



## Getting your tenancy off to a good start:

### Our pre-tenancy service

Starting a new tenancy is a big step – and we're here to make sure you feel prepared and supported.

This factsheet explains our **pre-tenancy service**: how we assess applications, what we'll ask from you, and what happens before and after you sign the tenancy contract.

We'll work with you to:

- Understand your needs and make sure the home is right for you.
- Explain your rights and responsibilities clearly.
- Check the property is ready and meets our standards.
- Help you prepare financially and practically for your move.

### Pre-tenancy visit and checks

- We'll arrange to meet you to discuss your housing needs, support arrangements (where applicable), and suitability for the property.
- We'll check you understand the location, access and layout of the scheme.
- We may also talk to other professionals involved in your care, where appropriate and with consent.

### Financial readiness and documents

- We'll ask to see documents confirming your ID, income, and benefits.
- We'll explore with you your ability to afford the rent and charges, especially if you're on a low income.
- We may request references from previous landlords or support providers.

### Benefit checks and rent payments

- We'll check your eligibility for Housing Benefit or Universal Credit.
- You must be able to pay your rent weekly or monthly in advance by Direct Debit (we prefer monthly in advance).
- We'll explain any service charges (e.g. heating, cleaning, or restaurant services).

### Viewing the property

- You'll be able to view the property to make sure it meets your needs.
- We'll show you key features and answer any questions about repairs, safety, or decoration.

### Signing the tenancy contract

- Once everything is ready, we'll invite you to sign your tenancy contract.
- We'll provide copies of important documents, including your handbook.



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#### After you move in

- We'll visit you during the first 6 to 8 weeks to check how things are going.
- We'll make sure you know who to contact, how to report repairs, and where to get support if you need it.

#### People, Places, Partnerships in practice

Moving into a new home is more than just paperwork -it's the start of something important.

- For **people**, we want to make sure you feel confident, informed, and welcomed.
- In the **places** we manage, it's about preparing homes to a good standard and helping new tenancies start well.
- Through **partnerships** – between you and us – we help set up strong tenancies that last.

We'll stay in touch during your first few weeks to check things are going smoothly - and we're always here if you need advice.