

Contract Guide:  
Information about your contract



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## How to use this document



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



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



Where the document says 'we' or 'us', this means Tai Tarian



For more information contact:

Website: [www.taitarian.co.uk](http://www.taitarian.co.uk)

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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.

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## About you



We must have your contact details.

We need your:

- Name
- Phone number
- E-mail address

If this information changes, you must tell us.



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



You must also tell us who is living with you and what their relationship to you is.

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## Keeping your home safe and secure



You must make your rent and service charge payments.

If you're having difficulty making payments then let us know. We can help.



The home you rent from us must be your main or only home



Keep your home clean and look after it.



Tell us if something at your home is broken or damaged. Our staff will repair it.

If you have damaged something then you might have to pay for it to be repaired.

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## Keeping your home safe and secure

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



- Do an [electrical safety inspection](#) at least once every 5 years
- Fit a [smoke alarm](#) on each floor of your home
- Fit a [carbon monoxide](#) alarm where there is a [gas appliance](#)



We will also do a [gas safety check](#) every year if you have a gas appliance.

This will make sure that things such as your boiler and fire place are safe to use.



You must let our staff and [contractors](#) enter your home to do repairs and safety checks.

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## Making changes at home



You must ask Tai Tarian for **consent** to make changes at home.



For example:

- Keeping a pet
- Adding someone else to your contract
- You want to swap your home with someone else



We will think about what you have asked. We may ask you for more information or to complete a form. If you need help with it then let us know.



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



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## Passing on your home after death



After your death, your home may pass to someone such as a partner, family member or **carer**. This person is known as a **successor**.



There are rules about who can be a successor and when they can have your contract.



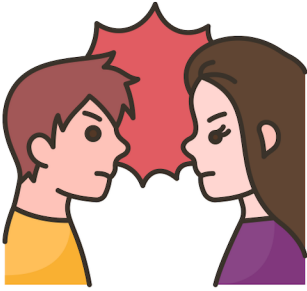
The successor must tell us straight away about your death.



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

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## Behaviour



Your contract has information about **prohibited conduct**.

Prohibited conduct means **anti-social behaviour**.



For example:

- Damaging your home on purpose
- Lots of loud noise
- Abusing or hurting people
- Criminal behaviour



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

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## Joint contract-holders



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

If we say yes, this person becomes a joint contract-holder. Then they must follow the rules of the contract.



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

**Also:**



A joint contract-holder can take their name off the contract. They must tell us and you if they want to do this.

## Ending your contract



You must tell us if you want to move out of your home. You'll also need to tell us your new address.



You must pay any rent you owe.



You must tell us in writing 4 weeks before you want to end your contract. If you have a joint contract then the other contract-holder will need to tell us too.

### Also:



If you don't stick to the [terms of your contract](#) then we can give you notice.

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

If necessary, we can also take you to court to make sure you stick to the terms of your contract.

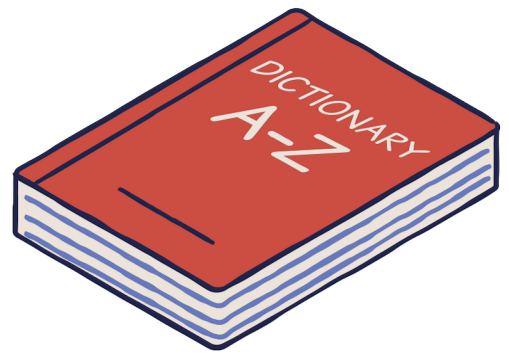
We hope you are happy in your home.

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## Hard words

### Consent

This means you need permission for it to happen. Tai Tarian must say yes for you to have consent.



### Conditions

These are things that must happen for you to have consent. For example you may be asked to decorate before you can swap your home with someone else. This is a condition.

### Successor

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

### Carer

Someone who has lived in your home, as their main or only home, for a year before your death. They must also have done a lot of regular caring of you, which was not their job.

### Relation

A relation is a family member, such as a partner, son or daughter.

### 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.

### Gas safety inspection

This is a check to make sure the gas appliances in your home are safe

## 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 Tai Tarian. For example, we might hire a contractor to lay a new floor in your home.

## Prohibited conduct

This includes anti-social behaviour, criminal behaviour and domestic abuse

## Terms of your contract

These are parts of your contract which you must stick to

## Swap

With our permission, you can exchange your home for someone else's home