



Welcome To Your New Home

A Guide To Your Home

Welcome To Your New Home!

Dear Contract Holder,

Thank you for choosing a home with us. We want you to feel happy, safe and comfortable in your new place.

Here you will find all the information you need to ensure a swift, hassle free move in!

If you are still unsure about your move after reading this guide, please contact us.

T: 0300 303 1717

M: talktous@taicalon.org

W: www.taicalon.org

facebook.com/taicalon

You can also follow us on social media where we share important updates, events within the community and occasional exciting competitions for our residents!

We look forward to meeting you very soon!

Yours Sincerely,

The Tai Calon Team!



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1. Moving In

Your energy supply is [REDACTED]

We will inform the supplier of your details and meter readings at handover.

Gas Meter Commission:

Your gas meter has been disconnected and needs to be reconnected.

An appointment has been made for [REDACTED]

If this appointment is not convenient you must notify us immediately on **0300 303 1717** to re-arrange. Charges will incur if our engineer is unable to gain access.

Types of Gas and Electric Meters:

Most meters installed are now SMART – you can choose from:

Pay as you go – download app, key, card – keys and cards can be purchased from local convenient stores or garages

Quarterly – direct debit or bill

You can contact the supplier and change the meter to your preference.

Additional info:

- If you have an Air Source Heat Pump installed you will be given a separate user guide.
- If you have moved into one of our new developments, you will be issued with a separate user guide for all technology installed.
- For the commission to be carried out, there must be a minimum of £5 credit on both your electric and gas meters.
- New gas cards must be registered to the meter before adding credit. You must add £1 on the card to clear any existing debt which will be arranged by the letting officer. This can take a couple of attempts but if you have further problems you may need to contact your supplier.
- There are connections for both gas and electric cooking. If using a gas cooker you must use a qualified engineer to connect and install the bayonet fitting.



2. Rent

Your rent is due every Monday and you are responsible for ensuring the payments are made.

If you feel you will not be able to pay your rent on time or have any other rent issues contact your income officer as soon as possible.

3. Contract

As the contract holder, you have the opportunity to create a safe, healthy and welcoming home for yourself and those you live with. We kindly ask that everyone respects the community as your actions can reflect on your contract.

4. Community Housing Officer (CHO) and Property Inspections

To help you settle in comfortably, your Community Housing Officer (CHO) will visit within 3 weeks to check in and ensure everything is going smoothly. These visits are a great opportunity to ask questions or to raise any concerns you may have.

We kindly ask that you allow access to your home for these visits, as they are an important part of supporting you in your tenancy.

Occasionally, your CHO may need to carry out interim visits throughout the year for various reasons to offer additional support or address any concerns that may arise. Our goal is to help you enjoy your home to the fullest!

5. Waste Refuse & Recycling

We all play a part in keeping our community clean and green! As a resident, you are responsible for disposing of and recycling household waste properly. We encourage you to check Blaenau Gwent County Borough Council's website for guidance and best practices.



Scan the QR code to BGCBC website or go to <https://www.blaenau-gwent.gov.uk/en/resident/waste-recycling/>

Tai Calon and Blaenau Gwent Council are committed to maintaining a tidy and sustainable environment for everyone, so we appreciate your help in keeping our neighbourhoods clean and waste-free!



6. Healthy Home

Protect your home, protect your health. It is estimated that unhealthy homes cost the NHS 95 million a year in Wales. As a contract holder, It is important that you understand you have a part to play by,

- Keeping your home reasonably clean and tidy including cleaning small amounts of mould before it becomes established.
- Using your heating properly. To avoid mould in your home you should never let it fall below 14 degrees celsius.
- Ventilating your home regularly and in the right way to remove air pollution and unwanted moisture.

To find out more about how to keep your home healthy, you can call Customer Services to request a copy of our Healthy Homes booklet.



7. Pets

We understand that pets are a part of the family and we welcome responsible ownership. Restricted dog breeds will not be permitted.

If you're unsure about pet guidelines or need further information, please reach out to us – we're happy to help!

8. Communal Areas

If you live in a block of flats, it's important to keep all communal areas clear and free from obstructions at all times. Items left in hallways, stairwells, or shared spaces can pose a fire risk and may prevent safe evacuation in an emergency.

To keep everyone safe, please ensure that no personal belongings, rubbish, or bulky items are stored in these areas. If you need assistance with waste disposal or have concerns about communal spaces, don't hesitate to contact us.

9. Toilets & Drainage

DO NOT put objects down the toilet that could cause a blockage e.g. cotton buds, cleansing pads. If the toilet or drainage becomes blocked due to misuse this could result in re-charges and a caution.

10. Security

It is your responsibility to keep your keys safe and for these to be returned at the end of your contract. Please note lost keys will not be replaced by Tai Calon. We can arrange to change the locks and this could result in a re-charge to the value of £60 approx depending on the circumstances.

11. Keeping Safe

Never let strangers into your home – always ask for ID, if we send any of our operatives ID will be on show.

Ensure doors & windows are always closed & locked when you are not at home.

Never keep your valuables on display at any time when your property is unoccupied.

12. Contents Insurance

Home contents insurance may seem complicated, and many people think they cannot afford it, but we have teamed up with Thistle Tenant Risks and Allianz Insurance plc to offer our tenants the chance to insure their home contents and belongings through the My Home Contents Insurance Scheme.

We are not responsible for your home contents and belongings, this is your responsibility. You should protect your home contents and belongings, things like, clothes, furniture, TV's, carpets even your jewellery.

My Home Contents Insurance Scheme covers your home contents against, fire, theft, flood, water damage and much more.

To find out more call our insurance team on 0300 303 1717 and request an application pack or visit:

www.taicalon.org



13. Internet

You will need to order your internet service yourself. Most properties will already have a working telephone line installed, if not contact your choice of line rental provider.

14. TV Licence

It is your responsibility to purchase a TV licence. For more information please use the following link www.tvlicensing.co.uk

Remember you could be prosecuted if you are found to be watching, recording or downloading programmes illegally.

The maximum penalty is a £1,000 fine plus any legal costs and/or compensation you may be ordered to pay.



Blaenau Gwent Food Partnership

Tai Calon are working closely with Blaenau Gwent Food Partnership to help residents access good food and be involved in food matters across the borough.

Maybe you're interested in finding your nearest food pantry, growing your own food or cooking meals to share in your community. Blaenau Gwent Food Partnership would love to hear from you.

Contact Sustainable Food Coordinator Chris Nottingham chris.nottingham@taicalon.org or join the Blaenau Gwent Food Partnership Facebook group.

Food In Your Community

Would you like to help reduce food waste? Lots of groups in Blaenau Gwent are on a mission to rescue good food that would otherwise be wasted and give it to anyone who wants it. Have a look at some of these groups on Facebook or contact Sustainable Food Coordinator Chris Nottingham.

chris.nottingham@taicalon.org

- Cefn Golau Together
- Bryn Farm Community House
- Coed Cae Community House
- Sirhowy Community Centre
- Brynithel Activity Group
- Hilltop Log Cabin
- Llanhilleth Miners Institute
- Ebenezer Food Cupboard
- Caffi Tyleri
- Hope Store
- Victory Church, Swfrydd
- Ebbw Vale Institute
- Manna House
- Gwent Valley Evangelism

Eat Well Save Well

Are you making the most of the help available to you?

Healthy Start

Pregnant mothers and families with children under 4 can get money to spend on milk, fruit and vegetables. Saving at least £200 a year.

They also get free vitamins. Visit www.healthystart.nhs.uk for more info.

Free School Meals

All children in Reception, Year 1 or Year 2 are now able to receive a free school meal. This is a saving of £456 a year. For older children check your eligibility by searching BGCBC Free School Meals.

Primary School Breakfast Clubs

Check with your school to see if your children could have free breakfasts or join a Food and Fun club during the holidays.

Get in touch if you need support.

Affordability

We have a whole host of advice and information over on our website under the heading 'Help and Support'. If you would like to find out more about what benefits might be available to you, you can also click the QR code below.

Or, if you're struggling with finances, get in touch and our team can contact you with some options for advice such as our hardship fund, lifft service and more.



Scan the QR to Lifft service
or go to <https://www.taicalon.org/lifft-support/>



Scan the QR code to benefits
or go to <https://www.blaenau-gwent.gov.uk/en/resident/cost-of-living-and-wellbeing-advice-and-support/>



Comments and Feedback

We aim to provide the highest standards of service, but to ensure that your interests are safeguarded, in cases where you feel this expectation has not been fulfilled we ask for any complaints to be submitted via the following procedure:

Any grievances can be reported through our website www.taicalon.org or put in writing addressed to our Head of Housing.

We need your help to make us even better at what we do!

Your feedback is invaluable so if you have any positive comments or feel we have not met this aim, we welcome and value positive & negative feedback. If at any time you have any suggestions on how we can improve our services then please contact us on **0300 303 1717**

Moving Out

You must give us 4 weeks notice in writing (please refer to your Occupation Contract).

Your Community Housing Officer will visit your home and carry out an "end of tenancy inspection".

We want to encourage you to leave your home clean and tidy when you move out and the Community Housing Officer will discuss our "leave it clean" reward.

Useful Contacts...

Your Community Housing Officer is:

Your Income Officer is:

Our Customer Services Team: **0300 303 1717**

Email address: **talktous@taicalon.org**

Blaenau Gwent County Borough Council: **01495 311556**





Tai Calon
Community Housing

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