

Process Title	Sign up processes for new tenancies
Process Overview	A process that explains how a VO should conduct a sign up taking into consideration Covid- 19 precautions. What information is expected from a HMC. The flow of documents between VO, HMC and the customer. Also, when and where to escalate inconsistencies.

Step by Step Procedure	Responsible
<ul style="list-style-type: none"> At the point the property is 'ready to let' and there is a successful applicant nomination, the letting process ends and the sign up process begins. 	
<p>1. Once the application is approved and the property is ready to let HMC to contact the customer to establish if they are in a position to move. The HMC should request and response in writing and the response should confirm if the applicant:</p> <ul style="list-style-type: none"> - Has possessions - Who will be helping them move - Are they in good health/are they or anyone in their surroundings is or has been affected by Covid - 19 - How will they ensure social distancing rules are adhered to - If they will be wearing PPE or will need us to provide 	HMC
<p>2. Once confirmation from the applicant is received in writing the HMC is to forward the request to HMTL who will seek approval from HMTM</p>	HMC HMTL HMTM
<p>3. HMC sends sign up request template email to the VOs main inbox.</p> <p>4. A) HMC sends sign up request template email to the VO. All parts are to be filled in by HMC and VO should not accept this if there is missing information.</p> <p>See blank sign up request template email attached as Appendix 1.</p> <p>B) HMC to check with VO regarding parking to ensure fob/key/code is available for sign up. HMC to request reorder if required. Advise licence/fob charges or if waiting list.</p> <p>C) HMC should also send over any other pertinent information such as support worker/advocate needed at sign up, availability for appointments, preferred communications method etc.</p>	HMC HMC HMC
<p>5. VO to make contact with customer to book in the sign up appointment. Sign ups to be completed within 48h from the request. VO to confirm the appointment with the customer and put in their own diary and in HMC's diary for information only.</p>	VO
<p>6. HMC to create TA and send to the customer. At same time HMC to create SUCL</p>	HMC

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<p>and send it both to the VO and to customer.</p> <p>There may be times where the TA and SUCL needs to be sent to others, such as:</p> <ul style="list-style-type: none"> • When a support worker is involved then TA and SUCL are sent to support worker • A tenancy with a Trustee then TA and SUCL are also sent to Trustee • When a tenant does not have a email address then TA and SUCL are sent to VO <p>HMC to inform VO where the TA and SUCL are sent to if there is a variance from sending to customer.</p>	<p>HMC</p> <p>HMC</p>
<p>7. VO to arrive to appointment early and check property. VO to wear PPE and have anti - bacterial gel available.</p> <p>If VO believes the property is not RTL, then they must call the appropriate HMC immediately. Photos should be provided to the HMC to be able to discuss with void team.</p> <p>HMC to escalate this to HMTL if the situation requires this.</p> <p>If property is RTL the VO takes this time to familiarise themselves with the property; e.g. where utility meters and stop cock are located, take the meter readings information should be provided in sign up template from HMC</p>	<p>VO</p> <p>HMC</p> <p>HMTL/VOM/NM</p> <p>HMC</p>
<p>8. Before the sign up appointment HMC to contact the customer to ensure that they read the tenancy agreement and they understand their rights and obligations, confirm the payment arrangements, explain the SUCL and that they will need to sign it as well, benefits and future payments if PPE is required</p>	<p>HMC</p>
<p>9. When customer arrives VO is to welcome them explain that they will be viewing the property by themselves and that social distancing must be observed at all times, re iterate that they will need to sign the TA and SUCL on their own device. Let them in to the property to look around by themselves.</p> <p>Maintaining social distancing VO is to talk the customer through SUCL, fill in and sign their part and request that they customer sign their (that will be automatically send to them once signed by VO).</p> <p>If VO believes that customer does not understand it may be necessary to refer back to HMC to advice support may be required for tenancy sustainment. VO to complete referral where applicable. VO to call HMC and ask to call the customer.</p> <p>VO also explains the Tenancy Visits process and the reasoning behind this.</p>	<p>VO</p> <p>VO</p>

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10. HMC to book turn on and test of gas, if needed. Using contact numbers in Appendix 3. VO should reiterate to customer in order for the uncap to take place any debt on the gas/electric meter must be cleared and credit must be on the meter on the day of the uncap.	HMC VO
11. VO to take the pre agreed rent up front payment at sign up. (Any payment query should hold sign up until resolved. Contact must be made with HMC/HMTL/VOM.)	HMC
12. Sign TA and SUCL on E-sign through the link sent by the HMC. Customer to sign both on their own device.	VO/Customer
13. The VO should ask the customer to login to their UC portal on their own device to update the address in the journal at the appointment or explain how to do the change of address with HB, otherwise refer the tenant to TST. N.B. UC claims must be made on day of tenancy start date to ensure rent is paid from that date. Direct debits to be set up at this stage if required (?)	VO/TST VO
14. VO to take picture of keys and disinfect them before handover to resident. Upload and add to documotive.	VO

KEY	
HMC	Home Moves Coordinator
HMTM	Home Move Team Manager
HMTL	Home Moves Team Leader
NM	Neighbourhoods Manager
NC	Neighbourhoods Coordinator
RTL	Ready to Let
TA	Tenancy Agreement
SUCL	Sign up Checklist
TST	Tenancy Sustainment Officer
VO	Visiting Officer
VOM	Visiting Officer Manager

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