



# Pre-lettings Policy

## Introduction

1. Our mission is to improve the quality of life for our residents. This starts before the tenancy begins. A thorough pre-lettings assessment is key to building a good relationship with our residents.

We will assess housing, financial health, employment, training, ICT and other support needs. By screening and considering risks and barriers we will provide an effective pre-lettings service. This will set up the foundations to build our relationship with residents to ensure they can manage their tenancy.

## Purpose

2. To set up the contract to succeed, providing information, advice and guidance. This is to enable customers to understand the service we provide and the contractual requirements of both parties. To get the most from the tenancy, we will refer residents to local services for support. We will provide financial, tenancy and other forms of information and guidance for all new tenants. Overall we want to ensure tenants understand their responsibilities for rent and to the wider community.

## Scope

3. The policy applies to all rented, owned and managed residential properties.

## Policy

4. Before we sign the tenancy, lease or licence we will:
  - Carry out reference and identity checks to confirm details of all members of the household and carry out interviews to verify the information provided.

- Arrange a financial health check to ensure the customer will be able to pay rent and service charges via Toynbee Hall which provides specialist advice.
  - Set up a bank standing order or direct debit to facilitate payment of charges or refer you for money advice or support.
  - Ensure any welfare benefit claims are assessed and application forms are completed for submission to the relevant organisation.
  - Refer you to job clubs, employment and training services as well as advice on managing your fuel costs.
  - Explain the type of tenancy, lease or licence you will be given and you will have the right to review this.
  - Provide you with a Tenants Handbook. We will also give you support and provide information to help you settle into your home. Discussions will allow us to get to know you before you move in.
  - We provide information on getting furniture, as well as aids and adaptations required before and after moving in.
  - Guide you in ICT skills to enable you to manage online services.
  - Collect a rent pre-payment and set up a direct debit or standing order. We will discuss and provide information on various payment methods of your rent and service charges.
  - Explain your responsibilities as a considerate neighbour. Give you information on linking with your local tenants association and the wider menu of involvement opportunities with us.
  - Set up follow up home visit which will take place within the first four weeks.
- Compile an action plan to follow up on the sign up.

### **Responsibility**

5. The Head of Housing Operations will oversee the implementation and success of this policy.
6. All staff involved in signing new residents are responsible for implementing this policy to best practice standards.

### **Monitoring, Review & Evaluation**

7. The Head of Housing Operations will report to the SMT and monitor performance on pre-lettings.

**This policy will be reviewed in three years.**