



Cartrefi Hafod
LETTINGS



Cartrefi Hafod Lettings Agency

The name you can trust

TENANT BOOKLET

Cartrefi Hafod Lettings Agency's aim is to increase the number of properties available to rent. By working with private rented sector landlords we can provide you with wider housing options.



Hafod Housing Association Ltd
St Hilary Court, Copthorne Way,
Culverhouse Cross, Cardiff, CF5 6ES



TENANT BOOKLET

The aim of this booklet is to highlight the services we offer so that you can fully consider your housing options.

ABOUT CARTREFI HAFOD LETTINGS AGENCY

WHY CHOOSE CARTREFI HAFOD LETTINGS AGENCY?

SERVICE STANDARDS:

- NO SET UP CHARGES
- REFERENCES
- LETTING PROCESS
- TENANCY AGREEMENT
- PAYING YOUR RENT
- MANAGING YOUR TENANCY
- PROPERTY CONDITION
- PAYING BILLS

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ABOUT CARTREFI HAFOD LETTINGS AGENCY

Cartrefi Hafod Lettings Agency was established in 2009 as a subsidiary of Hafod Housing Association.

Cartrefi Hafod Lettings Agency was set up to help people on social housing waiting lists rent properties in the private rented sector. The demand for social housing has grown year by year and the supply has not been able to keep up with demand. As a result many people are stuck on social housing waiting lists with little chance of getting rehoused. Our aim is increase the number of properties available to rent. By working with private rented sector landlords we can provide you with wider housing options.

With our background in social housing management you can be sure we are not looking to make money and you will get a fair deal. Cartrefi Hafod Lettings Agency was set up to provide good services and not to make a quick profit, as such you can be assured your rental income and deposited bonds will be properly managed.

Cartrefi Hafod Lettings Agency is able to offer a variety of private rented sector properties to suit your needs. Private rented sector properties tend to be located in ordinary streets where you cannot tell if the property is owned or rented.

We can offer:

- Flats and houses
- Small or large bedroom properties
- Properties in a variety of locations

If you want to live in a particular area let us know and we will try and find the right property for you.

Being part of a Registered Social Landlord we are regulated by Welsh Assembly Government so you can be assured that we are an open and accountable partner to work with.

Cartrefi Hafod Lettings Agency - the name you can trust.



WHY CHOSE CARTREFI HAFOD LETTINGS AGENCY?

Cartrefi Hafod Lettings is a social lettings agency providing a great deal for those looking to rent.

If you are looking for accommodation we can help you by using properties available in the private rented sector.

Are you:

- Stuck for ages on a waiting list with little chance of being rehoused?
- Facing homelessness?
- Looking for a place to live that is not on an estate?
- Unable to get a property in the area you want?
- Unclear about your rights as tenant?
- In need of support to help you manage your tenancy but unsure of where to get help from?
- Finding Local Housing Allowance / Housing Benefit too complicated to understand?

If you have answered yes to any of these questions you should talk to us as Cartrefi Hafod Lettings Agency could be the answer you are looking for.

We can provide you with:

- A fair deal – we will not charge you a set up fee (There are no set-up-charges for tenants re-housed from a social housing waiting list, homeless department, move on process or housing advice centre referral)
- A choice of properties to move in to
- Accurate property condition and inventory records
- Secure bond holding
- Long term rental solutions

Cartrefi Hafod Lettings Agency is a subsidiary of Hafod Housing Association who have over 40 years experience of managing 3,500 social rented properties.



SERVICE STANDARDS

You can be sure that by renting with Cartrefi Hafod Lettings Agency you will be treated with respect.



NO SET UP CHARGES

If you are rehoused from: a social housing waiting list, homeless department, move on process or housing advice centre you will not be charged a set up fee.

If a bond is required prior to a letting we can advise you whether help is available in your area and how to apply for a bond.

REFERENCES

Before letting our properties we make reference checks on you to provide to our landlords. You will be asked to provide the names of two referees including the name of your last landlord. We will also carry out a credit check on you through an independent credit reference agency.

If the reference checks are returned as unsatisfactory we will discuss the situation with you and advise you accordingly.

LETTING PROCESS

When signing you up for a tenancy we will carefully go through your tenancy agreement to ensure you understand your responsibilities, our services and the role of the private landlord.

We will manage and secure the bond or a bond certificate if required. You can be assured that bonds are safeguarded on your behalf.

We inspect all the properties in advance of lettings to ensure the property is safe and secure before you move in.

We will take photographic records of the condition of the property and provide you with a copy. We will keep a copy and send the

landlord a copy. This will safeguard you from being blamed for any damage to the property that may have existed before the letting.

We will prepare an accurate inventory of any items left in the property and provide you with a copy.

We will prepare the assured shorthold tenancy in advance so that you can be sure your rights are protected and the document is fair and legally sound.

We will take meter readings of the gas, electric and water to ensure you are not charged for services used by previous occupiers.

TENANCY AGREEMENT

The tenancy agreement is the legal contract between you and the landlord. The document clearly identifies what you can and cannot do in the property, equally it identifies what the landlord is and is not responsible for.

You are advised to note the clauses in your tenancy agreement so that you can avoid risking the loss of your tenancy.

Please note that a joint tenancy grants equal rights to both parties named on the tenancy agreement.



PAYING YOUR RENT

We will give you a choice of methods to pay your rent to suit your circumstances.

If you need to claim local housing allowance / housing benefit to pay your rent we can help you and guide you through the process. We have good relations with local housing benefit teams and can help you if you experience any difficulties.

We have a good working knowledge of the welfare benefit system and can signpost you to other agencies who can help you maximise your income.

Rent payments are usually due every 4 weeks. We will provide you with quarterly rent statements to help you keep an eye on your rental payments.

MANAGING YOUR TENANCY

We will identify any support needs or communication formats you require. We will liaise with local Supporting People Teams to access support where needs have been identified.

We will check what communication formats best suit you and tailor our services accordingly.

Our aim is to help you sustain your tenancy, if you experience any difficulties with your tenancy we will provide with the appropriate advice and guidance.

If there has been a breach of your tenancy we will remind you of your obligations but also the implications of breaching a contract, these can include:

- Legal action
- Eviction
- Homelessness

We will respect your privacy and will only enter your home with your permission or where we have a court order.

We will carry out quarterly inspections of your home and using our property records check that your property is being maintained to a suitable standard. We will also ensure your tenancy is adhered to and your rights safeguarded. A copy of the quarterly reports, on the conduct of the tenancy and the condition of the property, will be forwarded to yourself. If you have any difficulties with your tenancy or the condition of your rented accommodation you can use these visits to keep us up to date.

PROPERTY CONDITION

Before letting any property we ensure that it is safe and secure and the locks have been changed.

We will ensure that there is an up to date:

- Energy Performance Certificate (EPC)
- Gas Certificate
- Electric Certificate
- Mains wired smoke detector

We will let you know how any repairs will be dealt with and provide you with 'out of hours' contacts in case of emergencies.

We have access to fully qualified surveyors to identify the cause of any unusual repair problem and have a wide range of competent contractors to deal with all eventualities.

In the event of a repair we will:

- Make the arrangements to fix the problem or arrange for an inspection of the fault if required within 2 working days of the repair being reported.
- Let you know when the fault will be fixed and by who.
- Keep you informed of any developments.
- Ask for your comments on the quality of the repair.

If damage has been caused to the property we will give you the opportunity to remedy the problem before charging you for the damage.

If we find that a problem is occurring in the property such as damp or condensation caused by your life style we will explain the problem and advise you on how you can resolve the fault.

PAYING BILLS

After you have been granted a tenancy you will be responsible for paying the bills related to the property including:

- Council Tax
- Gas, Electric & Water Rates
- Television Licence
- Telephone

This document is available in other languages
as well as in alternative formats on request.

CONTACT DETAILS

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www.hafod.org.uk/cartrefi-hafod/cartrefi-hafod-lettings-agency.htm

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Hafod Housing Association

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