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# 1.0

## 4 Lettings & Post Letting Housing Support

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The Council owns and manages a significant housing stock, in excess of 59,000 homes. This stock is located



As soon as possible after an applicant has been shortlisted for an offer of accommodation, they will be around the likely condition of the property at the time of the letting and the first steps tenants will need to there may be a specific group for Care Leavers.

the Tenancy Agreement and Conditions of Tenancy will be issued and the tenant will receive the keys for

All new tenants are required to provide proof of identification and immigration status, in accordance with the UK Right to Rent checks. To support the specific needs of tenants, the Council provides varying levels of where required. These additional support needs will be identified with the tenant at the property viewing

Customer and property specific advice and guidance will be provided to all incoming tenants to support

Those tenants who are identified as requiring little or no support will be contacted during the first 12 weeks to resolve any issues that may have arisen. Those tenants who are identified as requiring additional support,



are corridor-linked housing schemes for tenants with specific support needs. For these schemes, viewing and relevant support path is followed depending on the tenant's needs as identified during the lettings process.

During these visits, support will be provided to the tenant around relevant tenancy issues (debt/financial/benefits, care and support needs etc.). These visits also provide an opportunity to check the condition of the property, report any required repairs and identify any changes in the tenant's circumstances or ability to manage their tenancy where further support may need to be provided. Where specific support needs are

## 6.0 MOVING ON

wish to move on to accommodation elsewhere in Birmingham or further, depending on their circumstances.

- Housing register

## 6.1 HOUSING REGISTER

Tenants may re-join the housing register and seek a home elsewhere in Birmingham by way of a transfer. There are various reasons why this may be the case, and the Allocation Scheme affords that relevant priority

## 6.2 MUTUAL EXCHANGE

Registered Provider or Local Authority), they may seek a mutual exchange through their own means, or via [Homeswapper](#)

## 6.3 WISEMOVE

property in Birmingham. This service provides assistance with moving, setting up utilities, decorating and making minor accessibility adaptations where required.



## 7.3 WE ENSURE THAT THE COUNCIL IS ACTING AS A LANDLORD IN A LEGALLY COMPLIANT MANNER, BY:

Complying with the Housing Act 1996 Part 6 as amended by the Homelessness Act 2002 and Localism Act 2011, whereby the Council is required to have a housing allocation scheme. The Act also sets out the

find out how the Council hold and use information about them on the Council's Website. These guidelines

- Where the individual who is the subject of the confidential information has consented to the disclosure.
- Where the Council or a partner organisation is required by law to make such disclosures.

Ensuring that the allocation and lettings process supports the Council's wider strategic objectives and