



Starting Tenancies Procedure

1. Introduction

- 1.1 The first few months of a tenancy is a key period for both Co-op Homes and the tenant. It is important that a good impression is made as landlord and the tenant is made aware of their obligations under the tenancy agreement.

2. Policy

- 2.1 This procedure applies to Co-op Homes short life and permanent tenants, as well as Co-ops tenants.

3. Procedure

- 3.1 Receive notification that an applicant has accepted the tenancy of a void property and an appointment has been made for them to sign the tenancy agreement.
- 3.2 At the sign-up interview check if there are any reasons to withdraw the offer:
- False information has been provided
 - Interviewee is not the prospective tenant
 - Applicant is not willing to comply with all conditions of tenancy (e.g. no dogs in flats)
 - Applicant has been refused housing by Co-op Homes (due to being evicted for anti social behaviour or violence towards staff)
 - Applicant is not capable of signing the tenancy (e.g. drug / alcohol abuse or mental health problems)

If the offer is to be withdrawn or held pending further investigations notify the applicant stating the reasons. Refer the case to the Housing Manager who will decide after discussion with the lettings manager whether the offer should be withdrawn. Notify the applicant once a decision has been made.

- 3.3 If the applicant is eligible to be granted the tenancy ensure that they are made aware of or provide the following
- Conditions of Tenancy
 - Rent level and any other charges. (Check that the correct rent has been set)
 - The tenancy start date and their responsibility from that date
 - Preferred methods of payment
 - Completed HB form and or proof of supporting information
 - Rent cheque (not cash) until either All Pay net or DD / SO is set up.
 - Household details, contact details, next of kin



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3.4 If the applicant can demonstrate that they have or will be submitting a completed HB form before the tenancy commencing or alternatively, pay the rent (not cash) to cover the period until alternative payments are set up, the tenancy can be signed and keys issued.

If the applicant cannot demonstrate this the tenancy should not be signed or keys issued and the applicant should be informed giving reasons.

3.5 After the agreement has been signed provide the tenant with:

- a copy of the tenancy agreement
- tenants' handbook
- all keys to the property
- relevant information to other services provided by Co-op Homes including recent editions of 'Word on the Street'
- any relevant information on resident associations in the area.

3.6 Arrange a post tenancy visit with the tenant to take place 2 months after the start of the tenancy. At the visit complete a Post Tenancy Inspection form which will identify any repair issues and tenancy breaches including any rent arrears. If the tenant has not moved in follow the 'Abandonment' procedure.

3.7 After the sign up, the tenancy is authorised on Omni Ledger and set up a new tenancy file.

4. Guidance Notes

4.1 The applicant has the right to appeal against any decision made not to grant a tenancy. In the first instance they should be referred back to the Officer who made the decision to let the property.

4.2 The tenant will need to make alternative arrangements to pay the rent for the period until the preferred method of rent payment has been set up. It can take up to two weeks to issue an All Pay net card.

4.3 The tenancy agreement must show the tenant(s) full name e.g. John Michael Smith, not just J M Smith. The agreement must be signed on behalf of Co-op Homes by the Housing Manager.

4.4 The target rent is set for new tenants.