

# Useful Information for Tenants of Leaseholders

To help you, Monmouthshire Housing Association (MHA) and your tenant, this leaflet has been produced to give you some useful information that you may wish to go through with your tenants. By sharing this information your tenants will know who is responsible for different things and the expectations of MHA whilst they are living in one of our blocks of flats.

**Please note that you have an obligation to inform MHA if you are planning to sub-let your home.**

## Living in an MHA block of flats

It's important that your tenant(s), along with the other residents of the block, are aware of the following and are considerate of those living around them. Therefore we ask that they:

- Do not behave in an anti-social manner e.g. playing loud music, smoking in the stairwell / communal areas.
- Ensure that all stair wells and communal areas are kept clear at all times.
- Do not store rubbish outside their flat or outside the block. They need to ensure that any rubbish is placed in their bin and put out on the relevant collection day. If they are unsure when the collection day is, this information is available from Monmouthshire County Council.

## Pets

Pets are permitted to live in MHA blocks as long as they do not cause nuisance to other residents. As the leaseholder the decision remains with you about whether pets are allowed inside your property.

## Reporting repairs

If your tenant needs to report a repair it is important that this is reported directly to you as their landlord. You can then arrange for the repair to be carried out if the problem is on the inside of the property or report the repair to us if the repair is related to the outside of the property.

## Reporting anti-social behaviour

If your tenant is experiencing anti-social behaviour they can report it directly to us by:

- Phoning our mainline: **0345 677 2277**
- Reporting it on our website: [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

## Insurance

We insure the buildings and you will receive a copy of the summary of cover with your annual service charge. Building insurance does not cover you for any costs associated with loss of rental income or alternative accommodation. Ideally you should have landlord insurance in place. If your tenant would like to insure their possessions they will be responsible for setting up home contents insurance, so be sure to advise them of this.

## Gas and Electricity

Your tenant is responsible for setting up a supplier for gas and electricity. However as the landlord it is your responsibility to ensure that the property has a valid gas safety certificate as this is required by law.

## Other useful contacts

Here are some other useful contacts that your tenant may find useful whilst they have a tenancy with you:

### Monmouthshire Housing Association

0345 677 2277

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

### Monmouthshire County Council

01633 644644

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

### Citizens Advice

0800 702 2020

[www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales)

### Welsh Water

0800 052 0130

[www.dwrcymru.com/en](http://www.dwrcymru.com/en)