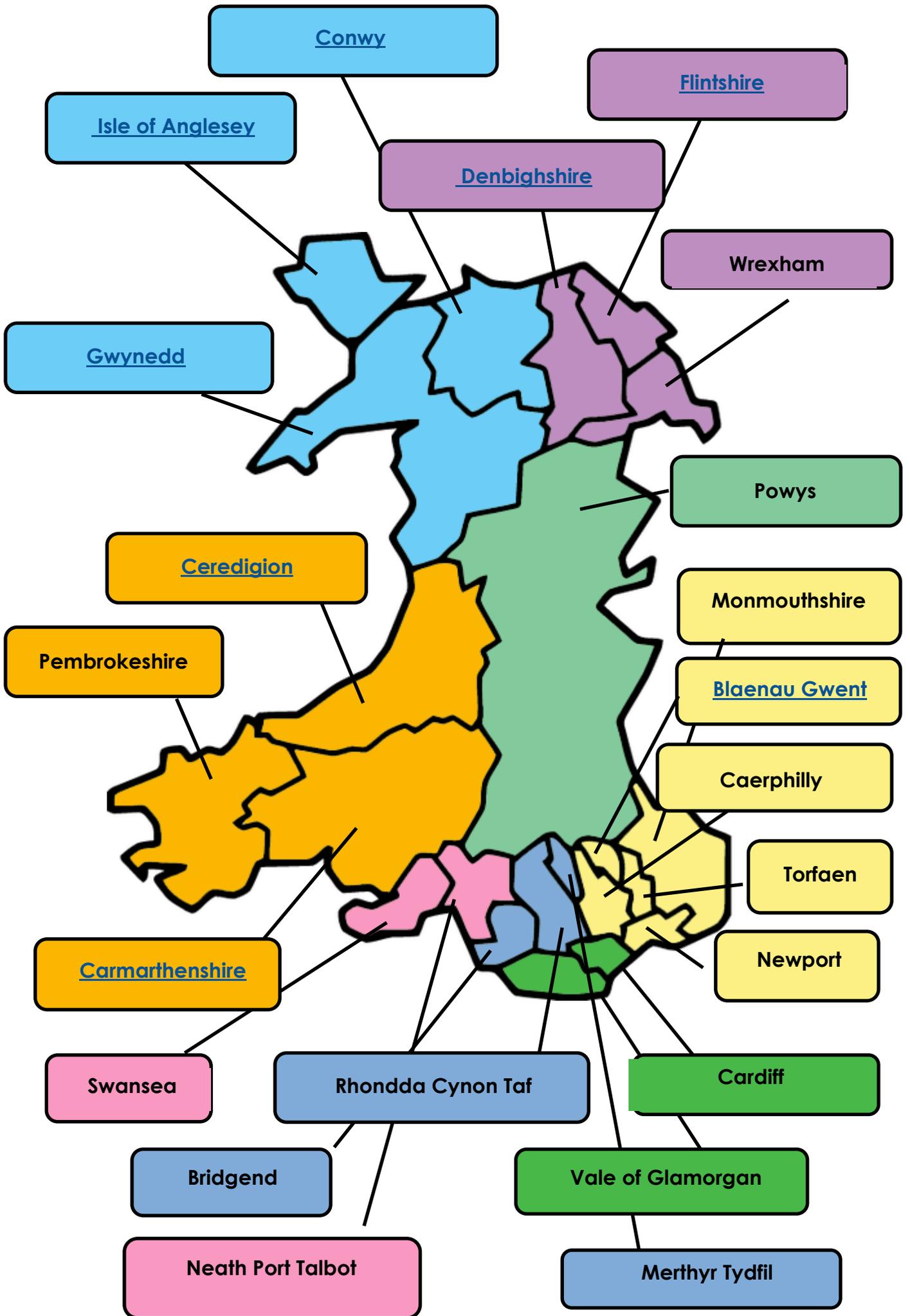


Landlord Service Guide

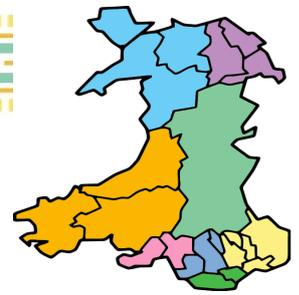


Local authorities recognise and appreciate the positive contribution the Private Rented Sector provides in meeting housing needs. The private Rented Sector continues to expand and offers a wide range of housing options to a growing number of households. Landlords have continued to enhance their professional practice and raise the standards of quality both in relation to the properties they are developing and the manner in which it is managed. The Landlords Support Guide has been compiled as a means of showcasing the range of services that have been developed by local authorities in Wales in support of landlords and the opportunities available in all aspects of the development, letting and management process.





Blaenau Gwent



Blaenau Gwent Council have developed a range of services and incentives designed to support landlords and tenant in and looking at the Private Rented Sector.

- General tenancy/ eviction advice for Landlord and tenant. Referrals and signposting to appropriate services if needed. Early intervention to try and resolve disputes and tenancy issues
- Assistance in accessing Private Rented Sector Accommodation, including information on the Bond Schemes and Rent in Advance
- Landlord incentive schemes for landlords wishing to work with us in assisting people into their properties
- Landlord Forum co-ordination
- Home Improvement Loans
- Shared Accommodation

The centre also has two computers located in the reception area, which enable members of the public to access a range of housing services, which include being able to access specific site to search for private rented accommodation, check the Rent Smart Wales Register, access information on local services and complete DWP applications for benefits and benefit calculations. Additionally, there is also private interview room for people who would prefer to speak directly to a member of staff.

If you would like to visit or contact Officers based at the centre please see the following

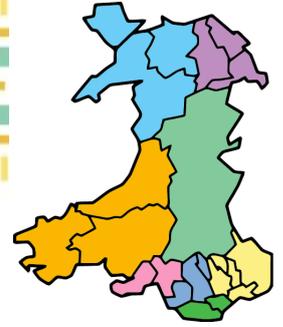
Address: Housing Advice Centre. 20 Church Street, Ebbw Vale, Gwent, NP23 6BG

Opening hours: 9.30am-4.00pm Monday to Friday (excluding Bank Holidays)

Telephone: 01495 354600 (Option 1 - Housing Register / Option 2 - Homelessness)

E-mail: housing@blaenau-gwent.gov.uk

Website: www.blaenau-gwent-homes.org.uk



Bridgend

- Early Doors – this is a service that supports private sector landlords and their tenants who have fallen into rent arrears *
- Tenancy Crisis for 16 – 21yrs *
- Gwalia Hub – access to advice, assistance & floating support *
- Landlord Forums
- Tenant Find
- Wallich Bond Scheme *
- Financial Inclusions – embedded Shelter Cymru debt advisor
- Prevention Officer – embedded Shelter Cymru advisor, advice for both landlord and tenant
- Young person's mediation services *
- Link to Grants and Planning Services

For further information please contact

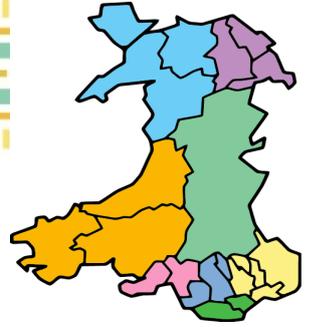
Sue Cunningham

Tel: 01656 643540

Email: susan.cunningham@bridgend.gov.uk



Caerphilly



Our Housing Advice Centre is based at Gilfach House, William Street, Bargoed, CF81 8ND. **Telephone number** - 01443 873552 or **email:** housingadvice@caerphilly.gov.uk

The Housing Advice team are responsible for delivering the following services

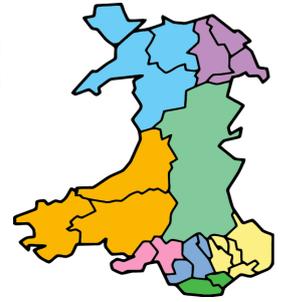
- Private sector housing advice for both landlord and tenant
- Caerphilly Private Landlord Forum coordination
- Contact Centre and tenant finder service for Private Sector Landlords
- Links to grants and planning services
- Access and referral to tenancy support, bond scheme, debt and budgeting advice, specialist domestic violence and young persons mediation services
- Homelessness and homeless prevention

The Principal Housing Officer is Suzanne Cousins – **Telephone Number** 01443 873552 or **email:** cousis@caerphilly.gov.uk





Ceredigion



Ceredigion County Council's housing teams can offer advice and guidance in relation to the following;

- Homeless and homeless prevention support
- Landlord responsibilities
- Property conditions
- Houses in Multiple Occupation and Licencing
- Housing Register (Social Housing waiting list)
- Benefit advice
- Bond Guarantee Scheme
- Harassment and Illegal Eviction issues
- Empty Properties
- Landlords forum
- Interest free property improvement loans and energy efficiency grants
- Housing Strategy

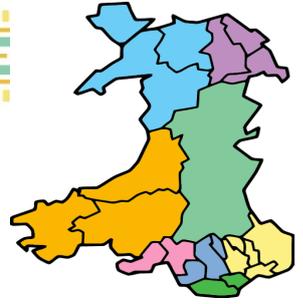
Ceredigion County Council's website provides information for both Landlords and Tenants. www.ceredigion.gov.uk/resident/housing/

If you would prefer to speak to an advisor about any of the issues above, you can contact us on **01545 570881** or email housing@ceredigion.gov.uk





Cardiff



Cardiff Housing Options is centrally located at The Housing Options Service, Hansen Street, Cardiff CF10 5DW. Our email address is

privaterentedsectorteam@cardiff.gov.uk our telephone number is **02920 570750**.

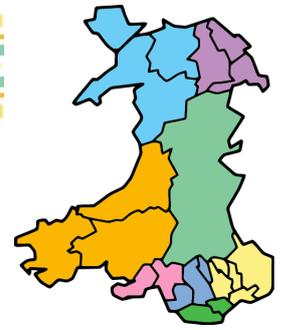
Our Housing Options team provide the following services:

- Housing Advise for landlord and tenant.
- Free Tenant finding service.
- Dedicated Team offering a single point of contact.
- Help to apply for grants.
- Robust tenant matching.
- Property Inspection (which includes an inventory).
- Property viewings.
- Housing Benefit advice.
- Housing Benefit fast track service.
- Direct Housing Benefit payments.
- Advice and assistance on Rent Arrears.
- Mediation.
- Assist the tenant with budgeting and debt advice.
- Long term tenancy Support.

Our team work in partnership with many landlords and Estate Agents throughout Cardiff to find the right tenant for your property. You can contact the team on **02920 570665**.



Carmarthenshire



The simplest way to let your property
– let us do the hard work for you...

We have many tenants waiting for a home, and can offer you a superb range of services with generous benefits, including financial assistance and practical help.

Choose from our three attractive packages to find the level of service that best suits your needs...

Get in touch today!



Call: 01554 899499

Email: simplelettings@carmarthenshire.gov.uk

Visit: simplelettings.wales

GOLD

Guaranteed rent for a minimum of five years, with all repairs, maintenance and management covered. Hand over your keys, receive your rent – it's that simple!

SILVER

A full property management service at a competitive rate, with generous incentives including help to improve your property.

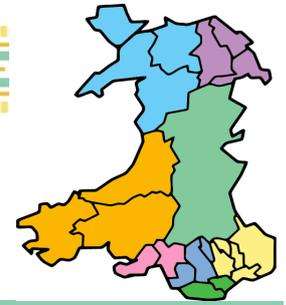
BRONZE

Our low cost tenant finder scheme, with additional benefits.





Conwy



HAWS Letting Agency is a partnership between Conwy County Borough Council and Cartrefi Conwy which offers the following services to landlords – rent collection, let only, tenanted take on, leased services, and full management services. For more information please contact

Haws@cartreficonwy.org, 01745 335690 or www.haws.org.uk/services/

Landlord Forum Held 3 times a year in partnership with the National Landlords Association and is open to all operating landlords in Conwy. For more information please contact

hosingsolutions@conwy.gov.uk, 01492 576264, or
<https://landlords.org.uk/>

Landlord Liaison Information and support for landlords aimed at resolving issues with tenants. E.g. rent arrears, problems gaining access for annual checks etc. For more information please contact **0300 124 0050** or www.conwy.gov.uk/en/Resident/Housing/Housing.aspx

Housing Improvement Loans to improve fuel efficiency, and security. For more information please contact **01492 577314** or **01492 574174**, hsg.financial.assistance@conwy.gov.uk or
www.conwy.gov.uk/en/Resident/Housing/Housing-Improvements/Housing-Improvements.aspx

Queries about adaptations for disabled tenants If tenants require adaptations, Landlords may have questions about installations such as chair lifts, and what happens when they are no longer needed. For more information please contact **01492 577314** or **01492 574174**,
hsg.financial.assistance@conwy.gov.uk or www.conwy.gov.uk/en/Resident/Housing/Housing-Improvements/Housing-Improvements.aspx

Empty property loans to help bring empty properties back into use. This can also include former non-residential property if it is converted into homes. For more information please contact **01492 574235**,
housingstrategy@conwy.gov.uk or www.conwy.gov.uk/en/Resident/Housing/Empty-Homes/Empty-Homes.aspx

Landlord information and advice about housing related welfare benefits An open meeting for landlords is held quarterly with Housing Benefit staff. For more information please contact **01492 576491**, hben.enquiries@conwy.gov.uk or www.conwy.gov.uk/en/Resident/Benefits-and-grants/Housing-Benefits/Housing-Benefits.aspx

Conwy Housing Enforcement Registration of houses in multiple occupancy, housing Health and Safety advice and information, noise nuisance, pests and insanitary conditions advice. For more information please contact **01492 576614** or www.conwy.gov.uk/en/Resident/Housing/Advice-and-Support/Housing-Conditions.aspx

Conwy Business Centre Business advice for landlords and property developers. For more information please contact **01492 574574**, BusinessCentre@conwy.gov.uk or <http://conwybusinesscentre.com/>

Conwy County Borough Council Investment opportunities. For more information please contact **01492 577680**, baylife@conwy.gov.uk or www.conwy.gov.uk/en/Business/Regeneration/Colwyn-Bay-Regeneration/Bay-Life-Regeneration-Programme/Colwyn-Bay-perfectly-placed-for-investment.aspx

Syrian Refugee Project Officer is keen to speak to private rented sector landlords who may have homes to rent within Conwy County. For more information please contact

Jackie.Moss@denbighshire.gov.uk, 01824 708393, 07748931008, lynsey.blackford@conwy.gov.uk, 01492 576264



LANDLORD OFFER

**DO YOU HAVE AN EMPTY
PROPERTY THAT'S CURRENTLY
NOT IN USE? IF SO, THE
COUNCIL WOULD LIKE TO USE
YOUR PROPERTY FOR 6
MONTHS TO HELP A HOME-
LESS PERSON OR FAMILY**

INTERESTED?

YOU WILL GET:

- 6 months' rent in advance
- Deposit
- The Council will manage the property for the first 6 months
- Incentive payment at the end of 6 months if the occupant takes over the tenancy
- Ongoing support via our tenancy sustainment and supporting people services
- 'Renting Ready' training will be offered to tenants



We will support the people we re-house in your property. After 6 months, we would like for the people that we have placed in your property, to enter into a 6 month assured shorthold tenancy with you. This will give you a chance to get to know the people before they become your tenants. At the same time, you will be helping people in need of a home.

IF YOU WOULD LIKE MORE INFORMATION, PLEASE Contact us:

TEL: 01824 706 354

E-MAIL: homeless.prevention@denbighshire.gov.uk



Merthyr Tydfil

The local authority recognises the importance Private Sector Landlords contribute in providing housing within the local community. Merthyr Tydfil CBC wishes to strengthen this relationship further by providing advice, assistance and support to local landlords to ensure that they are able to manage their properties with minimal difficulties.

Private landlords can experience issues with maintenance, tenant troubles, damage and loss of revenues through rent arrears.

Merthyr Tydfil CBC can provide assistance, advice and support in relation to property management, access to grant funding, housing benefit, council tax, tenancy / tenant management and legal changes for private landlords

Additionally, the local authority wishes to further consult and ask landlords what you require so we can further strengthen the relationship.

Both the local authority and private landlords face challenges and may soon have to adhere to legal changes set by Welsh Government. The local authority aim to support private landlords through these changes and welcome any landlord contacting ourselves for any advice, assistance or support to any property, tenant or tenancy management.

If any landlord wishes to contact the local authority, we will always be happy to discuss any issues.

Contact: 01 685 725000

Neath Port Talbot



Neath Port Talbot County Borough Council

Social Lettings Agency

Neath Port Talbot County Borough Council operates a Social Lettings Agency (SLA) which manages private rented sector properties on behalf of the landlord.

The Social Lettings Agency provides accommodation for those individuals with an immediate housing need who may not normally have access to the Private Rented Sector whether through low income, homelessness or vulnerability. Our service covers all aspects of property management and we provide tenancy support to help maintain successful tenancies.

- Housing advice for landlords to help achieve the minimum legislative requirements as contained within the Housing Act (Wales) 2014.
- We check any previous poor tenancy history
- We will carry out an assessment of suitability and affordability for the property
- We will provide an inventory with photographic evidence
- We have a steady supply of households seeking accommodation in the private sector therefore we aim to conduct viewings speedily
- We will carry out a full tenancy sign up and welcome pack for tenants
- We have a dedicated Team offering a single point of contact
- Property viewings with prospective tenants
- Properties let at local housing allowance rates so they are affordable
- Assist tenants to claim for benefits (for example housing benefit and universal credit)
- Assist tenants on setting up of utilities
- Advice and assistance on Rent Arrears
- Mediation between landlord and tenant

Our experienced, professional and knowledgeable staff provide a value for money management service. You can contact the team on **01639 685951** or

sociallettings@npt.gov.uk

Newport



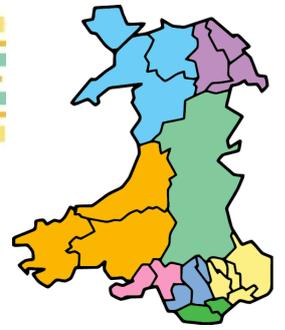
The Housing Needs Unit is located at the Information Station, Queensway, Newport NP20 4AX.

Contact can be made through the City Council's Contact Centre on 01633 656656 or through contacting [**rehousing.services@newport.gov.uk**](mailto:rehousing.services@newport.gov.uk)

The teams within the Housing Needs Unit provide a range of services across Newport

- Housing Advice for landlords and tenants
- Access to budgeting advice for tenants
- Access to tenancy support services for tenants in either crisis or the long term
- Financial payments to landlords to set up tenancies for clients referred or being assisted
- Assistance to tenants in resolving problems around the benefit system
- Links to grants for property renovation through our Housing Strategy Team
- Opportunities to lease accommodation direct to the Council in some instances

The team work across Newport and have a number of landlords and letting agents that work with them in the area.



Monmouthshire

LANDLORDS NEEDED



Do you own a property that you current let or wish to let soon?

Why not let us manage it for you?

Why Choose us?

- A “hassle free, no fee” friendly and professional service
- A personalised Golden Welcome package
- Guaranteed rent options
- Quarterly inspections of your property
- In-house repair and electrical team
- 24 hour emergency repair call out service



01291 635713



Monmouthshire Letting Service



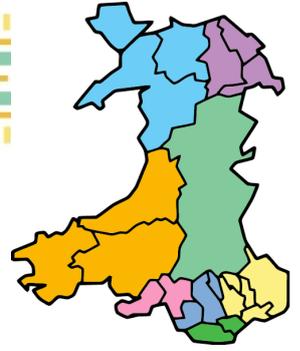
mls@monmouthshire.gov.uk



@MonLettings



Pembrokeshire



Pathway Lettings is Pembrokeshire's Social Lettings Agency managed by Pembrokeshire Care Society a registered homeless charity. The main aim is to source and manage, on behalf of private landlords, suitable affordable accommodation for anyone experiencing homelessness or at threat of homelessness. A three tiered service for Landlords is available we can fully manage their properties, let only which includes setting up a tenancy, or we can provide an introductory service only for those landlords or letting agencies who manage their own properties. We also provide tenancy mediation and a crisis intervention service if tenancies are failing. Pembrokeshire Care Society works in partnership with Pembrokeshire County Council Housing Department.

Pathway Lettings is a member of the Landlord Accreditation Wales, licenced agents with Rent Smart Wales, registered with both the Residential Landlords Association and Property Ombudsman, belong to Client Money Protect and hold the Advice Quality Standard accreditation.

Pembrokeshire Care Society provide a number of other services including housing advice, the management of other agencies Bond Schemes and their own Certificate Bond Scheme funded by Welsh Government. We also run Pembrokeshire's Generic Tenancy Support Service funded by Supporting People, which assists, new and existing tenants across all sectors to maintain their tenancies.

E-mail: info@pathwaylettings.org

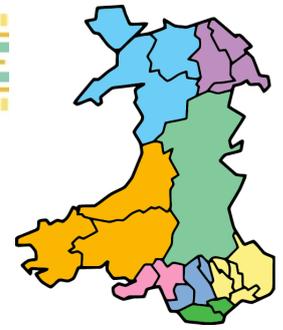
Tel: 01437 766625

Website: www.pathwaylettings.org





Powys



A Private Rented Access Scheme has developed in Powys where 'locality-based hubs' are embedded within 7 rural locations across Powys; in Welshpool, Newtown, Machynlleth, Llandrindod Wells, Knighton, Brecon and Ystradgynlais. These 'hubs' provide private sector housing advice and support to clients to enable them to secure sustainable, affordable accommodation, to prevent homelessness and to offer the following to landlords and tenants:

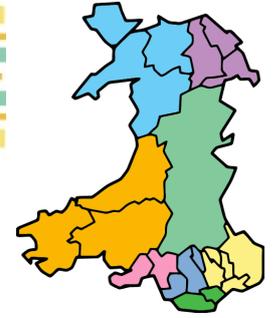
- Pre-tenancy affordability check and housing advice
- Pobl Bond Scheme
- Powys Bond Guarantee Scheme
- Free tenant finding service and tenant matching.
- Single point of contact for landlords and tenants.
- Free legal advice for tenants from Shelter Cymru.
- Help to apply for grants and loans to fund upfront housing costs
- Free financial advice for tenant e.g. budgeting, management of debt, etc
- Access to floating support organisations
- Property Inspections (which includes an inventory)
- Advise on HHSRS to help raise property standards.
- Mediation between landlord and tenant
- Housing benefit/Universal Credit advice.
- Direct housing benefit payments, where applicable.
- Landlord improvement loans
- Rent Smart Wales advice.
- Access to energy efficiency schemes, water assist & other relevant funding.

Landlords who are willing to work with the Council and provide good quality, well maintained accommodation are able to receive practical assistance in finding prospective tenants, together with incentives to establish sustainable tenancies. Where there is a lack of suitable and affordable accommodation, we will endeavour to work cross-boundary with neighbouring Local Authorities.

For further information, please contact Caron Jones or Ben Tomlins

caron.jones@powys.gov.uk / ben.tomlins@powys.gov.uk

Contact: 01597 827464



Rhondda Cynon Taf

In recognition of the importance of the Private Rented Sector's role in providing accommodation to people in housing need, Rhondda Cynon Taff council have developed a range of services and incentives designed to support landlords, increase the supply of rented accommodation and provide long term sustainable tenancies in the Private Rented Sector.

Landlords working with the council and providing good quality, well maintained accommodation are able to receive practical assistance in finding prospective tenants together with financial incentives to establish sustainable tenancies.

Where there is a shortage of accommodation in areas of exceptionally high demand, the council are able to provide additional enhanced services and incentives designed to reduce perceived risks and financially reward landlords willing to work with the council and accommodate households in need.

Web Site: www.rctcbc.gov.uk/EN/Business/LandlordGuidance/Landlordincentivescheme.aspx

Email: Robert.Antonio@rctcbc.gov.uk

Tel. 01443 281136

Rob Antonio

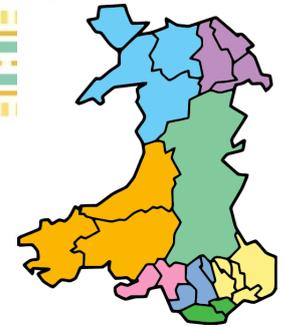
PRS Development Officer

Rhondda Cynon Taff CBC

Regeneration and Planning Division

Tŷ Sardis House, Heol Sardis Road, Pontypridd, CF37 1DU





Swansea

The Wallich Private Rented Sector (PRS) Access Team and the Swansea Housing Options team work in partnership to provide a range of services for both landlords and tenants.

Swansea Council recognises the important role that local landlords and letting agents play in the provision of accommodation. Working together to increase the supply of good quality properties, which are both suitable and affordable to individuals and households with a housing need.

Support can be provided in a range of ways to prevent homelessness, to enable access to the private rented sector and to maximise the chances of tenancy sustainment.

Services and support includes:

- Private rented sector housing advice for both landlords and tenants.
- Free tenant finder service.
- Assistance to access the private rented sector; includes information and support to access rent in advance and bond guarantee certificates.
- Free inventories for landlords and agents working with The Wallich Bond Board.
- Supporting landlords through legislative changes and promoting good practice by offering free information, advice and guidance.
- Access to flexible and responsive tenancy support which includes; resettlement support, mediation and crisis intervention support to prevent homelessness. Appropriate referrals are also made for additional or longer-term support, if required.
- Free Housing Health and Safety Rating inspection carried out by the Environmental Health and Housing department.
- Links to the Council's empty properties, grants and loans initiatives.

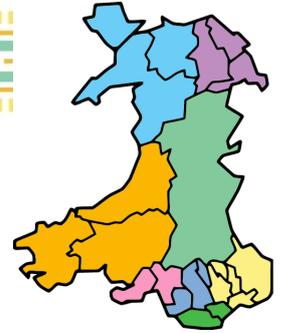
For further information, you can contact:

Wallich Private Rented Sector Access Team – 01792 533139 / 01792 533115
<https://thewallich.com/project/swansea-private-rented-sector-project/>

Swansea Housing Options – 01792 533100
housing.options@swansea.gov.uk



Torfaen



Torfaen Council have developed a range of services designed to help tenants and landlords within the Private Rented Sector. The Housing Team are responsible for:

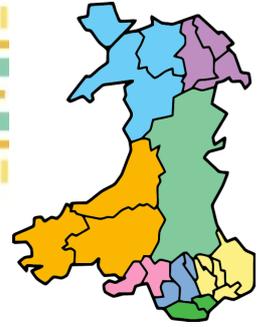
- General tenancy advice for both landlords and tenants. We offer early intervention to resolve tenancy issues and can refer and sign post to appropriate agencies as required.
- Advice and assistance to access the private rented sector including the bond scheme and rent in advance.
- Facilitation of the Landlord Hub on behalf of landlords.
- A range of loan products to improve the condition of private sector accommodation.
- Access and referral to a range of support services such as financial inclusion advice, general tenancy support, specialist support services such as domestic violence or mental health services and young person's mediation service.
- Drop In sessions for Housing related advice every Monday and Wednesday at various locations throughout Torfaen.

For further information please contact Housing Strategy.

Tel: 01495 742629

Email: housingenabling@torfaen.gov.uk





Vale of Glamorgan

- Tenant Find.
- Tenant 360 credit checks.
- Video inventory ingoing and outgoing.
- Landlord support throughout tenancy.
- Regular Landlord forums.
- Landlord training.
- Tenant / Landlord mediation.
- Property inspections.

Howard Humphries

Private Rented Procurement Officer

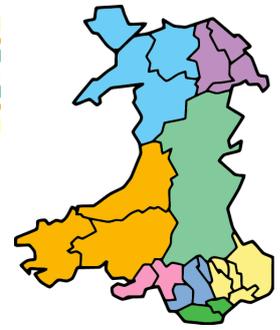
01446 709302

hhumphries@valeofglamorgan.gov.uk

www.valeofglamorgan.gov.uk/Documents/Living/Housing/VATS-Poster.pdf



Wrexham



Do you have a property to let?

From a new investor and single property owner, to an established professional with a large portfolio, we offer a flexible letting package at a competitive rate.

Being part of Wrexham County Borough Council we can offer you a continuous source of tenants maximising occupancy and rental income, experienced staff, a wealth of local knowledge and a commitment to providing the highest level of service.

For a **FREE** consultation please contact us today.

Tel: 01978 298993

Email: LocalLettings@wrexham.gov.uk

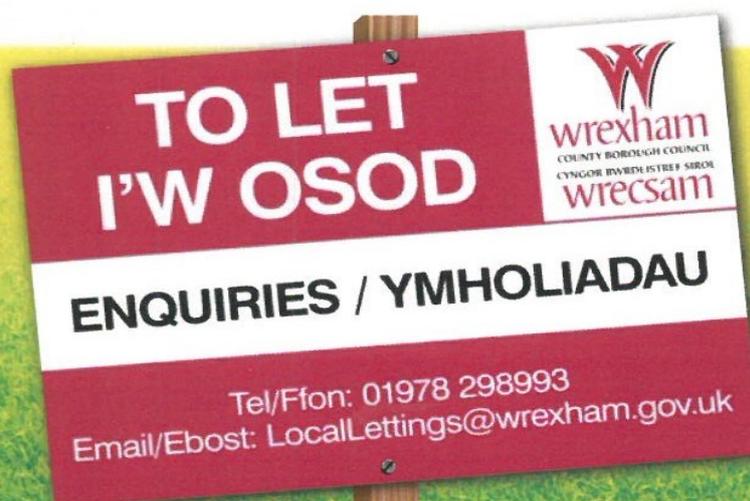
Postal Address:

Wrexham County Borough Council, Local Lettings Agency
Housing, Public Protection and Environment Department
Ruthin Road, Wrexham. LL13 7TU

Visit us at:

Contact Wrexham
Wrexham County Borough Council, 16 Lord Street,
Wrexham. LL11 1LG

Web: www.wrexham.gov.uk





Landlords - do you have a tenant who needs a bond/deposit?

Pobl Bond Scheme may be able to assist you
with a bond guarantee.

We operate in the following counties, please contact us if you'd
like more info:

Caerphilly	01633 225092
Carmarthenshire	01554 899327
Monmouthshire	01633 225092
Newport	01633 225092
Powys	01597 829373
Torfaen	01633 225092

**pobl bond scheme**

**Assisting the prevention of homelessness & providing
financial help***

*Financial assistance is based on affordability & circumstances, by providing a paper deposit/bond to qualifying tenants



promoting equality in housing
hybu cydraddoldeb ym maes tai

Tai Pawb has over 60 members made up of housing associations, local authorities, third sector organisations, community groups and individuals from across Wales. Our members are central to our work. Joining Tai Pawb demonstrates your commitment to equality and diversity within your organisation and offers significant benefits. Join us in our work to enable all people to have equal chances.

Help us inspire people and communities to embrace equality and diversity.

Find out more . . .

- www.taipawb.org
- helen@taipawb.org
- 029 2053 7635

promoting equality in housing
hybu cydraddoldeb ym maes tai

Tai Pawb is an organisation that promotes equality and social justice in housing in Wales.

Mae Tai Pawb yn sefydliad sydd yn hybu cydraddoldeb chyfiawnder cymdeithasol ym maes tai yng Nghymru.



STEP OUTSIDE YOUR
COMFORT ZONE

