

Contract Guide

Information about your contract



This document was written by **United Welsh**. It is an easy read version of the **Contract Guide**.

December 2022

How to use this document

easy read



This is an easy read document. But you may still need help to read it. Ask someone you know to help you.

I don't understand



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on page 14.



united
welsh

Where the document says **we**, this means **United Welsh**.

contact



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Introduction



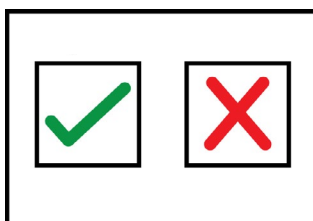
To rent a home in Wales you must have a contract.



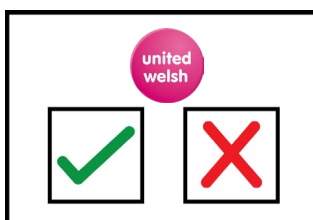
You are known as a contract-holder.



We are known as a landlord.



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



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

Contact information



We must have your contact details.



This is so we can talk to you about your contract if we need to.



Please tell us:

Your name

Your phone number

Your email address



If this information changes, you must tell us.

You must also tell us who is living with you.

Changes at home

contact

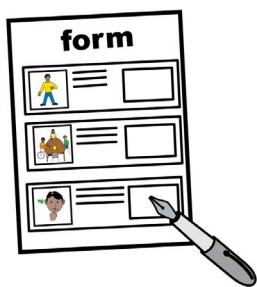


You must ask United Welsh for **consent** to make some changes at home.



For example:
Keeping a pet
Having CCTV
Giving your contract to someone else

fill in form



Ask us for a consent form. You may need help to complete the form.

information



We will think about what you have asked. We may ask you for more information.

yes



no



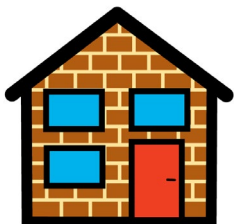
Our decision can be yes, no or yes with **conditions**.



Tell us if you are not happy with our decision.

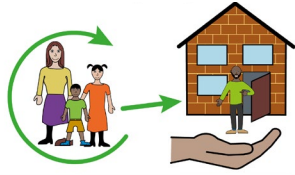
Passing on your home after death

home



You can pass your home to a family member or carer who lives with you after your death.

passing on your home



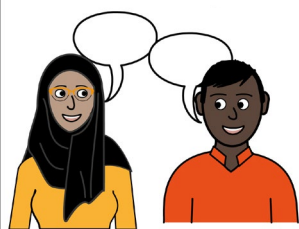
The person you pass your home to is known as a **successor**. There are rules about who can be a successor and when they can have your contract.

contract



The successor must do what the contract says from one month after your death.

tell us



Tell us who lives with you and their **relation** to you.

name address telephone



Keep documents to prove who lives with you. For example, a bill that shows their name and address.



Tell us who you would like to pass your home to.



Your home can be passed on up to two times.
Maybe to your partner and then your adult children.

Keeping your home safe



Keep your home clean and look after it.



Celtic Horizons do repairs at homes for United Welsh.



Tell Celtic Horizons if something at your home is broken or damaged. You might have to pay to fix it.

We must make sure your home is safe. We will:



Do an **electrical safety inspection** at least 1 time in every 5 years

Fit a **smoke alarm** on each floor of your home

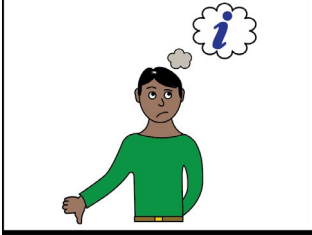
Fit a **carbon monoxide** alarm where there is a **gas appliance**



You must let our staff and **contractors** enter your home to do repairs and safety checks.

Behaviour

unacceptable behaviour



Your contract has information about prohibited conduct.

Prohibited conduct means unacceptable behaviour. This is saying or doing things that annoy people.

For example:



Damaging your home on purpose

Leaving rubbish in the street or by your neighbours' homes

Lots of loud noise

Smoking in areas used by your neighbours

Abusing or hurting people

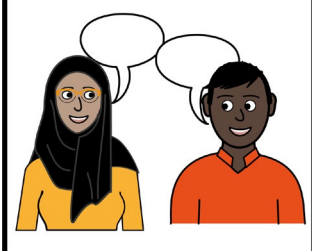
contract



We can end your contract if you continue to behave in an unacceptable way.

Also:

tell us



Tell us if your neighbours or another person close to your home behaves in an unacceptable way.

Joint contract-holders

**adding someone
to your contract**



You can ask us to add someone to your contract who you want to live with. For example, a partner.

This person becomes a joint contract-holder if we say yes. Then they must follow the rules of the contract.

no



We may say no to adding a joint contract-holder.

Also:

contract



A joint-contract holder can ask us to end their contract. They must tell you if they want to end their contract.

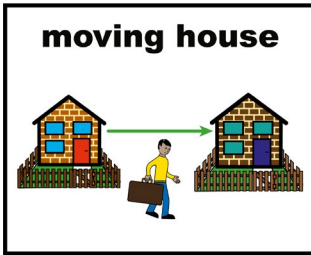
We can end their contract if they don't live with you anymore.

**unacceptable
behaviour**



We can end their contract if they behave in unacceptable ways. This is saying or doing things that annoy people.

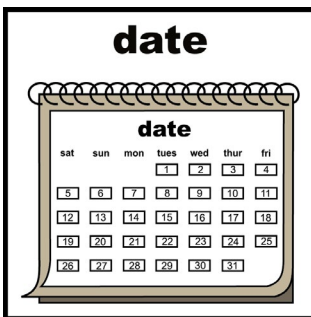
Ending your contract



You must tell us if you want to move out of your home.

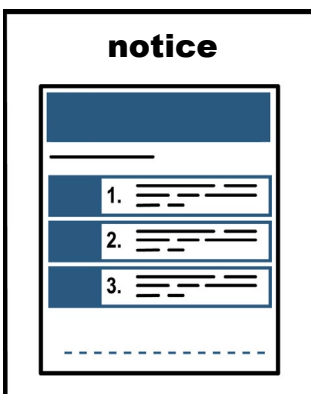


You must pay any rent you owe. You may also need to pay for repairs.



We must agree the date your contract will end.

Also:



We can end your contract by giving you notice.

A notice is a written form that tells you what you should do, and by when.

We hope you are happy in your home.

Hard words

Consent

This means you need permission for it to happen. United Welsh must say yes for you to have consent.

Conditions

These are things that must happen for you to have consent.

For example, you ask for CCTV at home. We say yes, but you can only have a camera at your front door. You cannot have a camera at your back door. This is a condition.

Successor

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

Relation

A relation is a family member, such as a partner, son or daughter. It can also be someone important in your life, like a carer.

Electrical safety inspection

This is a check to make sure the electricity is safe in your home. Electricity powers things, like your lights and TV.

Smoke alarm

A smoke alarm makes a noise if there is a lot of smoke in your home. Smoke might mean there is a fire.

Carbon monoxide

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

Gas appliance

This is a machine that uses gas to turn it on.

For example, a gas oven to cook food, or a gas boiler to make radiators warm.

Contractors

These are people and businesses who have jobs to do for United Welsh. For example, we might hire a contractor to lay a new floor in your home.