

Empty Property Guide

Hafren Dyfrdwy

April 2020

RHAGOROL O'R TAP
WONDERFUL ON TAP



severn dee

Our Customer Guide

This guide is for customers who have recently moved into a new home or have questions about a vacant property.

I have just moved in, what do I need to do?

We know it can be a really exciting time when you move into a new home and we want to be part of it! Please visit our [website](https://www.hdcymru.co.uk/my-account/moving-home/moving-within-our-area/) (<https://www.hdcymru.co.uk/my-account/moving-home/moving-within-our-area/>) to update your details or write to us at - Hafren Dyfrdwy, PO Box 507, Darlington, DL1 8XF.

What happens if you don't have my details?

Please contact us as soon as possible, you can do this by updating your details [here](https://www.hdcymru.co.uk/my-account/moving-home/moving-within-our-area/) (<https://www.hdcymru.co.uk/my-account/moving-home/moving-within-our-area/>).

It is important that we have your details as we want to provide a sustainable service that will be here now and in the future. Without knowing who or how many people are living in our area we cannot properly bill, plan for disruptions and prepare for demand on the network.

If we don't have your details we will try to make contact with you by letter. However if we are not able to make contact with you, we will engage with our 3rd party partners who will visit your property to establish occupancy. Additionally our reference partners will carry out credit searches on your home.

If you haven't received a bill in the last 12-18 months we may not have the right details for you. Please [contact us](https://www.hdcymru.co.uk/help-and-contact/contact-us/) (<https://www.hdcymru.co.uk/help-and-contact/contact-us/>) using [live chat](#), [social media](#), [email](#) or get in touch by calling us on 0345 7500 500. You can always write to us at - Hafren Dyfrdwy, PO Box 507, Darlington, DL1 8XF.

My property is empty do I still have to pay charges?

If you have moved out of a property, are renovating your home or are a landlord. If a water supply is needed for any purpose, including heating, then you will be required to pay for this service.

Alternatively; you could look at having a water meter installed this will mean that you only pay for what is used at the property and could save you money in the long run. You can

apply for a water meter [here \(https://www.hdcymru.co.uk/help-and-contact/faqs/how-can-i-get-a-water-meter/\)](https://www.hdcymru.co.uk/help-and-contact/faqs/how-can-i-get-a-water-meter/).

If you would prefer to just have the water supply disconnected, we can arrange a disconnection which is free of charge. However, to reconnect this property a £62 reconnection fee will be required. Any usage charges will be cancelled from the date the disconnection confirmation is received.

I am a landlord or letting agent, what do I need to do?

Since 23rd November 2015, there is a legal obligation for all Landlords operating in Wales to register with Rent Smart Wales – this is the law under the Housing (Wales) Act 2014. This also means that all landlords in Wales have to notify their local water company of any change in tenancy (moving in, out or empty properties) within 21 days of any change. Failure to do so means that the landlord will be liable for the water or sewerage charges incurred during the period of non-compliance. For more information landlords can go to the [Rent Smart](https://www.rentsmart.gov.wales/en/) website (<https://www.rentsmart.gov.wales/en/>).

How can being part of the Landlord TAP help me?

[Landlord TAP \(https://www.landlordtap.com/\)](https://www.landlordtap.com/) has benefits for all landlords and managing agents across Wales such as;

- 1) Allows you to quickly tell us about changes to your tenants details including their tenancy agreement and duration
- 2) This means we know when a property becomes empty
- 3) You can inform us whether you are wanting to sell or stop managing the property

How can Hafren Dyfrdwy support me?

We understand that sometimes we find ourselves in difficult situations, for example if you or a family member has been hospitalised or gone into care. We're here to support you through these times, so please let us know. There are lots of ways you can contact us (<https://www.hdcymru.co.uk/help-and-contact/contact-us/>); 03457 500 500, [live chat](#), [social media](#), [email](#) or write to us at - Hafren Dyfrdwy, PO Box 507, Darlington, DL1 8XF.

In order for us to start supporting you as quick as possible, you may want to start gathering some of the following information prior to your call:

- Yours/ your family members details including their address and date of birth
- Hafren Dyfrdwy account number (if available)
- Is the property owned/ rented
- Up-to-date water meter reading (if available)
- The full name, forwarding address and contact telephone number of the person or 3rd party who is legally looking after the affairs of you or your family member.

Having this information will allow us to assign account ownership to someone else whilst you/ your family get the support you need.

If you are currently going through the probate process please let us know and one of customer service team will be able to assist you with this.

How can Hafren Dyfrdwy provide me/ my family with long term support?

We understand that sometimes you/ your family need long term support. We are able to offer you tailored support by assigning you to our [Priority Services Register](https://www.hdcymru.co.uk/get-in-touch/join-our-priority-services-register/) (PSR) (<https://www.hdcymru.co.uk/get-in-touch/join-our-priority-services-register/>). This is a free service and means we can learn a bit more about you and help us understand your specific needs.

Our PSR is here to support all, whether you/ your family member are facing ill-health, financial worries, language barriers or physical/ psychological ill-health. We are here to try and provide some support to you and your family during that period.

I have more questions about this policy?

If you have any further questions about the above policy, please don't hesitate to [contact us](https://www.hdcymru.co.uk/help-and-contact/contact-us/) (<https://www.hdcymru.co.uk/help-and-contact/contact-us/>) or write to us at - Hafren Dyfrdwy, PO Box 507, Darlington, DL1 8XF and we will try to answer any of your questions.