

**EASY READ**



# **CONTRACT GUIDE**

## **INFORMATION ABOUT YOUR CONTRACT**

This document was  
written by **Tai Calon**

It is an easy read  
version of the  
**Contract Guide**

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# HOW TO USE THIS DOCUMENT



This is an easy-read document. But you may still need help reading it. Ask someone you know 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**, this means **Tai Calon**.

For more information contact:  
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# INTRODUCTION



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

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You are known as a contract-holder.

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We are known as a landlord.

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The contract says what you must and must not do while living in one of our homes.

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# CONTACT INFORMATION



We must have your contact details.

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

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Please tell us:  
Your name  
Your phone number  
Your email address

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If this information changes, you must tell us.  
You must also tell us who is living with you.

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# CHANGES AT HOME



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



For example:  
Adding a person to your contract  
Having CCTV  
Giving your contract to someone else

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





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



Your contract may pass to a spouse or civil partner (or if they lived together as a spouse or civil partner), a family member or a carer after your death.

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

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The successor must do what the contract says from the date they succeed. A person may succeed one month after your death, or earlier if we are informed of your death by the authorised persons (over the age of 18 and acting together).

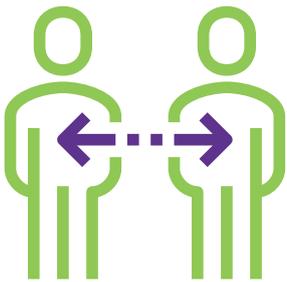




Tell us who lives with you and their **relation** to you.



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



It is useful for us to know who you would like your contract to be passed to, for instance your spouse or civil partner.



Your home can be passed on up to two times if someone is entitled to succeed. This could be your partner and then your adult children.

# KEEPING YOUR HOME SAFE



Keep your home clean and look after it.



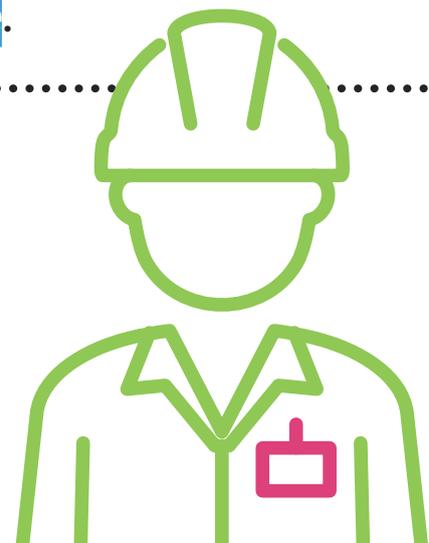
Tell Tai Calon if something at your home is broken or damaged.



We must make sure your home is safe. We will:  
Do an **annual gas safety inspection** as well as 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 for repairs and safety checks.

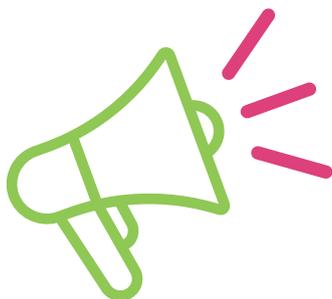


# BEHAVIOUR

Your contract has information about prohibited conduct.



Prohibited conduct means unacceptable behaviour. This is saying or doing things that cause a nuisance or annoyance to others who live with or near you.



**For example:**

- Damaging your home on purpose
- Leaving rubbish in the street or by your neighbours' homes
- Loud noise
- Abusing or hurting people



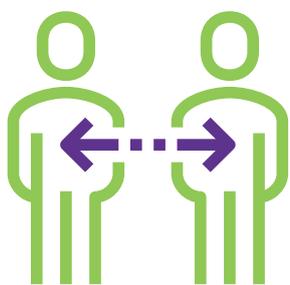
We can take steps to recover possession of your home if you behave unacceptably.

**Also:**

Tell us if your neighbours or someone close to your home behave unacceptably.



# JOINT CONTRACT-HOLDERS



You can ask us to add someone you want to live with to your contract. 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.



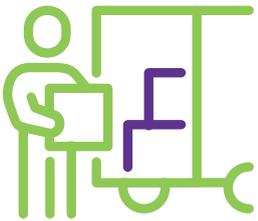
## **Also:**

A joint contract holder can end their interest in the joint contract. They must tell you in writing if they want to do this.

We can end their interest in the joint contract if they don't live at home anymore.

We can take steps to end their interest in the joint contract if they cause a nuisance and annoyance to others.

# 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 if the home has been damaged.



If you want to end a joint contract, you must give us four weeks' notice in writing.



## **Also:**

We can take steps to end your contract by giving you notice. We will only do this if you have not done what you must, e.g., pay your rent. We will then need to go to the county court to get a possession order against you.

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

**We hope you are happy in your home.**

# WHAT WORDS WE USE MEAN

## Consent

This means you need to get our permission for what you want to do.

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## Conditions

These are things that attach to our consent. You will be informed whether consent has been granted and, if not, why not.

.....

## Successor

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

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## 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.

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## Electrical safety inspection

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

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## 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.

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## 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.

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## 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 heat radiators.

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## Contractors

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

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**Visit our offices or write to us at:**

Tai Calon Community Housing, Solis One,  
Rising Sun Industrial Estate, Blaina,  
Blaenau Gwent NP13 3JW

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**Find us on the web at:** [www.taicalon.org](http://www.taicalon.org)

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