



# Renting Homes (Wales) Act

Extra information about your Occupation Contract



## Contents

How to use this document.....	3
Contact details.....	3
Introduction.....	4
Permission to make changes to your home or Contract.....	5
Passing on your home after your death.....	6
Joint Contract Holders.....	6
Keeping your home safe.....	7
Reporting a repair.....	7
Unacceptable Behaviour.....	8
Ending your Contract.....	8
Explaining some of the words used.....	9



## How to use this document

This easy to read document has been created to help you better understand your new Contract, which can be found in this pack. If you would like it in a different format, please let us know.

**Where the document refers to 'we' this means Monmouthshire Housing.**



## Contact details

It's important we have your up-to-date contact details, so we can talk to you about your Contract if we need to.

Should your name, phone number, email or the people living with you change, you must tell us.

You must also tell us who is living with you.

### If you need to contact us:

**Website:** [monmouthshirehousing.co.uk](http://monmouthshirehousing.co.uk)

**Email:** [customerservices@monmouthshirehousing.co.uk](mailto:customerservices@monmouthshirehousing.co.uk)

**Phone:** 0345 677 2277

### Opening times:

**Monday - Thursday:** 9am - 5pm

**Friday:** 9am - 4:30pm



## Introduction

The new Renting Homes (Wales) 2016 law which was introduced in December 2022 makes it simpler and easier to rent a home in Wales.

To rent a home in Wales you must have an Occupation Contract. This is the new name for the Tenancy Agreement you signed when you moved in.

You are now legally known as a Contract holder, although we may still refer to you as a tenant (like we have in this document).

The Contract says what you must and must not do while living in your home.

The Contract also says what we must and must not do.

The Contract is between Monmouthshire Housing Association (MHA) as we own your property, and you, the Contract holder who rents it.



## Permission to make changes to your home or Contract

You must ask Monmouthshire Housing for consent to make some changes at home. Here are some examples, although there are lots more. If you are unsure if you need permission (consent), please contact us.

### Changes to the fabric of your home, such as ...

- Removing internal walls
- Installing cat / dog flaps
- Erecting external structures / additional sheds
- Installing decking
- Loft conversions
- Conservatories
- Satellite dishes
- Renewing or altering kitchens and bathrooms
- Patios / external landscaping
- Installing laminate flooring

### Changes to your Contract, such as ...

- Adding or removing a Contract Holder
- Exchanging your home with another Contract holder
- Transferring (exchange) your Contract to an eligible person
- Request to Sublet
- Request to run a business from the property
- Requests for a copy of paperwork – i.e Contract or written statement

This list is not exhaustive, please contact us if you wish to make alterations/improvements to your home or want to make any changes to your Occupation Contract.

### What you need to do ...

For a request to make any of the changes above, please email [consent@monmouthshirehousing.co.uk](mailto:consent@monmouthshirehousing.co.uk) or call our customer services team on **0345 677 2277**.



## Passing on your home after your death

In some circumstances, you can pass your home to a family member or carer who lives with you after your death, so you have greater added security for your loved ones.

The person you pass your home to is known as a successor.

The rules around succession are complicated and if you have any questions, please contact us for more information.



## Joint Contract Holders

You can ask us to add someone who lives with you, such as your partner, to your Contract. If we say yes, then this person will become a joint Contract Holder and will be jointly responsible for the terms of your Contract, ie paying rent.

A joint Contract Holder can be removed from a Contract by requesting this from MHA.

We can end the Contract of one joint Contract Holder if they behave in unacceptable ways.

More information can be found in your Tenant Handbook which can be found on our website [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk) or by contacting our customer services team on **0345 677 2277**.



## Keeping your home safe

MHA are responsible for undertaking repairs to your home.

it is your responsibility to keep you home clean and tidy and you will be recharged for any damage or neglect.

We must make sure your home is safe.

### **We will:**

- Undertake an electrical safety inspection once every 5 years
- Fit an interlinked smoke alarm on each floor of your home
- Fit a carbon monoxide alarm in each room where there is a gas appliance supplied and maintained by MHA
- You must always let our staff and Contractors enter your home to undertake repairs and safety checks



## Reporting a repair

### **Monday -Thursday**

8.30am - 5pm

Ring **0345 677 2277**

### **Friday**

8.30am - 4.30pm

Ring **0345 677 2277**

### **Emergency repair**

24 hours a day, 365 days a year

Ring **0800 980 7751**



## Unacceptable Behaviour

Prohibited conduct is the legal term in your Contract for anti-social behaviour (ASB). ASB is any type of behaviour which causes nuisance or annoyance to other people – anything that can affect their quality of life.

### For example:

- Graffiti
- Damaging your home on purpose
- Litter / rubbish
- Noise nuisance
- Intimidation or threatening behaviour
- Domestic abuse
- Selling or using illegal substances
- Nuisance from pets and animals
- Garden nuisance and build up of waste
- Alcohol related nuisance

We want our tenants to stay in their homes without causing or suffering ASB.

If you feel you are suffering a form of ASB, you can report it confidentially to us by calling **0345 677 2277** or completing our online Reporting form on our website.



## Ending your Contract

If you wish to leave us, you must let us know in writing and give us 4 weeks' notice. It can end on any day of the week.

If you wish to leave us, you will need to pay us any rent outstanding and will also be recharged for any items left at the property or any damage.

We must agree the date your Contract will end.

In certain circumstances we can end your Contract by giving you notice. A notice is a written form that tells you what you should do, and by when. Please refer to your Tenant Handbook for further information.





## Explaining some of the words used

### **Carbon monoxide**

Carbon monoxide (CO) is a poisonous gas. CO can be deadly. It is dangerous because you can't see, taste or smell it.

### **Conditions**

These are actions that must happen in order for you to have consent.

### **Consent**

MHA must agree to give you consent before you can make changes to your home or the Occupation Contract.

### **Contractors**

These are companies approved by MHA to carry out repairs and maintenance in your home.

### **Electrical safety inspection**

This is an in-depth inspection to ensure the electrical installation at your home is safe.

### **Gas appliances**

MHA will service our gas appliances annually.

### **Occupation Contract**

This is the new name for the Tenancy Agreement you signed when you moved in.

### **Prohibited conduct**

This relates to rules about types of unacceptable behaviour which could lead to you losing your home if they continue.

### **Smoke alarm**

A smoke alarm will sound if there is a lot of smoke in your home. All smoke alarms will sound in your home as they are interlinked.

### **Successor**

A successor is a person who can live in your home and have your Contract after your death.

# Get in touch...



**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**



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Scan the QR code to access  
the MHA website.

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.