

# Welcome to your New Home

On behalf of Cardiff Council, I would like to welcome you to your new home. I hope that you and your family will be happy here and become part of the local community.

## Our Responsibility to You

As your landlord, we have to provide you with accommodation which is well managed and in a good state of repair. Included in your Welcome Pack is our Customer Care Statement. We want you to be proud to be a tenant of Cardiff Council and proud of the service we provide.

If you are having any difficulties, please talk to us; the telephone numbers below tells you who to speak to if you are having difficulties. If you are having difficulties paying your rent or having difficulties with neighbours, please contact us.

## Your Responsibility as a Tenant

As a tenant, you should respect your neighbours, your community and the Council Officers who provide services. You also have a responsibility to look after the property and garden/outbuildings where applicable.

If you are having difficulty coping with looking after the property, talk to us and we will try to help.

Cardiff Council will not tolerate tenants who damage their homes or communities or cause a nuisance or abuse to their neighbours. It is in all tenants' interest that the Council take a strong line against such behaviour. We will try and sort out any problems that arise, but we will take action to evict tenants who abuse their property, their neighbours or Council staff.

Proud to Deliver  
Yn Falch o Gyflawni



## Introductory Tenancy

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If you are a first time tenant with the council, you will be given a 12 month introductory tenancy. This means we will review the way you have conducted your tenancy over the year before making your tenancy secure. Introductory tenancies allow social landlords to take action quickly to end the tenancy of those who are causing difficulties, for the benefit of the neighbourhood and the community.

## How to Contact Us

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Any general issues: 029 2053 7111  
Reporting a repair: 029 2036 9379  
Reporting anti-social behaviour: 029 2053 7111  
Any issues about your rent: 029 2053 7350

## How to Complain

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We respect your rights as a tenant and we will do everything possible to be a good landlord. Sometimes, however, things can go wrong and like many organisations, we aim to learn from complaints. If you have a complaint, please talk to us on one of the telephone numbers listed above.

If you are not satisfied with the answer, you can contact 'Connect to Cardiff' (C2C) on 029 2087 2087 as the Council's Complaints Department have a formal process for investigating complaints.

If after that you are still not satisfied, you can report your issues to the Local Government Ombudsman and/or you can consider legal action.

## Get Involved

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In Cardiff we have an excellent Tenants Federation and various Tenants' Associations and we encourage tenant participation. If you want to get involved, please telephone 029 2053 7236 and you can talk to someone who can help you get involved.

We would urge you to get involved in your local community and would suggest you contact Cardiff Third Sector Council (C3SC – formerly Voluntary Action Cardiff) for information about activities in your area and we would like you to participate in our 'What Matters' Strategy, information on this is available at this website - [www.cardiff.gov.uk](http://www.cardiff.gov.uk)

Yours faithfully,



**Corporate Chief Officer  
Communities**