



Finding a Home and Preparing for your new tenancy

We want you to get off to a great start when moving into your new SCH home.

Our tenancy sustainment team will offer help and advice on all you need to succeed in your tenancy, tailored to your needs. This can include home options, rights and responsibilities, living on a limited budget and looking after a home.

We focus on getting to know you along your journey from finding a home, to moving in and beyond, building a relationship of mutual respect and trust as we go. We aim to create a positive experience for you so that you are highly satisfied with your new home.

Finding a home

We will:

- Ensure our teams are knowledgeable, highly-trained, friendly and professional to help with your request.
- Aim for 87% of new tenants to be satisfied with their new home.
- Provide clear advice about your housing options to help you decide on the best one for you.
- Make it easy to complete an application and bid for properties online, and will offer support if you need help doing this.
- Assess your housing need within 10 working days from receiving all your information and inform you of the outcome in 2 days.
- Make an offer if you are eligible within 10 working days of the advert closing.
- Make sure the property we offer meets your housing needs and that we provide clear and useful information about it.
- Provide information on our website on Solihull Home Options and Solihull Council's Allocations Policy.

- ✓ Give you a copy of your tenancy agreement and take time to explain your responsibilities, and ours.
- ✓ Discuss how to be a good neighbour and ways to get involved with us.
- ✓ Offer additional support if you are vulnerable to help you manage your tenancy.

Viewing

- Offer a choice on how to view the property before making a decision, either by an accompanied viewing or digital viewing.
- Where it is safe, arrange to view the property before repairs are completed.
- Provide you with a copy of our Letting Homes Standard and ensure your new home meets this standard before you move in.
- Make a referral to an occupational therapist, if you need adaptations, so your new home is right for you.
- If you accept the tenancy we will keep you informed about when it will be ready for you to move in and when your tenancy will start.
- Confirm in writing any minor repairs we need to do after you have moved in and when they will be done.
- Tell you about major works planned in the future, such as kitchen or bathroom upgrades.
- Provide useful information about your new home, as outlined in the SCH Empty Homes Lettable Standard:
 - ✓ Guide you to the mapping tool on SMBC website (www.solihull.gov.uk/online maps) helping you to easily find local services such as schools, GPs, recycling.
 - ✓ For properties with a gas supply and requiring reconnection, we will support you with arranging an appointment for reconnection of the supply.

Help prepare for your tenancy

Before you move in we will:

- Ask you to attend a pre-tenancy interview to meet your tenancy sustainment officer. We will:
 - ✓ Explain how much rent and other charges you'll have to pay, and ways to pay on time. We'll assist you to set up a direct debit or open a bank account.
 - ✓ Complete a financial budget with you, and help you to find work.
 - ✓ Offer advice on benefits, debt and money management, and refer you to other specialist support if you need.

Moving into your new home

Signing for your tenancy:

- Agree a time for you to sign for your tenancy and remind you of your tenancy responsibilities and ours.
- Discuss any further support you need to be a rent-first household.
- Explain how to register to My SCH Account online and the services available to help you to manage your tenancy.
- Tell you how to contact the utility companies including water, gas and electricity.
- Confirm the level of tenancy sustainment support that we will offer during your 12-month introductory tenancy:
 - ✓ We aim to deliver support for the first 12 weeks of your tenancy. This may be longer and up to one year for those who are vulnerable or need additional support.
- Make and keep your settling in appointments for:
 - ✓ our Customer Services Team to visit you within 7 working days.
 - ✓ our tenancy sustainment officer to visit you within 4-6 weeks.

Settling in and after care

We will:

- Keep our appointment for our Customer Services team to visit with 7 working days to make sure any minor repairs are being done as planned, and to help with any other queries about your home, such as heating or decorating.
- Keep our appointment for our tenancy sustainment officer to visit within 4-6 weeks to see if you've settled into your new home.
- After 12 weeks we will contact you to discuss support needs:
 - ✓ If your tenancy is thriving we will agree to close your case, and explain what will happen next.
 - ✓ We will keep support in place for longer if you need additional help.
- Ask you to complete a customer satisfaction survey after 4 weeks.

We ask you to:

- Provide us with relevant and accurate information when applying for a home.
- Keep us informed of your contact details.
- Be ready to move into your new home, so we don't delay in letting our homes to those who need them.
- Respond to telephone messages or letters promptly, so we can help you.

- Tell us at the earliest opportunity should you need to rearrange an appointment you have with us.
- Tell us if you have any concerns about your new home or need more information.
- Take up any support services we offer, we're here to help.
- Complete a customer satisfaction survey as we are keen to hear your views.

How will we keep a check on our standards

We will:

- Carry out case reviews and audits on a monthly basis to check that we are doing what we promised.
- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.

We will report on our performance against the Service Standards

- In our Annual Report we will tell how well we have managed to turnaround our empty properties – our targets for 2020/21 are to have:
 - ✓ Average re let time of 18 days for empty properties.
 - ✓ 87% of new tenants to be satisfied with their new home.
- We will provide information about finding a home and home options through our quarterly newsletter.
- Provide up to date information on our website at www.solihullcommunityhousing.org.uk
- Share posts on Facebook, Twitter and Instagram to keep you up to date on stories and activities that may be of interest to you.
- The Annual Report appears on our website and is carried in the Autumn newsletter.

We will review our Service Standards

When we:

- Review our KPIs as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.