

# Letting and viewing process



Once your local authority has nominated you for one of our properties, or you have made a successful bid through their choice-based letting system, we'll contact you to complete an application and needs assessment over the phone.

We'll ask you about your income and expenditure, and ask you some questions about your family's needs. This is to make sure the property is suitable for you. We'll ask you to send us copies of identification, and any immigration documents, for you and anyone 18 or over, who will be part of your household by email, text or post to check your right to rent. This is important as we cannot complete your application until we have all the information we need to do this.

Once we've completed the application process, and know the property is likely to be suitable for you, we'll arrange a viewing.

## Viewing your new home



Your safety and that of our staff is extremely important. Our colleagues will be wearing masks and gloves and following social distancing (as per national guidelines). Please bear in mind we can allow only one person, or two if this will be a joint tenancy, to view the property.

Please don't bring any children with you as our colleague at the property won't be able to let you in. In exceptional circumstances, it may be possible for an occupational therapist to accompany you if needed, but this must be arranged in advance.

- You will be asked three Covid-19 screening questions before we arrange an appointment with you to viewing.
- We'll give you a phone number to call to let us know you have arrived.
- We'll open doors before inviting you into the property but won't accompany you inside. Please sanitise your hands before entering and try not to touch any surfaces unless this is essential.
- When you have left the property the member of our team will phone you. They will answer any questions or queries you have and will let you know what should happen next.

## Signing your tenancy

- We'll arrange an appointment with you to go through the documents over the phone. And we will email the documents needed for your sign-up appointment to you in advance.
- Our housing officer/community officer/house manager will call you to go through the documents with you and any joint applicant. They will provide any additional information you might need.
- Joint applicants both need to sign the tenancy agreement and return copies via email.
- After your tenancy agreement is signed, we'll give you the code to a key safe (and let you know where the safe is), where you will find a key to your new home.

