

A close-up photograph of a hand holding a silver key, about to insert it into a door handle. The door is white with a silver handle and lock mechanism. A thick orange curved line arches over the top right of the image. The Adra logo is in the top left.

Adra

Welcome to your home
Customer Brochure

0300 123 8084 | adra.co.uk | [@adrataicyf](https://twitter.com/adrataicyf)

Welcome to your new home.

We hope that you will enjoy living in your new home and that you will be proud to be our customer. This short brochure provides information about our services; keep this with your contract.

Moving in checklist

Set up a Direct Debit to pay your rent

☐

Register for council tax

☐

Set up an e-mail account

☐

Arrange home contents insurance

☐

Contact energy companies (gas and electric) to make sure that you are on the best tariff

☐

Get in touch with Royal Mail to divert your post

☐

Inform your bank, mobile phone provider, and energy companies of your new address

☐

Apply for a TV licence

☐

Visit your local authority's website for information about waste and recycling collection dates, tax information and many other services.

☐

Meter Readings when moving in:

Water

Electric

Gas

Here to help you

Contact us by phoning **0300 123 8084**.

Our Contact Centre is open between 8am and 5pm, Monday to Friday.

If you need to inform us of an urgent issue, please contact our 24 hour service on **0300 123 8084**.

You can also contact us by arranging an appointment via the following channels:



www.adra.co.uk



enquiries@adra.co.uk

Your Contract

Your contract is a legal document.

It states what type of tenancy you have and notes your rights and responsibilities as a contract holder (tenant). You should keep your contract in a safe place and make sure that you understand it.

If you breach your contract, we may have the right to take possession of your home.

Let us know

Let us know of any changes to your circumstances, for example:

- new contact details
- new baby
- death of a member of the household
- anyone who has moved in or out of your home



You can contact us to update your information:

Changing your tenancy type -
www.adra.do.uk/changes

Living in your home

After you have signed your contract and received your keys, we expect you to move in. We will arrange inspections every 6 and 18 months and a 12 month defect inspection.

If you are going away from your home for 28 days or more, you will need to inform us in writing.

You must occupy your home as your sole or main home during the contract period.

Take steps to ensure that your home is safe.

You have no right to smoke in your home.

Affordable Schemes

Several schemes are available and there are specific conditions with each scheme.



Visit our website for further information about your scheme.

Affordable Homes -

Tai Teg - www.adra.co.uk/affordablehomes

Being Neighbourly

Everyone has the right to enjoy their home in peace. You can be held responsible for the behaviour of everyone living and visiting your home.



If you experience anti-social behaviour, visit our website to see how we can help.

Antisocial behaviour -

www.adra.co.uk/antisocialbehaviour

If you require more support, visit our website or contact us to see what help may be available.

Supporting you - www.adra.co.uk/support



Terminating your tenancy

If you decide to leave, you must terminate your contract by providing the required written notice (no less than four weeks) as stated in your contract.



More information:

Ending your tenancy -

www.adra.co.uk/endingatenancy



Your Rent

Rent and other payments such as service charges must be paid in advance. Rent is usually reviewed and implemented in April and you will receive a notice of any changes to your rent and other payments.

Payment Methods

You can pay by Direct Debit or other such method. Arrangements will be made at the start of your contract.



More information on rent payment methods are available on our website:

Pay my rent - www.adra.co.uk/rent

Service Charges

In addition to their rent, some customers will also pay service charges for additional services, such as:

- CCTV
- Lifts
- Grounds Maintenance
- Cleaning of communal areas



More information is available on our website:

Service Charges - www.adra.co.uk/servicecharges

Difficulties in paying your rent?

Please let us know as soon as possible. We are here to help you. You can speak to us on the phone, or could arrange for us to visit. Rent and service charge arrears can lead to a possession claim against you.

You can also ask for independent advice by contacting:

- Shelter Cymru: **08000 495 495**
- Citizens Advice Bureau: **0800 702 2020**
www.citizensadvice.org.uk/wales/about-us/contact-us/



If you are worried about your financial situation, help is available.

Supporting you - www.adra.co.uk/support

Deposit

At the start of your contract, you may have been asked to pay a deposit, equal to one month's rent. We will keep your deposit safe with a Government-backed protection scheme for the duration of your contract. Further information including details of the deposit protection scheme used will be shared with you.

Moving In Inspection

At the start of your contract a moving in inspection is undertaken.

We will complete a moving in report and take photographs as a record of the condition of the home at the start of the contract.

You will have the opportunity to read the report and provide feedback before signing.

Moving Out Inspection

We will also undertake an inspection at the end of your contract. Our duty is to make sure that the property is returned to us in the same condition as you received.

The reasons for keeping a deposit is noted in part 10 of your contract.

Other Costs

Remember to calculate the additional costs, such as council tax and home contents insurance.

Home Contents Insurance

The landlord's building insurance do not insure your personal belongings, your furniture or decorations.

It is important that you arrange your own home contents insurance. You may arrange your own home contents insurance cover with an independent provider or with Adra's Home Contents Insurance Scheme. You can pay the insurance when you pay your rent each month.



Visit our website for more information:

Home Contents Insurance -
www.adra.co.uk/insurance

Your Council

Contact your local authority to inform them that you have moved in to your new home, to arrange to pay your council tax and arrange your refuse and recycling bins/boxes.

You are responsible for moving all waste from your home and putting it in the rubbish bin/recycling boxes ready for collection by the local authority. You must also return the rubbish bin and recycling boxes to within the boundary of your home on the waste collection day.



Find your local Council here:

Find your local council -
GOV.UK (www.gov.uk/find-local-council)

Repairs and Maintenance

Report a repair

As your landlord, we are responsible for keeping your property in a good state of repair. We also maintain parts of your home that are shared, such as shared corridors and lifts. All this work is paid for by rent and service charges; you must let us know as soon as possible about any fault, damage or disrepair which you are of the reasonable view that it is the landlord's responsibility.



More information about our duties to you:

Request a repair -
www.adra.co.uk/request-a-repair

More information about the repair work that must be paid for

www.adra.co.uk/paid-repairs



Remember that it is your duty to repair white goods such as the freezer, refrigerator etc.

Videos to help fix minor things in your home

www.adra.co.uk/yourresponsibilities

Improvements, Alterations or Additions to your home

You must obtain written permission by us before making any changes to your home.

To apply, e-mail us: gwelliannau.improvement@adra.co.uk



More information:

Changes and building work -

www.adra.co.uk/buildingwork

Applications to make alterations to your home:

Making a request for adaptations -

www.adra.co.uk/adaptations



Access to your home

We will contact you beforehand if we need to visit you at home. Our staff, contractors and agents all work to a code of conduct and carry an identification card. They will show their identification card

to you. You should always ask to see it. If you are still unsure, phone us to check who they are.

If there is an emergency that requires the landlord to enter your home without notification, you must provide immediate access to your landlord.

Access to your home will be required when we hold visits for prospective contract holders (tenants) during the final four weeks of your contract.

Gas Safety

Our legal responsibility to you is to service your gas system on an annual basis. You must provide access for this to happen. If we cannot enter your home within 21 days of the appointment or if you refuse entry, we may have to take legal steps.

If you have an external gas supply, your gas supply may be capped.

If you smell gas

Make sure that you:

- open all doors and windows
- turn off the gas supply by the valve of the control meter (if you know its location) and do not turn on any electrical equipment or light a naked flame
- phone the National Grid Gas emergency 24 hour number on **0800 111 999**



More information:

Looking after my home - www.adra.co.uk/safety

Improving Our Service

Having your say

Your views are important to us. We would like you to take part in improving our services.



More information:

Your Voice –

www.adra.co.uk/yourvoice

Complaints, compliments and feedback

We deal with complaints in a positive way, and welcome complaints as an opportunity to improve the way that we work.



If you have a complaint, feedback or compliment to share with us, contact us.

Contact Us – www.adra.co.uk/contactus

Treating you fairly

We are committed to equality and to make sure that our services are available to all, is appropriate and fair.



There is more information on our website regarding this:

Privacy – www.adra.co.uk/privacy

We hope that you enjoy your new home.