

Our approach to letting homes is about making the best use of homes and helping those in most need.



Our approach

We consider the housing needs and aspirations of customers and potential customers with a clear application, decision making and appeals process.

We let our homes through several different routes:

- ✔ Direct management lets
- ✔ Transfers
- ✔ Mutual Exchanges
- ✔ Succession and assignments
- ✔ Decants
- ✔ Nomination from Local Authority nominations
- ✔ Local Lettings policies in certain areas



What you can expect from us

We will:

- ✔ Before your viewing, we'll give you clear information about the home so you can decide if it's right for you. We'll also offer support to help you maximise your income and ensure affordability.
- ✔ Tell you what ID you need to provide us.
- ✔ Offer joint tenancies where required up to a maximum of two.
- ✔ Explain all legal documents, to help you understand them.
- ✔ View the home with you, explain your rights and responsibilities, and talk about any adaptations you might need.
- ✔ Make sure your garden is tidy and ready to use from the day you move in.
- ✔ Provide you with a copy of our lettable standard for you to check your new home meets what we say.
- ✔ Sign you up on the most secure tenancy available to us, based on the type of home it is.
- ✔ Visit you once you've moved in to see how you're settling in and ask for your feedback to help us improve.
- ✔ Provide information on how to access mutual exchange services.



How we'll know we're getting things right

We will:

Do a settling in visit with you between 6-8 week after you've moved in. This gives you time to move in and reflect on how things went. We'll ask things like:

- ✓ Your **overall satisfaction of your lettings journey** with us
- ✓ Satisfaction with **condition of your new home**
- ✓ Satisfaction that you are **settled in ok** to your new home

We audit new signups, to ensure we've given you all the information you should get.

We also monitor our service through Tenant Satisfaction Measures (TSMs). Here's what we track:

- Homes that meet the Decent Homes Standard

