

Great Homes, Great Services, Great Location



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

Property Standards

Moving On

MHA's Mission Statement

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

Moving On



Monmouthshire Housing
Tai Sir Fynwy

Introduction

This leaflet clearly sets out the standards that are expected of you when you leave your home.

Please make a pre-void appointment as soon as possible by calling **0345 677 2277** or **01495 761100**.

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

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Moving On



Property Standards

What MHA Expects

General

- Properties should be left clean throughout and completely empty
- Special care should be taken to remove grease or nicotine staining
- All carpets*/flooring and curtains/blinds should also be removed from the property, and all floors should be swept (unless previously agreed with MHA)

** Please note, if your carpets were provided by MHA when you moved in, you must leave these in the property.*

If you have provided your own flooring, this will need to be removed and disposed of before you move out.

- All furniture and rubbish should be removed from the property, the loft, the garden, sheds, outbuildings and communal areas. If not cleared MHA will clear and charge for the disposal
- You are responsible for keeping your garden tidy and clear of rubbish and for maintaining grass, hedges and trees within the boundary of your home. Please consider the upkeep that will be required before you plant hedges and trees. If you succeed or exchange into your tenancy you are responsible for the management of the trees and can be re-charged for the cost of doing so if MHA is required to make good your garden, during or after your tenancy ends.
- Meter Keys should be left in the property
- There should be no debt left on your meter readings and you should ensure that you take meter readings before you leave the property

- Any outstanding repairs should be reported to MHA
- You should make arrangements with Royal Mail to have your post redirected
- You must give four weeks written notice to end your tenancy with MHA. All tenancies must end on a Sunday

Decoration

Monmouthshire Housing Association expects the decoration in your home to be of a standard that allows the property to be re-let as soon as possible, without the need to issue decoration vouchers to an ingoing tenant. As such the following standards are expected;

- When decorating your property please complete the painting of walls and ceiling. Make sure you have no unfinished paint work
- If you do decorate before you move out please only use magnolia emulsion on the walls, white emulsion the ceilings and white gloss on any woodwork
- You will be advised of the work that is required before vacating at the pre-inspection meeting with the Maintenance Officer

Decoration (cont.)

- Rooms used by smokers may well suffer from nicotine staining. If this is the case, paintwork should be washed using a stain block then repainted. Wallpapered surfaces should be stripped and re-papered or painted
- Where grease or other staining is evident and cannot be satisfactorily cleaned, you should apply a de-greasing solution or stain block first, then redecorate
- Any torn or peeling wallpaper should be stuck down and damaged painted walls filled and repainted. If damage to wallpaper cannot be satisfactorily repaired, the paper should be stripped and the area re-papered or painted
- Care should be taken when pictures are hung or any wall mounted objects are fitted. On removal, all fixing holes should be filled and made good. Also fading to decoration can occur which could be unacceptable when the items are moved. Particular attention should be paid to areas where furniture may have marked or damaged walls

Damage

Any damage to a MHA property that has been caused by you, your family or visitors is your responsibility to make good.

- The Association accepts responsibility to repair fixtures and fittings that have deteriorated through fair wear and tear
- If you mutually exchanged into a property, you have accepted responsibility for any damage that may have been caused by the previous tenant
- MHA will inspect your home to check for, and remedy, any internal or external structural damage, including the structure of the home, garden walls, and outhouses. We will also check for damage to fixtures and fittings for which you may be liable

MHA will charge you if you leave your property in an unacceptable condition.

Alterations

If you propose to make any alterations to the structure or fittings of your home you must request and receive written permission from MHA before proceeding. This includes external works to your garden and any outbuildings.

- Please keep the written authorisation in a safe place. You may be asked by MHA to produce it at any time
- These include arranging the work to be undertaken by a qualified tradesmen, providing documentation to this effect and agreeing a date for inspection after the work has been completed
- If, upon inspection, any alterations are of an unacceptable or unsafe standard, you may be required to remove these at your own expense. Should you fail to do this the Association will carry out the work and charge the cost to you

Alterations (cont.)

- If you have mutually exchanged into a property you will have accepted responsibility for alterations carried out by the previous tenant

If you plant trees in your garden, you are responsible for managing and maintaining them for the duration of your tenancy, including making sure they are safe and comply with height restrictions stated in planning regulations and your tenancy agreement. This is the case when you end your tenancy.

If you have previously been given permission to make alterations to your home and/or garden, on condition of reinstatement when you end your tenancy, then it is your responsibility to reinstate the property to its original condition, using suitably qualified and registered trades persons, before handing back the keys, to avoid being recharged for the cost of reinstatement by MHA.

If you have made changes to your home or garden without permission then you will be liable for making good the works, and the cost of any technical services required to make good and reinstating the property and its garden. You must reinstate the property back to its original condition using suitably qualified and registered trades persons to avoid being recharged by MHA for the full cost of reinstatement.

Housing Benefit

You are generally not entitled to housing benefit on more than one property. Please call Monmouthshire County Council's Housing Benefit department on **01633 644 644** for more details.

Fuel

Remove any stored heating fuel (e.g. oil) at the property; if you choose to leave it then it will be accepted as an 'uncollected item' by MHA and automatically passed to the incoming tenant for their use (effectively disposed of by MHA). MHA will not negotiate selling any items left at the property (including fuel) with an incoming tenant.

When we receive your notice to end your tenancy, or when we are informed by Monmouthshire Homesearch that you are under offer and intend to transfer to another social home, MHA will instruct our gas and electricity supplier to switch utility supply for the provisional end of tenancy

date given in your notice or the provisional scheduled date for your transfer. Please note that if you choose to extend your tenancy notice beyond this date (or if your notice is withdrawn) it may not be possible to suspend the utility switch, because it has progressed beyond a certain stage. If this happens you may be notified directly by our supplier that your energy supplier will switch to them for part of the notice period.

Fixtures

- All fixtures and fittings in the property should be left clean, unmarked and in good working order. This includes windows and window surrounds, doors, work surfaces, sanitary ware, kitchen units, sink tops, floors and cupboards
- Electrical fixtures and fittings should be clean and undamaged. Care should be taken when cleaning electrical fittings
- Any telecare equipment (e.g. lifeline alarm pendant or other assistive technology) should be left in the property as it will be collected by MHA at the void inspection visit after you move out. Please be advised there will be a charge if the equipment is removed from the property

A Pre-void inspection booking should be made as soon as possible by calling the New Homes Team on **01495 761 014** or **01495 761 012**.

Deceased Tenants

- We can only talk to the next of Kin or executor of the estate
- Housing Benefit or other benefits will usually end the following Sunday after a death
- Full rent will be charged until we receive the keys and notice ends
- Rent and any other charges will be charged against the deceased persons estate
- To end the tenancy we will need an ending letter and a copy of the death certificate (the death certificate is a legal requirement). Please call us if this is a problem
- Arrange a pre-void inspection we can give you help and advise about ending the tenancy

Tenants Moving into Nursing or Residential Care

You are required to give four weeks notice. If the tenant is unable to sign, then a power of attorney is needed to end the tenancy on behalf of the tenant.

If you do not have power of attorney we will need a letter from the care or nursing home manager to say the tenant will not be returning to the property.

If the tenant has moved out, full rent will need to be paid during the notice period.

Transfers

If transferring to another landlord you are still required to give four weeks notice in writing.

Transfers within MHA need to have a pre-void inspection before the transfers can go ahead and the transfer will depend on the condition of the property.

Please speak to your Neighbourhood Officer about tenancy start and end dates.

Mutual Exchange

Please speak to your Neighbourhood Officer about your request and they will deal with your application.

Returning Your Keys

Keys can be returned at any of the St Davids Foundation charity shops listed below and a receipt will be provided.

Opening Times:

Mon-Sat, 9:15am - 4:30pm

Abergavenny

01873 856799

57 Cross Street, Abergavenny,
NP7 5EU

Bulwark

01291 637436

Unit 1a Bridge Court, Bulwark,
Chepstow, NP16 5JW

Caldicot

01291 430719

5/7 Newport Road, Caldicot,
NP26 4BG

Monmouth

01600 775501

98 Monnow Street, Monmouth,
NP25 3EQ

Or alternatively:

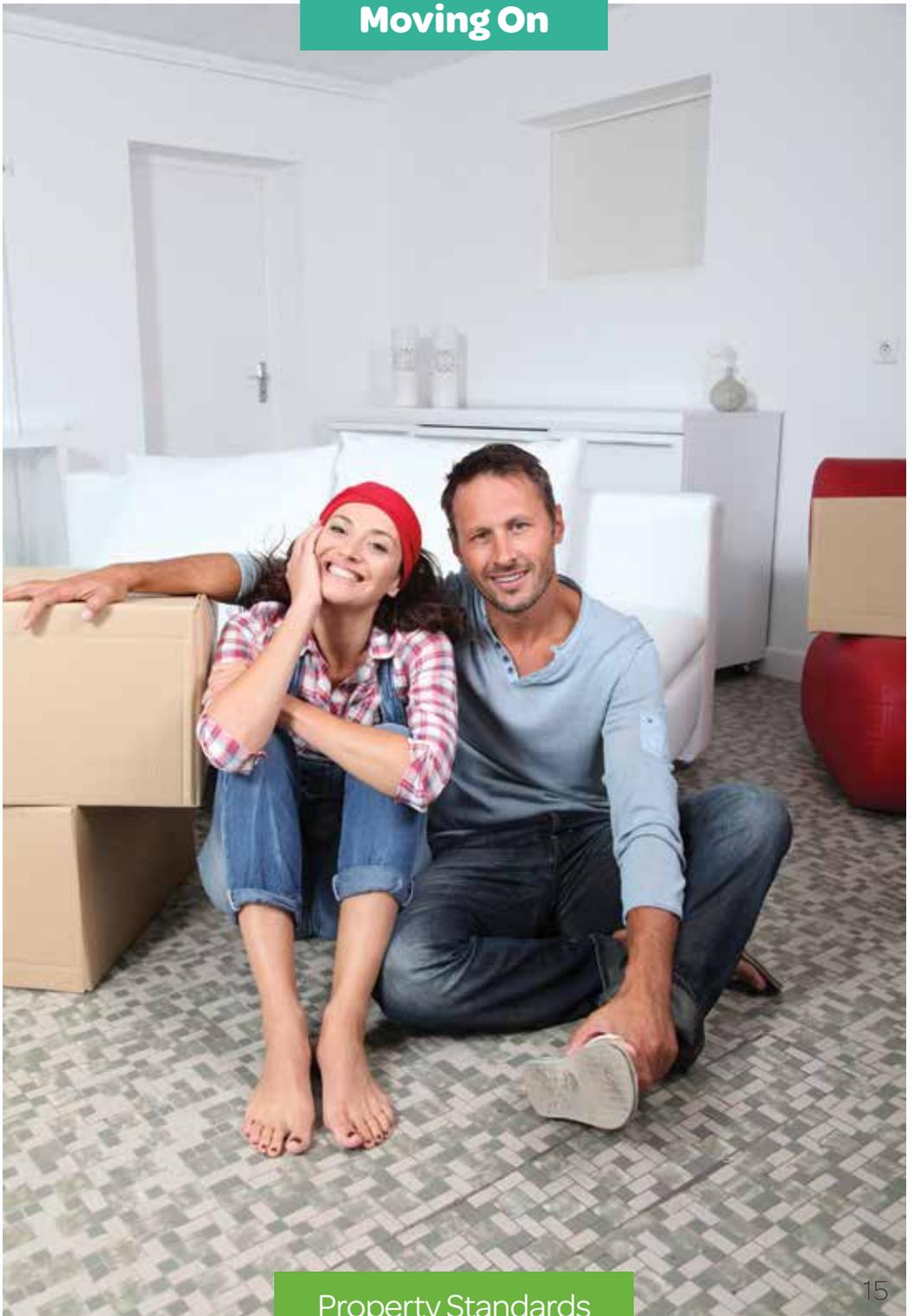
MHA Headquarters

Mon-Fri, 8:30am-5:00pm

Nany-Y-Pia House,
Mamhilad Technology Park,
Mamhilad, Monmouthshire,
NP4 0JJ

NB: Your tenancy will end on a Sunday. If your keys have not been returned by 12 noon the following day (Monday) you will be charged a further weeks rent.

Moving On



How to Contact us

General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on **0345 677 2277** (local call rate).

Freephone Repairs Hotline (Inc. emergency out of hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (from a mobile)*

**Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

Live Chat

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

Email

You can also contact us via email: **customerservices@monmouthshirehousing.co.uk** We aim to respond to emails within 3 working days.

Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

Facebook**

www.facebook.com/Monmouthshire.Housing

Twitter**

www.twitter.com/mon_housing

***Social media accounts are not monitored 24 hours a day. To report repairs please use our hotline number **0800 980 7751**.*

Useful Contacts

MHA's Main Office:	0345 677 2277
MHA's Rent Line:	0800 085 3557
Repairs Helpline:	0800 980 7751
TV Licence:	0300 790 6131
Council Tax:	01633 644630
Homemakers:	01873 857 618

Utility Companies

Welsh Water:	0800 052 0145
SSE/Swalec:	0345 071 3994
British Gas Emergency:	0800 111 999

Useful Websites

Our Website: **www.monmouthshirehousing.co.uk**
MCC's Website: **www.monmouthshire.gov.uk**
TV Licensing: **www.tvlicensing.co.uk**

You will be given an MHA tenancy handbook when you sign your tenancy agreement. Your handbook includes comprehensive housing and contact information.

You can find an electronic copy of our handbook, and more information about your new tenancy, at our website here: **www.monmouthshirehousing.co.uk/i-am-a-new-starter-tenant**

You can find the **MHA Privacy Notice** on our website **www.monmouthshirehousing.co.uk/data-protection-gdpr**



Monmouthshire Housing Association

-  **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**



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the MHA website.