

united  
welsh

celtic  
horizons

# Tenant Handbook

We build homes, create communities and transform lives



# Useful contacts

## United Welsh

Main office: 0330 159 6080  
Pay your rent: 0844 557 8321  
Repairs: 0330 159 6080 (press option 1)

## Utility companies

Welsh Water: 0800 052 0130  
British Gas emergency: 0800 111 999

## Support and advice services

All Wales Domestic and Sexual Abuse helpline: 0808 80 10 800 (24 hrs)  
All Wales Drug and Alcohol helpline: 0800 6 33 55 88  
Mind Cymru: 0300 123 3393 or text 86463  
Age Cymru: 08000 223 444  
Shelter Cymru: 0345 075 5005

## Other useful contacts

Caerphilly Council: 01443 81 55 88  
Cardiff Council: 029 20872 087  
Blaenau Gwent Council: 01495 311 556  
Newport Council: 01633 656 656  
Vale of Glamorgan Council: [www.valeofglamorgan.co.uk](http://www.valeofglamorgan.co.uk)  
Monmouthshire Council: 01633 644 644  
Torfaen Council: 01495 762 200  
TV Licence: 0300 790 6131  
Department for Work and Pensions (DWP) Service Centre: 0800 731 0469  
Citizens Advice: 0344 411 1444

## Useful websites

United Welsh: [www.unitedwelsh.com](http://www.unitedwelsh.com)  
Homeswapper: [www.homeswapper.co.uk](http://www.homeswapper.co.uk)  
TV Licensing: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)  
DWP: [www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)  
Smart Money Cymru: [www.smartmoneycreditunion.co.uk](http://www.smartmoneycreditunion.co.uk)  
TPAS Cymru: [www.tpas.org.uk](http://www.tpas.org.uk)  
Citizens Advice: [www.citizensadvice.org.uk/wales/](http://www.citizensadvice.org.uk/wales/)

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Welcome to your new home from the staff and Board of United Welsh Group.

As your new landlord, we are committed to providing you with the best possible home and services.

We look forward to working alongside you to help you to enjoy your home and be a part of your community.

Please keep this book safe as it is full of useful information to help you during your tenancy.

We are delighted to have you with us.

**Lynda Sagona**  
**Group Chief Executive**

# Who we are

United Welsh is a registered social landlord operating under charitable rules.

We are passionate about building homes, creating communities and transforming lives.

United Welsh manages 6,000 homes across 11 local authorities and this number continues to grow.

We also offer a range of services to make a difference for our tenants and the communities where they live.

United Welsh is registered with the Welsh Government (Reg. No. J099) and regulated by the Financial Conduct Authority (Reg No. 26623R). Consumer credit activity undertaken by United Welsh is authorised by the FCA (Firm ref 742550).

Celtic Horizons cares for all of our properties, delivering asset management and estate services for United Welsh including gas servicing, grounds maintenance, cleaning, repairs and maintenance.

This handbook explains your rights and responsibilities as a tenant of United Welsh. It also explains our responsibilities as your landlord and what services you can expect from us.

From time to time, we will need to get in touch with you about your tenancy. We will do that in a variety of ways, including email, phone, text, apps, and social media. Please let us know if you have a preferred method of communication that you would like us to use.



# How to contact us

## General

If you have an enquiry relating to your home or your tenancy, such as your rent account or to report a problem in your neighbourhood, you can get in touch by:

Visiting **www.unitedwelsh.com** and using the **webchat**

Logging in or registering on our **Tenant App**. It can be downloaded from Google Play / the App store / accessed via our website. Here, you can pay your rent, view statements, report repairs and more.

Calling: **0330 159 6080 (freephone) or 029 2085 8100**

Visiting us on social media:

 /UnitedWelsh

 @UnitedWelsh

Emailing: **tellmemore@unitedwelsh.com**

Writing to: **United Welsh**, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AX



## Repairs

To report a repair, including repairs during office hours or emergencies when the office is closed, call:

**0330 159 6080** and press **option 1**

## Paying rent

You can pay your rent by credit or debit card at any time by visiting [www.unitedwelsh.com](http://www.unitedwelsh.com) and clicking the "Pay my rent" tab on the home page.

Other ways to pay your rent can be found on page 10.

## Good to know

For the latest news and information about United Welsh services, keep visiting our website and follow us on social media.

Our social media accounts are not monitored 24 hours a day so for anything urgent like a repair, please call **0330 159 6080** and press **option 1**.

We're also on:

YouTube  
[www.youtube.com/UnitedWelshTV](http://www.youtube.com/UnitedWelshTV)

LinkedIn  
[www.linkedin.com/company/united-welsh/](http://www.linkedin.com/company/united-welsh/)

# Moving in

## Your gas and electricity supply

When you receive the keys to your property, you will need to contact your energy supplier to give them your details, including the meter readings in order for your account to be set up.

You must arrange with Celtic Horizons to have your gas uncapped and an electrical test conducted. Don't forget to put money on your meters before making the appointment.



## Home Insurance

It is really important that you obtain home insurance to cover your personal belongings against risks like fire, flood and theft.

You can visit comparison websites to find the best deal for your home insurance.

'My Home' contents insurance is also available for tenants living in social and affordable housing. To find out more call **0345 450 7288** or visit [www.thistlemyhome.co.uk](http://www.thistlemyhome.co.uk)

## TV Licence

You will need to transfer your TV licence to your new address, so call **0300 790 6071** or visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

There are various options for paying, including weekly at the post office or monthly by direct debit.

## Council Tax

To set up council tax for your new home, you will need to contact your local council to share your new details.

If you previously claimed Housing Benefit but now claim Universal Credit, or are due to move onto UC, please bear in mind that Council Tax is a separate payment altogether, so you must contact the council to arrange to pay.

## Money Advice

Our Money Advice team helps tenants to deal with any money problems they may be having, offering information and advice to help you make the most of your money.

This can include budgeting advice for paying your rent and prioritising debt, as well as support to understand your benefits situation and what you may be entitled to.

We also support tenants with the transition to Universal Credit; a new benefit for people in or out of work that is now live in all of our local authority areas.

People making a new claim for benefit will be expected to claim Universal Credit.

If you have any concerns, then please get in touch with the Money Advice team on **0330 159 6080** or email [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)

# Things you need to do now

## 1. Organise your Housing Benefit / Universal Credit

Call your local authority to confirm your new address, or if you receive Universal Credit, update your details online by visiting: <https://www.gov.uk/universal-credit>

## 2. Contact your energy supplier

Confirm your new details with your gas and electricity supplier to get your account setup.

## 3. Contact Celtic Horizons

Call 0330 159 6080 (press option 1) to arrange for Celtic Horizons to uncap the gas supply and test the electrics. Please give 48 hours' notice.

## 4. Contact Welsh Water

Call 0800 052 0145 or visit: [www.dwrcymru.com](http://www.dwrcymru.com) to confirm your new address details.





# Paying your rent

Your rent is due in advance on the Monday of each week, but depending on what you prefer, you can also pay in advance every two weeks or four weeks or monthly.

The important thing is to make sure that you pay your rent in advance, so your account doesn't go into arrears.

## How to pay:

### Direct Debit

Call us to set up a Direct Debit to pay your rent or set up a Direct Debit via our app.

### Online

Visit [www.unitedwelsh.com](http://www.unitedwelsh.com) and click on 'Pay your rent' to pay by credit or debit card.

### Tenant App

Download our free Tenant App from the Google play or Apple App Store and pay your rent via the app. You will need to register and have a debit card.

## Your responsibilities:

The rent you pay us is our main source of income and we need it to carry on providing homes to people who need them.

Tenants who fall into arrears risk losing their home, so if you are behind with your rent and you are finding it difficult to manage, the worst thing you can do is pretend it's not happening.

If you fall into arrears, please make sure you:

- Contact us immediately so we can help you
- Read any letters that you receive from us carefully as they will explain what you need to do and what your rights are
- Take independent advice if you need to

We don't want anyone to lose their home. That's why we would rather work with you to manage your debt and help you to prevent arrears now and in the future.

For support or advice about your rent or any other money issues, please contact our Money Advice team on 0330 159 6080 or see page 7 for other ways to contact us.

Rent First



Because everything starts with home

## The Rental Exchange

Many social housing tenants find it difficult to access financial services such as affordable loans, bank accounts and credit cards. Often this is because not enough information is held on their credit file.

We work in partnership with Big Issue Invest and Experian to deliver The Rental Exchange. This involves us sharing your rental payment history with Experian to help improve your credit rating, create you an online proof of identity, proving you are who you say you are and that you live where you say you live.

Providing this makes you a more reliable potential customer to companies, making it easier for you to apply for credit or bank accounts in the future.

With Experian we will make sure that your information is treated in accordance with Data Protection legislation, so that you can have peace of mind that it will be kept secure and confidential.

If you do not want us to share your tenancy information with Experian, please speak to our Customer Engagement team on 0330 159 6080 or email [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com).

# Caring for your home

United Welsh is responsible for maintaining the structure and outside of your home as well as the fixtures and fittings inside your home.

## To report an urgent repair:

- Call Celtic Horizons on 0330 159 6080 and press option 1

## To report a non-urgent repair:

- Email [info@celtichorizons.co.uk](mailto:info@celtichorizons.co.uk)
- Complete the 'Report a repair' form at [www.unitedwelsh.com](http://www.unitedwelsh.com)



**If you need an emergency repair outside of normal office hours (between 5pm and 9am, on weekends or bank holidays) please call our usual number - 0330 159 6080 and press option 1.**

Emergency repairs are those which put your safety and home at immediate risk, such as:

- Burst water pipes or storage tanks
- Dangerous electrical faults
- Gas escapes
- Insecure doors or windows following vandalism or a break-in
- Person trapped in a lift
- Severely blocked or leaking drains
- No hot water
- No heating
- Toilet not working where there is only one in the property

## Help us to help you

We need your help to keep your home in the best possible condition.

Please ensure you:

- Report all repairs and defects promptly
- Allow access to genuine contractors at all reasonable times of the day
- Maintain the internal decoration of your home to a reasonable standard, as well as your garden and the exterior of your property
- Allow access for all emergency repairs within a three-hour timescale
- Allow access for your annual gas safety check (see page 16)
- Assist us by answering our service questions over the phone on completion of your repair so we can effectively monitor the quality of our service.

## Recharges

You will have to pay for repairs that have arisen from deliberate damage or neglect caused by you, your family members or your visitors.

In most situations, you will be asked for payment in full or to set up a payment plan before the works are carried out. Costs may vary depending on the situation and if you miss your appointment you may incur a charge.

More information is available about charge costs and advice about how to avoid them on our website: [www.unitedwelsh.com](http://www.unitedwelsh.com)

## Handy Service

Celtic Horizons delivers a Handy Service which offers DIY services that aren't covered by your tenancy agreement.

It gives peace of mind that you will have a good job done at a fair price by someone you can trust.

For information about the services available and the price list, contact the team on 0330 159 6080.

## Condensation and mould



Condensation occurs when moist warm air is generated from normal domestic activities such as:

- Cooking
- Drying clothes indoors on radiators
- Tumble dryers (if not properly ventilated to outside)
- Showering, bathing and drying hair
- Using calor gas and paraffin heaters

Condensation mould appears as black soot-like spots on walls and ceilings, whether they are painted or wallpapered. If the mould is treated as soon as it appears, it is fairly easy to remove.

You can also see evidence of condensation through mildew on clothing, mist on windows, puddles of water on internal window sills and musty smells.

To prevent condensation:

- Avoid drying clothes on radiators or indoor clothes lines
- Avoid having tumble driers venting into your home (always vent to outside)
- Fill the bath with about 2.5cm (1") of cold water before adding any hot water to cut down on the steam produced
- Put lids on saucepans
- Don't use portable unflued gas heaters or paraffin heaters.

## Recycling and disposal of refuse

Your council is responsible for collecting your waste and recycling, so please comply with their requirements.

You will not have a bin when you move in. Please contact the council to purchase one.

You can find your bin collection days by visiting your council's website. Visit 'Search my area' on [www.unitedwelsh.com](http://www.unitedwelsh.com)

Make sure you put your waste and recycling out the evening before the collection day and if you have communal bins and recycling, please consider your neighbours and use them properly. Communal bin areas are strictly for house waste and not for disposing of items such as old furniture or white goods. You must arrange to have large items collected by the council.



# You, your community and your wellbeing

**We offer so much more than homes to our tenants because we want to make a real difference to your quality of life.**

**We want you to be happy, so United Welsh offers a range of opportunities to help you improve your employment prospects, your community and your health and wellbeing.**

## Working Together

We know how hard it can sometimes be to find the right job and training opportunities, which is why we have dedicated staff on hand to support you.

Our Customer Employment team works one-to-one with tenants on employment action plans to help you to identify training needs so you can go on to achieve your short and long-term goals.

This includes reviewing your skills and what jobs or training you would like to seek to help you find opportunities, preparing your CV and practising interviews to boost your confidence.

The team also helps people who are currently employed to find work that is better suited to their skills and circumstances.



## Getting involved in your community

If you have an idea for a community project, we can help bring it to life.

The Together Fund was setup to help United Welsh tenants and local residents access money to tackle issues that face their community.

To get a grant from the Together Fund, you need to show that the work you want to do will have an immediate benefit to the community.

Funding is available for individuals as well as tenant groups, community voluntary organisations and social enterprises that work within UnitedWelsh communities.

We also work very closely with Space Saviours, who support communities to make better use of outside space. Visit: [www.spacesaviours.co.uk](http://www.spacesaviours.co.uk)

## Volunteer and socialise

Do you have a skill or passion to share? Your time can make an invaluable contribution to someone else's life, the wider community or our services at United Welsh.

By volunteering, you can give a little but gain a lot, such as making new friends, having fun, staying active and healthy or improving your CV.

United Welsh has relationships with a wealth of community groups and organisations, so we are well placed to help connect you with what you enjoy.



## Your health and wellbeing

There are lots of things that can affect our health and wellbeing, from loneliness through to the way things are at home; money worries or coping with a health condition.

We work closely with a range of partner organisations that can help to improve your health and wellbeing, including provision through some of our own wellbeing services.

We can help you to receive the right support to improve your situation and reach your goals.

### How to get in touch:

- Visit [www.unitedwelsh.com](http://www.unitedwelsh.com)
- Speak to any member of United Welsh staff
- Call us on 0330 159 6080 or 029 2085 8100
- Send an email to [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)
- Use the Tenant App which can be downloaded from Google Play or the App store or accessed via our website.



# Health and Safety

**United Welsh considers the health and safety of our tenants in everything we do.**

**You have a duty of care to work with us so that we can keep your home safe. It is vital that you keep appointments for safety checks.**

**We have a duty of care to keep you and the wider community safe and we are committed to doing the best we can.**

## Gas safety

Celtic Horizons must legally complete an annual gas safety check and you must be available to let the gas engineer into your home.

You will be charged a fee if you miss the appointment, so if you are not available for your appointment slot, you must rearrange it promptly.

## Gas leaks

If you smell gas:

- Turn off the gas at the meter
- Put out any cigarettes or naked flames
- Check that your cooker (if gas) has not been left on or that a burner or the pilot light has blown out
- Open all windows and doors
- Do not use any electrical switches
- Do not use a phone inside the property
- Leave the property

**Report the smell of gas immediately to the national grid by calling 0800 111 999 and then notify Celtic Horizons by calling 0330 159 6080 (press option 1).**

## Carbon monoxide detectors

Carbon monoxide detectors will be near gas appliances such as your boiler. You must test your detector weekly and if it starts beeping, make sure your home gets ventilation and contact Celtic Horizons immediately.



## Fire safety

Fire precautions are in place for the safety and security of you and other tenants and residents.

Please ensure that you:

- Do not store rubbish, household waste, furniture, electric buggies or other belongings in any communal hallways, stairs or stairwell landings. They pose a fire risk as well as impeding escape routes from the building
- Do not tamper or interfere with any security or safety equipment such as smoke detectors
- Do not jam fire doors open
- Do not smoke in communal areas
- Do not store bottled gas, paraffin, petrol or any other dangerous goods in your home or any communal areas
- Keep doors closed at night – this will help delay the spread of smoke and fire

## Smoke detectors

Your home is fitted with a smoke detector. This will usually be located in the hallway or landing.

In the event of a power failure, there is a permanent battery back-up fitted to the alarm. You are responsible for changing batteries in your smoke detector and testing it.

If there is a fault with your alarm, please get in touch with Celtic Horizons.

### Remember:

- Smoke alarms are there for your safety. Never disconnect, turn off or cover your alarm
- Don't move your alarm
- Do not smoke near a smoke alarm
- Smoke alarms are sensitive to dust so you should periodically clean them with the nozzle of your vacuum cleaner
- Don't delay on replacing a worn-out battery.

We will service your smoke detector once a year.

## Fire escape routes

Plan a fire escape route so you know what you would do if there was a fire in your home, and make sure you keep the escape routes clear.

If the main exit of your home locks with a key, make sure the key is always easily accessible and everyone in your household knows where it's kept.

If a fire breaks out in your home, dial 999 immediately.

For more information, visit [www.fireservice.co.uk](http://www.fireservice.co.uk)





## Water safety

If your boiler or hot water tank are not working, please tell us as soon as possible so we can arrange a visit to check your system and reduce any health and safety risks.

It is important that your hot water system is kept hot and cold water is kept cold and the water supply to your home is used regularly to keep the system circulating.

To reduce the risk of Legionella for example (a pneumonia-like illness caused by bacteria in stagnant water and contracted by inhaling small droplets of water containing bacteria in the air), your water system needs regular use.

### Top tips:

- Regularly clean and disinfect your showerhead
- Always turn off your water supply before any plumbing work is carried out
- Leave background heat on in cold weather to avoid frozen pipes



## Electrical safety

- Remember that electricity can kill
- Do not attempt to do any work on an electrical circuit or appliance unless you are suitably qualified
- Always use an electrical locator before using wall fixings
- Do not overload sockets
- Never operate appliances or light switches with wet hands or use appliances near water
- Ensure new appliances carry the BEAB (British Electrotechnical Approvals Board) mark

United Welsh is not responsible for your utilities, so please **buy safe and fit safe**.



## Asbestos

Where asbestos materials are in good condition and undamaged, then provided they are undisturbed, they do not present a hazard.

If you do carry out any DIY that could disturb asbestos materials, then please contact us for advice.

If you suspect there is asbestos in your home, get in touch as soon as possible. We will arrange to have the material tested and then either sealed or removed.

# Being a good neighbour

People naturally have different values or opinions, and this can sometimes cause problems among neighbours.

However, we all have the right to live our lives and part of being a good neighbour is about allowing give and take.

## Tips for being a good neighbour

1. Don't leave bulk items in communal areas or gardens without arranging for them to be collected. Your local council will offer a service for collecting bulky items or signpost you to the relevant agency
2. Be mindful not to disturb your neighbours. If you come home late, don't slam doors or put your TV on loud – not everyone is a night owl!
3. Remember that not all noise constitutes a nuisance – neighbours sometimes do DIY, children play and dogs will occasionally bark
4. If you have children or visitors, please make sure they don't disturb other people. You are responsible for them in the surrounding areas as well as inside your home
5. If you have pets, please make sure you pick up any mess right away
6. If you are planning a party, please let your neighbours know beforehand and be considerate with the noise you make, particularly if there are young children living next door
7. If you want to use fireworks or have a bonfire, let your neighbours know in advance
8. If you live in a flat, remember that your noise levels have an impact on the people who live above and below you too.



# Moving on

There may come a time when you need to move from your home and we want the transition to be as smooth as possible for you.

There are different options available including transferring to a different affordable home; exchanging homes with another housing association tenant or ending your tenancy.

Your home should be in the same good condition as when you moved in. If there are repairs required, you may incur charges for the necessary work.

## Apply to move

If your current home is now unsuitable for the needs of your household, you can apply to move. For example, if you no longer require a bedroom, you can re-join the Common Housing Register in your area to be considered for a new home that is better suited to your household. Visit your local council's website to get in touch with their housing team.

## Exchange

If you would like to advertise your home for an exchange with another tenant, register at [www.homeswapper.co.uk](http://www.homeswapper.co.uk). Please notify us first to ensure you are eligible for an exchange.

## End your tenancy

Please get in touch with us if you would like to end your tenancy so that we can make the necessary arrangements. Give us a call on 0330 159 6080 or see page 7 for other ways to contact us.



# Compliments, complaints and feedback

**We use your feedback, positive or negative, to continually monitor and improve our services for the benefit of all our tenants so we'd always rather know if we are getting something wrong, or right!**

**We will always try to solve your issue the first time you contact us. If we can't, we will give you details about our next steps: how long it will take, what's involved and who's helping to get that resolution.**

## **We pledge to:**

- Try to resolve your complaint at the first point of contact. If this is not possible we will update you within 10 working days
- Let you know who is handling your complaint on your behalf
- Enable someone to act on your behalf if that is easier for you
- Let you know about the progress of your complaint. If we are unable to answer your complaint within the amount of time we promise to let you know
- Answer your complaint using whichever form of communication suits you best
- Admit when we've got it wrong and apologise
- Learn from any mistakes and make changes to make things better
- Let you know about your right to escalate your complaint within the United Welsh Group and / or complain to the Public Service Ombudsman for Wales.

## **How to get in touch:**

- Visit our 'Compliment, Complaint or Feedback' page at [www.unitedwelsh.com](http://www.unitedwelsh.com)
- Speak to any member of United Welsh staff
- Call us on 0330 159 6080 or 029 2085 811
- Send an email to [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)
- Use the Tenant App which can be downloaded from Google Play or the App store or accessed via our website.



# Privacy Notice for our Tenancies

This Privacy Notice looks at how we (United Welsh Housing Association Ltd) handle your personal data for our core business as a Registered Social Landlord providing affordable homes.

Some of our other activities have separate Privacy Notices in line with our Privacy Policy.

These are available to view on our website [www.unitedwelsh.com](http://www.unitedwelsh.com) or by contacting us as follows:

Telephone: 029 2085 8100

Email: [data.protection@unitedwelsh.com](mailto:data.protection@unitedwelsh.com)

Post: United Welsh Housing Association Ltd, Y Borth, 13 Beddau Way, Caerphilly, CF83 2AX

Our Data Protection Officer is Nia Roblin, Head of Governance and Compliance, who can be contacted using the methods above.

## How we use your personal information?

Most of the information we use is information you have given us directly about yourself or the people you live with. However, some may be information that we are given by a third-party organisation such as a local authority, the Police or third sector support charity, or some may be information that is publicly available.

Information category	Why do we need it?	Legal bases
<b>Basic details such as*:</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Email addresses</li> <li>• Phone numbers</li> <li>• Date of birth</li> </ul>	To be able to provide you with a tenancy and manage that tenancy in line with our legal obligations as a landlord.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legal Obligation</li> </ul>
	To be able to contact you as part of reviewing the services we offer and ensuring we are meeting the needs of our tenants and our communities.	<ul style="list-style-type: none"> <li>• Legitimate Interests</li> </ul>
<b>Tenancy management information such as*:</b> <ul style="list-style-type: none"> <li>• Financial information and benefit entitlement</li> <li>• Employment history</li> <li>• Language preferences</li> <li>• Support requirements</li> <li>• Anti-social behaviour</li> <li>• Complaint management and insurance claims</li> </ul>	To be able to provide you with a tenancy and manage that tenancy in line with our legal obligations as a landlord including developing personalised support plans if needed.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legal Obligation</li> </ul>
	To be able to review the services we offer and ensure we are meeting the needs of our tenants and our communities.	<ul style="list-style-type: none"> <li>• Legitimate Interests</li> </ul>
	Defend ourselves against legal allegations and claims.	<ul style="list-style-type: none"> <li>• Legitimate Interest</li> </ul>

<b>Special categories such as*:</b> <ul style="list-style-type: none"> <li>• Health information</li> <li>• Criminal convictions or offences</li> <li>• Race, ethnic origin, religion</li> <li>• Sex life or sexual orientation</li> </ul>	To be able to provide you with a tenancy and manage that tenancy in line with our legal obligations as a landlord.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legal Obligation</li> <li>• Vital Interests</li> <li>• And secondary base: Employment, social security and social protection</li> </ul>
	We are legally required to ensure we do not discriminate against any groups of protected characteristics.	<ul style="list-style-type: none"> <li>• Legal Obligation</li> <li>• And secondary base: Employment, social security and social protection</li> </ul>
	To be able to review the services we offer and ensure we are meeting the needs of our tenants and our communities.	<ul style="list-style-type: none"> <li>• Legitimate Interests</li> <li>• And secondary base: Employment, social security and social protection</li> </ul>
<b>Familial or relationship Information such as*:</b> <ul style="list-style-type: none"> <li>• Household makeup</li> <li>• Number of children and their ages</li> </ul>	To be able to provide you with a tenancy and manage that tenancy in line with our legal obligations as a landlord.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legal Obligation</li> </ul>
	To be able to review the services we offer and ensure we are meeting the needs of our tenants and our communities.	<ul style="list-style-type: none"> <li>• Legitimate Interests</li> </ul>
<b>Images / photographs</b>	Identification purposes.	<ul style="list-style-type: none"> <li>• Legitimate Interest</li> </ul>
	Promotional purposes such as press releases, publications and social media campaigns.	<ul style="list-style-type: none"> <li>• Consent</li> </ul>
<b>CCTV</b>	We operate a number of CCTV schemes at our offices, our supported specialist housing schemes and our apartments with communal entrances and spaces for crime prevention.	<ul style="list-style-type: none"> <li>• Legitimate Interest</li> </ul>
	Anti-social behaviour management in line with our tenancy agreements and duties as a landlord.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legal Obligation</li> </ul>
	Health and Safety and legal requirements as a landlord and a responsible employer.	<ul style="list-style-type: none"> <li>• Legal Obligation</li> </ul>
<b>Voice Call Recordings</b>	All telephone calls made to or from our numbers are recorded for training and monitoring purposes.	<ul style="list-style-type: none"> <li>• Legitimate Interest</li> </ul>

\*The examples given of the information that we use are not exhaustive lists.

## Who do we share your personal data with?

In order to manage your tenancy, we need to share your information with our subsidiary Celtic Horizons Ltd and Mears Ltd who provide our repairs and asset management service.

We may also share information with local authorities to process housing benefit claims, or the Police or other agencies for purposes such as support provision or crime investigation and prevention. We will only do this if there are laws that allow us to do so or we have a legitimate interest in doing so; when we are confident that you would reasonably expect us to. For example, when reviewing our services to make improvements that would benefit you.

We may also share your information when you have given us explicit consent to share your information.

## How long do we keep your information for?

The length of time we keep your information for will depend on why we need to process it. We will keep it in line with our retention schedule, legislative requirements and best practice guidance until the data is no longer needed for the purpose it was collected. Following this the information will be destroyed and disposed of in a secure manner. If we are required to keep the information for statistical purposes we will anonymise or pseudonymise it where possible.

## Your individual rights

You have a number of individual rights under the General Data Protection Regulation (GDPR).

You have the right to access the personal information that we process about you. If you believe the personal information we hold on you is inaccurate or incomplete, you have the right to have it corrected or completed. Where we are using your information based solely on your consent, you also have the right to withdraw this consent at any time by contacting us.

You also have the right, in certain circumstances, to block the processing of your data; object to some types of processing; have your data deleted or in some cases transferred to another organisation of your choice.

More information about all of these rights can be found on our website [www.unitedwelsh.com](http://www.unitedwelsh.com) or by visiting [www.ico.org.uk](http://www.ico.org.uk)

## Storage of your personal data

To enable us to provide you with a tenancy we will store your personal data on a number of electronic systems. Some of these systems are held on site in our privately owned corporate network or in a Cloud-based service. Where the latter occurs, we work closely with the providers to ensure the security of your information is in line with legal requirements.

We also use paper records when necessary; for example, personal evacuation plans for residents at a sheltered scheme or hard copies of tenancy agreements. These are held in locked storage that is only accessible by relevant members of staff.

None of your information is ever stored or shared outside of the European Economic Area.

## Not happy with any of this?

If you are not happy with any of the ways we handle your data then please tell us by using the contact details above.

If you are still not happy, you are able to complain to the UK's supervisory authority for data protection, the Information Commissioner's Office, by visiting [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or by calling 0303 123 1113.



Lined writing area consisting of 25 horizontal lines.





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**0330 159 6080**

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