

HOUSING APPLICATIONS AND LETTINGS



Tai Cymdogaeth is committed to letting its properties as quickly as possible whilst supporting and building sustainable communities

- ❑ We will treat all our customers fairly and consistently, being sensitive to the situation and the needs of the individual
- ❑ We will only collect information about you and your family that is necessary for us to understand your needs and to deliver fair and accountable lettings

Housing Application

- ❑ We will process your application form within 3 working days of receiving it, inform you of the details of your housing needs assessment and whether we can accept your application for the areas you have chosen
- ❑ We will provide you with any assistance, advice and information that you require in completing our application form
- ❑ We will contact you every 3 months to check that you still wish to remain on our waiting list and you can tell us if there are any changes to your circumstances

Tenancy Offers

- ❑ We will inform you as soon as possible if you are due to be made an offer of a tenancy, to give you as much notice as we can of the tenancy start date
- ❑ We will aim to give you at least one week's notice of the tenancy start date and will confirm the offer of a tenancy in writing
- ❑ We will meet you at the property to show you around, explain all relevant features and answer any questions
- ❑ We will fully explain the terms and conditions of the Tenancy Agreement, including the tenant's rights and responsibilities and Tai Cymdogaeth's obligations as the landlord
- ❑ We will provide every new tenant with a copy of the Tenant's Information Pack and explain the information contained within the Pack

- ❑ We will with provide every new tenant with a copy of the Welsh Assembly Government 'Guarantee for Housing Association Residents' and explain the implications of the Guarantee
- ❑ We will ensure that all new tenants are given information about how to pay their rent or advice about how to claim Housing Benefit
- ❑ We will ensure that all new tenants know how to report a repair
- ❑ We will ensure that any new or prospective tenants requiring tenancy support are referred to the relevant support agency
- ❑ We will aim to visit every new tenant within two months of the start of their tenancy, to check that they have settled in and discuss any problems or queries they may have

Standard of Properties at Letting

- ❑ We will ensure that every property is secure before it is re-let, that 5-lever mortice locks are fitted to the front and rear entrance doors and that every new tenant is supplied with three full sets of keys to the property
- ❑ We will ensure that an electrical test is carried out on every property that is re-let and the appropriate certificate issued
- ❑ We will ensure that all properties are cleared before re-letting
- ❑ We will ensure that the interior of each void property is cleaned to the adopted specification, and in particular that all floors, surfaces, kitchen units, joinery, sanitary ware and decorative finishes are free from dirt, dust, grease, soiling and an unreasonable level of marking or discolouration
- ❑ We will ensure that each empty property, on a room by room basis, is redecorated if it cannot be cleaned to an acceptable standard or if the standard or taste of the decorative finishes are particularly poor
- ❑ We will aim to ensure that all necessary repairs are completed before the property is re-let
- ❑ We will ensure that any outstanding repairs, cleaning or decoration that should have been attended to as part of the empty property works are attended to within the agreed time scales
- ❑ We will aim to ensure that front and rear gardens are cleared of rubbish, grass is cut as appropriate, shrubs and other vegetation are cleared to an acceptable level