



**THE CHAMPIONS
NETWORK**

Promoting equality in the
Private Rented Sector

homeshards
newport



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD



casnewydd
eich lles



your newport
your wellbeing

Private Renting

**A HANDBOOK
FOR TENANTS**

IMPORTANT INFORMATION

- The information in this handbook is based on the in-person workshop session run by Tai Pawb.
- The workshop is delivered by a Facilitator. This is someone who is trained to run the session. This person is not a housing expert and they cannot give legal 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.

To find out more or book a free session, contact
anna@taipawb.org.

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

SHELTER CYMRU

www.sheltercymru.org.uk/housing-advice/renting

www.sheltercymru.org.uk/get-help

08000 495 495



CITIZEN'S ADVICE

www.newportca.org.uk/

01633 222622



RENT SMART WALES

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/

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 structures, e.g. 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		



The Viewing

QUESTIONS TO ASK

Can you tell me about your referencing process?

How do you keep in touch with your tenants?

How often do you carry out property inspections?

What is your policy for reporting problems?

What is the property's EPC rating?

What is your policy on rent increases?

How do you protect my deposit?



The Inventory

QUESTIONS TO ASK

Have I read the whole thing and made sure I understand?

Have I taken photos / videos?

Is anything missing from the Fit For Human Habitation checklist?

Are there any signs of damp or mould?

Does it cover every room, and the outside of the house?



The Contract

QUESTIONS TO ASK

- 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?
- Am I clear on what is expected of me for example, with repairs and maintenance?
- Do I need to check anything with Citizen's Advice or Shelter Cymru before I sign?



Damp and Mould

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

What if I can't find somewhere?

Barrier

Action

I can't find anywhere I can afford.



Go to page 17 of this handbook. Contact Housing Support services in Newport.

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



Ask for feedback from landlords / agents and record reasons for refusals.
If you still have problems, contact a Housing Support service on page 17 of this handbook.

I think I have been discriminated against.



If you can, make a report to Rent Smart Wales:
www.rentsmart.gov.wales/en/contact
Contact one of the services on page 16 of this handbook, if you need support.

I think I have experienced a hate crime.



Report to Gwent Police:
www.gwent.police.uk/ro/report or
Victim Support:
www.victimsupport.org.uk/resources/gwent

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

National Energy Action

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

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

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

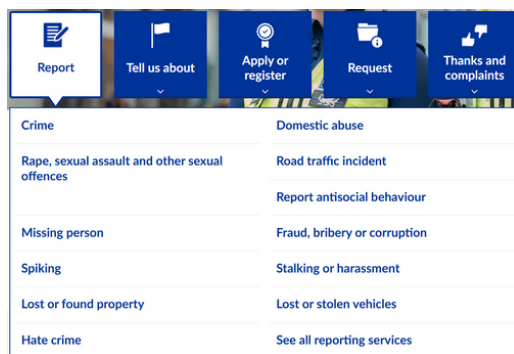
SUPPORT WITH SOCIAL ISSUES / RELATIONSHIP PROBLEMS

Gwent Police

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

www.gwent.police.uk

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



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



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
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
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

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

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.

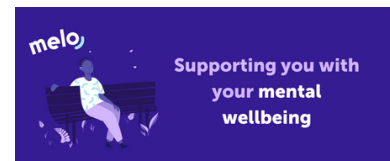
Refer yourself or someone else can refer you:

www.newportmind.org/wellbeing

Melo

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

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

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



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

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
01633 656656
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

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

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
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

IRU - Islamophobia Response Unit

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

**info@theiru.org.uk
020 3904 6555
www.theiru.org.uk**

Umbrella Cymru

Gender and sexual diversity support specialists.

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

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
02922 407601
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

This image shows a full page of white paper with horizontal blue or grey ruling lines, typical of notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Please complete these confidential and anonymous forms to help us improve our services.

Tai Pawb will store this information safely according to GDPR guidelines.

Equality monitoring



Feedback

