



bpha have implemented a digital sign-up process to adhere to government guidelines on social distancing. The below steps provide a brief outline of our new process:

- The property becomes ready to let
- The sign up is carried out over phone between the customer and the Housing Officer
 - Documents are sent to customer digitally to read and sign
 - Documents are returned to the Housing Services Team digitally to countersign
 - The Housing Officer calls the customer to provide a key safe code or to arrange access to the property
- The Housing Officer calls the customer within the first day of sign up to check they are happy with the property condition

We recognise that some customers may not be able to move at this time for numerous reasons. Where customers are unable to move, these will be reviewed, and decisions will be made on a case by case basis. Our voids teams and contractors are continuing business as usual with some additional processes to keep everyone safe, whilst this can continue, we will continue to let as many properties as possible.

bpha are keen to work with our local authority partners during these times and we respectfully request where we have properties available that direct nominations are put forward if at all possible.

For more information please visit our website at <https://www.bpha.org.uk/coronavirus>