



YOUR HOME



Welcome
to Cartrefi
Cymunedol
Gwynedd (CCG).
CCG is a housing
association and
has around 6,200
homes across
Gwynedd. We
provide quality,
affordable homes
and services to
our tenants.

This leaflet is a guide to the Tenancy Agreement you signed as a new CCG tenant. For full details of your rights, obligations and responsibilities please refer to the full Agreement.

MOVING IN

The handbook contains some advice on moving into your home for the first time. As well as the handbook you will receive an information pack.

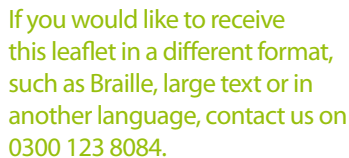
When you get your keys from CCG there are certain things you'll need to do before you get settled into your home.

GAS, ELECTRICITY, FUEL AND WATER

You will receive information from our Lettings Officers on how to set up your electricity, gas and other fuel supply in your new home. You will need to let us know when a supply has been set-up so that we can make the necessary checks on the system and equipment.

Some properties have key electricity and gas meters – you can decide if you want to change this. You can also change your gas and electricity supplier if you wish.

You will need to create an account in your name for the water supply. In some properties there are water meters.



If you would like to receive this leaflet in a different format, such as Braille, large text or in another language, contact us on 0300 123 8084.

TELEPHONE

Contact your phone company to arrange to take over the line or to install a new telephone. Please remember to let us have your new telephone number or mobile number if you have changed it. These details are held confidentially.

TV AND AERIALS

We do not provide TV aerials except in some properties, for example, multi-storey flats and maisonettes.

If the property has an individual aerial, it is your responsibility to maintain it. If there is no individual TV aerial fitted, it is your responsibility to have one installed. Wherever possible you should use an indoor aerial or one inside the loft or roof space. If you need an outside aerial, please contact our Repairs Team for advice on where it can be fixed.

You must not put up an aerial or satellite dish without permission from CCG.

MEDICAL CARE

Contact your family doctor and dentist to inform them of your new address. You may need to register with a new practice.

SCHOOLS

If your children need to change schools you need to contact the Schools Admissions Team at Gwynedd Council on 01766 771 000. They will advise you on which schools are in your catchment area.

YOUR RIGHTS

As a CCG tenant you have many rights. These are listed in detail in your Tenancy Agreement.

They include your right to (subject to conditions):

- comment
- participation
- consultation
- privacy
- repair
- improve your home
- compensation for improvements
- exchange
- take in a lodger
- sub-let part of your home
- assign
- succession
- acquire
- preserved right to buy

If you would like more information on any of these please consult your Tenancy Agreement or contact us on 0300 123 8084 to speak to one of our officers.

For copies of our policies and further information contact us on 0300 123 8084 or visit our website www.ccgwynedd.org

RESPONSIBILITIES

Both you as a tenant and CCG as a landlord have responsibilities. These are also listed in detail in the Agreement. As a tenant your responsibilities include paying your rent on time, being a good neighbour and keeping your property clean and tidy.

It's important you keep to the terms of your Tenancy Agreement.

It is your responsibility to make sure that everyone in your household and your visitors behave in an appropriate way and abide by the terms of your tenancy.

In return CCG as your landlord will:

- Ensure you enjoy the right to security of tenure in your home
- Make sure that you enjoy the right to live peacefully in your home without disturbance from neighbours
- Offer support to victims of nuisance
- Maintain your home

JOINT TENANCY

If you have a joint tenancy everyone named on the agreement is responsible for keeping to the terms. This includes paying your rent.

If you and your partner split up, and you can't agree between you who should stay in the property we can tell you where to go for independent advice e.g. Shelter Cymru, Citizens Advice Bureau.

CCG will go by a Court's decision on who should have the tenancy.

Please let us know of any changes to your household immediately so we can provide appropriate advice.

PARKING

Everybody wants to park near their home but this is not always possible. Please consider others when parking your vehicle. Do not block access for emergency services and don't park on grass verges or footways – it can cause damage and is dangerous for children or partially sighted people.

CCG has garages available for letting across Gwynedd. They are available for the storage of vehicles.

Caravans, trailers or commercial vehicles should not be parked in parking areas or gardens without permission.

PETS

If you keep dogs or other family pets, you must make sure that they don't become a nuisance to your neighbours or the community or cause damage to your home. It is your responsibility to make sure that your animal is kept under control and secure within your property and in public areas and that any fouling is cleared up.

CRIME

Take responsibility for reporting crime such as anti-social behaviour, drug dealing, car crime, joy riding and damage to property. Report these to the police in the first instance and then to your local CCG area office. Take responsibility for securing your home, shed or garage. For a relatively small cost you could make your home more secure and have peace of mind.

GENERAL ENVIRONMENT

Please report damage, dumped rubbish or other problems that you see in communal areas, including graffiti to us. Report any issues with rubbish and broken street lights to Gwynedd Council on 01766 771000.

GARDENS

If you have a garden it's your responsibility to keep it neat and tidy. This includes removing litter and keeping the grass and hedges cut.

CHANGES TO YOUR HOUSEHOLD

If there are changes to your household e.e. change of name, new baby, people moving out or a death, then please let us know. You also need to advise the Housing Benefits section at the Council if the number of people in your home or your income changes – this is your responsibility.

BUSINESSES

You must receive permission in writing from us before you operate a business from your home.

GOING AWAY?

If you leave your home empty for four weeks or more, please inform your local CCG area office in writing, and let them know who has a key in case of emergency.

Your insurance may be void if you leave your property for more than 30 days.

INTEREST IN OTHER PROPERTY

If you become the owner of another property, you must notify us.

ENDING YOUR TENANCY

You can end your tenancy at any time by giving us four weeks notice in writing. You will also need to provide your new address.

Saving **money** by saving **energy**



- ✓ Don't over fill your kettle
- ✓ Cover pots and pans when cooking – they'll boil quicker

✓ Use a cooking ring the same size as your saucepan

✓ Don't leave your fridge door open

✓ Wash clothes at 30°C

✓ Run your washing machine or dishwasher with full loads

✓ Dry clothes outdoors on the line

✓ Turning down your thermostat by 1 degree can save you around £50 a year

✓ Switch lights off every time you leave a room

✓ Replace traditional light bulbs in your home with energy saving ones - you could save you around £25 a year

✓ The average household wastes around £40 a year by leaving appliances on standby, so remember to switch off appliances at the plug

✓ The cheapest way to pay your energy bills is often by direct debit - contact your supplier to find out more

✓ You can also save money by getting on-line or electronic bills – ask your supplier



£50

