

What is the pre-tenancy service?

Our pre-tenancy service runs from the time a customer is provisionally selected for one of our homes until shortly after the tenancy begins.

It helps ensure your new home is right for you – and that you're confident, informed, and supported before you move in.

Our promise to you

We're committed to delivering a professional and supportive experience from day one. We will:

- Provide a clear, responsive, customer-focused service.
- Be respectful and understanding of your individual circumstances.
- Make sure your needs align with our lettings criteria.
- Explain your rights and responsibilities under the tenancy agreement.
- Keep you informed at every stage of the process.
- Be transparent about how your personal information is used (see our privacy statement).
- Offer the support you need to move in with confidence.

What to expect from us

Meeting and contact

We will:

- Arrange a pre-tenancy interview – either at your home or in the scheme.
- Offer an accompanied property viewing (sometimes combined with the tenancy handover).
- Complete a tenancy and property handover – at your new home.
- Follow up visit after you move in, to check on your wellbeing and understanding of your tenancy.

Pre-tenancy checks

We will:

- Provide a draft tenancy agreement and explain key terms clearly.
- Discuss affordability and check your income and benefits.
- Help you understand the rent and service charges.
- Support you to set up rent payments by Direct Debit before your tenancy begins.



Your new home

Before you move in, we will:

- Make sure your home meets our Property Standard (safe, clean, and ready).
- Complete safety checks and provide relevant certificates (electricity and gas (if installed)).
- Ensure any agreed works are completed or clearly scheduled.
- We'll visit you during the first 6 to 8 weeks of moving in to check how things are going.

Monitoring and improvement

We regularly review our performance and ask for feedback on your pre-tenancy experience.

We use this feedback to improve our services and report on this in our annual review.

People, Places, Partnerships in practice

Getting your tenancy off to a good start is about more than handing over keys.

- For **people**, we make sure you feel informed, confident, and supported.
- In the **places** we manage, we prepare safe, welcoming homes that meet our standards.
- Through **partnerships** – between you and us, – we help set up strong tenancies that last.