



*"Providing high quality homes & services that put people first"*

# Tenant Handbook



## MHA's Mission Statement

“To provide **high quality homes & services** that put **people first**”

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Please contact the **Corporate Services Team** on **01495 761104** or **corporateservices@monmouthshirehousing.co.uk** if you require this document in Welsh or any other language, PDF, large print, braille or in an audio format.





## Introduction

Your Tenant Handbook is designed to give you all the information you need to know about living in your home.

It contains useful information about us, the services we provide and your rights and responsibilities as a tenant of Monmouthshire Housing Association.

***There are coloured boxes throughout the handbook, to show:***

**Red boxes:** urgent or very important information.

**Blue boxes:** useful information and tips.

**Green boxes:** the different staff roles at MHA and how we can help you.

From time to time, it is necessary to update our Handbook, but the latest version is always available on our website.

Welcome to MHA – we wish you happiness and every success in your new home!



**This book is for information; it does not replace your occupation contract, but offers general guidance.**

We pride ourselves on inspiring people to make a difference; be it in our homes or within our communities. There are plenty of ways you can do this - to find out more, go to page 31.



## Welcome

Welcome to your new home from all the Board and staff of Monmouthshire Housing.

We are committed to providing you with the best possible home and services that we can. We know that we can achieve this only through working together and we trust that you will find a willing partner in Monmouthshire Housing.

Please keep this handbook as you will find it packed with useful information and contacts. From time to time we will update it and will notify you of any changes.

I hope you will find security and pleasure during your time as a tenant of Monmouthshire Housing. I also hope that you will work with us to help keep your home and community a rewarding and enjoyable place to live.

**John Keegan**  
Chief Executive

On behalf of the Board of Monmouthshire Housing I would like to welcome you to your new home.

We take great pride in the work we do here at Monmouthshire Housing and all of the Board are determined to provide you with a safe, secure, warm home in a great place to live for as long as you want to live there.

We are investing heavily in our homes, neighbourhoods and people, both staff and tenants and I am certain you will reap the rewards from that while you remain in your home.

I would like to wish you all the best for the future, secure in the knowledge that you have a great home and a landlord that wants to work with you to make your home and neighbourhood the best it can be.

**Andy Jones**  
Chairman of the Board

## Our offer to you

There are many advantages to being a tenant with MHA – here are just a few things we can offer to you...



### High Quality Homes

We provide affordable homes of the highest quality, and we work hard to make sure your rent and service charges offer great value for money.

All MHA properties are of high quality when you move in and we ensure Welsh Housing Quality Standards (WHQS) are met.

We take pride in communal areas and gardens, and we make sure they are well-kept.

Your home has been through all the required safety checks that we carry out to make sure your home stays safe.

We are committed to providing quality, energy efficient homes and reducing our CO2 footprint, helping to save you money on your bills and be kinder to the planet.

We also have a range of homes designed or adapted for tenants with disabilities or mobility issues and for older residents.



### High Quality Services

Our Service Standards make sure we continue to deliver excellent services across the organisation.

Our 24/7 Emergency Repairs Team are always ready to respond to emergency repairs, day or night.

Whether you want to offer us some feedback, report anti-social behaviour in your neighbourhood or are

struggling to pay your rent, we will listen to you and respond quickly to resolve the issue as soon as possible.

We will keep you regularly updated with any news and important information

through our website, in tenant magazines and across our social media channels.

We will treat everyone equally regardless of age, race, sex, disability, sexuality, gender reassignment or your religion & beliefs.

We want you to have your say in the services that are being offered to you and we want to work with you to develop and improve our services.



### Transforming Lives and Communities

We want you to succeed in your home and are here to help, however we can. As a tenant of a Community Landlord, you have greater security from eviction than tenants who privately rent their homes.

We will support you to pay your rent.

If you need some extra advice or support, we can also provide access to a range of services.

We want you to enjoy your home and your community

– look out for fun, free events, or join a local community group to help you get to know your neighbours and improve your neighbourhood and your wellbeing.



## How to contact us



### Website

Find out the latest news and information about Monmouthshire Housing and contact us online by visiting our website:

[www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

### Live Chat

Click the link on our website to talk to a member of our Customer Service Team during office hours.



### Email

Contact us via email: **customerservices@monmouthshirehousing.co.uk**

We aim to acknowledge emails within 3 working days.

### Social Media

Find out more about our news and upcoming events or speak to a member of staff on Facebook or Twitter.

Social Media accounts are not monitored 24 hours a day - please do not use this method to report emergency repairs.



### Facebook

[facebook.com/Monmouthshire.Housing](https://facebook.com/Monmouthshire.Housing)



### Twitter

[twitter.com/mon\\_housing](https://twitter.com/mon_housing)



### Instagram

[Instagram@monhousing](https://Instagram@monhousing)



### Youtube

[www.youtube.com/MonmouthshireHA](http://www.youtube.com/MonmouthshireHA)



### TikTok

[www.tiktok.com/@monhousing](http://www.tiktok.com/@monhousing)



### Customer Service Advisors

You can call, email, Facebook message or use the online webchat to speak to one of our designated team at any time during office hours. They are on hand to answer any questions you have, help you to pay your rent or help you log repairs.

### General Enquiries

**0345 677 2277**

#### Office Opening Hours:

Monday to Thursday 8:30am-5pm

Friday 8:30am-4:30pm

Saturday and Sunday (and bank holidays) - closed

### Emergency Out of Hours Repairs

Freephone: **0800 980 7751**

### 24/7 Payment Line

Freephone: **0800 085 3557**

### By Post

Monmouthshire Housing Association  
Nant Y Pia House, Mamhilad Technology Park,  
Mamhilad, Monmouthshire NP4 OJJ







## Types of occupation contract

**(another name for a tenancy agreement)**

An 'occupation contract' gives you the right to live in your home. Here is an overview of your rights as an MHA tenant.

### Your New Home

If you are a new tenant with MHA, you will usually sign a 'Secure' Contract and be sent a digital copy, (or a paper copy if this is not available to you) when you receive your keys. You will generally work with a New Homes Officer before you sign your contract, to help you to prepare for your new home. The New Homes Officer will be the person who completes your letting, when you view your home and sign your occupation contract.

A New Homes Officer will visit you again within 4-6 weeks of moving into your new home, to check that you have settled in, and will be able to deal with any queries that you have.

**Your occupation contract gives you the legal right to live in your home and explains your responsibilities such as:**

- Paying your rent on time
- Living safely in your home
- Not causing a nuisance to your neighbours
- Keeping your home and garden in a good condition

If you do not keep to the terms of your occupation contract MHA can take action against your contract.

A template example of an MHA Secure Contract is available on the MHA website at [www.monmouthshirehousing.co.uk/tenants](http://www.monmouthshirehousing.co.uk/tenants)

# Paying your rent and service charges

**You should be aware of your responsibility to pay your rent before signing your Occupation Contract.**



## Eviction

You can be evicted from your home if you do not pay your rent.

Please don't avoid us; if you speak to us as soon as possible we can offer you help, advice or support.



## MHA's Income Team

If you are worried about paying your rent or finding it difficult to keep up with payments, please contact our specialist income team who are ready to help and support you. You can call the MHA rentline on **0345 677 2277**.

## What we expect from you

### We want you to:

- Pay your rent and service charges – this is your legal responsibility under the terms of your occupation contract
- Ensure your rent account is one week in advance at all times
- Contact us as soon as you make a new claim for Housing Benefit or Universal Credit
- Respond to our attempts to contact you.
- Engage with support made available to you
- Be honest and open with us
- Tell us about changes to your circumstances that may affect your ability to pay your rent
- Be polite and considerate to staff
- Clear your rent account before you end your occupation contract
- Be aware we may take legal action to regain possession if you continually fail to pay your rent

## What you can expect from us

### We will:

- Support you to pay your rent
- Support you with Universal Credit and other benefit claims
- Provide you with a range of ways to pay your rent to always be one week in advance
- Contact you about missed payments
- Provide money and benefits advice
- Support you to pay your rent if your financial circumstances change
- Provide you with quarterly rent statements to help you stay in control
- Be polite and considerate to you
- Be honest and transparent at all times

We want you to pay your rent first – we can offer advice and support to help you manage your finances.



## How to Pay Your Rent

Your rent is due in advance on Monday of each week. However, you can choose the frequency of your rent payments, e.g. weekly, fortnightly or monthly.

Your rent and service charges must be paid in advance so you do not fall into rent debt.

## Service Charges

A Service Charge is a payment due for the services and supplies you receive, and is referenced alongside your rent charge on your MHA occupancy agreement.

Service Charges are usually eligible for Housing Benefit or Universal credit Housing costs. They are specific to your property, so not all of the service charges listed below will apply to you. **They can include:**

- Communal utilities, e.g. electricity, gas
- Communal facilities, e.g. lifts & laundry rooms
- Health and safety checks required in your building
- Communal cleaning
- Grounds maintenance, e.g. Grass/hedge cutting.
- Management charges

The costs of these services can vary. To make sure you're being charged correctly, every year we will send you an annual statement.



### Support

If you think you may have problems paying your rent at any time, please contact your Income Officer for support or advice on **0345 677 2277**.

## Personal Charges

Personal charges are for services and supplies that you receive to your home, that are not usually eligible for Housing Benefit or Universal Credit housing costs. They are found on a separate schedule issued with your Occupation Agreement. **Examples of some personal charges, that you may be responsible for paying are:**

- Sheltered Housing alarms
- Water Treatment costs for homes not connected to mains sewerage
- Heating costs for homes on a shared heating system

The costs of these personal charges can vary. We will review and adjust your personal charges annually.

A full description of your service & personal charges are available on request. To find out more, call **0345 677 2277** or email **customerservices@monmouthshirehousing.co.uk**

## Annual Rent review

We will review your rent annually and give you 2 months' notice of any changes to the rental charge for your home. Your revised MHA rent, service charge and personal charges will be sent to you in advance of the new financial year, and your charges will change annually in April.

If you are in receipt of Universal Credit housing costs, to help pay your MHA rent and service charges, you must report any annual change to your rent on your Universal credit journal, and state the date that the change will happen.

We recommend that you do this as soon as you receive your new rent charge from us. MHA will be asked to verify this change by the Department for Work & Pensions (DWP), to confirm your new charges are correct and any change due to your benefit payments will then be made by DWP.

# Ways to pay your rent

We offer 5 easy and flexible ways to pay your rent.



## Direct Debit

This is the easiest and most convenient way of paying. They are made automatically so once set up, you can cross off your to do list! We can set one up over the phone, so please contact us on **0345 677 2277** and select Option 2.



## On-line

You can transfer your rent to us via your online banking account. Online banking uses the Faster Payments Scheme (FPS) and is a free and secure service.



## Standing Order

Contact your bank and together you can set up a regular payment to us, you can amend or cancel with your bank at any time.

**For Online and Standing Order payments our details are:**

**MHA Account Number:** 40601837

**Sort Code:** 20-01-43



## Allpay

You can pay via Allpay by telephone, on-line, using the App, by text at the Post Office or anywhere with the Paypoint/Payzone logos.

**Once registered you can pay by:**

### Payment App

You can download this for free via the Apple App Store or Google Play(Android).

### Text Message

For instructions and to register your mobile number go to [www.allpayments.net/textpay](http://www.allpayments.net/textpay)



## Telephone

All you will need is your card and your Allpay number (this can be found on your Allpay card, if you don't have a card, you can call us to register for one). The calls are charged at a local rate and you can go through our automated payment line or speak to our advisors. Call **0345 677 2277** and select **Option 2**.



Payment  
Successfull



Contin

## Moving in

When you move into your new home, it is your responsibility to let the right people know you have moved. Here are a few suggestions of who to contact to help you to settle in easier.

### Your Gas & Electricity Supply

MHA has an arrangement with a utility supplier to supply gas and electricity in our properties before you move in.

Our current supplier is British Gas and you can access their services online at [www.britishgas.co.uk](http://www.britishgas.co.uk) or phone **0333 202 9802**.

MHA will notify our supplier of your contact details, meter reading and start date after you move in.

You should also phone your supplier on the day you sign your occupation contract to confirm your contact details and meter readings. You are free to move to another supplier if you wish to do so, after you have set up your account. MHA recommends that tenants regularly use comparison sites to get the best deal that they can on their energy supply, such as [www.moneysavingexpert.com](http://www.moneysavingexpert.com)

If you live in some of our Sheltered Schemes and are on a shared boiler system you will not be able to change your supplier. This will have been explained to you before the start of your occupancy contract.

### Council Tax

You are responsible for informing the Council Tax Department at the council of your new address when you move. You can either call Monmouthshire County Council on **01633 644644**, or visit your nearest Monmouthshire Community Hub or visit [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

### TV Licence

You can transfer your licence to your new address or pay for your licence by calling **0300 790 6071** or pay online at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

You can pay monthly or quarterly by direct debit, or weekly, fortnightly or monthly by payment card.

Fines for failure to purchase a TV licence are around £1,000.

Tenants living in one of our Sheltered Schemes are also required to have a current TV license.

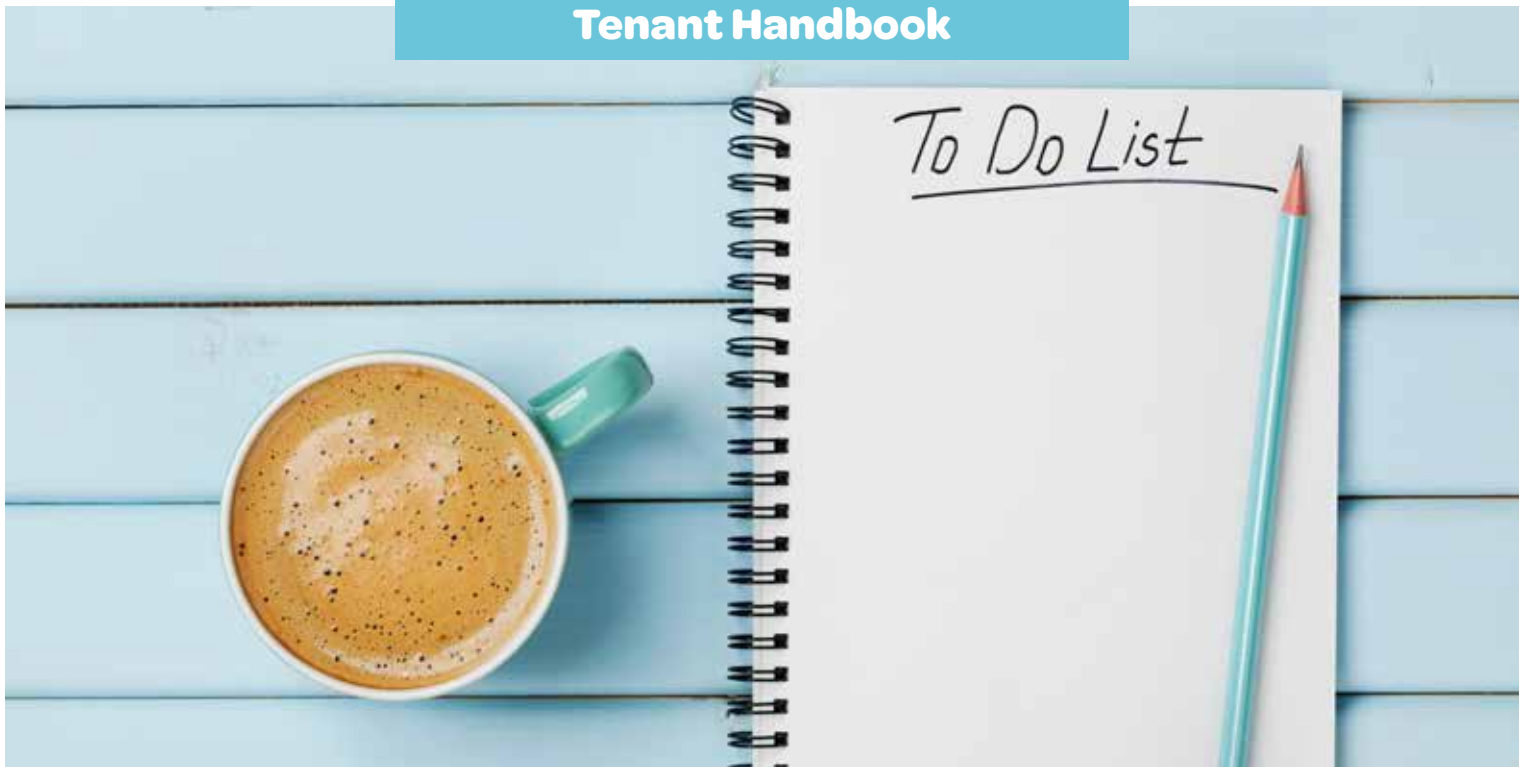
From 1 June 2020, if you're over 75 and receive pension credit, you will be eligible for a free 'over 75 TV License'. You must apply for this by visiting TV licensing website stated above or by calling **0300 790 6154**.

### Welsh Water

You should contact Welsh Water to set up your new account on the day you sign your occupation contract. Phone Welsh Water on **0800 052 0145** or visit [www.dwrcymru.com](http://www.dwrcymru.com) to do so.

MHA will also advise Welsh Water of the date that your occupation contract begins.





## **Lastly, don't forget to tell the following that you have moved address:**

- Your employer or place of study
- Your bank or building society
- Insurance and other financial companies
- DVLA to update your driving licence and vehicle log book
- Broadband, landline and digital TV providers
- Your child's school, nursery or childcare provider
- Your pet's vet
- Your pharmacy

## **Home Insurance**

We strongly advise you to get insurance cover for your personal belongings against risks like fire, flood and theft. Whilst MHA insures the building, our insurance does not cover your personal belongings or the contents of your home.

We recommend that you visit a comparison site to get the best deal for your home insurance or visit the 'My Home' contents insurance available for all tenants and residents living in social and affordable housing. You can find out more by contacting them on **0345 450 7288** or visit the website [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

## **Electoral Registration Office**

Updating the electoral roll means you can vote in local and national elections.

Registering on the electoral roll at your new address can also improve your credit rating. Contact your local Electoral Registration Office at [www.gov.uk/get-on-electoral-register](http://www.gov.uk/get-on-electoral-register)

## **Doctors, Dentists and Opticians**

If you need to register at a new doctor, dental practice or optician, please contact them directly.

Contact information for these can be found at [www.nhs.wales/hpb/local-services](http://www.nhs.wales/hpb/local-services)

# Living in your home

At Monmouthshire Housing Association, we want you and your family to feel safe and secure in your home.

## MHA Property Standards

You should keep the interior of your home in a clean and tidy condition - including repairing and maintaining your own fixtures and fittings, and decorate internally as often as is reasonably necessary to keep it in good decorative order. You should also keep your garden tidy (see page 17).

A charge may be made against you if MHA undertakes work because you do not keep your home and garden in a good condition.

For more information, please see your Occupation contract.

## Fitness for Human Habitation

A landlord in Wales is obliged to ensure a dwelling is both in repair and fit for human habitation (FFHH). The Welsh Government sets out 29 matters and circumstances listed under the FFHH Regulations are in place to ensure your home is fit. You can find out more about these regulations by visiting the Welsh Government website here

[www.gov.wales/fitness-humanhabitation-guidance-tenants-contractholders-html](http://www.gov.wales/fitness-humanhabitation-guidance-tenants-contractholders-html)

We will make sure your home meets the required standards before you sign your occupation contract, and regularly inspect and monitor your home to make sure it remains compliant. Once MHA is aware of the need for repairs under the FFHH, we will carry out the repair in a reasonable time and to a reasonable standard.

## Communal Areas

It is important that all communal areas are kept completely clear, including hallways, stairwells, landings and corridors, so that in the event of a fire or emergency, tenants can leave the building quickly and safely. We will ask you to remove any items that are causing a risk, including doormats, giving you a reasonable amount of time to do so.

If you do not remove items when asked to do so, MHA reserves the right to remove items and recharge you costs for collecting and storing items.

Ensuring the health and safety of our communal areas is everyone's responsibility, please do your bit to keep your shared spaces safe, clean and clutter free.

## Door Entry Systems

If you live in a flat with a communal entrance, it is important that communal doors are kept shut at all times and not wedged open. We have put door entry systems into many of our communal buildings to make them more secure.

### Tips to keep your home safe:

- Make sure the communal door is locked behind you
- Don't leave the front door propped open or let non-residents follow you inside
- Only allow someone to enter if you are certain they are an authorised visitor

If you lose your communal key, MHA will provide you with another but you will have to pay a replacement charge.



## Gardens

### If you have a garden that you do not share with any other residents, you can:

1. Plant your garden with flowers & shrubs
2. With permission, you can make changes, such as installing patios, sheds & decking
3. Enjoy it!

If you have a garden for your exclusive use you are responsible for keeping it tidy and clear of rubbish and for maintaining grass, hedges and trees within the boundary of your home. Trees and hedges should be pruned to a reasonable height, so they do not cause an obstruction to footpaths or neighbouring gardens.

Please consider the upkeep that will be required before you plant any hedges and trees. You are responsible for the management of the existing planting in your garden, including trees & hedges.

Bonfires can cause a nuisance to others and they damage the environment, so please be considerate, especially if your neighbours have washing on the line.



### Things to think about before making changes to your garden:

1. Be careful not to plant trees or shrubs with evasive root systems close to your home or any underground works. You will be liable for any damage caused by such root systems to foundations, services, drains and pipes.
2. Decking: please be aware you will be responsible for removing any decking that you installed at the end of your contract and making good the ground.
3. Do not alter the levels, rails or walls in your garden without written consent from MHA.

## Shared Gardens

If you have a garden that you share with other residents, please ensure you are considerate of your neighbours who also use the space.

Please do not attempt to secure any of the garden for your private use by putting up fences or barriers, without the prior consent from MHA. Ensure you clean up any mess from your pets right away, and do not create or leave items that may cause a hazard to other households that use the space.

If you do not keep your garden in an acceptable condition, MHA reserves the right to clear it and recharge you the cost of any work and disposals to put it right.

## Grass Cutting Service

We understand that sometimes, over time, our tenants may begin to struggle to manage their garden. MHA has a chargeable grass cutting service, available for eligible households, that can help.

### Contact us for more information.

## Tenancy Health Checks

Tenancy Health Checks include a full inspection of your home, usually carried out at least once every 3 years, to check that your needs are being met.

We will also check for outstanding repair issues, answer any questions that you have about your occupancy contract and discuss any improvement works that may be planned for the future in your neighbourhood. If you would like to request a Tenancy Health Check please contact us.

## Grounds Maintenance

We understand that open spaces and communal gardens contribute to how we feel about where we live. We want you to take advantage of the green space within your community.

Our communal gardens are well-maintained, and our grounds maintenance service includes grass-cutting and maintaining hedges on the green communal spaces around your home.

## Pets

Pets can be important & valued additions to a household, but they can also be expensive to care for and require looking after properly. Pets can be kept in most MHA properties, as long as they are cared for, do not stray, become a nuisance to neighbours, cause damage to property or foul in communal areas.

You are required to get permission in all apartments before you get a pet if you have a communal entrance.

Roaming pets like cats & dogs are generally not allowed in sheltered housing apartments.

Please make sure your pet is kept under control in communal corridors or if an MHA officer or contractor visits your home.

Please visit the MHA website to read our Pet Agreement. We can remove permission to keep a pet where MHA's Pet Agreement is breached.

## Recycling & Disposing of Refuse

MHA is not responsible for your refuse or recycling.

Monmouthshire County Council is responsible for recycling and refuse collection services in your county. You are responsible for making sure you use your refuse and recycling bins, and any communal bin store areas correctly. You should put your refuse and recycling out by 7am on the day of collection. You can find out your bin & recycling days on the Council's 'My Monmouthshire' App detailed below.

Please try not to leave your refuse & recycling out for long periods in advance of collection.

If you have communal bins and recycling areas, please use them properly and consider your neighbours.

## Litter & Removing Bulk Items

Please do not litter or allow your children or pets to litter in your community - pick up your litter and pet waste straight away, and dispose of it properly.

If you have bulk items like sofas and fridges that you want to get rid of, do not leave these items in communal areas. You are responsible for removing them in a safe and legal way.

There are local charities across Monmouthshire that can remove items for a small fee. See Useful Contacts for more information, on page 39.

You can report fly-tipping on roads or on council land via your My Monmouthshire app or in your Monmouthshire Community Hub.

To report items left in an MHA communal area or on MHA land, please contact us by phone or via the MHA website.

## Pest Control

It is not uncommon to have a variety of wildlife in rural areas and communities.

However if you have a problem with pests or infestations it is your responsibility to tackle this. You must report all issues with regards to vermin, pest or insect infestation to MHA.

MHA will help with the removal of rats and mice inside your home or communal areas such as bin stores. For all other infestations, we recommend contacting a pest control company directly.

## Lodgers

You can take in a lodger if you have a spare bedroom and are not living in sheltered housing. Please contact us before doing so for assistance if you think your benefits would be affected, we have experts who can give you advice about this, before you decide to do it.

If you do take in a lodger you must notify MHA to ensure we update your household details about who is living in your home.

## Cars & Parking

If you see a vehicle that is abandoned or unroadworthy on your estate, please contact MHA to report it. If the vehicle is parked on a public highway, please contact the Police on **101**.

## Mobility Scooters

If you use a mobility scooter or are thinking about purchasing one, please get in touch with us first, to ensure it can be stored and charged safely within the boundary of your home.

It is important that you have insurance for your scooter and send us a copy of the documents and that you have your scooter serviced regularly. Some apartment blocks and sheltered accommodation have designated scooter storage areas which you may be able to use, if they are allocated or available to you, and with our permission.

Please do not block emergency exits or communal corridors/doorways with your scooter or if your visitor has a scooter.

## MHA Garages & Carports

MHA owns garages and carports available across Monmouthshire.

Anyone can apply to rent a garage or carport, but priority is awarded to our MHA tenants, and a waiting list is in operation. To apply or for more information, go to [www.monmouthshirehousing.co.uk/homes/rent-a-garage](http://www.monmouthshirehousing.co.uk/homes/rent-a-garage)

## My Monmouthshire: Get the free council phone app

We think MHA tenants will find the My Monmouthshire app really handy.

It gives you easy access to local authority news and services. You can use the app for lots of different things, including contacting the council, checking bin and recycling collection times and finding out about news and events.

[www.monmouthshire.gov.uk/my-monmouthshire](http://www.monmouthshire.gov.uk/my-monmouthshire)





## Keys & Fobs

We do not keep spare keys to MHA properties. It may be a good idea to leave a spare set of keys with a trusted relative or friend in case of emergency, or if you lose your keys. **If you require a new set of keys from MHA please be advised this is chargeable:**

- Keys: An emergency lock change can be requested and arranged, at a fee, that is rechargeable to your MHA account.
- Fobs: enquire about new/replacement fobs by contacting MHA. N.B. New fobs can take several days to receive as we have to order them from our supplier.

## Home Improvements

We understand that you may want to make improvements or alterations to your home, but it is important that you check with us before you start any work.

### Examples of common requests:

- Putting up a garden shed
- Add or move an electric point or light
- Alterations to kitchens (including cooker space)

We will not unreasonably withhold consent but you must get written permission first before carrying out work.

MHA will need time to consider your request and make checks before we decide to give you permission or not.

You must send your request for permission for home improvements to customer services by emailing **consent@monmouthshirehousing.co.uk** or calling **0345 677 2277**

Post: Monmouthshire Housing Association, Nant-Y-Pia House, Mamhilad Technology Park, Mamhilad, Monmouthshire, NP4 OJJ.

Please get in touch if you have any questions or would like more information about what you can or cannot do - we are happy to give advice.

If MHA has already carried out improvements to your home or garden, e.g. new kitchen cabinets, garden railings or walls, it is important that you do not remove these without permission.

When you make any changes, for which you have been given permission, we may want to inspect the work to check it meets our safety and quality standards.

If you do not have permission or if the finished work does not meet agreed standards, we could ask you to return your home to how it was before work was carried out. If you do not do this, we may do the work and charge you for it.

If we give you permission to make changes we may require you to remove /reinstate and make good the works before you end your contract; please check your permission information sent by MHA.

## Community Living Service

Our Community Living Officers (CLOs) visit our sheltered schemes regularly, usually once a week, to check on health and safety at the schemes and monitor services. The CLOs also help coordinate events and activities with residents, and can provide ad hoc support, report a repair for you and signpost you to specialist services.

If you live in Sheltered Housing you can speak to your community living officer when they are at your scheme or contact MHA to request a visit.



## Personal Alarms

Some Sheltered Housing apartments have chargeable, pull-cord personal alarms.

Personal alarms allow you to call for help when you need it, if you are unwell or have fallen and cannot get back on your feet.

MHA Sheltered Housing Schemes have regular visits by our Community Living Officers who can talk to you about your alarm.

If you do not have a personal alarm in your home and feel you could benefit from one you can apply to any alarm service provider. Such providers can be found by completing an internet search or by contacting the local council.



## Keeping safe In your home

MHA has a 'Duty of Care' to our tenants - we consider your health and safety in everything that we do.



### Gas Leaks

#### If you smell gas you must:

- Call the National Grid on **0800 111 999**  
They are open 24/7 and will send an engineer to keep you safe.
- Turn off gas appliances
- If possible, turn off gas at the meter
- Open all windows and doors
- Do not use electrical switches
- Put out cigarettes or naked flames
- Do not use a phone inside your home
- Wait outside or with a neighbour until an engineer arrives
- Notify MHA right away

## Gas Safety Check

MHA will ensure a gas safety check is completed before you sign your occupation contract. Following this, you will be required to have an annual check. It is our legal obligation to carry out annual checks and it is something we take very seriously.

The gas safety check is free but you can be charged for missed appointments, if you are not there for the arranged appointment time.

Contact MHA to rearrange your appointment if it is not suitable, rather than risk a missed appointment charge.

We appreciate your cooperation to help us meet our gas safety legal requirements; if necessary, MHA can take legal action to allow us access to your home to complete this important check.



## Smell Gas?

If you smell gas, report it to the national grid immediately by phoning **0800 111 999** and tell us on **0800 980 7751**.

## Fire Safety

### Smoke Detectors

We fit hard-wired smoke alarms to all of our properties and it is important that you do not disconnect your alarm.

If there is a fault with your smoke alarm please report it to the repairs hotline immediately on **0800 980 7751**.

Please use the test button on your alarm once in a while to check that it is working in between our visits.

### Carbon Monoxide Detectors

MHA installs battery or mains wired operated carbon monoxide detectors in our properties.

Do not cover or block air vents: this is dangerous and can lead to increased carbon monoxide in your home.

If the carbon monoxide alarm sounds or if you suspect a leak, you should open all windows and doors and make sure everyone leaves the property straight away.

If it is safe to do so, turn off all appliances including oil and solid fuel appliances. Switch off your gas supply at the meter. Call our Freephone Repairs Hotline immediately on **0800 980 7751** to report the matter.



## Damp & Mould

Condensation is caused by excess moisture in your home that cannot escape from inside your property from regular ventilation. Moisture inside your home is created by general household activity such as cooking, clothes drying and baths or showers. If the excess moisture cannot escape out of windows and vents or it is not wiped away it can result in mould, mildew and rot, which can damage your belongings and is unsightly.



### Ten tips to prevent damp and mould:

1. Open windows regularly to air your home
2. Keep window vents open at all times
3. Keep lids on pans when cooking
4. Use your extractor fan if you have one
5. Dry clothes outside when possible
6. Keep bathroom/kitchen doors closed when in use
7. Try to keep your home warm - constant low level heat is better than short periods of high heat
8. Do not use calor gas heaters as these generate a lot of moisture
9. Keep ventilation spaces behind large pieces of furniture, like wardrobes, and around radiators
10. Tell us right away if you notice any issues with you guttering or down pipes





## Water Safety

It is important that you use your water system regularly so that the water supply to your home is kept circulated. Generally, you will do this through everyday use - by running taps and flushing toilets. It is also important to regularly clean and disinfect taps and showerheads. Not doing so can have serious health implications for you and your household.

By letting water stagnate, your water system is at greater risk of Legionella or Legionnaires' Disease. This lung infection happens when bacteria is breathed from tiny water droplets in the air, which can cause serious health problems.

Tell MHA if your boiler or hot water tank is not working properly as soon as possible so we can arrange a visit.

## Electrical Testing

We carry out periodic Electrical Installation Testing every 5 years. When we visit the property we will require access to all rooms and in particular the area around the Consumer Unit, the main electrical board in the property. We will write to you to make an appointment in advance, please ensure we have access to your home for the appointment.

It is our legal obligation to carry out five yearly checks and it is something we take very seriously.

The Electrical Installation Test is free of charge, but you can be charged for missed appointments. Contact MHA to rearrange your appointment if it is not suitable.

We appreciate your cooperation to help us meet our legal requirements; if necessary, MHA can take legal action to allow us access to your home to complete this important check.

## Asbestos

We carry out regular surveys and inspections to update records showing where asbestos is or may be located in our properties.

Where asbestos materials are in good condition and undamaged, then provided they are undisturbed, they do not represent a hazard.

Should any asbestos materials become damaged or if you suspect there is asbestos in your home, please contact us as soon as possible.

## Frozen Pipes

Frost can cause water to freeze inside pipes leading to cisterns, sinks and basins freezing.

To prevent frozen pipes, try and keep your home as warm as possible and turn off water in outside toilets and external taps. If you are going away, leave your heating on a low setting.

### **If pipes become frozen:**

- Report to MHA immediately
- Turn your boiler off

## Burst Pipes

### **If you have burst pipes:**

- Report to MHA immediately
- Turn off the water at the stopcock (you will have been shown where this is at your sign-up)
- Open all taps to drain water from the system
- Switch off your boiler and immersion heater
- If the electricians get wet, do not touch and turn off the electricity at the mains

If you need to report frozen or burst pipes call the Freephone Repairs Hotline on **0800 980 7751**.

# Repairs to your home

Monmouthshire Housing Association is responsible for most of the repairs to your home. We maintain the structure and the outside of your property and the fixtures and fittings inside your home.

## How to Report a Repair?

### Emergency Repairs

Emergency Repairs are problems that are an immediate risk to your safety, e.g. gas leak, fire alarm beeping or loss of heating during the winter months.

Our emergency repairs service operates 24 hours a day, 365 days a year.

To report an Emergency Repair, please call our Freephone Repairs Hotline on **0800 980 775**.

### Non-emergency Repairs

Non-Emergency repairs are things that you can reasonably live with for a short time, without immediate risk to your safety, such as a dripping tap or loss of heating during the summer months.

To report a non-emergency repair, please visit our website [www.monmouthshirehousing.co.uk/report-a-repair](http://www.monmouthshirehousing.co.uk/report-a-repair)

You can also report non-emergency repairs via online chat, Facebook messenger, by speaking to your Neighbourhood Officer, or by calling the Freephone Repairs Hotline on **0800 980 7751**.



### Repairs Team

Our highly skilled and experienced team include Plumbers, Electricians, Carpenters, Painters, Plasterers and Gas Engineers. We pride ourselves on providing the best maintenance and repair service possible to you.

## How long will my repair take?

We have a duty of care to carry out certain repairs within a set timeframe. When you report a repair, the work will be given a 'priority' before it is passed to the contractor. This priority indicates a maximum time allowed for the job to be done.

Repair Priorities	Our Service	Examples
EMERGENCY	We will attend the same day and COMPLETE within 24 hours.	Total or partial loss of electricity, heating or hot water (depending on the season)  Insecure external doors or windows.
URGENT	We aim to complete within 5 WORKING DAYS	Faulty extractor fans, etc.
ROUTINE	We aim to complete within 20 WORKING DAYS.	Blocked gutter or damaged fence.



## What if I miss a repair visit?

It is important that you do not miss a repair visit. If you are not able to keep the appointment, please contact us immediately to rearrange, in advance of the appointment date.

If you miss the appointment, we will leave a calling card to say we have visited the property. If you have one of these cards you must contact the Repairs Hotline to rearrange your repair visit.

We may charge you a missed appointment fee. If you do not respond to the calling card, your Repair will be cancelled.

## MHA's Responsibilities

MHA are responsible for keeping the structure and exterior of your home in a good state of repair. **This includes:**

- Gutters, pipes and drains
- Baths, showers, sinks and toilets
- Walls, doors, window frames and floors
- Electrical wiring, Gas pipes, boilers, fitted heaters or radiators
- Communal areas such as entrances and stairwells

## Your Responsibilities

**As a tenant of Monmouthshire Housing Association, you are responsible for:**

- Reporting Repairs
- Changing light bulbs or strip lighting
- Replacing lost keys or fobs
- Windows & glazing - MHA will only repair broken glass where damage was caused by circumstances beyond your control, e.g. crime.
- Damage caused by you, other household members or guests visiting your home
- Your personal belongings, e.g. TV or furniture, clothing or white goods & appliances that you have bought

MHA will recharge tenants for the cost of works resulting from damage due to carelessness, neglect or vandalism by your household or a visitor to your home, as well as any sub-standard repairs completed by you.

If damage is caused by vandalism or a break-in, you must report the incident to the Police immediately.



# Planned maintenance and mobility adaptations

MHA aims to maintain homes of the highest quality, and we sometimes carry out planned maintenance to do so. We can also offer minor and major mobility and disability adaptations to help you stay in your home via our HomeAdapt scheme.

## What is Planned Maintenance?

This is when repairs are pre-planned and carried out through a series of work. It aims to replace certain building parts, such as windows or kitchens.

## When will Planned Maintenance take place?

We check our stock regularly to see if there is anything that may need replacing.

### **This helps us to plan a Maintenance Programme, prioritising work based on:**

- Your health and safety
- Home security
- Weatherproofing homes
- The condition of external features
- Modern facilities
- Type of property, such as older person's homes or purpose-built accommodation.

## What information will I receive?

When prioritising work, where possible, we will discuss our proposed programme with you and your neighbours.

We will have drop-in sessions to answer any questions you may have and you will have the opportunity to meet with key staff involved.

Before work starts, we will give you information about who is completing the work and will offer contact details of everyone involved.

## Will I have to move out while work is being carried out?

You will not need to move out for minor refurbishments, such as kitchen and bathroom refurbishments.

We may ask you to move home on a short-term basis for major works to be carried out (MHA will provide you with alternative accommodation). This includes extensive repair works like re-wiring or damp-proofing, major repair to the structure of your home or if you have a medical condition that would be affected by works being carried out.

You will only be asked to move out on a permanent basis if we determine that the property cannot be refurbished and needs to be re-modelled, demolished or sold.



## MHA HomeAdapt

If you would benefit from changes to your home, due to a disability, frailty, or illness, to help you live more independently, you may like to consider requesting our HomeAdapt service. For example you may be finding it difficult to manage using your stairs or bathroom due to increasing mobility issues. MHA can talk to you about your options to see what would suit you best; installing adaptations to your current home or transferring to a more suitable home.

MHA can undertake minor and major adaptations to your home, to help you to remain independent, if it is feasible to do so.



### Minor Adaptions include:

- Grab rails next to doors and in bathrooms
- Small ramps or half steps to front doors
- Door entry systems
- Lever easy-use taps to kitchens & bathrooms

If you have more complex needs, we will consider Major Adaptations. **This includes:**

- Stair lifts
- Easy access showers or wetrooms
- Specialist baths and toilets
- Adapted kitchens
- Structural alterations to your home for wheelchair use

If you only require grabrails or easy-use taps your Neighbourhood Officer can request this for you, please phone MHA and ask to talk to them.

For all other HomeAdapt requests, please ask for an Occupational Therapist (OT) Assessment from your GP or via Monmouthshire Council's Assessment and Re-ablement Team on **01633 644644**.

Please be aware that there is a waiting list for HomeAdapt work which can take several months to begin.

MHA will generally not carry out adaptations if you moved into your home within the previous 12 months, unless your household needs have significantly changed since the Homeseach allocation was made to you.

## Can I install my own disabled adaptations in my home?

You should email **consent@monmouthshirehousing.co.uk** or phone our customer service team about installing your own adaptations.

# Getting along with your neighbours

## What is expected of me?

You should not cause nuisance or annoyance to your neighbours or others in your neighbourhood. You are also responsible for the behaviour of all other members of your household, and also any visitors to your home. Anti-social behaviour that causes nuisance & annoyance is called 'prohibited conduct' in your occupation contract.

## What is Prohibited Conduct?

Prohibited conduct is the legal term for anti-social behaviour (ASB) that is defined in your occupation contract.

ASB is any type of behaviour which causes nuisance or annoyance to other people – anything that damages their quality of life.

### ASB includes:

- Graffiti
- Vandalism and damage to property
- Litter
- Noise nuisance
- Intimidation
- Threatening behaviour
- Selling or using illegal substances
- Drunkenness
- Dogs barking and fouling
- Garden nuisance & accumulated waste

## Noise nuisance

Noise nuisance is a major cause of anti-social behaviour and forms a large proportion of incoming complaints to MHA. We ask that all tenants ensure they have a good awareness of the noise coming from their homes, and that tenants understand how some noise can impact on your neighbours.

Some noise from your neighbours is to be expected when living close to others, this is especially important to consider if you are living in apartments.

Our website contains more information and guidance about what is considered to be noise nuisance.

## How will MHA deal with it?

We want our tenants to stay in their homes without causing or suffering ASB. We support those experiencing ASB and work with tenants causing ASB to address and change behaviours.

If legal measures are taken because you are causing anti-social behaviour, this can put your occupation contract at risk.

We work with other local agencies, including Gwent Police & Monmouthshire County Council, to try to resolve ASB and will use both informal and legal interventions to help deal with it.

You can find more information on MHA's Service Standards for dealing with reports of ASB, on the MHA website.

## Community Safety Team

Our specialist team deal with higher level cases of ASB and all Domestic Abuse which may require court action against the person responsible.

The team help to keep you safe and do a great deal of preventive work within the community.

## How can I report ASB?

- Online  
[www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)
- By telephone **0345 677 2277**
- Tell a member of staff in person
- Report noise nuisance by downloading the Noise App [www.thenoiseapp.com](http://www.thenoiseapp.com)





Once downloaded please set-up your account and select 'Monmouthshire HA' as your 'investigator'. You can use the Noise App to monitor and evidence any noise nuisance you are experiencing from your neighbours

## Domestic Abuse

Domestic Abuse is the use of physical, sexual, financial, psychological or emotional force/ threat within a close relationship, which causes harm or distress to another. We take reports of domestic abuse very seriously.

Perpetrating domestic abuse is not acceptable and anyone experiencing domestic violence and abuse is not to blame, and is not alone. Help and support is available.

To help you feel safe in your home, we can install specialist equipment such as window and door alarms, security chains, improve external lighting, and in some situations, we can provide CCTV cameras. Contact the MHA Community Safety Team for more information – we are always happy to help.

You can also call the All-Wales Domestic Abuse helpline on **0808 8010 800** or visit their website at [www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free)

The helpline is confidential, available 24 hours a day and is free of charge. There are also a number of Support and Advice Services listed in our Useful Contacts on page 43.

If you experience the effects of ASB or have any concerns about your safety or the safety of someone in your neighbourhood, Please contact the MHA customer service team to report Domestic Abuse or request support on **0345 677 2277**.

## Ten Tips to Being a Good Neighbour

1. Remember: not all noise is considered a nuisance; children will play outside, dogs can occasionally bark and your neighbours may sometimes do DIY or host a birthday party.
2. Try not to disturb your neighbours at night - if you have a party, be extra considerate after 10pm or if there are young children living next door.
3. Remember that if you live in a flat that noise can be heard for those living above and below you too.
4. If you have pets, especially in a shared garden, pick up any mess right away.
5. Don't carry out noisy DIY work at night or early in the morning. If you are planning to do DIY on a Sunday, let your neighbours know in advance and try to keep the noise down.
6. Make sure your children do not disturb others. You are responsible for all members of your household and your visitors.
7. If you come home late at night, don't slam doors or put the television on loudly.
8. Let your neighbours know if you intend to have a bonfire before you have it.
9. Don't leave bulk items in communal areas/gardens without arranging for them to be collected.
10. And... if you DO like to listen to your music particularly loud – use headphones!

## Advice hub

We offer specialist services to our tenants, to help support you, with money and budgeting and helping you to get in to work, education or training. Contact MHA for more information.

### MONEY WISE

#### Money Advice

Our Money Wise Team offers free and confidential advice to help you get the most out of your income and reduce your outgoings.

##### We can help you with:

- Universal Credit or Housing Benefit
- Budgeting and money advice to help your money go further
- Benefit checks to make sure you are claiming all the benefits you are entitled to plus we will support you with appeals
- Debt advice
- Applying for extra funding to help if you are struggling to pay your rent (known as a Discretionary Housing Payment.)
- Saving money on your bills – from energy switching to arranging installation of water meters or accessing Welsh Water schemes to reduce your water bills.
- Applying for the Discretionary Assistance Fund, a grant to help with purchasing white goods such as a fridge, cooker and washing machine

The Money Wise Service is independent to our Income Team, and the advice offered is free of charge and confidential.

We are happy to visit you at your home or a local community venue. Our experienced staff are on hand to support you every step of the way.



#### Work & Skills Advice

Our Work & Skills Wise service offers advice and support to help you in work, education or training.

##### We offer:

- Advice around looking for work, helping you with your CV and developing interview techniques
- Job Seeking Skills Scheme – a 6 week programme to help you back into work.
- Help with finding and accessing learning opportunities
- Help to cover the cost of course fees, materials and equipment through a bursary fund
- Advice and support for those in work, who are looking to progress in their career
- A self-employment programme delivered in partnership with Business Wales
- Support for you in your voluntary work placements
- Access to “Passport to” courses
- Free laptop loans to use in the comfort of your own home

The service is based on your needs and goals. You will not be forced to do anything you don't want to – we work with you to help you to help yourself!

We have many exciting opportunities and events to get involved in. See our calendar of events for more details.

[www.monmouthshirehousing.co.uk/events](http://www.monmouthshirehousing.co.uk/events)

## Support services

We understand the importance of having the right support at the right time. Our support team, working in partnership with the Council's Gateway Support service, can help you manage your occupancy contract, live independently in your home and get involved with local groups and activities in your community.

### Our support services can help you if:

- You are aged 16 or older
- You are at risk of losing your home
- You need some help with managing your occupancy contract
- You need some support to help you live independently in your home or community.

### Housing and Wellbeing Service

The Housing and Wellbeing service offers support which is personalised to you, to improve your quality of life, helping you maintain your home and achieve a sense of wellbeing.

### The team provide support to:

- Prevent homelessness
- Make sure that you are living in a home that meets your needs
- Improve your quality of life
- Help you manage your own affairs: to manage your occupancy contract, set up utilities and liaise with your landlord services
- Help you feel safe in your own home and feel a part of the wider community
- Maximise income and help with your benefits
- Build relationships and friendships, and help you branch out to other community interests and social activities.

Please complete a Gateway Support Service referral form, this is available online at [www.monmouthshire.gov.uk/how-to-get-support](http://www.monmouthshire.gov.uk/how-to-get-support) or phone Monmouthshire Council on **01633 740730** and ask for the Gateway Support Service team.

### Tenancy coach service

Our in-house tenancy coach service can support tenants who are struggling with managing their property condition and contract, including those who want to address excessive clutter in their home. Through coaching our team will support you to sustain your tenancy. We will work with you using a trauma-informed approach to address issues that impact on your occupation contract, which may include rent payments, utility bills and your property condition.

To access the coaching service please contact MHA to discuss your needs on **0345 677 2277**.





## You and your community

### MHA strive to build strong communities.

We work in partnership with tenants and residents to run projects, events and activities. These include arts and crafts, computer lessons, cooking classes and wellbeing activities for the whole community.

### Community Groups

We have a range of groups that you can join such as the Friends of MHA in Caldicot and the Monmouth Motivators.

Our groups meet regularly to discuss what improvements they would like to see in their neighbourhood and to work positively in their community.

MHA has various funding opportunities available to local groups. For more information and opportunities contact us by email at [engagement.team@monmouthshirehousing.co.uk](mailto:engagement.team@monmouthshirehousing.co.uk) or call **0345 677 2277**.

### Join Us Online

If you find it difficult to get out and about, why not join our online community? We are on Facebook, Twitter and Instagram - here you can access the latest news, tips and support.

MHA CommunityBuzz -is our FaceBook page where you can find out the latest news about what's happening in your community- find us on Facebook and join in!

 **COMMUNITYBUZZ**



## Your voice matters

### Would you like to influence or improve MHA's services?

If you would like to have a say in shaping the services that matter to you, why not join our pool of tenant volunteers?



#### Community Voice group (CV)

Our Community Voice group meet quarterly to make sure the voices of the community are heard. The CV helps to shape, influence and drive forward continuous improvement, and makes recommendations to the MHA Board.

#### Themed Focus Groups

MHA holds regular panels for particular areas of service.

We invite tenants to join us in open and honest conversations to share feedback, ideas, and to help us continually improve the services.

#### Training & Skills Academy

MHA's very own tenant and resident training academy is designed to deliver courses both accredited and non-accredited, either in house or by using the expertise of external training agencies.

#### iConnect

Our iConnect project can help get you on-line and improve your digital skills. Get in touch to find out more.

#### Community Events:

We have an annual calendar of fun activities and information events across the county. Check out our Community Buzz page on Facebook to find out what is going on and coming up in your area.

For more information about Focus Groups, skills academy or Pop Up events, email **engagement.team@monmouthshirehousing.co.uk** or call **0345 677 2277**.

## Ending an MHA occupancy contract

At MHA, we want every tenant to have the home that best suits their needs but we understand there may come a time when you will want to move or end a contract. There are a number of options available for you to move on from your current home.

### Mutual Exchange Transfer

The quickest way to move is to swap your home with another Community Landlord tenant (also known as a Mutual Exchange).

You must have permission from MHA before you can transfer.

Once you have told us you wish to Transfer by mutual exchange, we will complete checks on you and your home, as well as the other tenant before deciding to give or refuse our consent.

To advertise your home for a mutual exchange and to see other homes available to exchange, please register for free at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

If you wish to take forward a Mutual Exchange transfer outside of the Homeswapper service please contact MHA customer services for information or email [consent@monmouthshirehousing.co.uk](mailto:consent@monmouthshirehousing.co.uk)



### Buying a Home

Monmouthshire Homesearch is open to applicants who wish to register for Low Cost Home Ownership.

To register and find advertised properties available for Low Cost Home Ownership please visit the Homesearch website [www.monmouthshirehomesearch.co.uk](http://www.monmouthshirehomesearch.co.uk)

Some tenants, who currently rent MHA properties that were built after 2010, are eligible to purchase their current home through the Homebuy Scheme.

To check if your home is available to purchase please contact MHA.





## Ending an Occupation Contract

To end your occupation contract, you must give MHA four weeks notice.. **Your notice should:**

- Be in writing, signed and dated by you and any joint tenant
- State the date on which the contract is to end
- Provide at least four weeks notice
- MHA can provide you with a template notice to sign digitally to make things easier.

Once we receive your notice, we will visit you to check the property and make sure that you have maintained your home as agreed in your occupation contract, and we can also give you useful information and advice about local services.

If you do not leave your home in an acceptable condition, you will be charged to carry out necessary work to bring it back to the standard in which you received it.

If you are leaving your home because you want to transfer to another MHA property, and your current home is not in an acceptable condition, this may result in delaying or stopping your transfer.

If you are the next of kin of an MHA tenant who has recently died please contact us for information and advice.

For more information about the contract end process, including how to return keys, you can request our 'Ending an MHA contract' leaflet, which is available at [www.monmouthshirehousing.co.uk/tenants](http://www.monmouthshirehousing.co.uk/tenants) or you can ask us for a copy.

## Homesearch Transfer: Moving to Another Social Rented Property

If your home is no longer suitable for you or your family, you can apply for a Homesearch transfer. For example if you need to downsize and want a house with fewer bedrooms or if your household has grown and you require a larger property. You can transfer to another MHA property or to one provided by another community landlord in Monmouthshire. Please be advised there are many people waiting for affordable rental homes in the county, and you may experience a very long waiting time.

If you need further information and would like to register on the housing waiting list, please go to [www.monmouthshirehomesearch.co.uk](http://www.monmouthshirehomesearch.co.uk) or call **0345 900 2956**.

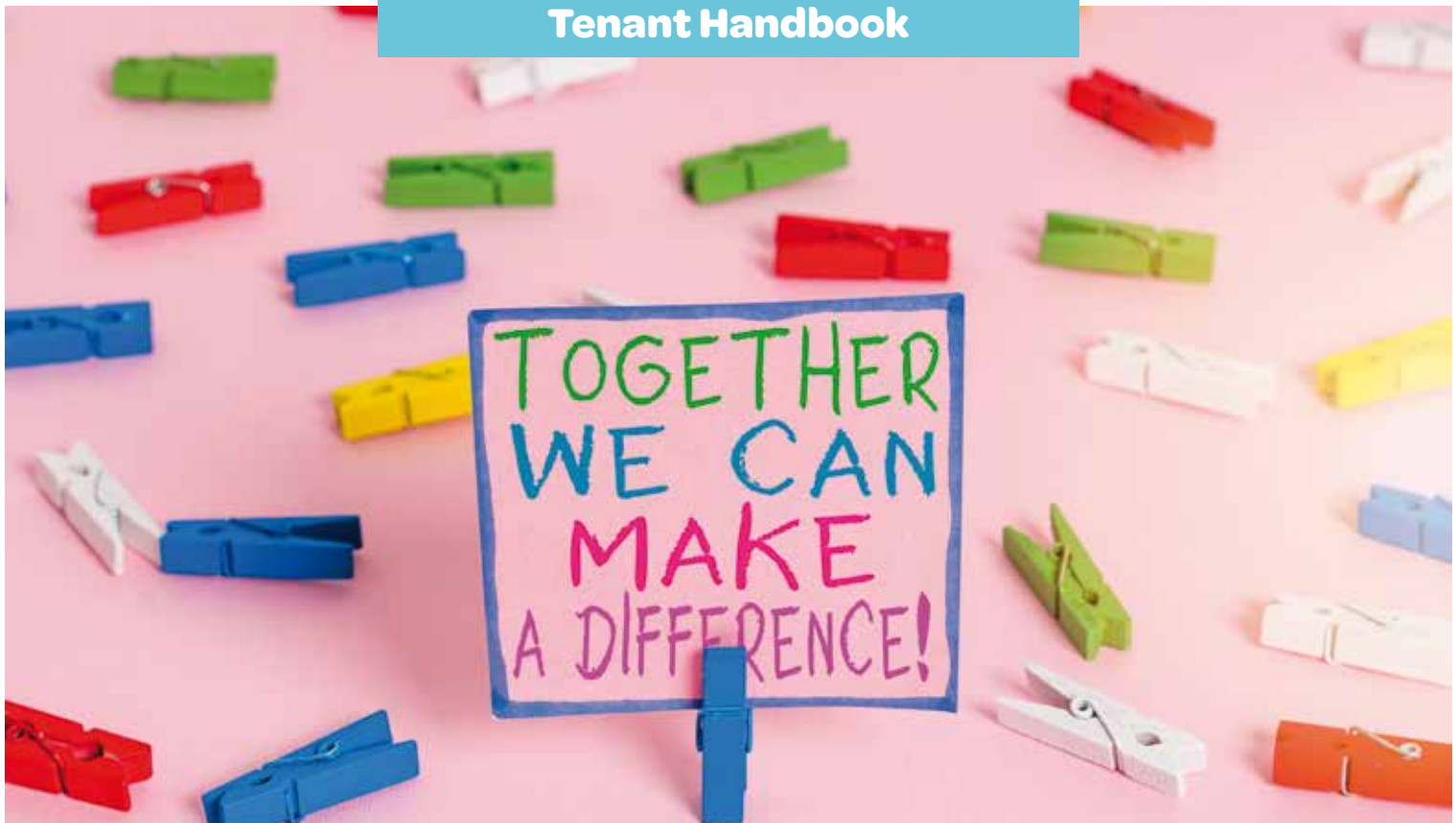
## Succession

If you are a relative or carer, living with an MHA tenant who has recently passed away, you may be entitled to succeed to the occupation contract. Please get in touch with us right away to discuss the matter.



### Did you know...

The Right to Buy and the Right to Acquire ended in Wales in 2019. MHA Tenants can no longer purchase their social home under these schemes.



## MHA's service standards

Monmouthshire Housing Association is committed to putting you first by providing you with excellent and responsive services.

### What are MHA's Service Standards?

Our Service Standards explain the range of services we provide, the standards of service you can expect and how we will check that we are meeting these standards.

They have been developed and agreed with tenants and reflect our core values of being open, fair, flexible and achieving.

### We have Service Standards across a range of services that we offer, which include:

- Customer Service
- Income Recovery
- Repairs & adaptations
- Prohibited Conduct, including Anti-Social Behaviour
- Garden Maintenance

Full information relating to our Service Standards, including our Service Standards Booklet can be found on our website or we can send a copy to you by post or email.

### Providing Services Fairly

When offering and using our services, we will treat everyone equally regardless of age, race, sex, disability, sexuality, gender reassignment, religion or beliefs.

## Feedback, Complaints & Compliments

### Complaints

We aim to provide an excellent service for our customers. However, we acknowledge that sometimes things go wrong, and you may wish to make a complaint. Your complaints and concerns provide valuable feedback which we can learn from and improve our services.

Have you already contacted us about your concern or complaint? If you are letting us know about something for the first time, e.g. reporting a general repair, please allow us time to respond.

### Compliments

We welcome positive feedback about our services and staff. Such feedback helps us to understand where we have met or exceeded your expectations and identify areas of good practice.

Wherever possible, we will respond to compliments thanking you for taking the time to communicate satisfaction with us and will always let that team or individual know.

We may ask for your help to check and review our performance against these standards to make sure we continue to deliver a quality service.

### We monitor our standards by:

- Listening to your comments
- Regularly quality checking using satisfaction surveys
- Involving you in Service Reviews by discussing service improvements within a group environment, such as, focus groups, and the Community Voice Committee. We aim to continuously improve the service and to do this your feedback is essential.

## How do I get in touch?

**You can get in touch with us by choosing one of the following methods:**

- Complete an online form on our website
- Send an e-mail to **corporateservices@monmouthshirehousing.co.uk**
- Text COMPLAINT and your name to **07538 004 004** - a staff member will call you as soon as possible
- Call us on **0345 677 2277**
- Speak to any member of MHA staff you see in the community.
- A full outline of our complaints process can be found on our website, or we can post or email a copy to you.



## Data collection and protection

In order to manage our homes and deliver the services we offer for our customers, it is sometimes necessary for us to collect, process and share your personal data with other organisations.

As we make decisions about the purpose and the way your data is processed under data protection law, we are a “Data Controller” and we are registered accordingly with the Information Commissioners Office (ICO). Our registration number is Z143441.

### What Are Your Rights?

**The UKGDPR & the Data Protection Act 2018 gives you the right to:**

- Know why we collect personal information
- Know how we will use and store information
- Access the data we hold about you
- Update incorrect information we hold
- In some situations, ask for your personal data to be restricted or deleted
- Get hold of your personal data for your own use
- Object to the processing of your personal data
- Have a say in information that is collected for automated decision making and profiling

Exceptions apply to a number of these rights - not all will apply in all situations. More information about your rights can be found at [www.ico.org.uk](http://www.ico.org.uk)

### How to Make an Information Request

**If you would like to exercise any of the above rights, you can make a request by contacting us by:**

- Email: **dpo@monmouthshirehousing.co.uk**
- Telephone: **0345 677 2277**.
- Write to our Risk and Business Assurance Manager at our address.

When you make your request, provide as much detail as you can, such as what personal information you want to access. We aim

to respond fully to your request within one month but if we are unable to do so, we will let you know the reason for the delay.

If you would like more information about how Monmouthshire use your personal data, you may find a copy of our Full Privacy Notice at: Data protection (GDPR) ([monmouthshirehousing.co.uk](http://monmouthshirehousing.co.uk))

**A paper copy is available upon request.**

## Useful contacts

### MHA

MHA Main Line: **0345 677 2277**  
 MHA Rent Line: **0303 123 1127**  
 MHA Repairs Line: **0800 980 7751**

### Monmouthshire County Council

Monmouthshire Council: **01633 644644** | [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)  
 Council Tax: **0845 372 3601** (3p per minute)  
 Community Fridge: Please contact Monmouthshire Council or visit  
[www.monmouthshire.gov.uk/lifes-essentials-food-cash-support](http://www.monmouthshire.gov.uk/lifes-essentials-food-cash-support)

### Utility Companies

British Gas Emergency: **0800 111 999** | [www.britishgas.co.uk](http://www.britishgas.co.uk)  
 British Gas Customer Service: **0333 202 9802**  
 National Grid Electrical Emergency: **105**  
 SSE/Swalec: **0345 071 9710** | [www.sse.co.uk](http://www.sse.co.uk)  
 Welsh Water: **0800 052 0130** | [www.dwrcymru.com](http://www.dwrcymru.com)

### Support & Advice Services

Citizens Advice Bureau: **0344 477 2020** | [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
 Monmouthshire Gateway Housing Support: **01633 740 730**  
 Age Cymru Gwent: **01633 763 330** | [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru)  
 All Wales Domestic & sexual abuse helpline: **0808 80 10 800** (24 hrs)  
[www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free)  
 Cyfannol Women's Aid: **01873 859 011** (24hour)  
[www.cyfannol.org.uk](http://www.cyfannol.org.uk) | office@cyfannol.org.uk  
 GDAS (Gwent drug and alcohol service): **0333 999 3577**  
[www.gdas.wales](http://www.gdas.wales) | info@gdas.wales  
 Gwent association of voluntary organisations: **01633 241550** | [www.gavo.org.uk](http://www.gavo.org.uk)  
 Monmouthshire MIND: **01873 858 275** | [www.mind.org.uk](http://www.mind.org.uk)  
 Shelter Cymru: **0345 075 5005** | [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)  
 Monmouthshire Family Information: **01633 644527** | [www.monfis.org.uk](http://www.monfis.org.uk)  
 Warm Wales: **01656 747 622** | [information@warmwales.org.uk](mailto:information@warmwales.org.uk)  
 Monmouthshire Foodbank referrals: **Please contact MHA**

### Other Useful Contacts

Police (Non Emergency): **101**  
 NHS Direct (Non Emergency): **111** | [www.nhs.uk](http://www.nhs.uk)

### Moving In

My Home Contents Insurance: **0345 450 7288** | [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)  
 TV Licence: **0300 790 6131** | [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)  
 Homemakers (Community Recycling): **01873 857 618** | [www.hmrecycling.co.uk](http://www.hmrecycling.co.uk)  
 British Heart Foundation: [www.bhf.org.uk/shop/donating-goods](http://www.bhf.org.uk/shop/donating-goods)  
 Chepstow Upcycle: <https://forestupcyclingproject.com>

### Money Advice

Universal Credit Helpline: **0800 328 5644** | [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)  
 Gateway Credit Union: **01495 742 500** | [www.gatewaycu.co.uk](http://www.gatewaycu.co.uk)  
 Step Change: **0800 138 1111** | [www.stepchange.org](http://www.stepchange.org)  
 Christians Against Poverty: **01274 760 720** | [www.capuk.org](http://www.capuk.org)

### Ending an MHA Contract

Monmouthshire Homeseach: **0345 900 2956** | **01495 767 199**  
 Homeswapper: [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

# Monmouthshire Housing Association

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- 📞 **0345 677 2277**
- ✉ **customerservices@monmouthshirehousing.co.uk**
- 🌐 **www.monmouthshirehousing.co.uk**
- ✉ **Monmouthshire Housing Association**  
**Nant-Y-Pia House, Mamhilad Technology Park**  
**Mamhilad, Monmouthshire, NP4 0JJ**
- 📘 **facebook.com/Monmouthshire.Housing**
- 🐦 **twitter.com/mon\_housing**



Scan the QR code to access  
the MHA website.