



# Covid-19 changes to how we let homes



This information has been put together to ensure we comply with the latest Government guidelines and will be reviewed as and when required and explains how we are working differently at the moment.

Those who are clinically vulnerable should ensure they are aware of medical advice, including on staying at home and avoiding unnecessary contact with people from other households.

If you or any member of your household is showing symptoms of coronavirus or is self-isolating, then a physical viewing will be not be possible.

## Viewing your new home



We will record a 'virtual tour' so you can view your home without putting yourself at risk.

We will call you or send you a video of your new home and ask you to accept on this basis.

If a physical viewing is required, for example if you do not have access to a smart phone or computer, this will be limited to you and one other person only.

*We will complete a risk assessment with you both at the time of making a viewing appointment and also at the property prior to viewing starting. For our **Sheltered Housing**, we will carry out a risk assessment in advance to ensure it is safe to let, to protect any vulnerable residents.*



When physically viewing properties, you should avoid touching surfaces, wash your hands regularly, and bring your own hand sanitiser. During a physical viewing, our Housing Officer will wait outside the property while you walk around.

## Signing your tenancy agreement & giving you keys



We will meet you to sign the agreement and we will carry out a risk assessment to ensure we do this safely and:

- Wear personal protective equipment (PPE) and use hand sanitiser
- Meet only with the named sole or joint tenants

## Application and eligibility



Your application will be discussed over the phone and by email.



We will email you our guide to your tenancy agreement.

We will contact you by phone to make sure you are happy and you understand the terms and conditions.

