

LETTINGS

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TENANT APPROVED



We manage over 15,000 homes, ranging from flats and sheltered accommodation to large family houses. They are in a variety of areas across the South and South East of Leeds. We work closely with the Council to give you choice in your search for a home and to be fair in managing how they are let.

There are nine key steps that both Aire Valley Homes and Leeds Homes, part of Leeds City Council, undertake in the overall lettings process.

Leeds Homes advertise all Leeds City Council, some Housing Association and Council accredited private rented homes in Leeds in the 'Leeds Homes' magazine and website.

They provide up-to-date information on homes available for rent throughout Leeds so that you have choice in deciding where to make your future home.

This document outlines our lettings process, summarising key steps from registering an application to moving into a new home. It also describes the standards and levels of service you can expect from us.

GUIDE TO LETTING HOMES

Step 1. Registering Your Application

If you wish to move home you need to join 'Leeds Homes', and to do this you firstly need to register an application. You can do this by:

- picking up a 'Leeds Homes Membership Pack' from your local Housing Office or One Stop Centre;



- requesting a form by calling us on **0113 222 4413**; and
- downloading a registration form at **www.leedshomes.org.uk**
- have a high level of rent arrears with a social landlord; or
- you are subject to immigration control restrictions.

The Leeds Homes Membership Pack, includes customer information leaflets called 'A guide to choice based lettings', 'A guide to Leeds City Council's Lettings Policy' and 'A Guide to Landlord contact details'. You should read these in addition to this document.

Step 2. Accepting Your Application

When you have completed your Leeds Homes Registration Form, we will enter your details and tell you your membership number within 10 working days, subject to eligibility / suitability criteria being met and all relevant information being provided. This includes you giving us documents such as driving licences and passports that confirm your identity. Full guidance on this is within the application form.

If you...

- have been found guilty of serious unacceptable behaviour;

...we may find your application unsuitable and may not be able to process your application further.

Step 3. Available Homes

The Leeds Homes magazine, available every Wednesday, and the Leeds Homes website (updated every Wednesday at 8:30am) advertise homes throughout the Leeds area. Free copies of the magazine are available from all Housing Offices, Council One Stop Centres and participating Housing Association offices in the city.



Elderly or disabled customers who are unable to visit any of these places can get a copy by telephoning **0113 222 4413** between 8:30am-5:00pm Monday to Friday*

The magazine is also printed in Wednesday's edition of the Yorkshire 'Ad-trader' publication which can be bought from most newsagents.

Step 4. 'Bidding' For Properties

When we have registered your 'Leeds Homes Registration Form' you will be provided with a membership number, along with details of the level of priority of your application and bedroom entitlement.

Having identified suitable properties you can express your interest in up to 3 of these each week by:

- visiting any Housing Office or One Stop Centre;
- going online at www.leedshomes.org.uk;
- texting the Leeds Homes Team; or
- phoning **0113 222 4413** between 8:30am and 5:00pm Monday to Friday*.

Minicom users can express their interest by contacting **0113 222 4410**

How to Text Bids

You can bid for up to three homes per week by texting 'cbl#' followed by your:

- Application number, followed by #
- Date of Birth, followed by # (In full, e.g. 03081962)
- First property reference number, followed by #



- Second property reference number, followed by #
- Third property reference number, followed by #

To 60066

For example you might text:

cbl#123456#03081962#37952#32158#39420#

To 60066

You will receive a text message back within two hours, confirming whether your bid has been recorded. Please note that you may receive more than one confirmation.

If your bid(s) cannot be recorded, for whatever reason, we will tell you why and explain what you should do next.

If you send the wrong details you will receive a text message telling you your bid hasn't been processed, and your details will need to be sent again. If you send the details in the wrong format you will be informed about this by text message.

You will also be advised if you send a text after the deadline has expired.

You have one week to express your interest, starting from the Wednesday on which the property is advertised until 5:00pm the following Monday. Please note all expressions of interest made using web and text need to be made before 1:00pm each Monday.

**excluding some bank holiday periods.*



Guide to Letting Homes

Step 5. Being Offered a Property

The customer with the highest housing need will usually be offered the property. If two or more customers have the same housing need, generally the person who was awarded their housing need first will be made the offer.

We offer properties to customers in the general needs category based on the longest date of registration.



All of the advertised properties feature a 'suitable for' section. This informs you what kind of customer would be suitable for the property type.

For example, a two bedroom house could be suitable for a customer with one child. We generally will not offer you a property if your requirements are different from the suitable criteria, unless there are exceptional circumstances.

Step 6. Viewing a Property

If your bid for a property is successful you will be contacted by the Landlord responsible for managing that property and a formal offer will be made.

Following this, an appointment will be made with you for a member of the Property Lettings Team to come with you to view the property. This is called an 'Accompanied Viewing'.

In certain areas we also operate a 'Meet and Greet' policy, which involves members of local Registered Tenants Group attending viewings to offer advice and information on the area in which the property is located. The purpose of the

‘Accompanied Viewing’ is for you to see the property and determine if it meets your needs. During the ‘Accompanied Viewing’ you will be shown around the property and provided with the relevant information to assist you in deciding whether to accept the property or not.

Step 7. Accepting a Property

If you do accept the property an arrangement will be made with you, within one working day, for an appointment to sign your new tenancy agreement and other important documentation. At this appointment, called the “Sign Up”, your obligations as a tenant and our responsibilities as your Landlord will also be explained.

The ‘Sign Up’ will generally take place at one of the following locations:

- Dewsbury Road One Stop Centre
- Middleton St George’s One Stop Centre
- Morley One Stop Centre
- Rothwell One Stop Centre

- Garforth Library and One Stop Centre
- Kippax Housing Office
- Swarcliffe Housing Office
- Navigation House - our Head Office

(see our Contact Us leaflet for more information)

Special alternative arrangements can be made for elderly or disabled customers who are unable to visit any of these outlets.



Step 8. Moving into your New Home

We will have provided you with a copy of our 'The Standard of Your New Home' during your accompanied viewing.

This describes the standard of accommodation you can expect when moving into a new home managed by us.

Our aim is to provide all our tenants with quality, well appointed homes which meet their housing needs. A 'Final Fix' appointment will be arranged with you. The purpose of this is to:

- provide you with operating instructions and advice on heating and hot water systems, showing you where the stop tap, electric consumer unit and gas isolation points are;
- make sure all three utility services, where applicable, are connected and working;
- complete any outstanding works to meet our New Home Standard; and
- certify the property is in a safe and secure condition.



Step 9. New Home Visit

Within 28 days of the commencement of your tenancy a 'New Home Visit' will take place. The visit is to:

- enable your local Tenancy Management Officer to introduce themselves;
- confirm you have moved into the property;
- check if the 'Final Fix' works have been fully completed;

- ensure that any issued decoration vouchers have been used in accordance with the terms and conditions;
- identify if you are experiencing any difficulties with your rent account; and
- check the condition of the property, and garden where applicable.

Step 10. Management of Your Tenancy

In managing your tenancy we will:

- take action against you if you break the conditions of your tenancy;
- process any request you make to change your tenancy, such as a succession or amendment to tenancy details, within 15 working days of receiving all the documents we need;
- investigate, make a decision on, and notify you of the outcome of any housing need assessment we undertake within, on average, 30 days,

providing all necessary supporting information has been provided;

- include you in our programme of annual tenancy audits to verify occupancy details, investigate potential sub-letting issues and identify any service or support needs; and
- aim to identify any support needs you may have and make appropriate referrals, if those needs are urgent, within 24 hours, and within 10 working days for all other issues.



Guide to Letting Homes

We will:

- tell you your housing membership number and housing priority within 15 working days of receiving your application;
- contact you within 7 working days if you have been successful in your bidding for a home;



- reassess your application, update it on the register and tell you about priority changes if you tell us about a change in your circumstances;
- carry out an Additional Needs Assessment if your welfare is at risk;
- send you a full copy of the Council's lettings policy if you ask us;
- write to you each year, on the anniversary of your application, to see if your circumstances have changed and if you still wish to remain on the register;
- give you the right to ask for a review of any decision we make with which you are unhappy; and
- in partnership with Leeds Homes, publish the priority band of every successful customer with details of the property address and type of property.

Mutual Exchanges

What is a Mutual Exchange?

A mutual exchange is when two tenants decide to swap homes. If you rent from a Council or Housing Association this could be a fast and easy way to find a new home.

Finding your new home

Leeds Homes now provides its tenants with a new service called House Exchange. You can use the House Exchange website:

www.leedshomes.houseexchange.org.uk to put you in touch with other tenants wanting to swap their homes, locally, regionally and nationally.

A leaflet explaining the process is available at One Stop centres, housing offices and online.

You will need to complete the online registration form to receive your ID number and password which will be posted within a few days.

The website is updated daily and automatically removes customers from the register if they don't log on to the site for 3 months.

When you've found a swap

Once you have found someone to swap homes with, you'll need to check each other's homes before agreeing to move.

You also need to contact your landlord see (Contact Us) to give them the details and make sure they agree to the swap.



Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نایا تو ہم زانیار نامیہ بڑ شیوازیکی تر دھخواریت؟ بڑ ہمر شیوازیکی تر، وٹک پیتی گورہ، کاسیت
یان سی دی دہنگ، بر ایمل بڑ نابینا یان و ہر گنیر اینت بڑ زمانیکی تر، تکایہ پھیوہندی بکہ بہ تملہفونی
0113 214 1774

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کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل
(جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں
حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

Aire Valley Homes Leeds

Head Office:

Navigation House
8 George Mann Road,
Leeds
LS10 1DJ

email:

avhleeds.enquiries@avhleeds.org.uk

website:

www.avhleeds.org.uk



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