



TENANCY INSPECTION FACT SHEET

Tenancy inspections are home visits to discuss any problems or concerns that residents may have. They also enable us to pick up on any unreported issues relating to the tenancy or to the home such as the condition of the property.

This factsheet tells you more about the purpose of a tenancy inspection and what you can expect at such a visit.

Question : What is the purpose of a tenancy inspection?

Answer : The tenancy inspection can help you and us in a number of ways, including:

- giving you an opportunity to feedback on the services received from us and telling us what you would like to see happen in the future;
- allowing us to check that the property is being looked after, is clean and tidy and discussing any repair or maintenance problems you have;
- checking that the tenants are the same people we originally let the property to; and
- identifying support when needed and signposting services available for advice and help.

Question : Who will need to be present at the tenancy inspection visit?

Answer : We will need to see the tenants named on the tenancy agreement.

Question : How long will a tenancy inspection visit take?

Answer : Visits can last up to one hour – it may not take this long and we will not keep you longer than is needed to complete our checks or to answer your questions.

If the date and time organised for the visit becomes inconvenient for any of the tenants, please contact us to arrange a further appointment.

Question : What kind of information will you ask me for?

Answer : We will check if information we have about members of your household, for example names, ages and contact details are correct. Having up to date information helps when planning future services.

Question : Will you want to see proof of identity?

Answer : We will ask each tenant (this includes all joint tenants) to show us at least two forms of approved identification, such as a passport, driving licence, valid U.K. residency permit and/or Bank or Post Office statement, benefit letter or a utility bill addressed to the tenant(s) that is not more than three months old. Please note that correspondence or notices from us are not acceptable as identification.

Question : Why are the photographs taken at the start of my tenancy not good enough as proof of identity?

Answer : We need to ensure that the person who has the tenancy agreement is the person who is occupying the home and that we have their correct details.

We will use stored photographs as part of the identity check but as features such as hair styles change the look of someone, we will also ask for other forms of identification.

Sometimes a tenant changes their surname but forgets to tell us. Checking identification will either confirm that tenancy details are correct or will allow us to update our records.

Question : What will you do when you look around my home?

Answer : We will be looking at the internal and external condition of your home to see that it is being looked after and kept clean and tidy. We will use the photographs taken at the time you moved in as a check on the condition of the property. We may take further photographs of the property during the visit in order to keep our records updated.

We will ask our maintenance team to contact you if there are repairs that are our responsibility to fix. If there are problems which you must put right, such as rubbish in the garden or missing fixtures and fittings, we will agree a plan with you and revisit at a later date to check you have done the work.

For further information

Please contact us before or after the visit if you have any questions or concerns about the tenancy inspection programme and for any other matters relating to your home and tenancy.