

Your Home .

TAFF

Welcome

We value people, their homes and their experiences.
We understand that life isn't always straightforward,
so we support people to live independently.

We're here to support you.

Please note that our office is currently closed due to Covid-19.

Our office is open:

Monday to Thursday 9am – 5pm
Friday 9am – 4pm

Alexandra House
307 - 315 Cowbridge Road East
Canton
Cardiff
CF5 1JD

Contact us

Call us: 029 2025 9100
Freephone: 0800 121 6064
Twitter: @TaffHousing
Facebook: /TaffHousing

For more help and advice on information in this booklet,
please visit our website.

Moving in checklist .

Who to tell about your change of address

Utilities

Post

Banks

Water

TV Licence

DVLA (Driver's License)

Council Tax

Electoral roll

Bills

Gas & electric: Your gas and electricity will already be connected. We'll give you your meter readings and will be able to tell you which company provides the supply.

Health

Doctors and dentists: There can be waiting lists for doctors and dentists so make sure that you sign up as soon as possible.



Insurance

We insure the structure of your home but not your personal belongings.

We recommend that you take out home contents insurance.

Looking after your home .

We are responsible for...

keeping the main structure and exterior of your home in good condition.

We also look after the gas, water and electricity systems, kitchen and bathroom fittings, alarm systems and any shared areas around your home.

Full details of our repair services are in your tenancy agreement and on our website.

You are responsible for...

looking after your home and garden. You will also need to arrange safe installation of appliances like cookers and washing machines.

There may be some times where you may be asked to pay for repairs. This is called a rechargeable repair. For example, we may charge you for the cost of the work if you have locked yourself out, damaged an essential item or blocked your drains.

Remember to always ask our staff, repairs team & contractors for their ID before letting them into your home.

Taking care of the basics ●

How to...

Bleed a radiator

- Put the radiator bleed key into the bleed valve which should be at the top of the radiator to the side. It looks like a round hole with a square inside. Slowly turn the valve anti-clockwise. As the air begins to escape you'll hear a hissing sound which means the radiator is releasing trapped air.

Change a light bulb

- Remove the existing lamp from the lamp holder and with gloves on, install the new lamp.

Replace a toilet seat

- Locate the seat bolts at the back of the toilet - loosen and remove them either by hand or by using a wrench. Place the new seat on top and make sure the hinges are over the holes for you to feed the bolts through. Attach the nuts to the other end of the bolts and tighten.

Rubbish & pest control

For any issues with rubbish not being collected or for problems with vermin in your home, please contact Cardiff Council

**Make sure
you check the
balance on your
pre-paid gas
or electric metres
before reporting
a repair**

**For videos on how to carry out repairs or make improvements to your home,
please visit our website**

Useful contacts .

Who to call if...

there's a gas leak

Wales and West Utilities: 0800 111 999

you have a power cut

Western Power Distribution: 0800 096 3080
or visit their website for the latest updates

there's no water

Dwr Cymru/Welsh Water: 0800 052 0145
Outside office hours: 0800 052 0130

General

Cardiff Council: 02920 872 087
TV Licence: 0870 240 3423

Welfare

Samaritans: 116 123
Mind: 030 0123 3393
EDAS: 030 0300 7000
Respect Helpline: 080 8802 4040
Rise Cymru: 080 8801 0800

Managing your money

Citizens Advice Bureau: 0844 477 2020
National Debtline: 0808 808 4000

Money

Job Centre Plus: 0845 606 0234
Pension Service: 0845 606 0265
Tax Credits Helpline: 0345 300 3900
Council Tax: 029 2087 2087

If you're in danger
and need to call the
emergency services but
it's not safe to talk, press
the lock button on your
smart phone 3 times and
you'll be automatically
connected

Emergency: 999
Non-emergency: 101
NHS Direct: 111

TAFF

Rent ●

The rent you pay us is our main source of income. We use this to carry on providing and maintaining homes for people who need them.

How we set your rent

The amount of rent you pay for your home will vary depending on the size and type of your home, where you live and whether you have a Secure or Assured tenancy.

ways to pay your rent

on our
website via
All Pay

via
direct
debit

If you can't pay your rent we will

- Create an affordable payment plan
- Refer you to support
- Help you find independent advice

Our Income Team and Money Advice Service are here to help by providing expert knowledge and by listening to any financial concerns.

Your views ●

All feedback on our services helps us to know what you want us to keep doing and what we could better

If you give us a compliment, complaint or suggestion we will:

- Be professional and respond in a reasonable time-scale
- We'll make sure that we deal with your feedback objectively
- We'll let you know the outcome verbally or in writing

We will ask for your views in surveys, focus groups and at our open days so that we can let you know of any changes via our website, in our annual report and via letters.

Get involved ●

We offer many opportunities for you to help shape the work that we do. If you want to help us make our services better, just visit our website

For more help
and advice with
getting online,
just visit your
local hub