

Frequently asked questions

I'm interested in the scheme but don't have a property ready yet, is it worth me making contact?

Yes, we are always keen to talk to landlords and start building a relationship. There may also be other projects within the council that we may be able to refer you to depending on your situation.

Who do I contact if I am interested in the scheme?

You can contact the Social letting agency by emailing socialhousinglettingagency@rctcbc.gov.uk

What documentation do I need in place to join the scheme?

You will need to have consent from your mortgage and insurance company and proof of Land registry. Throughout the 5 year contract you will need to be registered with Rent Smart Wales, have Public liability insurance as well and building insurance. You will also have to provide initial Gas safety certificate and EICR certificate. More information is listed in the information pack that will be sent to you when you express an interest in the scheme.

Will you pay for the safety certificates?

As a landlord you will be required to provide the initial Gas safety and EICR certificate before signing a contract. It will then be our responsibility to arrange and pay for Gas safety and EICR certificate required during the time of the contract. You will be sent a copy of any certificate completed.

What is the time frame and process?

Once you have made contact with the Social Letting team they will provide an information pack and answer any questions you may have promptly.

If you are interested in moving forward with the scheme a housing officer will arrange an initial property visit to check if the property is suitable for the scheme before our Public health team attend to complete an inspection.

There will then be the option to apply for a Grant or loan if appropriate. Another inspection will be required to sign off any work completed that was raised in the initial inspection.

We would then arrange contract signing at an agreed date.

Please note, some face to face interaction may be limited due to the current Covid restrictions and we can only attend empty properties.

What is the grants and loans process/eligibility requirements?

The grants and Loans are to be used to bring a property up to the set minimum standards. After a property inspection from our team, if the property is suitable for the scheme but requires work our Housing officers will support you with the next step. There is an application process and you will need to provide 2 quotes for the work that will be completed. Grants are paid after the work has been completed and Loans are paid upfront with a repayment plan agreed.

Can I apply for the Grant and Loan?

Yes, after your property has been inspected by our team and work has been identified you will be supported to complete an application form where you can choose to apply for the Grant, Loan or both, depending upon the cost of work being completed and funding available.

Can the contract be less than 5 years?

No, the contract is currently set at 5 years. If you have any concerns or issues with this please discuss this with the Social Lettings Team so that we can provide feedback to the Welsh Government.

What are the minimum standards?

We will send out a copy of the minimum standards in our information pack when you express an interest in the scheme

How much communication will I get when my property is on the scheme?

You receive regular contact from the Social letting team and are always welcome to make contact with us if you have any feedback, questions or concerns during the contract period. We will make regular contact to check on your feedback of the scheme and complete satisfaction surveys so we can provide the best support to our Landlords. We will contact you to advise of any repairs that will be taking place and if the property becomes empty. You will not have direct contact with the tenant and communication, if needed, will be made through the Social letting agency.

What is the current rate that I will get for my property?

You can find the local housing rate on the RCT website here: [The Local Housing Allowance | Rhondda Cynon Taf County Borough Council \(rctcbc.gov.uk\)](https://www.rctcbc.gov.uk)

Please remember there is a 10% deduction from this amount.

Will the rent I get increase over the 5 year period in line with the local housing rate?

No, the amount set in the contract is the amount you will receive for the contract period

Am I able to end the contract early?

We are confident that with the support and communication from the Social letting agency team that you will not find yourself in this position. However, if you do, it is clearly stated in the contract the consequences of termination.

What happens if my property becomes empty?

We will notify you if your property becomes empty. Any void costs including rent, utilities and maintenance will be the responsibility of the Social letting agency. You will not receive a deduction in rent payment.

What size properties and locations are you looking for?

We currently have a high demand for one bedroomed property and our priority area is Taf. However, the purpose of the scheme is to prevent and tackle homelessness. Therefore we would not rule out any property before performing a tenant matching process to distinguish a need for the property.

Do I need to furnish the property and provide white goods?

No, we are looking for unfurnished properties to join the scheme.

At the end of the contract can I keep the tenant on with my own tenancy?

During the last 6/9 months of the contract our housing officers will begin discussions with you in regard to yours and the tenants needs when the contract ends and provide any transitional support needed.

Can I have more than one property on the scheme?

Yes, providing the properties meets the minimum standards and the needs of the scheme.