

# Review Board Findings on Lettings

The Review Board Said	We did
Revise the Medical Form.	Completed
Review the current waiting list with the aim of trimming those who do not qualify.	Now that our new IT system is in place a continuous review will be completed of the waiting list
Add a statement to the application stating any forms not completed in full will NOT be processed.	Updated application form in place.
Present the Tenancy Agreement in a binder, with both copies signed by both parties and both copies sealed as a legal and binding document.	This is yet to be implemented, but is being investigated.
Summarise the Void Standard and include it within the Tenancy pack.	Now included.
The Welcome letter and Content Sheet to be an original and signed by the Chief Executive	Implemented
Interview Form to be revised.	Currently being reviewed.
All references, evidence letters and proofs of identity to be checked in advance.	This is done currently and has been reiterated to staff
Consideration be given to the use of Investigative visits to flag up possible concerns prior to sign up	This is being done on an individual basis where felt necessary.
Sign-Up Check Lists to be kept on file after completion and tenant to sign at the bottom of the check list to confirm approval given for all.	Completed, although does not need signing.
Involvement of Social Investment Team at Interview/sign up for ALL new tenants.	A referral system is in place to identify appropriate people.
Void Standards need to be spot checked to avoid tenants moving into an unsatisfactory property.	Implemented.
Once a week telephone update from Lettings officers to tenants offered a property.	Will introduce ringing customers once a week.
Period from notification of availability to move in date should be reasonable	Procedures tightened up to ensure this happens
Permission to keep a pet is granted to all general needs tenants with suitable clauses in place to protect against unsuitable animals.	This recommendation has not been taken forward.
A letter /newsletter item is generated to reassure tenants that their length of tenure has not changed as a result of the proposed Welfare reforms.	Article done in July 2011 newsletter
Continue to under-occupy if a property is smaller than usual, has an impractical layout, is difficult to let or where it is considered necessary.	Currently being investigated.