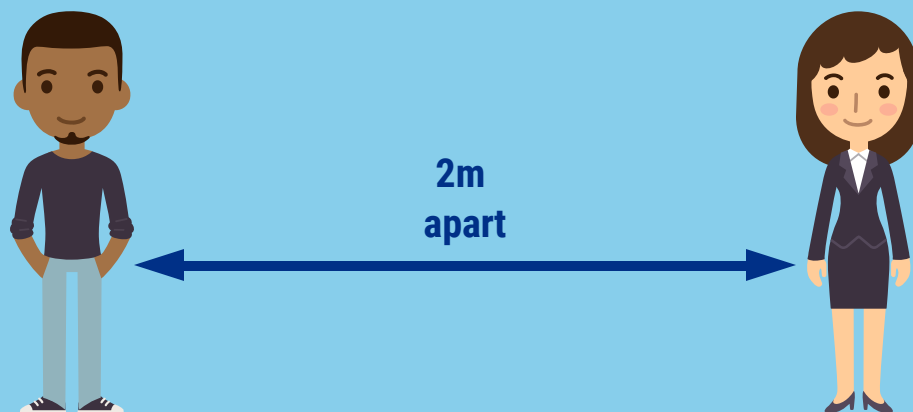


LETTING HOMES SAFELY

Our New Normal - June 2020



We will:

- Clearly explain the safety arrangements in place
- Thoroughly clean and disinfect properties before we let them
- Undertake all internal repairs and arrange for the gas boiler to be recommissioned before we let the property
- Open all internal doors and windows where possible
- Wait outside the property whilst you undertake the viewing
- Check that you are not shielding, or have any Covid-19 symptoms or have been advised to isolate before arranging a viewing
- Undertake all pre-tenancy assessments and information giving regarding the tenancy via telephone or video call

Please will you:

- Let us know if you, or a member of your household has any symptoms of Covid-19 or you have been advised to self-isolate so we can arrange another time
- Not attempt to view the property until we have arranged this with you
- Ensure only one member of your household views the property (unless you require assistance)
- Clean your hands before entering the property (sanitiser will be provided at viewings)
- Ensure that you do not touch anything within the property e.g. door handles, light switches
- Keep a 2 metre distance from members of the Ideal Choice Home team

We have undertaken COVID-19 risk assessments of all aspects of the lettings process to make sure that you and our staff are kept safe.

As a result, we have significantly changed the way we let our properties.

This also means that currently we will not be undertaking Mutual Exchanges or lettings of properties that have a shared communal entrance. We will review this on a weekly basis and we will let you know as soon as any changes are made.

We will start by advertising and letting a limited number of Lancaster City Council properties each week via our Ideal Choice Homes website. We will also continue to advertise other social housing properties to let on behalf of our partners.

Initially, we will be offering virtual viewings to successful applicants and then if you wish to proceed we will arrange a physical viewing of the property whilst maintaining social distancing.

Assistance at any time

We are here to help, if you have any questions please contact the Ideal Choice Homes team on:



01524 582005



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