



Information for prospective tenants of Corby Borough Council regarding viewing and sign-up procedures during the Covid-19 pandemic.

During the current Covid-19 crisis we are taking extra precautions to reduce the risk of spreading the virus. We are following government guidance to keep everyone safe and protected therefore changes in the way we let our homes have been implemented. This information below sets out the precautions that we have taken and how our council property letting processes have changed due to Covid-19.

Verification Telephone call

In order to minimise contact at the next stage (Viewing & Sign Up) we are carrying out all verification checks and obtaining and checking essential information over the phone. This telephone call usually takes about 30 minutes.

During this process we will also obtain from you details about your income and expenditure, it would be useful if you could prepare a list all your household expenditure income and debts.

Viewing & Sign Up

We will conduct both the viewing and sign up at the property to minimise staff contact.

Once the property has been repaired and is ready to let we will contact you by email or telephone to discuss next steps. We will email a sample tenancy agreement for you to read before we meet at the viewing. In addition you will be sent electronically some information about being a tenant. It is important that you read the Terms & Conditions of the Tenancy Agreement thoroughly before the viewing & sign up. A mutually convenient appointment will be made with you via email or phone.

If you have or anyone in your household have developed Covid-19 symptoms please tell us. We will postpone this part of the process and hold the property for you.

We ask that only the prospective tenant(s) attend property viewings. Children, friends and family should not attend the viewing.

A Housing Officer will arrive to open the property and open any windows to increase ventilation. The paperwork will be prepared for you to review and sign where specifically highlighted. Anti Bacterial Wipes and hand sanitiser will be left within the property for your use.

The Housing Officer will stay outside the property whilst you view. We ask that you observe social distancing guidelines whilst interacting with the Housing Officer. Please bring a form of ID with you for each tenant (main and joint).

We request that you touch as few surfaces inside the property as possible.

You will be provided with a telephone number to call to pay 4 weeks rent in advance (if applicable). Please bring a debit card with you as we are unable to accept cash.

When you have signed all the necessary paperwork and made your payment, you will be required to leave the property to enable the Housing Officer to retrieve the completed paperwork. You will then be given the keys to the property.

If you need to speak to the Landlord Services Team or if you anticipate any problems with the above procedure please send brief details and a contact number to landlord.services@corby.gov.uk

Landlord Services Team
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