



Tenancy Interview and Affordability Checks

Normally completed at the applicant's home, these will now be conducted over the phone. Relevant paperwork and ID checks will be sent/received by email.

Property Viewings

Open up property, then stay in car or outside property/in garden. Let Prospective tenant view property themselves. External conversation if possible. Antibacterial wipes to wipe down door handle and key.

NRHA sign up Procedure during Coronavirus

Questions:

Are you or anyone in your household either self-isolating or showing any symptoms? If so, do not attend.

Office call tenant day before to take payment and put in suspense account.

Arrange time to meet the tenant at the property. Arrive early to sign up, say 20 minutes. Check property. Take meter readings. Make sure all paperwork is completed as much as possible. Send by email. Separate into 2 piles – paperwork for them to keep, paperwork for us, highlight for them to sign.

Wear disposable gloves. Anti-bacterial wipes. Wipe down keys/door handles.

Tenant must wait outside property. Strictly just the tenants attending. No kids in property. Make it clear to all customers that the usual smooth process for them moving in may be disrupted e.g. removals and connections, aftercare.

Ask tenant to bring own pen for signing paperwork (take spare MRH gift pen in sign up pack just in case)

If property space is large enough, keep at least 2 metres apart. If you do not feel that property is large enough wait outside while tenant signs paperwork.