

Riverside Covid-19 viewing and sign-up procedure

Here at Riverside, our key priority is to keep you and our team safe.

As a result, we've made a range of important changes to our procedures, all of which are set out at www.riverside.org.uk/coronavirus.

When it comes to viewings and sign-ups our, that means officers will be using personal protective equipment (PPE) including gloves and a face covering.

We'll also take a number of other safety measures such as disinfecting keys and fobs, filling in paperwork over the phone rather than in person and, of course, observing a strict 2m social distancing policy.

More information on exactly how face-to-face contact will work is available at <https://youtu.be/D2cbqSwms14>.

What will happen if an offer is accepted?

If your application for a property is accepted, a Housing Officer (HO) will contact you and arrange an appointment to discuss the majority of the sign-up paperwork over the phone. They will make you aware that one week's rent must be paid one day before the sign up takes place.

During this call the HO will:

- Ensure you are not displaying any symptoms of COVID-19.
- Advise that only the proposed tenant and joint tenant (if applicable) can attend the viewing/sign-up.
- Advise that social distancing of 2 metres must be observed during the viewing/sign-up and this includes any contact with other Riverside customers in communal areas.
- Advise they will remain in the car whilst the customer views the property and (if applicable) signs the relevant paperwork. Any discussion on site, must adhere to social distancing guidance.

What happens after that?

- An income officer will contact you via telephone prior to the sign up to take the first weeks' rent via a card payment.
- The HO will attend the property and open it in advance of the customer viewing/sign-up. They will leave the documents for signing (if applicable) in the kitchen.
- You can then view the property whilst the HO remains in their car or outside the property, if suitable.
- If you accept the property, the Tenancy Agreement and Sign-Up Pack are to be signed, using either the tenant's own pen or one that will be supplied and disposed of after use.

- The HO will ask the customer to place all signed documents in to a plastic wallet.
- The customer will be advised to leave all completed documents at the front door for the HO to collect. The HO will disinfect the plastic wallet prior to removing their PPE.

For prospective customer enquiries regarding a viewing or sign-up, please contact our allocations team through the customer service centre on 0345 111 0000.