



# Licensee Information Pack

## **How to Report Repairs**

It is your responsibility to promptly report any repairs.

The contact number for the Temp2Perm Housing property is **02920 095200** during office hours.

Contact us by Text Message – **07786 202567**

When reporting repairs please give as much detail as possible and times when you are available to give access to the property for work to be carried out. Please make sure that repair appointments are kept so that repairs reported can be completed.

## **Emergency Out of Hours Repairs**

**0845 600 4533**



## Our Contact Details

St. Line House  
Mount Stuart Square  
Cardiff Bay  
CF10 5LR

Tel – 02920 095200

Licensee Text Service – 07786 202567

Office Hours – Monday to Friday 9am – 3pm

# INTRODUCTION

This Information Pack has been designed to provide you with essential information on Temp2Perm Housing CIC and on your Licence Agreement. We hope you will find it useful. Keep it with you at your property as it will provide you with all the key information you will need to experience a safe and secure Licence period.

It is not essential to read this pack from cover to cover on the day you move in – the contents list means you can look at the section you require easily. We do recommend you familiarise yourself with the contents within two weeks of signing the Licence Agreement.

## **Who is Temp2Perm Housing CIC**

Temp2Perm Housing is a not for profit organisation working in partnership with Cardiff County Council (CCC) and Cardiff and Community Housing Association (CCHA). Temp2Perm Housing is the Managing Agent acting on behalf of CCHA and provides a full Housing Management service to both Landlords and Licensees.

## **Properties**

Temp2Perm Housing does not own any properties. Properties are leased from private owners or provided by a Housing Association for use as temporary accommodation. Properties are situated in Cardiff. Properties range from studio apartments to large houses.

## **Licensees**

Licensees accommodated by Temp2Perm Housing are homeless single people and families who have been referred by Cardiff County Council Temporary Accommodation Section whilst their case is investigated. Once it is found that they are unintentionally homeless and in priority need they can remain with Temp2Perm Housing until they receive their offer of permanent accommodation.

## **Services**

### **Housing Management Service**

Temp2Perm's Housing Management Service prepares properties for letting, lets the properties, and deals with rent, repairs and other Licence issues.

## **MOVING IN**

### Property Letting

Your accommodation has been prepared for letting by Temp2Perm Housing and you should find it in a suitable condition for temporary occupation.

#### **Temp2Perm will have made sure that:**

- the property is in a clean condition
- decoration is in a suitable condition
- all fixtures and fittings are in-tact
- the heating appliances have been serviced in the last twelve months
- a Gas Safety Certificate has been issued in the last twelve months
- the electrical system has been checked within the last five years
- mains fitted smoke alarms are fitted in the property

On moving into the property if any of the above is outstanding you will be told what is to be done and when it will be completed.

Our Housing Management Team will provide information on:

- how to use the heating and hot water system
- the location of the electricity meter
- the location of the gas meter
- the location of the water stop tap
- the location of the electricity fuse box/circuit breaker

They will also explain:

- the terms of your Licence Agreement
- how to report repairs
- how to contact Temp2Perm Housing

### **Content Insurance**

We strongly advise that you take out contents insurance against damage to your possessions from flood, fire or theft. Temp2Perm Housing does not take responsibility for any damage to, or theft of, your belongings during your temporary occupation.

### **Change of Address and Circumstances**

When you move into Temp2Perm Housing accommodation you will need to inform the following agencies of your temporary change of address:

### **Welfare Benefits**

If you are in receipt of benefits you must inform the Department of Work and Pensions of your temporary change of address.

## **Housing Benefit**

The Housing Officer who signs you up for your property will help you complete a Housing Benefit application form. Our Housing Benefit claim forms are processed by the Temporary Benefits Team (hostel team) Housing Benefit Department.

Licensees are required to provide a form of ID and evidence of income/capital or savings on the day of viewing and signing for the property.

## **Council Tax**

In completing the appropriate Housing Benefit form you will be registered to pay Council Tax at the property and may qualify for a rebate.

## **LICENSEE MATTERS**

### **Licensee Agreement**

Your agreement with Temp2Perm Housing is a temporary licence and is known as a Licence Agreement.

The licence agreement is a legal document between you as the licensee and CCHA as the landlord. It sets out both your rights and responsibilities as a licensee and CCHA rights and responsibilities as a landlord. Temp2Perm Housing acts on behalf of CCHA as the Managing Agent.

Your licence agreement was provided to you at the start of your temporary occupation. It is important that you read it in full and understand it. If you have any questions about your licence agreement please contact our office and speak to our Housing Management Team.

## **Rents and Arrears**

### **Paying your rent**

Rent can be paid in the following ways:-

By post: Cheques or postal orders should be made payable to Temp2Perm Housing CIC.

Standing order/Direct Debit: An instruction to your bank or building society to pay your rent from your current account.

Pay by cash or cheque at the office between 10.00am and 3.00pm, Monday to Friday. (Visits to our office are by appointments only)

By AllPay payment card: Pay by payment card at any Pay Point or post office. Please speak with your Housing Officer who will order a payment card.

Using the AllPay App available on Android / iPhone.

## Payment Agreements

A Payment Agreement is an agreement signed by yourself and Temp2Perm Housing detailing the amount you need to pay and when they are due.

A Payment Agreement can be designed to help you manage your payment of a rent top-up or rent arrear.

We encourage you to enter into a Payment Agreement with us to help you maintain your payments.

### **It remains your responsibility to make sure that rent is being paid on your behalf.**

Please inform the Housing Benefit Department and Temp2Perm Housing immediately of any change in your circumstances during your licence period, such as a change in your income, as this will enable Housing Benefit to be recalculated quickly so that there is no loss of benefit and no build-up of arrears.

During your licence period with Temp2Perm Housing the Housing Benefit Department will contact you to check your claim is still valid. Please ensure you respond to any requests for information.

## Difficulty in Paying Rent

We recognise that sometimes it might be difficult to pay rent. We aim to support you in overcoming these difficulties.

If you have difficulty in paying rent and get into arrears please contact Temp2Perm Housing to discuss ways of repaying the debt or assisting you if there is anything that can be done to overcome the arrears if this is an issue with Housing Benefit.

## Legal Action

If we are unable to come to an agreement about repaying your arrears, Temp2Perm Housing will consider taking legal action against you to recover the debt.

If you reach 2 weeks of arrears you may receive a Notice to Quit on the grounds of rent arrears. This will allow you 28 days to agree a Payment Agreement with us or failing this, to move out to alternative accommodation – **you will still be liable for the rent owed.**

## Eviction

If after 28 days no agreement has been made to clear your arrears, and you are still living at the property, Temp2Perm Housing can go ahead with eviction proceedings. No Court Order is required to gain possession of the property. If a Court Order is sought by Temp2Perm Housing for any reason the cost of such action will be recharged to you as the licence holder.

Temp2Perm Housing will consider ways of recovering rent arrears / debt, such as referral to an independent debt collection agency or taking the case

to the Small Claims Court. If any such action is taken you will be liable for additional costs incurred as a result.

We hope that you will work with us to avoid having to take this course of action. We encourage you to approach us at any stage in these proceedings to discuss any difficulties and agree a manageable Payment Agreement.

To obtain further information or advice you can contact your local Citizens Advice Bureau, Housing Advice HUB or an independent solicitor.

## **Living in and Looking After the Property**

### **Decorating**

The decoration of the interior and exterior of your property is carried out by Temp2Perm Housing and your property will be in a suitable condition when you occupy the property.

If you wish to redecorate because damage has been caused to existing decoration which is your responsibility to make good you will need written permission from Temp2Perm Housing before undertaking this work.

### **Gardens**

It is your responsibility to look after and maintain any garden area attached to the property.

### **Keys**

You will be provided with one set of keys for your property.

If you lose your keys we have a spare set at the office so a new set can be cut but you will be charged for this replacement set. **If you lose your keys and to gain access, break into your property we will charge you to repair any damage caused.**

### **Pests**

If you have a problem with insects, such as a wasp nest, or a problem with mice or rats please contact **Cardiff Councils Pest Control Department** who provide a chargeable service to remove pests from properties by calling **029 2087 2934/5**. Alternatively, you may use a private pest control contractor at your expense.

### **Rubbish**

Please do not let rubbish accumulate as this encourages vermin.

Do not put rubbish out in advance of collection day as this can not only attract the unwanted attention of cats and dogs but it is an offence that could result in prosecution and a penalty of £1000 .



If you occupy a flat do not leave rubbish in the communal areas – stairs or landing, as this could cause access problems for other tenants or visitors and you could block your escape in the event of a fire.

For collection of unwanted bulky household items please contact Connect2Cardiff on 02920 872087.

## **Safety**

Temp2Perm Housing aims to ensure properties are as safe as possible. An annual gas safety certificate and five year electrical safety certificate is undertaken on the property and boilers are serviced annually as part of a maintenance contract.

Smoke alarms are fitted in all the properties. Properties which are classified as a House in Multiple Occupation will have fire extinguishers and fire blankets in addition to mains fitted smoke alarms.

## **Security**

Please make sure the property is kept secure.

To help prevent burglary –

- At night and when you go out, make sure you have closed and locked all windows and doors
- When you are out do not leave notes outside for callers or friends
- Do not leave keys where they can be found
- Do not leave cash or valuables in sight
- Do not display TV's video / DVD / CD players etc. near the window
- If someone you do not know calls to the property ask them for identification before allowing them access

## **Telephones**

If the property is without a telephone point it is your responsibility to arrange for a telephone line to be fitted or to be reconnected.

## **TV Aerials and Satellite Dishes**

Most properties are fitted with a TV aerial.

If your property does not have a TV aerial, and you choose to have one, it is your responsibility to have it fitted. You will need written permission from Temp2Perm Housing for this. It is also your responsibility to maintain the aerial.

If the property has Cable TV you do not need an external TV aerial but will need to contact the cable provider for connection.

If you wish to fit a satellite dish to your exterior of the property you must get written permission from Temp2Perm Housing to do so. If permission is given,

when moving on it is your responsibility to ensure the satellite dish is removed without damaging the exterior of the property.

## **Washing Machines**

Most properties will have a space in the kitchen for a washing machine and may have the fittings already installed. However, if a property does not, it is your responsibility to arrange for having the connections fitted and the installation of your washing machine carried out correctly by a plumber.

## **Cookers**

If your property does not have a cooker supplied by the property owner, it is your responsibility to ensure that you have your cooker connected by a competent person i.e. Gas Safe registered gas engineer or an electrical engineer.

## **Utility Companies / Meters**

When you move into your property we will inform you what type of meters are currently in the property and who the current suppliers are and their contact telephone numbers.

It is your responsibility to inform your utility companies that you have taken up occupation of the property. Temp2Perm Housing is not responsible to do this.

Meters are usually quarterly or prepayment. Quarterly meters – occupiers will usually be sent a quarterly bill unless they request a payment method i.e. weekly / fortnightly / monthly payment card. Prepayment meters require payment on a card or with tokens to obtain electricity or gas.

If you wish to change the type of meters or the supplier we request that you inform us of the change. Utility companies will decide on your individual circumstances whether they agree to change meters or not. If you get into difficulty paying for your utilities, your supplier may insist on a pre-payment meter being fitted.

If a licensee has requested a water meter and it has been installed for more than a year, then the meter will not be removed by the utility company.

## **Household Emergencies**

Although it is hoped that you will never have to deal with a household emergency it is important to know what to do. Please note the following advice.

If you have a problem with your gas, electricity or water supply that needs immediate attention, you can call one of these 24-hour help-lines (calls are free):

**Transco Gas – 0800 111 999**  
**Western Power – 0800 052 0400**  
**Welsh Water - 0800 0520 145**

### **Fire**

All our properties are fitted with mains operated fire alarms. If a fire breaks out or the alarm goes off -

**LEAVE THE PROPERTY STRAIGHT AWAY**

**And**

**PHONE THE FIRE SERVICE on 999**

**Never return to the property until it is safe to do so!**

### **Gas Leak**

If you smell gas, turn off the gas at the mains-lever next to the meter. Open windows for ventilation. Do not use any electrical appliances, light switches or matches as any spark could cause an explosion. Phone the gas emergency helpline number (0800 111 999). Please inform Temp2Perm Housing.

### **Power Cut**

If there is going to be a power cut you will usually be notified by the electricity company. If you get a power cut that you are not expecting check with your neighbours to see if it is a general power cut or phone the electricity emergency help-line (0800 052 0400), they may know the reason.

If the electricity fails and it is not due to a power cut or if you receive an electric shock from any fittings, turn off the electricity at the mains – located near electric meter, and contact Temp2Perm Housing.

### **Flood**

If you have a burst pipe causing flooding, or the water supply fails, turn off the water at the stop tap, turn off your central heating system and turn on sink and bath taps to drain any water left in the pipes to prevent further flooding. Contact Temp2Perm Housing and we will arrange for a plumber to call out.

# Time Taken to Carry Out Repairs

**Emergency repairs – 24 hours**

**Urgent repairs – 5 days**

**Routine repairs – 28 days**

## **Emergency Repairs**

An emergency repair is a repair that needs to be carried out as soon as possible to avoid a danger to your health, a risk to your safety, or security, or serious damage to property. These repairs will be carried out within 24 hours of being reported. For example:-

- gas leaks
- burst water pipes
- dangerous electrical faults
- complete loss of heating system (October to April)
- complete loss of water supply
- property insecure due to break-in or vandalism
- glazing, where danger exists
- complete failure of electrical system
- serious leak from heating/plumbing system
- serious leak through roof
- complete lighting failure
- unsafe structure such as chimney

If the repair is complicated we will carry out a temporary repair until the full repair can be completed.

## **Urgent Repairs**

An urgent repair is one that could cause inconvenience or discomfort but does not cause damage and needs to be carried out quickly. For example:-

- partial loss of heating system
- no hot water
- minor plumbing repairs
- sewerage faults
- electrical repairs
- cracked and loose glass
- adjusting/securing external doors

Work will start on these repairs within 5 days of them being reported.

## **Routine Repairs**

Routine repairs are non-urgent. For example:-

- repairs to kitchen units
- easing doors and windows
- gutters and down pipes
- minor damp problems

These repairs will be carried out within 28 working days of being reported.

## **Programmed Repairs**

Programmed repairs are repairs that are carried out to ensure properties are safe and maintained to a certain standard. For example:-

- Gas or Electrical Safety Certificates.
- External / Internal painting
- Replacement of fixtures or fittings

## **Licensee Repairs**

Licensees are responsible for certain repairs to the property. For example:-

- replacing locks if you lose your keys
- cleaning sinks/drains/toilets if they become blocked as a result of misuse
- changing domestic fuses
- replacing light bulbs
- replacing broken plugs and chains to sinks and bath

Licensees are responsible for any damage caused to the property, its fixtures/fittings, furniture or appliances (if provided by Temp2Perm Housing) if the damage is due to neglect, misuse or a wilful act caused by you, your family or guests.

Temp2Perm Housing has no objection to you carrying out licensee responsible repairs yourself but requires you to complete the repair to a reasonable standard. Temp2Perm will carry out further works if a repair is not completed properly for which you will be charged.

## **Chargeable Repairs**

Temp2Perm will carry out repairs that are your responsibility but you will be charged for the cost of the work. A Payment Agreement can be arranged to manage payment of these charges at an affordable weekly rate.

## **Anti-Social Behaviour**

Anti-social behaviour is undesirable behaviour including noise, nuisance and harassment.

## **Noise**

Protection Department have powers to deal with all types of domestic noise.

## **Nuisance**

Nuisance can take many forms, from noise at anti-social hours to violent and abusive behaviour.

As a Temp2Perm Housing licensee you have a duty to ensure that you do not commit, or allow your family or visitors to your home to commit, acts which are a nuisance to others.

Equally, your neighbours' behaviour should not cause a nuisance to you. If you suffer from any form of neighbour nuisance please contact Housing Management at Temp2Perm Housing. We will offer advice and assistance to try to solve your problem.

## **Harassment**

Harassment is behaviour which deprives people of the peaceful enjoyment of their home. This could include damage to property, offensive graffiti, physical attacks on persons, or verbal abuse.

Harassment can be suffered by an individual or group because of their gender, ethnic origin, religion, disability, marital status, sexuality or age.

Temp2Perm Housing will not tolerate any form of harassment.

Your licence agreement requires you not to commit any form of harassment and Temp2Perm Housing will take legal action against a tenant if they are causing serious or persistent harassment.

If you suffer any harassment, please contact Housing Management at Temp2Perm Housing. We will help you to deal with this and we aim to take action against the perpetrators of harassment, to prevent further suffering to the victims.

## **Complaints and Compliments**

We aim to provide the best service for licensees within the funds available. In some instances we may fail to achieve this objective. Any licensee who feels that any matter has not been dealt with properly has a right to complain.

A complaint is an expression of dissatisfaction, about a standard of service, action or lack of action by Temp2Perm Housing that affects licensees.

Whereas a compliment is an expression of praise about the standard of service or action by Temp2Perm Housing.

## **Making a Complaint or Compliment**

You can make a complaint or compliment in writing, by phone or by visiting our office. You can request that your support worker assists you in making a complaint or complains on your behalf.

### **Informal Complaint or Compliment**

An informal complaint or compliment can be made in person or by phone.

### **Formal Complaint or Compliment**

If you want to make a formal complaint or compliment it needs to be in writing.

How will your complaint or compliment be dealt with?

Whoever your complaint or compliment is made to, a record of the complaint or compliment will be made. Informal complaints or compliments will be noted on file. Formal complaints will be investigated. Within 1 week this person will let you know what we can do about your complaint and how long it will take.

If you are not satisfied with the way your complaint is dealt with you can take it further by writing to the Director at Temp2Perm Housing. The Director will reply to you within 2 weeks with a decision on how your complaint will be dealt with.

For further advice you can contact, your local Citizen's Advice Bureau or an independent solicitor.

Please note – complaints and compliments are important - we need to know what is being done correctly and to be able to put complaints right and to improve services.

## **Moving On**

### **Move On Accommodation**

When you move on from Temp2Perm Housing's temporary accommodation it may be because you have been offered permanent accommodation by the local authority or from a Housing Association, or you may have moved on to private rented accommodation or purchased your own property.

You will be given **ONE** offer of permanent accommodation from either Cardiff Council, a Housing Association or into the Private Rented Sector via the Council's PRS Scheme. You will have **THREE days** to respond to it. If you wish to refuse the offer then please discuss this decision with your Housing Officer as they will advise you on what you need to do.

### **Abandonment**

If you leave the property for a long period of time and do not notify Temp2Perm of your reason for not occupying the property or your whereabouts it may be presumed that you have abandoned the property and Temp2Perm will take steps to take possession of the property.

## Leaving Your Property

When you move out of our accommodation there are several things to remember:

Temp2Perm Housing requires 4 weeks' notice of you moving on. If we are informed by you, we may agree to reduce this notice period if you have been made an offer of accommodation and need to start your new tenancy sooner.

Your licence agreement ends the day you move out of your property and return your keys to our office. Rent is chargeable until the keys are returned. **If you do not hand in your keys immediately you may be responsible for the full rent until you do so.**

You need to tell us what your new address will be as we may need to contact you.

You are advised to contact the Post Office to re-direct your mail – there is a charge for this service. Temp2Perm Housing is unable to forward your post to your new address. Any post addressed to you after you move out will be returned to sender.

You must leave the property clean and tidy and remove all your belongings and clear all your rubbish. If you leave anything behind without asking permission to do so, or if the property is left dirty, you will be charged for the cost of clearing and cleaning the property.

You must leave behind all fixtures, fittings and furniture we have provided. Any damage caused to fixtures, fittings, furniture or decoration, except for general wear and tear, will be charged for.



## **Out of Hours Noise Service**

Cardiff Council has an out of hours noise service for residents disturbed by night time noise.

Two out of hours Noise Enforcement Officers are on duty from 7pm onwards from Thursday to Sunday, with the service operating as late as 4am at peak periods on the weekends.

The Officers are available to respond to incidents such as noisy parties, initially by bringing the matter to the attention of those concerned. However, Officers have wide ranging powers to intervene formally where necessary, including the issue of legal notices, the service of Fixed Penalty Notices and in extreme cases the seizure of noise equipment.

**If you are disturbed by noise at any time please  
contact the Pollution Control Team on**

**029 2087 1650**

**ALL CALLS ARE CONFIDENTIAL**

For further advice or leaflets on Noise Pollution please contact:

Pollution Control  
Strategic Planning and Environment  
City Hall  
Cardiff  
CF10 3ND  
Tel: 029 2087 1650  
Email: [noise&airpollution@cardiff.gov.uk](mailto:noise&airpollution@cardiff.gov.uk)

## How to find out the electricity and gas supplier

### Gas

Transco – 08706081524

Readings:

### Electricity

MPASS – 01752502299

Readings:

### Water

Reading: