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The Lettings team will sign you up for your tenancy with Birmingham City Council. We will provide you with advice and guidance at different stages of the Letting process to support you to manage your tenancy successfully.

WHAT TO EXPECT DURING THE LETTING PROCESS:

- Prior to the Letting appointment you will be invited to attend a Pre-Tenancy Workshop which will take approximately 2 hours. This will provide you with general housing advice to prepare you for your new tenancy.
- The Letting process could take two separate appointments although occasionally this will be one appointment.
- $\int_{-\infty}^{\infty} \frac{1}{x^2} dx = -\frac{1}{x} + C$

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O R MONITORING:

- We will regularly review our performance and customer satisfaction with the service against our internal performance indicators.
- We will report performance in our annual report.
- We will regularly review our service standards.