

Lettings

Clearing down the TANomination inbox

- Update Void Tracking sheet in Operation S-H with new nominations / new contact details / properties ready / any other info.
- Move mail from inbox into 'Dealing with' only when spreadsheet has been updated.

Recording Void to Let process

- Use the Void Tracking sheet and NEC to :
 - Organise and prioritise Lets;
 - Track properties which have a nomination but are not ready to let;
 - Track properties which are ready to let but do not have a nomination;
 - Keep a record of all lettings 'action' on each property – date each nom was made, when each client was contacted, reason for any delays, dates of viewings, let date, reason for refusal;
 - NEC is used to justify the length of time a property has been void so all action needs to be recorded here.
- Properties should be batched together according to Property status, not nomination details:
 - Property not ready;
 - Property ready but no nomination;
 - Property ready, nomination received, ready to set viewing;
 - Viewing pending;
- As soon as a property is ready and suitable nomination received, prospective client should be contacted within 24 hours to discuss offer of a property and agree a viewing. Void periods should be minimised as much as possible.

Reviewing nominations

- When a nomination is received a risk assessment should also be attached, this needs to be reviewed to double check whether it is suitable for the property:
 - Size of household
 - Client group
 - Only Homeless (accepted or pending) clients can go into TACC properties
 - Homeless (accepted or likely to be accepted) clients can go into MAS properties
 - Homeless (accepted or likely to be accepted) PSLs
 - Transfers within TA – Accepted , likely accepted , SLA
 - Special Considerations
 - Does the client have enough support to manage independently / what support is in place – esp important with CMHT clients
 - Risk Factors
 - To self – i.e. capability / support
 - To others – consider other clients in block & staff contact
 - Sensitive Lets – where a block has particular requirements for new tenants due to previous ASB / neighbour complaints etc.
 - Check information is up to date
 - If Homeless duty is pending on referral, has a decision now been made? –if negative decision do we still have a duty?
 - Is the postal address up to date? – check resource on NEC and Home Connections
 - Has the client been offered alternative permanent accommodation elsewhere?

Setting up Viewings:

- Is the property ready?
 - Void file available & and target date met
 - Keys on file / access details
 - E.g. Type of property (PSL/ /TACC/Seaside)
 - If the property is new do we have valid Gas Safety cert and Elec cert on file?
- Has the nomination been reviewed and approved by us?

Contacting the Client:

- If the client has a support worker, they should be contacted to discuss attending the viewing
- Discuss offer with client on the phone if possible and agree a viewing date preferably to allow TSD by closest Monday. Send an appointment letter if refusal likely or no telephone details.
 - Advise of type of property and how temporary it is:
 - TACC – temporary while Homeless application being assessed, and then if accepted until a more permanent property is identified (through Homemove / PSL)
 - PSL for Homeless clients – Accommodation on an ongoing basis for the period of the lease (clients can continue to bid but will be on a lower band)
 - Seaside offered on long term basis.
 - Agree viewing appointment and enter details in Viewings sheet on Operation S-H
 - Discuss any special considerations
 - Does the property have any white goods/ bed / other furniture?
 - Is there any debts on the gas / elec meters which will need to be cleared?
 - Will the client be able to move in at short notice? Can they arrange removals?
 - Discuss the refusals process if necessary (see guidance notes detailing process depending on property type and client group)

Refusals Process

This process depends on the type of client group and the type of property being offered:

Type of Property	Accepted Homeless client	Pending Homeless client	CYPT/CMHT/LD / Phys Dis client
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TACC/ Seaside if Homeless /PSL	One offer only. Risk of Discharge of Duty. Refusals on P7 letter to Housing Options Officer and Reviews Team	One offer only. Risk of Discharge of temporary duty. Discuss validity of reasons Housing Op.	ONLY accepted homeless client or very likely to be housed in TA unless its an internal transfer..
TACC/ Seaside if Homeless /PSL internal SLA transfers	One offer only. Risk of Discharge of Duty. Refusals on P7 letter to Housing Options Officer and Reviews Team	Pending clients may be offered PSLs depending on individual circumstances	Discuss reasons for refusal validity with HASC and FCL , new SLA process to be followed

Viewing check list

- Show around the whole property, check all keys work;
- Explain the type of property and type of tenancy offered;
- Discuss how temporary the accommodation is / where the client goes from here;
- Discuss any outstanding repairs and arrangements for completing them;
- Gas / Elec safety – Yearly Gas Safety Certs for all properties, 5/10-yearly Elec safety certs. For TACC and Seaside properties Gas Test & Instruct at every Let in addition to yearly cert.
- Identify Gas / Elec meters and establish how they work / what the tenant needs to do to activate supply;
- Note down meter readings on our paperwork;
- Ensure client knows who to contact re repairs, emergency repair number, and if there is a repairs contract for Gas;
- Discuss Rights and Responsibilities as outlined in their Tenancy Agreement;
- Complete all relevant paperwork & HB forms;
- Discuss recharge procedure & importance of handing back property in good condition;
- Advise of 3 weekly inspection and inspection regime thereafter.
- Agree when / where keys to be collected.

Lettings Pack - checklist

	Homeless / TACC/Seaside	Homeless / PSL	Homeless /	HASC/ CFL Transfers
Keys – both for main building and for flat	x	x	x	x
Offer Letter for Homeless clients	x	X		
Offer Letter for non-homeless clients				X
Qualifying Offer Letter			(only if Accepted Homeless, not pending cases)	X
Non-secure Tenancy (with rent & other charges details)	X	x		
Assured Shorthold Tenancy (with rent details)			x	X
Client Information Sheet	x	x	x	X
Relinquish form				x
P7 Refusal Form	x	X		
Full printed inventory (if new property)	x	x	x	
Inventory completed at viewing	x			
HB form	x	x	x	x
TA Handbook	x	x	x	x
Details of gas / repairs contracts	x	x	x	x
Confidentiality form	x	x	x	x
Conduct Agreement	x	x	x	x
Utility & HB authorisation form	x	x	x	x
Utility Info & meter ready form	x	x	x	x
Cultural & Religious belief form	x	x	x	x
Qualifying offers info sheet	x	x		
Useful Telephone numbers sheet (only to include changes made since last handbook review.	x	x	x	x
Home contents insurance form	x	x		
Leaving TA info sheet	x	x	x	x
Dealing with Condensation info sheet (Seaside only)	x	x	x	x
Home Fire Safety Visit sheet	x	x	x	x
Housing Officer and Customer sign-up	x	x	x	x

checklist (Seaside ONLY)				
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Post sign up check list

	Homeless in TACC	Homeless in PSL/Seaside	SLA clients in PSL/Seaside
Update NEC Resource	X	X	
Update NEC Void Tracking	X	x	x
Update NEC Address History	x	x	(x)
Update Spreadsheet – NEC & 'Lets appts' and 'Let'	X	X	X
HB form with front sheet and p/copy of tenancy to Credit control.	X	X	X
Notify TAReferrals	X	X	X
Notify Emergency Placement Team	X	X	X
Notify CMHT/CYPT/PHYS DIS/			X
Notify Support worker	X	X	X
Notify HPO	X	X	
Notify Homemove		X	X
Notify Council Tax	X	X	X
Notify Credit Control	X	X	X
Notify Caretakers	X	X	X
Notify Acquisitions – if new property		x	X
Create tenancy file on IDOX	X	X	X
Put spare keys in cabinet marked up with address and TSD	X	X	X