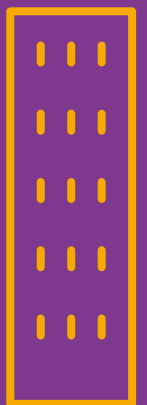


# SERVICE STANDARDS

## Lettings



 **RESET**

 **RESHAPE**

 **RESTART**

The Lettings team will sign you up for your tenancy with Birmingham City Council. We will provide you with advice and guidance at different stages of the Letting process to support you to manage your tenancy successfully.

## **WHAT TO EXPECT DURING THE LETTING PROCESS:**

- Prior to the Letting appointment you will be invited to attend a Pre-Tenancy Workshop which will take approximately 2 hours. This will provide you with general housing advice to prepare you for your new tenancy.
- The Letting process could take two separate appointments although occasionally this will be one appointment.
- An officer will contact you to arrange the appointments. You will be offered a choice of whether you would like a face-to-face appointment at the Lettings office or over the phone, and where possible we will try to meet your needs.
- During the Letting appointment we will assess your tenancy needs, complete a benefit assessment to maximise your income, identify your support needs for managing the tenancy and provide you with advice in relation to accessing the keys to your property.
- We will support and guide you with how to apply to Council Tax, Housing Benefit and Universal Credit if applicable as well as registering with utilities.
- You will sign your Tenancy Agreement.
- We will give you information about your Conditions of Tenancy and your rights and responsibilities as a tenant.
- We will also offer advice and guidance around fire safety and repairs to your property.

## WHAT TO EXPECT DURING YOUR SUPPORT PERIOD:

- New tenants on an introductory tenancy will be contacted by an officer within the first few weeks of your new tenancy.
- The officer will liaise with you to identify whether you need any further support with your tenancy and provide you with advice to resolve any minor issues. This could be by phone, WhatsApp, letter, email, text, video call or a visit to your home.
- Those who need additional help will be offered focussed support tailored to your housing needs for up to 12 weeks.
- Care Leavers under 25 years will be offered support for 6 months from the tenancy start date.
- The range of support offered is housing related and will be based on your needs. It can include advice and guidance on settling into your property including repairs and meter issues, help with applying to charities, advice on benefits and budgeting and making referrals to other agencies for ongoing support.

## WHAT TO EXPECT FROM OUR OFFICERS:

- Officers will be professional, courteous and treat you with respect.
- They will keep all discussions and records confidential and adhere to the General Data Protection Regulations.
- They will provide clear and relevant advice about your tenancy to enable you to make informed choices.
- They will signpost you to relevant services for ongoing support.

## HOW WE WILL DO IT:

- Make reasonable adjustments for customers with specific needs, such as language requirements.
- Offer a range of appointments for signups including face to face in the office, telephone, or virtual appointments.
- Provide written materials.
- Provide easy to access digital services, such as the Brum Account, or provide alternative options for those who prefer not to use digital services.

## WHAT WE ASK OF YOU:

- That you provide us with the information we need during the application and letting process for example: proof of identity and income for all household members.
- That you attend the pre tenancy workshops wherever possible
- That you are on time for appointments.
- That you attend a viewing and let us know within 24 hours whether you want the home.
- That you arrange for the reconnection of the gas supply (if applicable) when you move in.
- That you contact all utility providers to advise of change of address or register as a new customer.
- That you arrange for home contents insurance of your personal belongings.
- That you engage with us and allow us access to the property to carry out pre-arranged visits.
- That you consider putting your pet in a safe place when you are expecting a visit from our officers.
- That you provide us with feedback on your experience on our lettings process, and the condition of the home. This helps us to continually improve our services.
- That you treat staff with respect.

# OUR MONITORING:

- We will regularly review our performance and customer satisfaction with the service against our internal performance indicators.
- We will report performance in our annual report.
- We will regularly review our service standards.