

Signing up for your new home

The health and wellbeing of our customers and staff is of the utmost importance to us during this difficult time.

Government guidance has recently changed. However, we will be keeping Covid secure working practices in place. We believe this is the safest decision for our customers, staff and communities.

This leaflet sets out clear guidance, so you know what to expect and what you need to do to keep safe when signing up for your new home.

Our officer will undertake a pre-offer interview with you over the telephone and agree a date for sign-up. All documentation, apart from your formal tenancy agreement, will be sent out to you electronically prior to you signing for your new home.

Sign-up day

1. Our officer will arrive at the property before you and enter wearing protective gloves.
2. When you arrive, please stay inside your vehicle, or wait outside the property.
3. The property will be checked to ensure it is ready to let and any necessary photographs and meter readings will be taken.
4. Our officer will place the keys to the property, along with 2 tenancy agreements on the kitchen work surface and return to their vehicle, leaving the front door unlocked.
5. They will then call you to let you know that you can enter and look around your new home. If you are happy to proceed, you will need to sign both copies of the tenancy agreement and leave one copy in the kitchen.
6. You should then either leave the property or move to another room and call our officer to let them know they can re-enter to collect the signed tenancy agreement.
7. You can now take possession of your new home.



Top tips to keep you and your family safe:

- **Please follow hand hygiene and social distancing guidance** by keeping at least 2m away from our officer.
- **Please bring your own pen** to sign the tenancy paperwork.
- **Don't forget your mobile phone** so we can easily contact you.

By working together, we can help reduce the spread of infection.

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