

NEW CUSTOMER INTERVIEW PACK

For 5 Longfields (3 Bedroom House) on Fri 9/10/2017 at 3.00

Letting to: Mr
 Application No.: 260037 Banding: A
 Housing List: HRBAND
 ADVISOR: Mrs Elayne Crisp

	NOTES	TICK
TWO PROOFS OF ID. Note Type:	X2 original ID, x2 passport photos	
FLY SHEET	Check details with customer Check household DOB, spelling, contact details	
PROPERTY DETAILS SHEET	Go through list of repairs if not covered at viewing If not had decent homes & want to find out when will be done contact Asset Management	
ENERGY PERFORMANCE CHECKLIST	Make reference to energy efficiency levels	
GAS SAFETY CERTIFICATE	Explain gas is capped and safe Check appointment made with contractor	
ASBESTOS LETTER	Explain issues around asbestos, where it is and not harmful if not disturbed	
INSURANCE BOOKLET	Explain benefits of having insurance, covers building not contents if own items are damaged Reasonable rate for tenants If interested send to email address	
REFUSE COLLECTION	Explain brief guide including sack responsibilities and collection dates	
RECYCLING LEAFLET	Explain different colour boxes and collection dates	
CARETAKING SERVICES	Briefly explain caretaking service offered including junk collection	
REPORTING AN INCIDENT LEAFLET	If witness an incident advise to complete form and contact police	
WHAT TO DO IN AN EMERGENCY	Explain importance of knowing what to do in an emergency situation	
STEVENAGE CREDIT UNION LEAFLET	Explain benefits of credit union	
GARAGE LEAFLET	Are you interested in a garage	
ON-LINE ACCOUNT LEAFLET	Explain can register on SBC website linking to online account option and set up with email address and password Can view rent, council tax, repairs & submit an enquiry	
LA CORE FORM	Explain need to gather info for government statistics Complete form	
TENANTS HANDBOOK	In Production	
LETTABLE STANDARD SIGN OFF FORM	Give overview of lettable standard and make sure customer signs the form	
TENANCY CONTRACT	Introduction Explain the need to abide by contract. If intro and no breaches will become secure tenant in 12 months. It is a legally binding document and need to go through main points. <ol style="list-style-type: none"> 1. Your Tenancy <ol style="list-style-type: none"> 1.2 Explain areas responsible for 1.3 – 1.8 Explain intro tenancy responsibilities 1.9 Explain alteration permissions 1.10 Explain obtaining possession is easier if intro tenant 1.11 If breach intro tenancy in first year, can be extended for 6 months 1.14 If intro not to have same rights as secure 1.21 If away from home for 28 days must advise SBC 	

1.22 SBC can enter home if it appears abandoned
1.23 If abandoned, SBC can change locks
1.24 Tenant will be charged if locks changed, property made safe and disposal of any rubbish if abandoned
1.26 Do not tamper with gas and electric supplies or fittings
1.28 Do not leave flammable items in communal areas. Do not keep mopeds or motorbikes inside your home
1.38 Explain moving options. Can transfer, exchange with prior agreement
1.43 Both tenants have rights in the property including rights to remain. If relationship breaks down seek advice
1.51 If you wish for someone to act on your behalf SBC need confirmation in writing
1.53 – 1.54 Explain succession rules
1.56 Explain assignment rules
1.58 Can buy your home after qualifying period
1.63 SBC will inspect your property if you give notice to end your tenancy. 28 days notice is required
1.69 Must leave property in a clean and tidy condition in line with SBC's leaving standard. If any damage, they will be recharged

2. Rent

2.1 – 2.11 Rent due on a Monday every week or in advance if fortnightly or monthly. Rent is paid over 50 weeks with 2 rent free weeks. Will get quarterly statement
2.12 If late with rent payment, water charge or service charge SBC will take required action
2.18 If joint tenancy both equally responsible (even if moves out).
2.21 If change in household much advise us

3. Repairs

3.1 Responsible for maintaining home and reporting repairs damage
3.4 SBC responsible for building structure and major works
3.12 No improvements allowed without prior written consent from SBC
3.18 Must give us access if we provide reasonable notice to carry out repairs, to carry out a gas safety check, to inspect your property or other necessary works.
3.20 Responsible for cleaning and decorating your home

4. Living in your community

4.1 – 4.4 SBC keen for tenant to enjoy home. You are responsible for not causing nuisance (e.g ASB, excess DIY, harassment including on grounds of race, religion etc)
4.5 Responsible for your animals and need permission to keep no illegal animals. Not allowed to cause nuisance (e.g fouling, unattended, barking). We have the right to take action against you, a visitor and animals
4.11 Flats only – do not leave items in communal areas for health and safety reasons. Can take action if they ignore advice to remove items

	<p>5. In and around your home 5.4 Responsible for gardens, maintaining overgrown trees and hedges and cutting lawns. Keep free from rubbish and junk. You may need permission to remove a tree. You have rights but also have responsibilities</p>	
DECORATIONS VOUCHERS	<p>Confirm amount due and items that can be purchased Advise Tenancy Advisor will visit after 8 months to check decorating allowance has been spent and property is decorated</p>	
PARKING PERMITS (TC Blocks)	<p>Use for household and one visitor Not to be passed onto any other person Return if tenant moves out Will incur costs if permit is lost and needs replacing</p>	
RENT	<p>State weekly charge and explain itemized charges Everyone contributes to the upkeep of flat blocks Upkeep of flat blocks are done quarterly and to check notice boards (not all blocks have notice boards but will have in the future)</p>	
WAYS TO PAY YOUR RENT	<p>Promote DD or standing order and give out forms. If forms completed pass to Central Admin Team</p>	
BENEFITS CONSENT FORM	<p>Complete if they want us to assist in resolving HB issues and to share information on claim To be completed if they may be on HB in the future</p>	
COUNCIL TAX INFO FORM	<p>Complete form as soon as possible and pass to revenues Refer to CSC if they want confirmation of council tax banding and charge</p>	
PAY 1 ST WEEKS RENT	<p>Take money – cash, cheque, debit card and put in machine in CSC If on HB get expected contribution, if on full HB request £10 (or take what they can offer) Advise to pay every week until HB assessed</p>	
KEY CHECK LIST	<p>Check keys against check list and sign</p>	
CUSTOMER SATISFACTION SURVEY	<p>Ask them to complete and either hand in to CSC, SHO or tenancy advisor at settling in visit</p>	
SETTLING-IN VISIT WITHIN 28 DAYS	<p>Explain Tenancy Advisor will be visiting within 4 weeks and need to attend. If not, please contact tenancy services to rearrange If repair issues found, report through CSC on 01438 242666. Do not wait for tenancy advisor to visit</p>	
END OF TENANCY FORM	<p>If transferring get tenant to complete and sign with expected termination date and pass to Central Admin Team</p>	
SHELTERED HOUSING PACK (5 items)	<p>Explain supported people charge and flexi care service Complete relevant form if entitled to HB and forward on. If responsible for charge, explain ways to pay</p>	
FIRE SAFETY LEAFLET	<p>Issued, explained and understood by tenant</p>	

Disclaimer:

I have read and understood what has been explained as ticked above, including the terms of the tenancy agreement and promise to abide by the terms of the contract.

Signed..... (Customer) Date.....

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Signed.....(Stevenage Borough Council) Date.....

