



TAI CANOLBARTH CYMRU  
MID-WALES HOUSING

Yn barod amdani Equal to the challenge

## TaRF Meeting 14<sup>th</sup> February 2019

**Present:** Brian Cristopher, Bryan Owen, Becky Watson, Alisa Cakebread, Alwena Richards

**Apologies:** Pam Barwell, Debby Crewe

### **1) Tenants Handbook**

Prior to the meeting, a copy of the draft for the new tenant's handbook had been shared with the members of TaRF. Alwena attended the meeting to go through the recommendation's that some of the members of TaRF had.

Alwena advised that the handbook needs to be finalised before the end of February. When it is finalised it is not going to be bi-lingual, tenants will be asked when they sign up whether they would like the handbook in English or Welsh. We are not going to be printing copies in any other languages at this time. It will be in an A4 format and within a Bi-lingual printed folder. Alwena has had quotes for either 100 or 200, as only the minimum required will be ordered at this time because of the possible merger with Tai Ceredigion.

TaRF had the following suggestions –

Repairs – need to check whether the non-urgent repairs are to be carried out within 30 or 28 calendar days.

Suggest that the page with the contact numbers on should be located nearer the front/at the start of the handbook

Could something be added to say that the handbook must remain in the property?

Severn Trent are no longer called Severn Trent – the name needs to be changed.

Could information be added to the utilities page to let tenants and residents know that they can also access the utilities online.

Keeping your home safe & secure – Fire safety – could there be advice added regarding the charging of devices. Going away – could the wording of the last sentence be checked that it is correct.

Pets – could the words “must not” be put in bold and capitals to highlight and reinforce the guidelines.

Rent and other charges – How is your rent set? Could there be clarification on when the rents are reviews and when the 2 months' notice is given? TaRF felt that this wording would make it impossible for 2 months' notice to be given before the rents are set in April.

Unfortunately, we ran out of time to continue looking at the Handbook. The members present had already reviewed the handbook at home, as it had been sent to them via email. It was agreed that if they had any further suggestions that they would email Alisa and she would pass the comments on to Alwena.

