



**THE CHAMPIONS  
NETWORK**

Promoting equality in the  
Private Rented Sector

homeshards  
newport



**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
**CASNEWYDD**

 **CRONFA  
GYMUNEDOL  
COMMUNITY  
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# Private Renting

**A HANDBOOK  
FOR TENANTS**

**This handbook contains  
information from the renters'  
rights workshop run by Tai  
Pawb.**

**Contact  
[anna@taipawb.org](mailto:anna@taipawb.org)  
for more information about  
the sessions.**



# Private Renting

A HANDBOOK  
FOR TENANTS

Three key things to  
remember:

1. Know your rights and responsibilities
2. Communicate effectively
3. Get support early

## **IMPORTANT INFORMATION**

- **The workshop is delivered by a Facilitator. This is someone who is trained to run the session. This person is not a housing expert, so they do not give advice.**
- **If you need advice, the workshop will show you who to contact.**
- **The information in this workshop has been checked by housing experts and is correct at the time of delivery.**
- **Some information can be applied to all of Wales, but most of it is just for the area where it is delivered.**

**These are the three main organisations to know about when privately renting.**

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## **SHELTER CYMRU**

[www.sheltercymru.org.uk/housing-advice/renting](http://www.sheltercymru.org.uk/housing-advice/renting)

[www.sheltercymru.org.uk/get-help](http://www.sheltercymru.org.uk/get-help)

**08000 495 495**



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## **CITIZEN'S ADVICE**

[www.newportca.org.uk/](http://www.newportca.org.uk/)

**01633 222622**



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## **RENT SMART WALES**

[www.rentsmart.gov.wales/en/contact](http://www.rentsmart.gov.wales/en/contact)

**03000 133344**



# WHAT ARE LANDLORDS ALLOWED TO ASK FOR?

## **1 ID AND PROOF OF INCOME**

Passport, driver's licence, bank statement, benefits statement.

## **2 REFERENCES**

If you can't get one from a landlord, try your employer, support worker or tutor.

## **3 DEPOSIT PLUS ONE MONTH'S RENT**

You will always need to have this money saved before you can rent.

## **4 GUARANTOR**

If there is no-one you can ask, support is available - this workshop will show you how.

## **5 CREDIT HISTORY**

It shouldn't cost to get a credit check.

Find out how to check your credit score for free on Money Saving Expert:

[www.moneysavingexpert.com/loans/check-free-credit-report/](http://www.moneysavingexpert.com/loans/check-free-credit-report/)



# *Viewing*

## **QUESTIONS TO ASK**

Can you tell me about your referencing process?

How do you keep in touch with your tenants?

Are you a member of any membership bodies, such as Propertymark?

How do you support tenants if there is a problem?

How often do you carry out property inspections?

What is the property's EPC rating?

Do you have an internal complaints procedure?

What is your policy on rent increases?

How do you protect my deposit?

Do you know the neighbours?

# Fit For Human Habitation Checklist

Every rental in Wales should have the following things.

<input type="checkbox"/>	Interlinked smoke alarms on each floor	<input type="checkbox"/>	Natural light
<input type="checkbox"/>	Carbon monoxide alarm in any room with gas appliance	<input type="checkbox"/>	Space to store waste
<input type="checkbox"/>	Hot running water	<input type="checkbox"/>	Space to store, prepare and cook food
<input type="checkbox"/>	Hygiene facilities - toilets etc.	<input type="checkbox"/>	No unsafe stairs
<input type="checkbox"/>	Heating in every room	<input type="checkbox"/>	Enough bedrooms
<input type="checkbox"/>	Gas safety certificate	<input type="checkbox"/>	Structurally sound
<input type="checkbox"/>	Electrical inspection report	<input type="checkbox"/>	Suitable for my needs
<input type="checkbox"/>	No damp or mould	<input type="checkbox"/>	Double glazing if in noisy area (ideally but not always possible)
<input type="checkbox"/>	Ventilation		
<input type="checkbox"/>	Secure door that locks		



# VIEWING NOTES

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# *The Inventory*

## **QUESTIONS TO ASK**

- Have I read the whole thing and made sure I understand?
- Have I taken photos / videos as evidence of the condition and contents?
- Have I got any questions about the inventory?
- Do I need to check anything with Citizen's Advice or Shelter Cymru before I sign?



# *The Occupation Contract*

## **BEFORE YOU SIGN**

- Have I read the whole contract and understood the main points?
- Have I been honest about everything, including my financial situation?
- Am I happy with the contract and the property?
- If I am not happy with something, have I told the landlord / agent and tried to come to an agreement?
- If I need a Reasonable Adjustment, have I told the landlord / letting agent about my needs?
- Do I know how to keep in touch with the landlord / agent going forward?
- Am I clear on what is expected of me for this particular property? For example, with repairs and maintenance?
- Do I need to check anything with Citizen's Advice or Shelter Cymru before I sign?

# What if I can't find somewhere?

## Barrier

## Action

I can't find anywhere I can afford.

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Go to page 20 of this handbook. Contact a Housing Support services in Newport.

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I've passed affordability but have been told I've failed the referencing checks.

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Ask for feedback from landlords / agents and record reasons for refusals.  
If you still have problems, contact a Housing Support service on page 19 of this handbook.

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I think I have been discriminated against.

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If you can, make a report to Rent Smart Wales:  
[www.rentsmart.gov.wales/en/contact](http://www.rentsmart.gov.wales/en/contact)  
Contact one of the services on page 18 of this handbook, if you need support.

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I think I have experienced a hate crime.

Report to Gwent Police:  
[www.gwent.police.uk/ro/report](http://www.gwent.police.uk/ro/report) or  
Victim Support:  
[www.victimsupport.org.uk/resources/gwent](http://www.victimsupport.org.uk/resources/gwent)



# *Damp and Mould*

**One of the most common problems in private renting is damp and mould.**

Get advice from Citizen's Advice and Shelter Cymru if you think you have damp or mould.

**You must take steps to prevent damp and mould from developing in your home.**

*As long as you have done this (you may need to **provide proof**), your landlord or agent will be responsible for removing and preventing damp and mould.*

If you have mould or damp, take photos, keep receipts and store any letters or emails relating to it.

**Always be polite, and communicate effectively with your landlord or agent.**

It is also important to know the condition *when you move in*, so that you know if there was damp or mould *at the start of your tenancy*.

This information should be in your inventory.

# SUPPORT WITH DEBT / FINANCES / BILLS / BUDGETING

## **Newport Foodbank**

Get a Voucher via Community Connectors.  
Ask them to phone you back to place a  
Trussel Food Parcel Order.  
You will need to put your phone number in  
the email.

**Community.Connectors@newport.gov.uk.**  
**newport.foodbank.org.uk**

## **EYST**

Provides Halal food parcels  
to ethnic minority families  
in need.

**07514 474172**



## **Multiply project**

Personal budgeting and  
tenancy courses.  
Debt management, income  
maximisation, food and fuel  
poverty, benefits and  
tenancy support.

**multiply@newport.gov.uk.**



## **Food Cycle Newport**

Community House Eton Road, every Tuesday  
from 6.30p.m. You and your family can enjoy  
a nutritious healthy meal for free.

**1 Eton Road, Newport, NP19 0BL**  
**020 7729 2772**

## **Warm Wales**

- ECO4(flex) scheme
- Affordable Warmth & Energy Efficiency
- Home Safety
- Priority Service Register
- Energy Advice
- Fuel Debt support
- Money Maximisation
- Water Support & Warm Homes Discount
- Basic Needs/ Crisis Support
- Wellbeing outcomes / social prescribing
- Awareness raising / Behaviour Change

**0800 091 1786**  
**www.warmwales.org.uk**



## **Wednesday Warm at the Christchurch Centre**

Every Wednesday 3.30-6.00pm.

You and / or your family can enjoy a nutritious  
healthy hot meal for free.

Crafts and play space available for children,  
giving adults time to enjoy company and food. A  
friendly and welcoming atmosphere for all.

**The Christchurch Centre,**  
**BT Compound, Malpas Rd, Newport NP20 5PP.**  
**01633 822211**

**office@christchurchnewport.co.uk.**



## **FareShare**

### **Pill**

If you live in Pill, you can pay just £3.00 each week  
for a package of groceries.

**The Pill Millennium Community Centre, Courtybella  
Terrace, Newport, NP20. 2GH.**  
**01633 660262.**

### **St. Julian's**

If you live in St Julian's, you can pay just £3.00 each  
week for a package of groceries.

**The Beaufort Centre, Beaufort Rd, St Julian's,**  
**Newport NP19 7UB.**  
**01633 214506**

# UK-WIDE SERVICES FOR FINANCIAL SUPPORT

## Turn 2 Us

A charity that helps with all aspects of financial security.

[www.turn2us.org.uk](http://www.turn2us.org.uk)

## National Energy Action

Help with staying warm and safe in your home. Help with bills and income maximisation.

[www.nea.org.uk](http://www.nea.org.uk)

## Local Energy Advice Partnership

Supports those at risk of fuel poverty. They also have a white goods scheme.

[applyforleap.org.uk](http://applyforleap.org.uk)

## Citizen's Advice

Private Rented  
Sector Debt  
Advice Helpline:  
**0808 278 7920**

Benefits checker  
appointment:  
**energyadvice@  
newportca.org.uk**  
**01633 222622**  
**Mon-Fri 10-5**



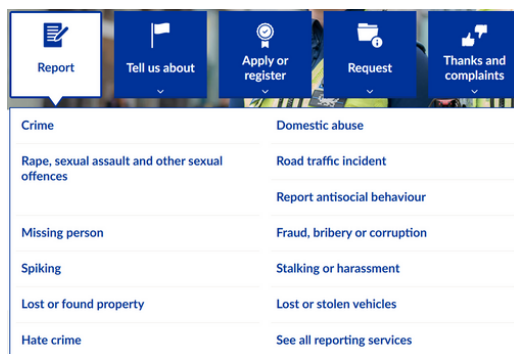
# SUPPORT WITH SOCIAL ISSUES / RELATIONSHIP PROBLEMS

## Gwent Police

If you think a crime has happened, you can report it online:

**[www.gwent.police.uk](http://www.gwent.police.uk)**

There are specific pages for anti-social behaviour, sexual assault, domestic abuse and hate crime:



## Cyfannol Women's Aid

Confidential, discreet and tailored support for women and girls who have experienced any form of violence against women, domestic abuse, and/or sexual violence.

**03300 564456**

**[www.cyfannol.org.uk](http://www.cyfannol.org.uk)**



## Community House Eton Road

A multi-faith community centre offering a safe space to come together and access mutual support. Includes a youth club, family support network and free hot meals.

It is in Maindee but welcomes people from all across Newport.

**[www.communityhousemaindee.org](http://www.communityhousemaindee.org)**



## Connect Gwent

Support for victims of crime, including sexual violence and anti-social behaviour. Refer yourself or ask another person to refer you.

**[ConnectGwent@Gwent.Police.uk](mailto:ConnectGwent@Gwent.Police.uk)**  
**0300 123 2133**



# SUPPORT WITH YOUR HEALTH, DISABILITY OR NEURODIVERSITY

## **The Place**

A community space with allotment, music & theatre groups, family support and much more.

9- 10 Bridge Street NP20 4AN  
[meet@theplacenewport.com](mailto:meet@theplacenewport.com)  
[www.theplacenewport.com](http://www.theplacenewport.com)

## **Disability Advice Project**

Advocacy, advice and practical support for disabled people, their families and carers.

Includes mental health and neurodiversity.

[www.dapwales.org.uk](http://www.dapwales.org.uk)

## **N-Gage and GDAFS**

Provides free, safe and confidential drug and alcohol services, from reducing the harm to maintaining abstinence.

**0333 320 2751**  
**GwentN-**  
**Gage@barod.cymru**

## **The Reality Theatre**

A community theatre company based at the Cab on Cambrian Road. Aims to make theatre accessible to everybody. A range of activities, not just theatre, plus dedicated over-55s sessions.

[therealitytheatrecompany@gmail.com](mailto:therealitytheatrecompany@gmail.com)

## **Mind in Newport**

Professional mental health support.

A range of group sessions from allotment and art, to choir and mindfulness. Plus counselling services and more.

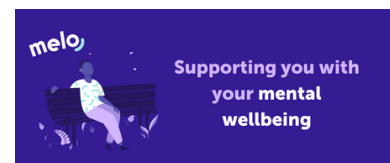
Refer yourself or someone else can refer you:

[www.newportmind.org/wellbeing](http://www.newportmind.org/wellbeing)

## **Melo**

A self-help web site with lots of fantastic resources. NHS-approved and evidence-based.

[www.melo.cymru](http://www.melo.cymru)



## **NHS services**

If you are worried about your health - physical or mental - always see your GP. You can also ask your Doctor about neurodiversity and learning needs.

There are many other NHS services that can help. Check the web site:

[www.111.wales.nhh.uk](http://www.111.wales.nhh.uk)

# SUPPORT FOR DISREPAIR OR CONDITION OF HOME

## **Shelter Cymru**

For all the legal advice about repairs, property condition and responsibilities when renting.

Ask to speak to an adviser if you can't get the info. from the web site.

**[www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)**



## **Re-Make Newport**

A 'Library of Things' offering low-cost hire of household items plus free repairs. You can also learn simple DIY.

Tues-Sat 10-4pm  
Repair sessions each day 10-1pm

**26 Skinner Street, NP20 1HB**  
**01633 846806**  
**[hello@remakenewport.org](mailto:hello@remakenewport.org)**

**ALWAYS check with your landlord or agent before doing any DIY jobs**

## **Newport Council** **Housing Support**

Contact the council if you think your housing is at risk. They can offer Prevention and Floating Support services, and they can also refer you to other services.

**Drop-in at Newport Central Library, John Frost Square:**  
**Monday, Tuesday, Thursday and Friday 9am-1pm and 2pm-4pm and Wednesday 9am-1pm.**

**[newport.gateway@newport.gov.uk](mailto:newport.gateway@newport.gov.uk)**  
**01633 656656**  
**[www.newport.gov.uk/housing/homelessness](http://www.newport.gov.uk/housing/homelessness)**

## **Care & Repair**

Free and low-cost home improvements, repairs, and adaptations for older and disabled people in Newport.



**[www.careandrepair.org.uk/agencies/care-repair-newport](http://www.careandrepair.org.uk/agencies/care-repair-newport)**

# SUPPORT FOR DISCRIMINATION, HATE CRIME OR UNFAIR TREATMENT

## **Acorn the Union**

A union especially for tenants. If you join as a member (very cheap), they can represent you and support you with any renting problems.

**[www.acorntheunion.org.uk/defence](http://www.acorntheunion.org.uk/defence)**

## **Victim Support**

Highly specialised support for those affected by crime, including Hate Crime. Confidential, and lots of different ways to get in touch.

**[www.victimsupport.org.uk](http://www.victimsupport.org.uk)  
0300 303 5638  
GwentVCU@victimsupport.org.uk**

## **Marks out of Tenancy**

A web site for reviewing landlords and letting agents. Read and write reviews to help other tenants avoid poor treatment.

**[www.marksofthenancy.com](http://www.marksofthenancy.com)**

## **IRU - Islamophobia Response Unit**

Service for reporting Islamophobia and support for victims. You can report it in confidence.

**[info@theiru.org.uk](mailto:info@theiru.org.uk)  
020 3904 6555  
[www.theiru.org.uk](http://www.theiru.org.uk)**

## **Umbrella Cymru**

Gender and sexual diversity support specialists.

**[www.umbrellacymru.co.uk](http://www.umbrellacymru.co.uk)**

## **Housing Justice Cymru**

Grassroots responses to homelessness and housing need. Gain access to a volunteer who will help you sustain your tenancy.

**[www.housingjustice.org.uk/cymru](http://www.housingjustice.org.uk/cymru)**

## **EYST - Ethnic Minorities and Youth Support Team Wales**

Culturally sensitive, direct support for Black, Asian or minority ethnic individuals or families.

They have a Race and Housing project where you can get help with all aspects of housing, as well as discrimination.

**[www.eyst.org.uk](http://www.eyst.org.uk)  
02922 407601  
[info@eyst.org.uk](mailto:info@eyst.org.uk)**



# HOUSING SUPPORT AND HOMELESSNESS SERVICES IN NEWPORT

## **Newport City Council Housing Options**

This is the main place to go for housing support if you are homeless or at risk of homelessness in Newport.

**Drop-in at Newport Central Library, John Frost Square:  
Monday, Tuesday, Thursday, Friday 9-1pm  
and 2-4pm Wednesday 9-1pm.**

**01633 656656**

**rehousing.services@newport.gov.uk**

**www.newport.gov.uk/housing/homelessness**

## **Pobl Housing Support Hub**

If you need a face-to-face appointment, you can drop into the Housing Support Hub on Stow Hill to speak to someone.

You can also have a face-to-face meeting with a Shelter Cymru adviser here.

**6 Stow Hill, Newport, NP20 1JB**

**More information coming soon.**

## **The Gap**

If you are a Refugee, Asylum Seeker or Migrant, you can go here for specialist support.

They have welcoming international groups, food sharing, youth services, and more.

They will also help you access other services.

**01633 221908  
sanctuary@thegap.wales**

# NOTES

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EDI form



Feedback form

