have one, and keep them in good condition. We expect that of all our tenants. If your home needs any repairs that you are responsible for, please do so as soon as possible.

Letting us into your home

We'll always get in touch before making any visits. To carry out servicing, repairs and surveys, it is essential that you let us into your home. To make this as easy as possible, please let us know straight away if a time or date e've arranged is not convenient. We can change it. If there is a last-minute change, and you need to re-arrange, please get in touch.



A safe home

Our top priority is to keep you safe in your home. Visit the Keeping you and your home safe section of the website [here](#) for information on gas, fire, asbestos, electrical, hoists, water and radon safety.

We are here to advise and help you to keep your home safe and to keep you from harm in your home.

Gas

[Link to Gas safety sheet on website](#)

As your landlord, it's our duty to make sure that all the oil and gas equipment we install in your home, is safe. By law, we are responsible for safety inspections and servicing your gas (mains or LPG) every year. We need you to let us into your home to do this. If you refuse, we'll have to take legal action to gain access. Any costs relating to this would then be your responsibility. But we're sure it would never come to that.

If you smell gas

- Open doors and windows
- Get out of the building at once
- Call the National Gas Emergency Service on **0800 111 999**



Fire

[Link to Fire safety sheet on website](#)

We want to work with you to make sure your home is as fire safe as possible. Test your smoke and carbon monoxide alarms once a week. Go to the website to see how to do this.

Plan ahead:

- Create an emergency evacuation plan – plan how you would get out if there was a fire in your home. If you live in a flat, make sure you know your building's evacuation plan
- Make sure everyone living in the house knows where all door and window keys are
- Keep all escape routes clear



In the event of a fire:

- Never tackle a fire yourself – if a fire starts in your home, call 999
- Don't waste time – leave valuables behind
- Stay calm and act quickly

Electrical

[Link to Electrical safety sheet on website](#)

We are responsible for making sure there are no serious electrical hazards in your home. Every five years and between tenancies, we carry out a visual inspection of the fixed electrical equipment to make sure it's safe for you to use.

Familiarise yourself with the electricity supply system; how to turn the supply off in an emergency and how to work the heating controls in your home. Report any electrical damage or problems as soon as they appear. Check regularly for signs of over-heating around switches, sockets, and other fittings.



Asbestos

[Link to asbestos safety sheet on website](#)

Most homes have asbestos and you don't need to worry about this. We have a legal duty to manage asbestos in our properties. Asbestos is found in various places e.g insulation boards, fire break walls and roofing materials (full list is on our website). Before making any improvements to your home, it's important to check with us before you start – we can then make sure no asbestos materials are disturbed. If you suspect asbestos materials have been disturbed in your home, do not touch it and contact us immediately.



Keeping a Healthy Home

Dealing with damp, mould and condensation

If you have damp or mould in your home, it's important that you contact us. The sooner you tell us, the sooner we can deal with it. We can give advice or visit if necessary. We are also able to advise on preventing and managing the problem.

What is damp, mould and condensation?

Mould

Mould and damp are caused by excess moisture. It's important to find out why you have excess moisture in your home. This moisture can be caused by a number of things e.g. leaking pipes, drying wet clothes in the house.

Condensation

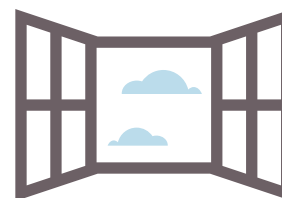
There is always moisture in the air, even if you can't see it. It can be seen as droplets of water sometimes noticeable on windows on a cold morning. Condensation forms on cold surfaces and places where there is little movement of air e.g. near windows, in corners and in or behind wardrobes and cupboards.

Tips on how to prevent damp, mould and condensation

There are some things we can all do to prevent damp and mould in our home.

Condensation

- Keeping your home well ventilated
- Keep your home at a constant temperature
- Reducing the moisture you produce



Mould

- Switch the extractor fan on and take short showers
- When cooking, showering or taking a bath remember to keep doors closed and open the windows
- Place lids on pots and pans when cooking
- Avoid filling cupboards with too many items
- Keep furniture away from external walls



For more information, advice and tips, watch the video on our website [here](#), or read our 'Healthy Home Guide' booklet.

[How to report damp and mould in your home?](#)

Complete this [form](#) on our website

Call 0300 111 2122

Email: post@grwpcynefin.org



Your voice

Have your say

You, our tenants, are at the heart of everything we do – and we are here to listen to you. You can really make a difference to how Grŵp Cynefin improves and shapes their services. This means you can be involved in making the decisions that affect you, your home and your community.

There are many ways to have your say and get involved formally and informally:

- Focus groups e.g. environmental, communication, task and finish
- Tenant group (weekly online) – you can do this from home
- Take part in surveys / fill in questionnaires
- Take part in roadshows

By taking part, you're making your voice heard and:

- Making a difference to tenants' lives
- Helping us to improve our services
- Meeting new people
- Developing new skills and can earn qualifications
- Planning and delivering projects that improve your community

Want to have your say? Click [here](#) to find out more about getting involved or get in touch with the Community Initiatives Team.

Feedback, praise and complaints

When we get comments and feedback, we use them to improve the services we offer you.

If something's not right with your home or a service we or one of our contractors have provided, please let us know so we can make it right. Let the team or person you dealt with know.

We'll do our best to sort out the issue there and then. If we can't, we'll let you know how we'll be dealing with it, and when.

We love nothing better than hearing from happy customers! If you've been impressed, let us know - we can share with the rest of the staff as an example of good practice and continue to build on that.

You can praise, complain or comment [here](#).

“ I enjoy giving an input that affects policies and how a Housing Association treats tenants ”

“ I feel like I can make some difference ”

“ I get to meet new people, make friends and get the chance to know what is going on with Grŵp Cynefin and how it affects me and the community ”



Information about you

As our tenant, we keep personal information about you and those who live in your home. Data Protection Legislation means we have to treat the information in a suitable way and protect it carefully. We also have to tell you how we handle your personal information and what your rights are. Our Privacy Notice which fully explains this can be found on the website [here](#).

You have the right to see what information we hold about you. If you would like to make a request to see this information, contact post@grwpcynefin.org, or call us on 0300 111 2122.

Treating everyone fairly

We promise to treat everyone equally and fairly. This is very important to us as a landlord, and we are keen to promote these values to our tenants. We have tenants on our Equality, Diversity and Inclusion group and we regularly look at how we can improve our representation. Our Equality, Diversity and Inclusion policy is available [here](#).

■ Grŵp Cynefin also has other services ■



Gofal a Thrwsio Conwy a Sir Ddinbych
Conwy & Denbighshire Care & Repair



Conwy & Denbighshire Care & Repair

Helping older people to live independently at home.
More on website [here](#).

Canllaw

Canllaw Operates in Gwynedd and Anglesey.
There are three parts to Canllaw that do different things, see below. canllaw.org



Canllaw Technegol

Professional service of designing, planning, inspecting and supervising construction work, whether large or small. Servicing older or vulnerable clients.
technegol@canllaw.org



Gofal a Thrwsio
Gwynedd a Môn

Gofal a Thrwsio Gwynedd a Môn

A free service for people aged 60 and over to advise, support, maintain, improve or adapt their homes.
gofalathrwsio@canllaw.org



Canllaw Addasu

A commercial service of carrying out appropriate adaptations in the homes of older or vulnerable people for them to maintain their independence.
addasu@canllaw.org

Gorwel

Gorwel offers help and support to people suffering domestic abuse or and at risk of losing their homes and prevent homelessness.
www.gorwel.org



Tai Teg

Tai teg helps people who are not eligible for social housing but struggling to afford buying or renting a home on the open market. They work with other housing associations as well as Grŵp Cynefin.
taiteg.org.uk



This is a short version of what you need to know as a tenant.
There is more information in the My Home section of the [website](#).

For anything else we're available on

 0300 111 2122

 post@grwpcynefin.org

 grwpcynefin.org

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Be in the know!

For the latest from Grŵp Cynefin – news, jobs, useful information and advice, you can read our monthly tenants' newsletter – Helo - on the website. Or better still, get it straight to your inbox. Remember to provide us with your current e-mail address.



**Grŵp
Cynefin**

If you want this information in print, large print, audio or Braille, please contact us.

Grŵp Cynefin is a registered society under the Cooperative and Community Benefit Societies Act 2014 under number 21194R and is a charitable housing association registered with the Welsh Government under number LO29.