

Renting Homes (Wales) Act

AN EASY TO READ GUIDE ABOUT YOUR
OCCUPATION CONTRACT



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HOW TO USE THIS DOCUMENT

This easy to read document has been created to help you better understand your new Contract. If you would like it in a different format, please let us know.

Where the document refers to 'we' this means Cardiff Community Housing Association (known as CCHA).



CONTACT DETAILS

It's important we have your up-to-date contact details, so we can talk to you about your Contract if we need to.

Should your name, phone number, email or the people living with you change, you must tell us.

You must also tell us who is living with you.

Here are our contact details:

Website: ccha.org.uk

Email: info@ccha.org.uk

Phone: 029 2046 8490

INTRODUCTION



The new Renting Homes (Wales) 2016 law was introduced in December 2022. The law makes it simpler and easier to rent a home in Wales.

To rent a home in Wales you must have an Occupation Contract. This is the new name for the Tenancy Agreement you signed when you moved in.

You are now legally known as a Contract holder, although we may still refer to you as a tenant (like we have in this document).

The Contract says what you must and must not do while living in your home.

The Contract also says what we must and must not do.

The Contract is between Cardiff Community Housing Association (CCHA) as we own your property, and you, the Contract holder who rents it.

PERMISSION TO MAKE CHANGES TO YOUR HOME OR CONTRACT

You must ask CCHA for consent to make some changes at home. Here are some examples, although there are lots more. If you are unsure if you need permission (consent), please contact us.

Changes to the fabric of your home, such as ...

- Removing internal walls
- Installing cat / dog flaps
- Erecting external structures / additional sheds
- Installing decking
- Loft conversions
- Conservatories
- Satellite dishes
- Renewing or altering kitchens and bathrooms
- Patios / external landscaping
- Installing laminate flooring

Changes to your Contract, such as ...

- Adding or removing a Contract Holder
- Exchanging your home with another Contract holder
- Transferring (exchange) your Contract to an eligible person
- Request to Sublet
- Request to run a business from the property
- Requests for a copy of paperwork – i.e Contract or written statement

This list is not exhaustive, please contact us if you wish to make alterations/ improvements to your home or want to make any changes to your Occupation Contract.

To request to make any of the changes above, please email housing@ccha.org.uk or call us on 029 2046 8490

PASSING ON YOUR HOME AFTER YOUR DEATH



In some circumstances, you can pass your home to a family member or carer who lives with you after your death, so you have greater added security for your loved ones.

The person you pass your home to is known as a successor.

The rules around succession are complicated and if you have any questions, please contact us for more information.

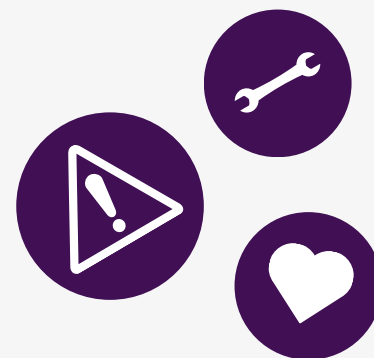
JOINT CONTRACT HOLDERS

You can ask us to add someone who lives with you, such as your partner, to your Contract. If we say yes, then this person will become a joint Contract Holder and will be jointly responsible for the terms of your Contract, such as paying rent.

A joint Contract Holder can be removed from a Contract by requesting this from CCHA.

We can end the Contract of one joint Contract Holder if they behave in unacceptable ways.

KEEPING YOUR HOME SAFE



CCHA are responsible for carrying out repairs to your home.

It is your responsibility to keep your home clean and tidy and you will be recharged for any damage or neglect.

You must always let our staff and contractors enter your home to carry out repairs and safety checks.

We must make sure your home is safe. To do this, we will:

- Carry out an electrical safety inspection once every 5 years
- Fit an interlinked smoke alarm on each floor of your home
- Fit a carbon monoxide alarm in each room where there is a gas appliance supplied and maintained by CCHA

REPORTING A REPAIR

You can report a repair by:

Monday - Friday, 9.00am - 5.00pm

Phone: 029 2046 8490

Email: repairs@ccha.org.uk

To report an **emergency** repair, **out of office hours:**

Phone: 029 2046 8490



UNACCEPTABLE BEHAVIOUR



Prohibited conduct is the legal term in your Contract for anti-social behaviour (ASB). ASB is any type of behaviour which causes nuisance or annoyance to other people. This can be anything that effects their quality of life.

Examples of ASB include:

- Graffiti
- Damaging your home on purpose
- Litter/rubbish
- Noise nuisance
- Intimidation or threatening behaviour
- Domestic abuse
- Selling or using illegal substances
- Nuisance from pets and animals
- Garden nuisance and build up of waste
- Alcohol related nuisance

We want our tenants to live in their homes without causing or suffering ASB.

ENDING YOUR CONTRACT

If you wish to leave us, you must let us know in writing and give us one month's notice. It can end on any day of the week.

Before you leave, you will need to pay us any rent outstanding and will also be recharged for any items left at the property, or any damage.

We must agree the date your Contract will end.

In certain circumstances we can end your Contract by giving you notice. A notice is a written form that tells you what you should do, and by when.



EXPLAINING SOME OF THE WORDS USED

Carbon monoxide

Carbon monoxide (CO) is a poisonous gas. CO can be deadly. It is dangerous because you can't see, taste or smell it.

Conditions

These are actions that must happen in order for you to have consent.

Consent

Consent is when someone gives you permission for something to happen.

Contractors

These are companies approved by CCHA to carry out repairs and maintenance in your home.

Electrical safety inspection

This is an in-depth inspection to make sure the electrical installation at your home is safe. We are legally required to carry out these inspections every 5 years.

Gas appliance

A gas appliance is a device or machine that needs gas fuel to operate. It can include things like gas ovens and gas boilers.

Occupation contract

This is the new name for the Tenancy Agreement you signed when you moved in.

Prohibited conduct

Prohibited conduct refers to actions that are not allowed. These actions could lead to you losing your home if they were to continue.

Interlinked smoke alarm

An interlinked smoke alarm is a type of smoke detector that is connected to other smoke detectors in a building. When smoke is detected by one of the devices, the alarm will sound on them all.

Successor

A successor is a person who can live in your home and have your Contract after your death.

GET IN TOUCH



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Cardiff, CF24 5LQ

029 2046 8490
info@ccha.org.uk

