



Adra



Welcome to your home
Customer Handbook

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

Welcome to your new home

We hope that you'll enjoy living in your new home and that you'll be proud to be our customer. This short guide gives you tips and advice on how to use our services. Please keep this with your contract.

For more information about all our services, visit our website: **www.adra.co.uk**. Your contract explains your rights and responsibilities and what you need to do.

We're here to help

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

Our contact centre is open between 8am – 5pm Monday to Friday. If you need to report an urgent matter after 5pm, please contact our 24 hour Out of Hours service on **0300 123 8084**.

Book an appointment

We can arrange to meet you in your home or at one of our offices. To book an appointment please contact us.

You can contact us in Welsh or English, whichever language you're most comfortable using.

 **www.adra.co.uk**

 **enquiries@adra.co.uk**



Moving in checklist:

Set up a Direct Debit to pay your rent ☐

Tell housing benefits or universal credit departments your new address and rent amount ☐

Register for council tax ☐

Set up an email account ☐

Arrange contents insurance – this can be done through us ☐

Contact utility companies (gas and electricity) to make sure you're on the best tariff ☐

Contact us once your energy accounts are set up to arrange a visit to turn on and test your boiler/heating system (it could take up to 4 days for us to visit) ☐

Contact Royal Mail to forward your mail from your old address to your new one and let your bank, mobile phone provider and utility companies know of your new address ☐

Apply for a television licence ☐

Find information about your waste and recycling collection dates, council tax band and many other local services by using this website: **www.gov.uk/find-local-council**. ☐

Make a note of the meter readings on the day you move in ☐

Water

Electricity

Gas

Your Contract

Your occupation contract is a legal contract. It states the type of contract you have and sets out your rights and responsibilities as a customer. Please keep your contract in a safe place and make sure you understand it. Let us know if you have any questions.

It's your responsibility to let us know if there are any changes to your circumstances, such as someone moves in or moves out or if you want to make changes to your contract, for example:

- Ending your contract
- Adding or removing a contract holder (tenant)



Please refer to our website for further information: or call us to discuss.

Changes to your tenancy -
www.adra.co.uk/changes-to-your-tenancy/

Living in Your Home

Once you've signed your contract and received the keys we expect you to move in.

To ensure you've settled in, we'll contact you within the first month and visit you 3, 6 and 9 months from the date your contract started.

If you're going to be away from your home for 28 days or more, you'll need to let us know in writing.

Being Neighbourly

Everyone is entitled to enjoy their home in peace. You're responsible for the behaviour of all members of your household, including visitors and guests.

Anti-social behaviour and other banned activities (prohibited conduct) include things like:

- making too much noise
- harassing or threatening people
- domestic violence
- physical abuse
- using the property for illegal activities
- not disposing of your rubbish properly

We take these issues seriously and will investigate any reports. Contact us to report anti-social behaviour. We'll then agree the action that will be taken and keep you informed of progress.

If you witness or become a victim of a crime you should always report it to the police first.

If you keep pets, you must make sure that they don't become a nuisance to your neighbours or the community or cause damage to your home.



See more information on our website

Anti-social behaviour -
www.adra.co.uk/anti-social-behaviour/

How to end your tenancy

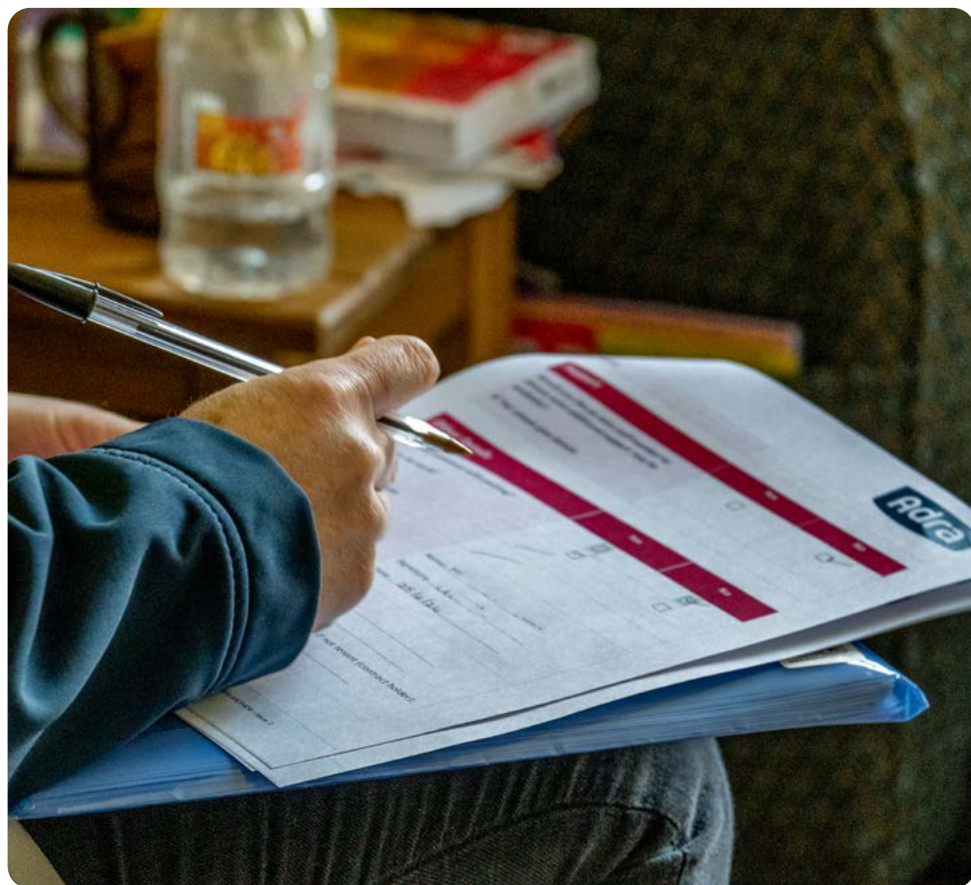
We hope you enjoy living in your home. If you decide to leave you must give us at least 4 weeks of notice in writing to end your tenancy.

More information about this process and a checklist on what you need to do before moving out is available on our website.



More information:

Ending your tenancy -
www.adra.co.uk/ending-your-tenancy/



Your Rent

Your rent, and any other charges such as service charges, must be paid in advance.

Rent is usually increased in April, and you'll receive two months notice of any changes to your rent and other charges.

Ways to Pay

There are several ways you can make payments including:

- Direct Debit
- Online at www.allpay.net
- Over the phone using a debit card - call us on **0300 123 8084**
- At any Post Office or Pay Point outlet using your rent card
- Call our Rents Team on **0300 123 8084** to set up a recurring payment
- Download the allpay app



By text – you'll need to register online at:

Textpay - allpayments.net/textpay/login.aspx

Service Charges

Some tenants will pay a separate charge known as a service charge, as well as rent payments. This covers the costs of providing extra services such as:

- Communal heating system in sheltered accommodation
- Grounds maintenance
- CCTV
- Supported housing officer and 24 hours' emergency alarm system
- Cleaning communal areas

Any service charges, if they apply, will be included in your contract. We will notify you in writing at least one month in advance before we make any changes to your service charge.

Housing Benefit / Universal Credit

If you need to claim housing benefit, apply as soon as you sign your contract.



You can do this online through your local authority, type in your postcode to visit your local authority's website, or speak to a member of our Rent team who can assist.

www.gov.uk/apply-housing-benefit-from-council

If you receive Universal Credit, you must inform the Department of Work and Pensions (DWP) about your housing costs. We can help you with this by providing proof of your rent and service charges.

Bedroom tax

If your universal credit or housing benefit is affected by the bedroom tax, speak to a member of the Rents team who may be able to assist.

Difficulties paying your rent?

Let us know as soon as you can if you're having problems paying your rent. We're here to help you. We can talk over the phone, visit you at home or meet you at any of our offices.

Rent and service charge arrears can result in eviction and a court judgement to repay the arrears you owe.

We can:

- Help you manage your debts
- Make sure you get the benefits you are entitled to
- Agree a plan with you to clear your arrears within a reasonable timescale
- Explain what happens if legal action is taken, what you need to do and where you can get help
- Refer you for specialist advice
- Refer you for extra support, such as the nearest foodbank or support agency

You can also seek independent advice and help by contacting:

Shelter Cymru: 08000 495 495

Citizens Advice: 0800 702 2020

You may also seek your own independent legal advice if you wish.

Otherwise, contact our Rents team, who can arrange a referral on your behalf.



Other Household Costs

Council Tax

Let your local authority know that you have moved into your new home and arrange to pay your council tax.



www.gov.uk/find-local-council

Type in your postcode to visit your local authority's website, for more information about council tax.

Contents Insurance

We don't insure any of your personal belongings in your home. Furniture and decorations are not insured. Unfortunately, some tenants only realise this after the damage has been done.

It's very important that you arrange your own home contents insurance or you can take out a home content insurance policy under our household contents insurance scheme arranged by an approved company.

If you want to get a home contents insurance policy through our scheme, you can conveniently pay for the insurance when you pay your rent. An application form will be included in your sign-up documents.



You can also visit our website or call us on **0300 123 8084** for more information.

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

Budgeting

It's important to manage your budget carefully to make sure you have enough money to pay your rent.

A budget is just two simple lists:

- Money you have coming in such as wages, benefits or any other income
- Payments that you make such as household bills, living costs and loan repayments



There are many free budget planners available online to help you draw up a budget.

Better Off Calculator -
www.adra.co.uk/better-off-calculator/

In most cases, we will have done an affordability assessment before offering you the contract. If your situation changes, you have trouble managing your budget, or you want to explore other available help, such as increasing your income, energy advice, or digital advice, please contact us.



Repairs and Maintenance

Reporting a Repair

As your landlord, we're responsible for keeping your home in good condition. We also maintain the shared parts of your home (if any) such as corridors and lifts. All this work is paid for by your rent and service charges. You must notify us as soon as possible of any faults, damage or disrepair to either your home or to any communal parts.



To report a repair:

- Call us on 0300 123 8084
- Fill in the online repair form on our website and attach as many photos as possible.

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

For more information about the service and our repairs timescale visit our website:

www.adra.co.uk/repairs-and-maintenance/



Your repairs responsibility

Some repairs and improvements are your responsibility. For example:

- Things you have fitted yourself
- Bathroom fixings such as cabinets, mirrors, shower curtain, towel rails, plugs and chains
- Replacement toilet seats
- Door adjustment following fitting of your own replacement carpets

- General maintenance of the heating system – timer control, bleeding of radiators and the re-setting and re-pressurising of your boiler if applicable
- Decorating
- Electrical appliances owned by you – such as cookers, fridges and washing machines
- Gardens – the maintenance of any turf, grass, shrubs, trees and hedges
- Lighting – all bulbs and starters
- Replacement locks
- Telecommunication issues such as slow broadband speeds
- For all non-communal TV aerials, you should arrange to have the work carried out by a suitable qualified person

Rechargeable work

You're responsible for any damage to your property, garden, or shared areas.

If you don't keep these areas clean and tidy, or if you cause damage and don't fix it as we ask, we'll charge you for any repairs needed.



If we need to do repairs that you're responsible for, we might be able to do the work for you at a cost.

Extra fees may apply if you request emergency repairs outside of working hours that are not true emergencies.



For more information about which repairs you'll need to pay for, the current prices, and how to make a payment, please visit our website.

www.adra.co.uk/report-a-problem/

If the damage is caused as a result of a crime, for example a break in, you must report it to the Police and provide us with the crime reference number.

Access to your home

We'll contact you beforehand via phone, text, email, or letter if we need to visit your home. Please update us with any changes to your contact details.

If you're not going to be home for an appointment, please contact us as soon as possible to re-arrange. Missed appointments is wasteful and causes delays, our staff and contractors could attend to other work instead.

Our staff, contractors and agents all work to a code of conduct and carry an identity card. They'll happily show their identity card to you. You should always ask to see it. If you're still unsure call us to check their identity.



Upkeep of your home, garden and communal areas

As a contract holder, you must keep your home in good condition and maintain your garden (if you have one). If you live in a flat, do not leave any items in communal areas as they are a fire risk and may be removed.

Alterations and Improvements

You'll need written permission from us before making alterations or improvements to your home.



Visit our website to see the type of work you need permission in writing before you start.

www.adra.co.uk/changes-and-building-work/

To apply, complete the application form on the website or e-mail us.

Gas / LPG / Oil Safety

We've a legal responsibility to service your gas/oil system on an annual basis.

You must provide access to your home for this to happen. If you won't be home for an appointment, please contact us as soon as possible to re-arrange.

If we can't enter your home or if you have refused entry, unfortunately we may have to take legal steps to gain access and cap your gas/oil supply to ensure your safety.

During the safety check, we will check:

- ✓ The boiler and flue installation
- ✓ Pressure and CO₂ levels
- ✓ Visual safety check on gas cooker
- ✓ Service the gas fire (if owned by us)
- ✓ Clean the condensate trap
- ✓ Test all smoke/heat/carbon monoxide alarms in the property

Tips to ensure the appointment goes smoothly:

- ✓ Someone aged 16 year or older must be home
- ✓ Clear away any items from under the boiler and around the meter
- ✓ Keep animals away from the working area
- ✓ Ensure enough fuel is available; if you don't have fuel, we cannot ensure the safety of the boiler and will have to cap the supply until you can re-fuel

You'll receive a copy of the certificate once the service is completed or 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 don't turn on any electrical equipment or light a naked flame.
- ✓ Phone the National Grid gas emergency 24-hour number on **0800 111 999**

Fire Safety in Flats

We have a "Safe to Stay" policy in most of our flats. Familiarise yourself with the Fire Notice in the communal area.

- ✓ If a fire occurs within the flat, you should alert others, evacuate the building and call the Fire Service on **999**
- ✓ If a fire occurs in a communal area, you should evacuate the building and call the Fire Service on **999**

- ✓ All residents who are not immediately affected by the fire should **"Stay"** and remain in your flat, unless you feel unsafe, become affected by the fire or are instructed to leave by the fire service



Fire Safety-

www.adra.co.uk/fire-safety/

When leaving a building in a fire:

- ✓ Don't stop to collect personal belongings
- ✓ Don't try and put the fire out
- ✓ If there's a lift fitted in your block don't use it – take the stairs
- ✓ Don't go back into the building until you are told that it is safe
- ✓ Stay calm

Electrical Safety

Please report any electrical problems as soon as they appear, and maintain any electrical items you bring into the house.

We'll arrange for an Electrical Inspection Condition Report (EICR) to be carried out confirming that the electrical installation has been assessed and is safe to use. This will be undertaken every 5 years and a copy of the EICR will be sent to you for your records within 14 days of being issued.

If any further improvement works are required following an EICR being carried out in your home, confirmation of what will be sent out to you within 14 days of the works being completed.

Asbestos

Asbestos is present in most homes, and you should not be worried by this. Some areas in your home where you may find asbestos include:

- Gutters and rain water pipes
- Fire blankets
- Textured coatings such as Artex
- Garage and shed roofs
- Linings for walls, ceilings and doors
- Insulation panels in some storage heaters
- Bath panels
- Central heating flues
- Loose asbestos packing between floors and in partition walls
- Floor tiles

To avoid releasing asbestos fibres in your home, don't do any DIY work without permission and advice from us first. Activities like sanding or drilling walls, floors, doors, ceilings, or roof spaces could release asbestos fibres. If you notice any damaged asbestos materials, or materials you think might contain asbestos, please contact us immediately.



Supporting you in your own home

We offer a support service to help people to live safely and independently in their own home.

Tenancy Support

If you live in the Gwynedd area and are requiring support with your tenancy, you can be referred to Cyngor Gwynedd Council's Single Point of Access (SPOA) who'll assess your needs and allocate your referral to the appropriate support provider. If you live outside Gwynedd, we can refer you to the local authority in your area that will provide this service.

The type of support available:

- Issues with debt and managing money
- Tenancy management and support to settle and maintain your home
- Help to understand, read and fill in forms, letters and bills
- Support to develop practical living skills
- Support to link in with other agencies

Supported Housing Service

This service can help you to retain your independence for as long as possible, improve quality of life and your health and wellbeing. People over the age of 55 or people with disabilities could qualify for this support. There's a service charge for the service. You may be eligible for help with the service charge if the site



qualifies for the Housing Support Grant. This is a grant given by Welsh Government to the local authority to help fund services for vulnerable people. This service is also available in the community, but spaces are limited.

The type of support offered:

- Encouraging and assisting contract holders to live independently
- Welfare checks 2/3 times a week, either face to face or phone calls
- Personal support plan assessed on needs
- Signposting to other agencies
- Organising social events on site or off site

Adaptations

If you or anyone living in your home has a long-term disability or health concern that means you have problems going out, difficulty in moving about or carrying out everyday tasks safely in your home, then we may be able to help.



Making a request for adaptations -
www.adra.co.uk/making-a-request-for-adaptations/

We can advise you on how to get small home adaptations done without the need for a visit from an occupational therapist. Examples include installing:

- Grab rails
- Hand rails along external steps and stairs
- Fitting a key safe
- Installing lever action taps

Medium and large adaptations work categories will need an assessment and a recommendation from an occupational therapist or trusted assessor. Adaptation referrals for medium and large adaptations will be considered by the Adaptations Panel and must be agreed to be reasonable adjustments for approval.

Contact us for more information:

enquiries@adra.org.uk



Domestic Violence

We recognise the seriousness of domestic abuse, and the devastating effects on victims and their families.

If you're a victim of domestic abuse, or are worried about another tenant, friend or family member, please don't hesitate to contact us for advice and support.



Domestic Abuse -
www.adra.co.uk/en/supporting-you/domestic-abuse/

Safeguarding

If you or someone you know have any safeguarding concerns, report them immediately:



Safeguarding -
www.adra.co.uk/safeguarding/

Other Support

If you require any other support from us, such as:

- Help with reducing your energy usage and costs
- Help with increasing your digital skills
- Help in finding employment, apprenticeships or work experience

Contact our Community team to discuss, we are here to help.



Supporting you -
www.adra.co.uk/en/supporting-you/



Academi Adra -
www.adra.co.uk/here-to-help-you-develop-your-skills/

Emergency Contacts

If you have an emergency repair or urgent issue, here's a list of useful emergency contact details:



Adra - 0300 123 8084

If you need to report an emergency repair outside of normal office hours.

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



Your local authority

Use this tool to find the emergency contract details for your local authority if you need to report a highway emergency or contact your local social services department out of hours.

Find your local council -
www.gov.uk/find-local-council

Cyngor Gwynedd - 01766 771000

Conwy Council - 01492 574000

Denbighshire Council - 01824 706000

Flintshire Council - 01352 702121

Wrexham Council - 01978 292000



Welsh Water – 0800 052 0130

If you have an emergency, or no water –
contact.dwrcymru.com/cy-gb/report-an-issue



Wales and West Utilities – 0800 111 999

If you smell gas, or need to report a gas or carbon
monoxide emergency

Emergencies and safety advice | National Gas –
www.nationalgas.com/responsibility/safety



SP Energy Networks – 105

To report a power cut or damage to electricity power
lines.

UK Power Cut? Call **105** for free

Find Your Electricity Provider
www.powercut105.com/cy/



Natural Resources Wales – 0300 065 3000

For advice or list of flood warnings

Natural Resources Wales / Flooding –
www.naturalresources.wales/flooding

Improving Our Service

Having your say

Your views are important to us. We want you to be involved in
helping us improve our services.



More information:

Your Voice –
www.adra.co.uk/en/your-voice/

Complaints, compliments and feedback

We value feedback from our customers and encourage you to let
us know if you believe we've done something well.

In cases where you're not satisfied with any aspect of our service,
you can contact our Customer Services Team, who will try to offer a
resolution.

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.

www.adra.co.uk/en/contact-us/

Treating you fairly

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

We comply with the Data Protection Act 2018 to make sure that personal information you provide us is not misused.



There's more information on our website regarding this:

Privacy – www.adra.co.uk/privacy/

Let us know

It's your responsibility to let us know of any changes in your circumstances or household. This includes changes like

- A new phone number
- New e-mail address
- New baby
- Someone moving in or out
- Death in the household

Please contact us to update your information.

We hope that you enjoy
your new home.