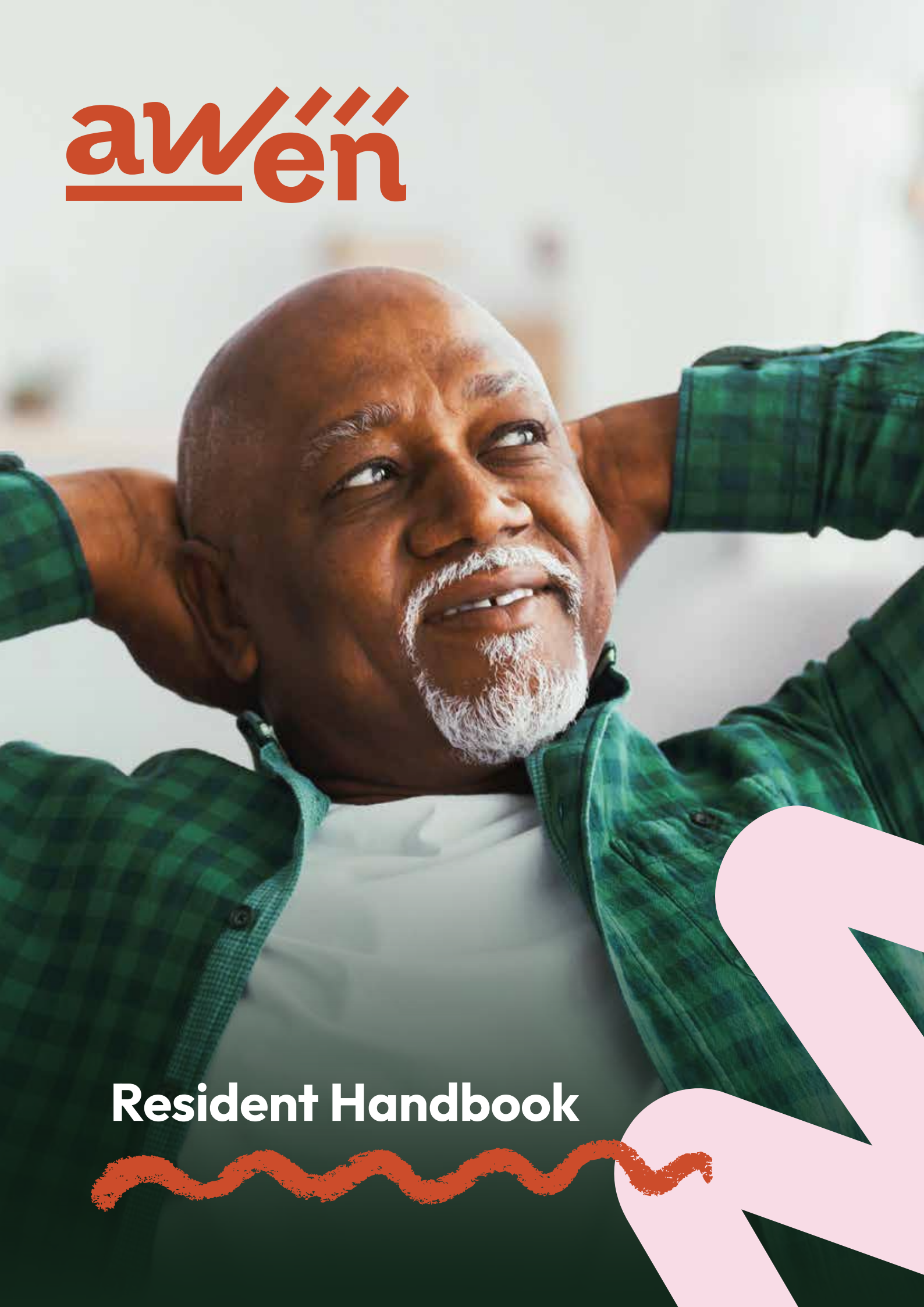


Resident Handbook



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Please contact the **Corporate Services Team** on **01495 761104** or **corporateservices@awenhomes.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 Awen.

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

Dear new tenants, Welcome to Awen ... we wish you happiness and every success in your new home!

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, have a look inside this latest Tenant Handbook.

Dear current tenants ... Welcome to the new Awen Handbook. This revised document features everything from your old handbook and more!

This book is for information; it does not replace your Occupation Contract (formerly called a Tenancy Agreement) but offers general guidance.



Welcome from Chief Executive

Croeso

A warm welcome to your new home from everybody at Awen.

We are committed to providing you with a safe and secure property in a great location, that you will be proud to call home.

We also have many support teams on hand should you ever need a little help. Our financial and wellbeing teams have a wealth of knowledge and experience, so there is no need to ever struggle in silence.

Please do keep this handbook safe, as it provides you with everything that you need to know to have a successful long contract with us. You will find a full list of our services and community events on our website. Why not give us a 'follow' on social media and be one of the first to hear any Awen news!

Finally, we are always happy to receive feedback on our service provision. This way we can ensure we are providing the right services in the right way.

Wishing you every happiness in your new home.



Gwyndaf Tobias

Chief Executive

Introducing 'Awen'

We are delighted to share our new name, Awen and our fresh and vibrant identity with you! This came into force on 28th September 2026.

What this means for you?

There's absolutely nothing for you to worry about. You will still be able to access the same services, and will deal with the same people.

Our Offer to You

There are many advantages to being a tenant with us – 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 Awen 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 property stays safe.

We are committed to providing quality, energy efficient homes, and reducing our CO2 footprint, helping you save 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 and 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 we 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.

Contact Us

Telephone

0345 677 2277

Website

www.awenhomes.co.uk

Live Chat

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

Email

customerservices@awenhomes.co.uk

We aim to acknowledge emails within three working days.

Social media

Our social media is not monitored 24 hours a day - please do not use this method to report emergency repairs or share personal and private information about yourself, your household or your neighbours.

Facebook

@AwenHomes

Instagram

@AwenHomes

Youtube

@AwenHomes

TikTok

@AwenHomes

Office Opening Hours:
Monday to Thursday 8:30am-5pm
Friday 8:30am-4:30pm

24/7 payment line

Freephone: **0345 677 2277**

Customer Service Advisors

You can call, email, Facebook message or use the Live Chat 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.

We welcome correspondence in Welsh. If you contact us in Welsh, we will respond in Welsh and this will not lead to a delay.



Download the
MyAwen App

GET IT ON Google Play
Available on the App Store





Translation and Interpretation

If you would like this document in another language or format, or if you require the services of an interpreter when you engage with our service, please contact us.

العربية

إذا كنت ترغب في الحصول على هذه الوثيقة بلغة أو صيغة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم فوري عند استخدامك لخدماتنا، فيرجى الاتصال بنا.

Cymraeg

Os hoffech gael y ddogfen hon mewn iaith neu fformat arall, neu os oes angen gwasanaethau cyfieithydd arnoch pan fyddwch yn ymgysylltu â'n gwasanaeth, cysylltwch â ni os gwelwch yn dda.

Български

Ако желаете този документ да бъде представен на друг език или в друг формат, или ако се нуждаете от услугите на устен преводач, когато ползвате нашата услуга, моля, свържете се с нас.

Čeština

Přejete-li si tento dokument v jiném jazyce nebo formátu či potřebujete-li při využívání našich služeb tlumočníka, kontaktujte nás.

Ελληνικά

Παρακαλούμε επικοινωνήστε μαζί μας εάν επιθυμείτε να λάβετε αυτό το έγγραφο σε άλλη γλώσσα ή μορφή ή εάν χρειάζεστε τις υπηρεσίες διερμηνέα όταν έρχεστε σε επαφή με την υπηρεσία μας.

Lietuvių

Jei norėtumėte gauti šį dokumentą kitą kalba ar formatu arba jei bendraujant su mūsų tarnyba jums reikia vertėjo paslaugų, susisiekite su mumis.

Malti

Jekk tixtieq dan id-dokument f'lingwa jew format ieħor, jew jekk teħtieġ is-servizzi ta' interpretu meta titkellem mas-servizz tagħna, jekk jogħġbok ikkuntattjana.

Polski

Jeżeli chcieliby Państwo otrzymać niniejszy dokument w innym języku lub formacie lub jeżeli potrzebują Państwo usług tłumacza podczas korzystania z naszych usług, prosimy o kontakt.

Português

Se gostaria de ter acesso a este documento em outro idioma ou formato, ou se necessitar dos serviços de um intérprete quando se envolve com o nosso serviço, contacte-nos.

ਪੰਜਾਬੀ

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੀ ਸੇਵਾ ਵਿੱਚ ਸ਼ਾਮਲ ਹੋਣ ਸਮੇਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



Your New Home and Occupation Contract

If you are under offer for a new home with us, you will be given a viewing and sign-up appointment as soon as the property offered to you is available to let. At this appointment, if you wish to accept the property, you will sign a contract with us. You will usually do so digitally and will be sent an electronic copy of your document by email, (however you can request a paper copy if you prefer this).

Our homes meet the Welsh Housing Quality Standard for Social Homes.

The property will be decorated in neutral colours with flooring, so that you can move in right away when you have the keys.

You will receive your keys as soon as you sign your contract. We do not keep a copy of your keys, so please make sure you look after them.

Types of Occupation Contract

(Occupation Contract is another name for a tenancy agreement)

An 'Occupation Contract' gives you the right to live in your home. The type of Occupation Contract that you have is determined by your status when you sign for your contract and the type of home being offered to you. The contract is a legal document and it is important that you read and understand the contract before you sign it.

You can find blank sample copies of our contracts on our website, to view at anytime before your sign-up appointment.

Social homes and intermediate market rental homes

When you move into one of our social homes or intermediate market rental homes you will usually be issued with either an Introductory Standard Contract or a Secure Contract.

Introductory Standard Contract (ISC)

If you are a brand new tenant in one of our social or Intermediate Market Rental homes (IMR), you will usually sign an ISC. This will be in place for the first 12 months of your contract period. This gives you fewer rights than a tenant with a Secure Contract. For example, you cannot request a transfer by mutual exchange with another tenant and it is more straightforward for a landlord to serve you notice to end your ISC if you breach the terms of it. For example if you do not pay your rent, look after your home or if you commit anti-social behaviour. You can be served a 'no fault' notice to end your contract.

Secure Contract

A Secure Contract will automatically arise on the one year anniversary of your ISC, as long as we have not served you with a notice for breaching the terms of your contract.

If you are a Transferring Tenant (because you are a social tenant who is moving from a home where you already hold a 'Secure Contract') then you will usually be given another Secure Contract when you sign for your new home. A Secure Contract gives tenants more rights than a Standard Contract. It is designed to offer tenants a stable living arrangement with certain protections.

Supported Housing

If you are moving into Supported Housing, where support is part of the services you receive at your home, then you will usually sign a 'Supported Standard Contract'. This gives you fewer rights than a Secure Contract and you can also be served a 'temporary exclusion' notice by the support provider.

Market Rental Homes

If you are moving into one of our market rental properties you will be issued with a 'Standard Contract'. This gives you fewer rights than a 'Secure Contact'.

Market rent is set by the open market, while affordable housing, such as social housing and Intermediate Market rentals, are set below market rent. Our Market Rentals are not advertised through Homesearch and additional lettings criteria apply.

Your first year in your new home

Our New Homes Team manage our lettings and the first year of tenancy management for our new contract holders.

You will generally work with a dedicated 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 makes you the offer of your home, assesses your pre-tenancy risks and needs, arranges your viewing and contract signing, and helps you throughout the first year of your contract.

After you sign your contract and move in to your property a New Homes Officer will visit you in the first month to check that you have settled in, your rent payments are on schedule and deal with any other queries that you have. You will have regular visits and calls from your New Homes Officer in your first year; the number of contacts is determined by the amount of help and support that you require.

Your Occupation Contract

Your Occupation Contract gives you the legal right to live in your home and explains your responsibilities, such as:

- Paying your rent promptly.
- Living safely in your home.
- Reporting repairs and defects in good time.
- Not causing a nuisance to your neighbours.
- Keeping your home and garden secure and in good condition.

If you do not keep to the terms of your Occupation Contract, we can take action against your contract, and you could be at risk of losing your home.

Finding my contract

You will be given a copy of your contract when you sign for your new home. It is important to keep this safe for your future reference. If you lose your contract you can request a copy of the document from us.

A template example of an Awen Introductory Standard Contract and a Secure Contract is available on our website for your reference.

Mutual Exchange

If you have moved home under a 'Transfer-Mutual Exchange' arrangement then you take on the contract of the previous tenant, and accept the property in the condition it is in. You are responsible for any rechargeable repairs or making good on the work undertaken by the previous tenant. This includes those works that have been completed by the previous tenant with our consent, with a caveat that the works must be undone/made good at the end of the contract.

If you are a Secure Tenant and wish to mutually exchange you should contact us for more information. You can register on the 'HomeSwapper' website to help find your next home through a mutual exchange: www.homeswapper.co.uk

You cannot mutually exchange if you have an Introductory Standard Contract, a Supported Housing Contract or a Market Rent (Standard) Contract.





Paying Your Rent and Service Charges

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

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.
- If you are on Universal Credit, update your journal when your rent changes in April each year, to ensure you receive all of the housing costs you are entitled to and so you do not have to make up the difference yourself. (We cannot do this for you).

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.
- Enable you to check your rent account at any time via our Tenant App.
- 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.

Contact us if your Housing Benefit or Universal Credit changes.



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 Awen 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 and 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.

Annual Rent Review

We will review your rent annually and give you two months' notice of any changes to the rental charge for your home. Your revised Awen 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 Awen 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 on the first Monday following the 1st April every year, to ensure you do not miss out on any benefits you are entitled to have. We will remind you to do it, but we cannot do it for you.

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

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

A full description of your Service and Personal Charges are available on request. To find out more, call **0345 677 2277** or email **customerservices@awenhomes.co.uk**

Shared heating system charges

In our Community Living Schemes at Plas Mawr and Radstock Court, the central heating system is provided through a communal boiler with a metering system for individual apartments. This is charged directly to the tenant by our billing provider. This means tenants in these schemes only pay a charge for the energy they use to heat their apartment. However, it also means that these tenants will not be able to switch utility supplier.

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.

Eviction is always a last resort, we will do everything we can to help you from losing your home. Please work with us to achieve this.

Our 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 Awen rentline on 0345 677 2277.

You can also receive specialist financial advice from our Moneywise service (you can find out more about Moneywise on page 52)

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**.



Ways to Pay Your Rent

We offer five 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 two.

Once set up, in April every year, your direct debit will be adjusted by us if your rent and/or Service or Personal Charges change. You do not have to worry about doing this yourself.

Standing order

You will need to instruct your bank to adjust your standing order every year if your housing charges change. This is why we recommend a Direct Debit rather than a standing order to pay your rent, as we can easily adjust this every year.

For online and standing order payments our details are:

Awen account number: 40601837
Sort code: 20-01-43

Allpay

You can pay via Allpay by telephone, online, using the app, by text at a 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

Online

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.

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 two**.



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.

Your gas and electricity supply

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

We will tell you the name of the current supplier at the property when you sign for your new home. You should contact this supplier right away to set up your utility accounts.

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

You should also call 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. We recommend that tenants regularly use comparison sites to get the best deal that they can on their energy supply, such as 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 be explained to you before the start of your Occupancy Contract.

If your new home does not have smart meters installed, we will have requested them during our works period before you moved in, and the property is probably on a waiting list with the energy supplier. Your supplier should be in touch with you directly about fitting it once you have moved in. We recommend that you allow access to have a smart meter fitted, as they offer a number of benefits over traditional meters.

Council tax

You are responsible for informing the Council Tax Department at the Local Authority of your new address when you move in. Please contact your council directly:

Monmouthshire County Council on **01633 644644**, or visit the Civic Centre or your nearest Monmouthshire Community Hub in Abergavenny, Caldicot, Chepstow or Monmouth or visit www.monmouthshire.gov.uk

Newport City Council on **01633 656656** or visit the Civic centre or your nearest Neighbourhood Hub at Pill, Ringland, Bettws or Maesglas or visit www.newport.gov.uk

Torfaen County Borough Council on **01495 762200** or visit your local Customer centre at Cwmbran, Pontypool Civic Centre or Blaenavon or visit www.torfaen.gov.uk

Schools and education

Contact the local authority where you live to find out about registering for schools and/or in-year transfers, if your children cannot continue at their current school, after you move home. You can find out more information on your council website:

Monmouthshire County Council:

01633 644644

www.monmouthshire.gov.uk/applying-for-a-school-place

Newport City Council:

01633 656656

www.newport.gov.uk/schools-and-learning/apply-place/application-guidance

Torfaen County Borough Council:

01495 762200

www.torfaen.gov.uk/en/EducationLearning/SchoolsColleges/School-Admissions/SchoolAdmissions.aspx

Water accounts and meters

We will advise Welsh Water when you move into your home, but you must contact them directly to set up your account.

We understand that a water meter can be more cost-effective for many households. If you wish to apply for a water meter then you should contact Welsh Water directly to request one. You do not need consent from us to do so, however you must tell us if you have one installed.

Please be advised that sometimes Welsh Water asks a landlord to undertake works to enable a water meter to be installed (such as moving a back board on a kitchen unit), and that if this is requested you will need to pay us to do this, in advance of the work.

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

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. Call Welsh Water on **0800 052 0145** or visit www.dwrcymru.com to do so.

We will also advise Welsh Water of the date that your Occupation Contract begins.

Home insurance

We strongly advise you to get insurance cover for your personal belongings against risks like fire, flood and theft. Whilst we insure 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

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

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

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
- Your pension provider



Living in Your Home

At Awen, we want you and your family to feel safe and secure in your home.

Awen Property Standards

You should keep the interior of your home in a clean and tidy condition - including repairing and maintaining any fixtures and fittings that you have installed yourself with our consent 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 we undertake 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, which 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

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 we are aware of the need for repairs under the FFHH, we will carry out the repair in a reasonable time and to a reasonable standard.

Shared and communal spaces

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, we reserve 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.

Fire equipment that is stored in communal areas is there for your safety. It is checked regularly and it is important that you do not tamper with, remove or damage it. We regularly check this equipment but if you notice fire safety equipment that is damaged or missing please contact us right away to report it.

Communal entrances: Your keys, fobs and devices

Communal door entry systems

We are in the process of updating some of our communal door entry systems.

If you have an electronic door entry system, for a communal front door and hallway, you will be given keys and/or fobs when you sign your contract. You may order additional fobs for carers/family, or if you lose yours, but you must pay the charge for these orders in advance. The amount of time you will need to wait for a new fob depends on the type of door entry system that you have, as sometimes we have to order them from external suppliers.

If you have an Intratone door entry system, or 'Eliza' device in a Community Living (Sheltered Housing) apartment, this is managed from your landline or mobile phone, by downloading the relevant app on your phone.

You can download the Intratone app on your mobile phone. Please tell us if your phone number changes so we can update the door entry system to continue your access to it. For further information on our Community Living door entry and Eliza Lifeline alarm systems please go to page 35.

For the safety of everyone in our apartment buildings, please do not allow strangers or unauthorised persons to enter communal spaces. Ensure you close security doors behind you properly. If you are expecting visitors, remind them to ring the correct apartment to gain entry.

Tenancy Health Checks

It is important that Landlords visit their tenants to check on the health, safety and wellbeing of their tenants and properties. Housing Officers regularly carry out Tenancy Health Checks for this purpose. Tenancy Health Checks include a full inspection of your home, usually carried out at least once every three 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.

Gardens

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

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

If you have a garden for your exclusive use you are responsible for keeping it tidy, 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 and 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.

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 us. 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, we reserve 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. We have a chargeable grass cutting service, available for eligible households, that can help.

Contact us for more information.

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.

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 us.
4. We strongly recommend you do not plant Leylandii or bamboo in your garden, as these are invasive plants that can be difficult and expensive to control.

Pets

Pets can be important and 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 Awen 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.

Please think carefully before introducing a new pet to your home, especially if you do not have an exclusive garden. Work out if you can afford to feed, insure and pay for annual vaccinations for a pet before you get one. Think about the commitment and resources required; to exercise your dog daily, to not leave an animal alone for more than a few hours, to ask relatives to mind your pet or book kennels if you go on holiday and to pay vet fees if your pet is injured or unwell. If your pet causes damage to our property you will be responsible for paying for any repairs to make good on the damage.

If you want to install a pigeon loft or poultry/chicken coop in your garden you must ask us for permission, and receive consent, before you do this. We will not usually give permission for this in a communal garden. We will consult with neighbours when considering your consent request.

Roaming pets like cats and dogs are generally not allowed in Sheltered Housing apartments.

Please make sure your pet is kept under control in communal corridors or if an Awen officer or contractor visits your home. Your dog should be on a lead when in an inside communal space or shared garden. Pets are often cited as a reason for reporting anti-social behaviour, due to noise and waste that is not cleared up, in communal areas. Please ensure your pet does not cause a nuisance to others.

Please visit our website to read our ‘Pet Guide’ document, this explains your responsibilities and our expectations in full. We can remove permission to keep a pet if our Pet Guide is not being followed by you or you are in breach of a pet agreement or an acceptable behaviour contract.



Pest control

Animals like mice, fleas, and wasps become a pest when they are in your home and garden and cause a nuisance to residents. Please ensure that you do not unintentionally attract pests into your home or garden by leaving out food, not cleaning your home regularly or forgetting to give flea treatment to your pets.

If you live in a rural area you can expect to see animals like mice, voles and bats in your garden.

It is the resident's responsibility to arrange and pay for pest infestations in your home and/or garden.

However you should contact us about pests in your home if:

- The pest may have damaged the structure and safety of your home.
- Pests are getting into your home due to defects in the structure of the building.

Recycling and disposing of refuse

We are not responsible for your refuse or recycling.

Your 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 and recycling days on your council's website.

Please try not to leave your refuse and 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.

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 us to ensure we update your household details about who is living in your home.

You cannot take in a lodger if this results in your home becoming over-crowded.

Litter and 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, Newport and Torfaen that can remove items for a small fee. See Useful Contacts for more information, on page 66/67.

In Monmouthshire you can report fly-tipping on roads or on council land via your My Monmouthshire app or in your Monmouthshire Community Hub or by calling **01633 644644.**

In Newport you can report fly-tipping on roads or council land on the Newport City Council website by an online form, or by calling the contact centre on **01633 656656.**

Litter and removing bulk items (continued)

In Torfaen you can report fly-tipping on roads or council land to the borough council online, via the Torfaen Council app or by calling **01495 762200.**

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

Cars and parking

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

Unless you have been told you have a designated parking space at the start of your tenancy contract all parking spaces in our residents carparks are undesignated, and available on a first come, first served basis. Please do not attempt to reserve or block other residents from using a communal parking space or on-street parking.

Parking spaces designated for Blue Badge holders are also available on a first come, first served basis to anyone with a Disabled Blue Badge. We cannot respond to communal parking complaints, unless it is about blocked access to a designated parking space that you have been previously allocated, and this space has been confirmed in writing.

If you wish to apply to put in a driveway to your property, at your own expense, you must ask us for consent to do so and receive planning permission from the local authority (see page 33 for more information on consent.)

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.

We do not recommend that you store mobility scooters inside your home, as the batteries that they contain can pose a fire risk.

E-bikes and E-scooters

E-scooters

Electric two-wheel scooters are classed as motor vehicles under the Road Traffic Act 1988. This means the rules that apply to motor vehicles, also apply to E-scooters including the need to have a licence and insurance.

It is not currently possible to get insurance for privately owned E-scooters. This means it is illegal to use them on the road, or in public spaces such as parks, on pavements, and in shopping centres. You can only use E-scooters on private land with the land owners permission.

Using your E-scooter illegally puts you at risk of committing an offence, which can lead to points on your driving license, a fixed penalty fine, and/or having your vehicle seized by police.

You can find out more information here: www.gwent.police.uk/advice/advice-and-information/rs/road-safety/advice-escooters

E-bikes

In Wales, E-bikes are legal for people aged over 14 years if it is an 'electrically assisted pedal cycle' (EAPC) that meets specific regulations. You cannot ride an E-bike on pavements.

We do not give permission for you to store E-scooters or E-bikes in any of our communal areas, or use them or store them in our shared gardens. We do not recommend that you store or charge such vehicles inside your home, as they can pose a serious fire risk to you and your neighbours.

You can find out more information here: www.gov.uk/electric-bike-rules

Awen garages and carports

We own garages and carports available across Monmouthshire.

Anyone can apply to rent a garage or carport, but priority is awarded to our tenants, and a waiting list is in operation. To apply or for more information, go to www.awenhomes.co.uk/rent-a-garage

Garages can be used for storing vehicles or personal/household belongings. Please note that we cannot guarantee the garage will be watertight, and any content (vehicles and valuables) kept in an Awen garage should be properly insured by the resident; we do not accept liability for damage to any goods stored in a garage.

Keys and fobs

We do not keep spare keys to our 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 us please be advised this is chargeable:**

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



Consent for changes to your home or contract

You must get consent from us before you make changes to your home, your household, or your contract.

Examples of common requests:

- Putting up a garden shed
- Add or move an electric point or light
- Alterations to kitchens (including cooker space)
- Garden decking
- Installation of electric vehicle chargers
- Carpet removal

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

When we have received your consent request and all of the supporting information that we require, then we will give you a decision within 28 days.

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

Post: Awen, Nant-Y-Pia House, Mamhilad Technology Park, Mamhilad, Monmouthshire, NP4 0JJ.

Other types of consent

You must also get consent for other changes you want to make to your contract including:

- Mutual Exchange Transfer (swapping your contract and home with someone)
- Sole Contract Holder to joint (adding a partner to your contract)
- Joint Contract Holder to sole (removing a partner from your contract)

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 we have 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 complete 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 us.

Community Living (Sheltered) Housing

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.

When you move into one of our Community Living Schemes the CLO will introduce themselves to you within the first weeks of your occupancy. They will check you are settling in, and undertake your New Tenant Visit. The CLO will be your first point of contact and provide you with information regarding amenities and activities, and will support you with your transition into community living.

If you live in Sheltered Housing you can speak to your Community Living Officer when they are at your scheme or contact us to request a visit.

We have a number of Community Living Schemes, sometimes called 'Sheltered Housing', available to rent. These schemes contain individual apartments and bungalows let to our tenants, and include access to additional communal areas and services including resident lounges, gardens and the Community Living Service. Some of these schemes have additional amenities such as personal 'Lifeline' alarms, mobility scooter storage and laundry rooms.

All residents living in one of our Community Living Schemes must be aged over 60 years.

You are free to choose how much you wish to get involved in community events and activities that are organised at the scheme. Our apartments in Community Living Schemes are advertised on Monmouthshire Homesearch when they are available for letting.



Grace Phillips

Community Living Officer



Tracy Breadmore-Lammas

Community Living Officer

Lifeline personal alarms

Some of our Community Living Homes have chargeable, personal alarms fitted to the properties. These 'Lifeline' 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. The cost of the alarm is covered by a personal charge paid by the tenant.

The alarm links to a control centre with trained staff available 24/7, who will respond to an alarm. It is important that you keep us updated on who you would like these staff to contact if you need help by giving us an 'emergency contact' such as a friend or family member. We will ask you for information about your emergency contact, and your health and mobility needs to share with the control centre when you move into your home.

Our alarm service in our Community Living Schemes are being upgraded and you may have one of our new 'Eliza' alarm and door entry systems already, but if not you will probably have this installed soon. Eliza is replacing the old-fashioned pull-chord systems.

The Eliza system is a unit that will be fitted in your apartment and links to a waterproof alarm pendant for you to wear around the property, your smoke alarm and your door-entry system. You will link Eliza to your landline or mobile phone using the 'Intratone' app, to receive calls or video calls from visitors. You can then decide if you want to let the caller into your home by using the buttons on your phone or reject the call.

You will have new fobs for entry to the communal door at your apartment block. If you change your phone number, please let us know right away so we can update the Eliza system and give you continued use of the digital door entry system. Each flat can have two phone numbers linked to your Eliza device.

Please ensure you leave both your Eliza device and pendant in your apartment when you end your contract, or you will be charged a replacement fee.

The Community Living Schemes have regular visits by our Community Living Officers who can talk to you about your Lifeline alarm service and emergency contact updates, if you need help using them.

If you do not have a Lifeline alarm fitted in your home, and feel you could benefit form 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 for where you live.



An Eliza wall & standing unit

Keeping Safe in Your Home

We have a duty of care to our tenants - we consider your health and safety in everything that we do. We undertake many regular checks, including an annual gas safety check if your home has a gas supply, to ensure your home is safe to live in for you and your neighbours.

It is vital that you give us access to your home in order to complete these safety checks and play your part in keeping your household safe. Failure to give us access will result in a missed call charge, and if we have to take legal action to access your home to complete these checks, it could cost you up to £500.

Gas safety check

We 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 us 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, we 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 calling **0800 111 999** and tell us on **0345 677 2277**.

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 turn on electrical switches or lights.
- 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 us right away.

Smoke and carbon monoxide alarms

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 **0345 677 2277**.

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

Carbon monoxide detectors

We install 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 **0345 677 2277** to report the matter.

Your carbon monoxide alarm will sound a loud continuous high pitched, repetitive bleeping alarm sound to alert you.

We need to gain access annually to check the function of the smoke, CO and heat detectors in their home.

Balconies and fire exits

Please ensure your balconies and fire exits are clear and safe for you to use at all times. If we find you are storing goods or waste in these places, we will ask you to remove them right away. This is to make sure your home is not at an increased risk of fire, and if there is a fire, that you can get out easily and quickly.

Please do not store or place anything flammable, or that is a fire risk on your balconies; do not install astroturf, plastic flowers/plants, electric lights, heavy equipment, BBQs, or chimineas. Do NOT leave/store any electric vehicles on a balcony. If you have small children do not store clothes airers or other furniture that could allow a child to climb over the railing. If you smoke on the balcony you must ensure you have a safe means of disposal, like a small bucket of sand, and do not throw your cigarettes or ash from your balcony under any circumstances.

Communal halls and stairs

You must not put up or leave items in communal halls, stairs or landings. You must not prop open, tamper with or disable communal doors or door entry systems, which act as additional protection to residents. This is to reduce the risk of fires spreading and ensure that everyone in your building can get out safely and quickly, regardless of their age or ability. If you have a communal exit out of your home, please familiarise yourself with the fire exit and evacuation point in the event of an emergency.

Damp and 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.

It is important that you try to reduce moisture building up in your home and ventilate your rooms – see our ten top tips on this page. Please contact us if you are concerned about damp and mould in your home.

Helpful tips on how to reduce problems in your home caused by damp, mould and condensation can be found on our website.

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 us 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 five years. When we visit the property we will require access to all rooms and attics, 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 us to rearrange your appointment if it is not suitable.

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

Asbestos

We carry out surveys and inspections to gain information where asbestos in present in homes.

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.

If you are considering replacing or removing any floor covering in your home contact us for advice.

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 us immediately
- Turn your boiler off

Burst pipes

If you have burst pipes:

- Report to us 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 electrics 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 **0345 677 2277**.

Ten tips to prevent damp and mould:

1. Open windows regularly to air your home and keep window vents open at all times.
2. Keep lids on pans when cooking.
3. Use your extractor fan if you have one.
4. Dry clothes outside when possible.
5. Keep bathroom/kitchen doors closed when in use.
6. Try to keep your home warm - constant low level heat is better than short periods of high heat.
7. Do not use calor gas heaters as these generate a lot of moisture.
8. Ensure there is space behind furniture in your home to allow for ventilation. Ensure attics are clear of contents to allow for ventilation.
9. Tell us right away if you notice any issues with your guttering or down pipes.
10. If you have a condensing tumble dryer, ensure the hose is outside the property and empty your condenser regularly.

Fire safety

We have an obligation to ensure the safety of everyone in our homes and communities.

We are committed to raising awareness of the hazards that increase the potential for fires, and how best to avoid them.

Fires can cause loss of life and serious injury, as well as damage to homes and belongings; we all have a responsibility to ensure the risk of fires are minimised, controlled, and where possible, eliminated.

The top five biggest fire hazards to watch out for are:

1. Cooking without due care.
2. Using unsafe electrical appliances.
3. E-vehicles stored indoors or near exits (that use lithium batteries).
4. Poor housekeeping and clutter, that block exits and fuel a fire.
5. Smoking in your home.

We all have a vital role to play in identifying potential risks and ensuring everyone's safety.

By staying vigilant to potential hazards and following safety policies, we can contribute to a safer environment. Please report your concerns about fire safety to us right away.

Our responsibilities

- Ensure Fire Risk Assessments are conducted regularly.
- Respond to your concerns reporting fire safety risks.
- Install and maintain fire doors.
- Ensure escape routes are suitably protected.
- Install smoke and carbon monoxide alarms.
- Comply with Gas Safety requirements.
- Comply with Electrical Safety requirements.
- Ensure fire safety equipment is serviced regularly.
- Offer you support to deal with clutter that causes a health and safety risk.

Your responsibilities

- Do not block doors or means of escape from your home.
- Do not store E-vehicles indoors or close to external exits.
- Keep all internal doors closed at night.
- Ensure cigarettes are properly extinguished.
- Never charge electrical items overnight, including electric vehicles.
- Do not leave anything cooking, or candles burning, unattended.
- Do not overload electrical sockets and only use approved extension leads.
- Do not use tumble dryers overnight and clean the lint filters regularly.
- Do not allow clutter to accumulate in your home that obstructs safe exit and can fuel a fire.

Additional fire safety in apartments

All residents living in apartments should familiarise themselves with their fire evacuation procedure for the block. This can be found displayed on 'Fire Action' signage within the property and the signage will also indicate where to find your Fire Assembly Point, in the event of evacuation.

You must leave communal areas clear and free from obstruction. If you leave any personal items for storage, decoration or convenience in communal halls and stairways you will be asked to remove them.



Repairs to Your Home

We are 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 **0345 677 2277**.

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.awenhomes.co.uk/report- a-repair

You can report non-emergency repairs via online chat, Facebook messenger, by speaking to your Neighbourhood Officer, or by calling the Freephone Repairs Hotline on **0345 677 2277**.

You can also report a repair on our Tenant App. Just visit the 'report a repair section'. Your app also enables you to see the progress of your repair and any appointments that have been booked/ confirmed for 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'. This priority indicates a maximum time allowed for the job to be done.

Repair priorities	Our service
EMERGENCY	We will attend the same day and COMPLETE within 24 hours.
URGENT	We aim to complete within five WORKING DAYS
ROUTINE	We aim to complete within 20 WORKING DAYS.

Repairs team

Our highly skilled and experienced team include Plumbers, Electricians, Carpenters, Painters, Plasterers and Heating Engineers. We pride ourselves on providing the best maintenance and repair service possible to you. We have skilled wet trade operatives as well.

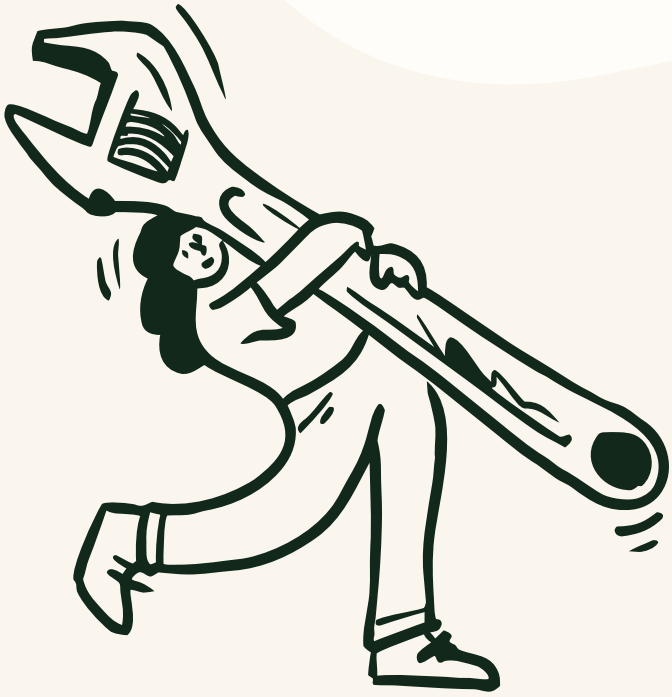
What if I miss a repair visit?

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

We will let you know when your appointment is, by contacting you directly and in the Tenant App. It is important to keep your appointment to ensure your home is in good repair and our services are delivered efficiently.

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.



The most common rechargeable repairs and the cost is listed below for reference:

Rechargeable works at void – common items	No.	Guide Price*
1. Lighting replacement If damaged or non standard	1	£10
2. Socket replacement If damaged or non standard	1	£10
3. Stain block room e.g. for nicotine staining to walls/ceiling	per room	£75
4. Strip wallpaper per room if design/condition not acceptable	per room	£100
5. Plaster repair	1 x patch area	£40
6. Window repair	per window	£100
7. Windowsill - replacement	1	£25
8. Replacement internal door	1	£100
9. Kitchen unit handle - replacement	1	£10
10. Kitchen unit door/drawer front - replacement	1	£15
11. Non-slip flooring replaced	per room	£200
12. Rubbish removal (Internal)	Per load	£250
13. Rubbish removal (External)	Per load	£250
14. Specialist clearance e.g. remove dog mess in garden or hygiene clean required	Internal/ external area	£300

*Guide price as of 2024, actual charge may differ from guide price (charges subject to annual review/uplift).

Please be advised that you will be expected to make good the rechargeable items, or pay in advance for any recharges, before a transfer to another MHA home can be approved.

Our responsibilities

We 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, heating pipes, boilers, fitted heaters or radiators.
- Communal areas such as entrances and stairwells.

Your responsibilities

As an Awen tenant, you are responsible for:

- Reporting repairs.
- Changing light bulbs.
- Replacing lost keys or fobs (We will replace lost fobs but we will recharge).
- Windows and glazing - We 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 and appliances that you have bought

We 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

We aim 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 carried out (we 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.



Awen 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. We 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.

We 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 and 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 call us 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**.

- For Newport Council's OT service please call **01633 656656.**
- For Torfaen Council's OT service please call **01495 762200.**

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

We 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 Homesearch allocation was made to you.

Can I install my own disabled adaptations in my home?

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





Awen Homes

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 any visitors to your home. Anti-social behaviour that causes nuisance and 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 and accumulated waste

Noise nuisance

Noise nuisance is a major cause of anti-social behaviour and forms a large proportion of incoming complaints we receive. 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.

The Noise App

Report noise nuisance by downloading the Noise App 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.

How will Awen 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 and your local 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 Awen's Service Standards for dealing with reports of ASB, on our 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.awenhomes.co.uk

By telephone **0345 677 2277**

or

Tell a member of staff in person

Safeguarding

Safeguarding children and vulnerable people is everybody's responsibility. If you think that a child or vulnerable adult is at risk, or if you you witness or suspect abuse, you should report this information directly to a statutory authority, such as social services or the police. You can contact your Local Authority's Duty Desk during office hours or their 'Emergency Duty Team' out of office hours:

Monmouthshire Council:

Duty Officer: 01633 644644

Out of hours emergency: 0300 123 1055

Newport Council:

Duty officer: 01633 656656.

Out of hours emergency: 0800 328 4432

Torfaen Council:

Duty officer: 01495 762200.

Out of hours emergency: 0800 328 4432

If serious injury has occurred and there is a need for urgent medical attention call for an ambulance by dialling **999**.

If there is imminent danger or a criminal offence has occurred please call the police on **999** right away. If in doubt as to whether an offence has occurred, seek advice from the police.

You can find out more about Wales Safeguarding Procedures here:

https://safeguarding.wales

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, or 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 our 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

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 66 .

If you experience the effects of ASB or have any concerns about your safety or the safety of someone in your neighbourhood, Please contact our 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, 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, with money and budgeting, and helping you to get in to work, education or training. Contact us for more information.

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.

We also provide specialist services to help you with employability and digital inclusion. This includes help to access volunteering opportunities, and access to our E-Cymru service that offers free online courses.



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.

Housing and wellbeing

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.

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.

To make a housing support referral enquiry for yourself or someone else you can contact your Local Council directly:

Monmouthshire: Contact the Monmouthshire Housing Support Service on **01633 740730** or email **housingsupportservice2@monmouthshire.gov.uk**

Newport: Contact the Newport Housing Support Gateway on **01633 656656** or email **newport.gateway@newport.gov.uk**

Torfaen: Contact the Torfaen Housing Support Gateway at **01495 766949** or email **gateway@torfaen.gov.uk**

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 us to discuss your needs on **0345 677 2277**.



You and Your Community

Community groups – Empower local voices.

We strive to build strong communities.

We proudly support a wide range of community groups delivering projects and activities across our many and diverse neighbourhoods.

Looking for funding? We offer funding opportunities to help local groups thrive.

@ **Email:** engagement.team@monmouthshirehousing.co.uk

Call: 0345 677 2277

Join us online – Stay connected

Can't get out and about? No problem!

Connect with us on Facebook, Twitter, and Instagram for the latest news, tips, and support.

Community Buzz on Facebook is your go-to hub for everything happening in your area - join the conversation today!





Your Voice Matters

Want to make a real difference? Help shape the future of our services by sharing your ideas and feedback.

Resident Exchange

By joining our Resident Exchange panel you'll have the opportunity to:

- Influence decisions that impact your home and community
- Improve the services that matter most to you
- Be part of positive change
- Get rewarded for taking part

Your opinion counts, why not get involved today?

We hold regular Tenant Exchange panels, both in-person and online, where we invite residents to join us in open and honest conversations to share feedback, ideas, and to help us continually improve the services we deliver to you.

Community Voice (CV)

Our Community Voice group (or 'CV'), meets quarterly to make sure resident voices are heard. The CV has an Independent Chair and helps to shape, influence and drive forward continuous improvement, by making recommendations to our Senior Management Team and Board. Join our Facebook group or find out more about getting involved with Community Voice by emailing our Engagement Team.



Focus groups

We offer regular focus groups providing tenants with opportunities to deepen their understanding of housing, maximise the benefits of their involvement with us and get directly involved in service development and change.

Training and skills academy

Our 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.

Resident Training Academy

Our Resident Training Academy is designed to deliver high-quality courses in both informal and formal settings, drawing on the expertise of our in-house specialists and trusted external training partners.

In addition, we can support you in creating a personal development plan, tailored to your aspirations, helping you build skills and confidence to achieve your life goals.

Join the fun with community events!

From exciting activities to informative sessions, we've got something for everyone.

Follow Community Buzz on Facebook for the latest events near you.

For more information about community events, email **engagement.team@awenhomes.co.uk** or call **0345 677 2277**.

Ending an Awen Occupancy Contract

At Awen, 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 us 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

If you wish to take forward a Mutual Exchange Transfer outside of the Homeswapper service, please contact our Customer Services Team for information or email **consent@awenhomes.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

Some tenants, who currently rent Awen properties 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 us.



Ending an Occupation Contract

To end your Occupation Contract, you must give us 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.

We 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 Awen 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 Awen tenant who has recently passed away, 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 Awen Contract' leaflet, which is available at www.awenhomes.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, want a house with fewer bedrooms or if your household has grown and you require a larger property. You can transfer to another Awen property or to one provided by another community landlord. 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 or call **0345 900 2956**.

Succession

If you are a relative or carer, living with an Awen 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.

When you leave your home

When you leave your home you must ensure that you leave it clear, clean and in the condition it was given to you. Please return your keys securely, by following the instructions given to you.

You are responsible for closing all of your utility accounts and giving up to date meter readings to your providers. You should inform your health, support and social workers that you have moved address. We recommend that you pay and arrange to have your mail redirected too.

Awen's Service Standards

We are committed to putting you first by providing you with excellent and responsive services.

What are our 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.

We have service standards across a range of services that we offer, which include:

- Customer service.
- Income recovery.
- Repairs and 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 and 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.

Where 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@awenhomes.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 our 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.





Governance and EDI

Who runs Awen and who checks we're doing it right

Awen is a Registered Social Landlord, regulated by Welsh Government who make sure we are well-run, financially secure, and providing good homes and services. We are checked every year against national standards (you can visit our website's 'About Us page – Our Performance' for more information on this).

We have a Board that leads us, setting our direction and working closely with the Senior Management Team, and tenant groups like Community Voice, to make sure we are delivering safe, good quality homes and services, and that tenant views influence decisions. The Board is made up of people with skills in housing, finance, property management and community engagement.

Our Chief Executive reports directly to our board.

Equality, diversity, inclusion and the Welsh language

Diversity relates to the range of people who work at Awen and the people who live in our homes and communities. It means recognising and valuing people's differences and strengths, and avoiding bullying, harassment and discrimination. A diverse and inclusive workspace and community means that everyone feels valued and safe to contribute.

'Equality' means making sure that everyone has the same opportunities to access our services and are treated fairly, regardless of their backgrounds or circumstances. It relates to the protected characteristics of the Equality Act 2010 including age, sex, race, disability, religion or belief, sexual orientation, gender reassignment and marital status. We're committed to the principles of equality and inclusion, and work hard to make our homes, services, and opportunities accessible to all and tackle unconscious bias. Every three years, we create a plan together with tenants, staff and partners to strengthen this commitment and keep improving the services we provide.

We also support the Welsh language and aim to treat Welsh and English speakers equally. The Government are setting new Welsh Language Standards, which they consulted on in 2025, with the aim of enhancing the use of Welsh in public services, and include Housing Associations. This means you have the right to use Welsh when dealing with us. This includes asking for your Tenancy Agreement and other key documents in Welsh and receiving services in Welsh, if that's your preference.



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 and 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

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@awenhomes. 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) (awenhomes.co.uk)

A paper copy is available upon request.

Useful Contacts

Awen

Awen Main Line:
0345 677 2277
Awen Rent Line:
0303 123 1127
Awen Repairs Line:
0345 677 2277

Monmouthshire County Council

Monmouthshire Council:
01633 644644
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
Abergavenny: Town Hall, Cross Street, Abergavenny, NP7 5EU
Caldicot: Woodstock Way, Caldicot NP26 5DB
Chepstow: Manor Way, Chepstow NP16 5HZ
Monmouth: Rolls Hall, Whitecross St, Monmouth NP25 3BY
Usk: 35 Maryport Street, Usk NP15 1AE

Newport City Council

01633 656656
www.newport.gov.uk
Civic Centre: Godfrey Road, Newport NP20 4UR
Central Hub: Pill Millennium Centre, Courtybella Terrace, Newport, NP20 2GH
East Hub: 282 Ringland Circle, Newport NP19 9PS (the former Ringland community centre)
North Hub: Bettws Community Centre, 43 The Precinct, Bettws NP20 7TN
West Hub: Maesglas Community Centre, Bideford Road, Newport NP20 3XT

Torfaen County Borough Council

01495 762200
www.torfaen.gov.uk
Cwmbran Customer Centre:
Cwmbran Library, Gwent House, Gwent Square, Cwmbran, NP44 1XQ
Pontypool Customer Centre:
Civic Centre, Pontypool, Torfaen, NP4 6YB
Blaenavon Customer Centre:
Blaenavon Resource Centre, Middle Coed Cae Road, Blaenavon, NP4 9AW

Utility companies

British Gas Emergency:
0800 111 999
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
Welsh Water:
0800 052 0130
www.dwrcymru.com

Moving in

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

Other useful contacts

Police (non emergency):
101
NHS Direct (non emergency):
111
www.nhs.uk
Samaritans helpline:
116 123
www.samaritans.org
RSPCA helpline:
0300 1234 555
www.rspca.org.uk

Money advice

Universal Credit helpline:
0800 328 5644
www.gov.uk/universal-credit
Gateway Credit Union:
01495 742 500
www.gatewaycu.co.uk
Step Change:
0800 138 1111
www.stepchange.org
Christians Against Poverty:
01274 760 720
www.capuk.org
Turn2Us:
www.turn2us.org.uk

Ending an Awen contract

Monmouthshire Homesearch:
0345 900 2956
01495 767 199
Homeswapper:
www.homeswapper.co.uk

Monmouthshire support and advice services

Citizens Advice Bureau:
0344 477 2020
www.citizensadvice.org.uk
Monmouthshire Gateway Housing Support:
01633 740 730
Age Cymru Gwent:
01633 763 330
www.ageuk.org.uk/cymru

All Wales domestic and sexual abuse helpline:
0808 80 10 800 (24 hrs)
www.gov.wales/live-fear-free
Cyfannol Women's Aid:
01873 859 011 (24hour)
www.cyfannol.org.uk
office@cyfannol.org.uk
GDAS (Gwent Drug and Alcohol Service):
0333 999 3577
www.gdas.wales
info@gdas.wales
Gwent Association of Voluntary Organisations:
01633 241550
www.gavo.org.uk
Monmouthshire MIND:
01873 858 275
www.mind.org.uk
Shelter Cymru:
0345 075 5005
www.sheltercymru.org.uk
Monmouthshire Family Information:
01633 644527
www.monfis.org.uk
Warm Wales:
01656 747 622
information@warmwales.org.uk
Monmouthshire Foodbank referrals:
Please contact Awen
Monmouthshire Gateway Housing Support:
01633 740 730
Monmouthshire MIND:
01873 858 275
www.mind.org.uk
Monmouthshire Family Information:
01633 644527
www.monfis.org.uk
Warm Wales:
01656 747 622
information@warmwales.org.uk
Monmouthshire Foodbank referrals:
Please contact Awen
Chepstow Upcycle:
https://forestupcyclingproject.com
Homemakers (Community Recycling):
01873 857 618
www.hmrecycling.co.uk

Newport support and advice services

Newport Council Customer Services:
01633 656656
www.newport.gov.uk
Newport Gateway support:
01633 656656
newport.gateway@newport.gov.uk
Reven House Trust furniture:
01633 762999
www.ravenhouse.org
Wastesavers reuse, repair and Library of things shops:
01633 216855
https://wastesavers.co.uk
Your Newport advice and support directory
www.yournewport.co.uk
Newport MIND:
01633 258741

Torfaen advice and support services

Torfaen Council Customer Services: 01495 76220
Torfaen Gateway Support Service:
01495 762200
www.torfaen.gov.uk/en/Housing/Housing-Support/Housing-Advice/Housing-Advice.aspx
Torfaen Talks counselling:
www.torfaentalkscic.org.uk/contact
Upcycle Torfaen in Cwmbran:
www.think-upcycle.com/upcycle-torfaen
Torfaen MIND:
01495 757393

Gwent Region and National support and advice services

Citizens Advice Bureau:
0344 477 2020
www.citizensadvice.org.uk
Age Cymru Gwent:
01633 763 330
www.ageuk.org.uk/cymru
All Wales domestic and sexual abuse helpline:
0808 80 10 800 (24 hrs)
www.gov.wales/live-fear-free
Cyfannol Women's Aid:
01873 859 011 (24hour)
www.cyfannol.org.uk
office@cyfannol.org.uk
GDAS (Gwent Drug and Alcohol Service):
0333 999 3577
www.gdas.wales
info@gdas.wales
Gwent Association of Voluntary Organisations: 01633 241550
www.gavo.org.uk
Shelter Cymru:
0345 075 5005
www.sheltercymru.org.uk
Warm Wales:
01656 747 622
information@warmwales.org.uk
British Heart Foundation:
www.bhf.org.uk/shop/donating-goods

Awen Homes

0345 677 2277

customerservices@**awenhomes**.co.uk

www.**awenhomes**.co.uk

Awen Homes, Nant-Y-Pia House,
Mamhilad Technology Park, Mamhilad,
Monmouthshire, NP4 0JJ

@AwenHomes

Scan the QR code to access
the Awen website.