

SIGN-UP POLICY

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Policy approved by:	OMT
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EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	04
Lead officer:	Anila Khalid

1 INTRODUCTION

1.1 All customers (including those existing Stockport Homes' (SHG) tenants) must have a sign-up before starting a new tenancy.

1.2 A sign-up takes place to ensure that customers understand that by signing a Tenancy Agreement (which is a legally binding document) they understand the rights and responsibilities associated with the tenancy. The customer is committing to upholding the obligations within it, such as payment of rent and charges and around not contributing to anti-social behaviour. The tenancy agreement must be completed correctly and signed by the customer.

1.3 The sign-up process enables SHG to work with the customer to ensure they have the knowledge and understanding of how they can successfully live in their home and ensure the tenancy is sustainable. It is also another opportunity to identify any support needs and ensure that these are being met, if support is not already in place.

1.4 The sign-up is also used to communicate essential property information to the new customer whilst ensuring that all customers/households with identified additional needs have the relevant support put in to place to aid tenancy success.

2 STRATEGIC LINKS

2.1 This policy links to the following:-

- SHG's Allocation policy
- SHG's mission of Transforming Lives
- SHG's aims to "support customers in all aspects of their lives through effective partnership working" and also to "develop our thriving, safe and sustainable neighbourhoods, maximising our contribution to meeting housing need".

3 KEY FEATURES OF THE POLICY

3.1 Sign-ups are arranged on the date that the keys are expected to be returned from the contractor.

3.2 Customers must be advised that failure to be available for this sign up may result in the offer of the property being withdrawn.

3.3 The exception to this is when there is a confirmed reason for the customer not being available to attend a sign-up appointment (for example if a person goes on holiday and has given prior warning or is in hospital).

3.4 During the sign-up, the customer is provided with information to ensure that they understand the rights and responsibilities associated with the tenancy and that the Tenancy Agreement is a legally binding document.

3.5 Where there is a delay with the sign up due to the customer not being available to sign up for the property for any reason the Customer Services Manager (CSM) or Head of Property Management (HoPM) will agree the outcome. This will be to either reallocate the offer due to not being available / no response or completing the sign-up at a later date and the tenancy start date being backdated.

3.6 In addition to the tenancy agreement and other standard items that are covered within sign-ups, it will also be used to explain any relevant information for example, welfare reform changes, reinvestment works for example sprinkler installation

3.7 The sign-up will always take into consideration a customer's personal circumstances however void turnaround time and the demand and supply of properties are a focus for SHG.

3.8 SHG aims to turn around properties quickly to minimise rent loss and to ensure sustainable neighbourhoods.

4 EQUALITY IMPACT ASSESSMENT (EIA)

4.1 As part of the EIA assessment, it was determined that a full EIA was not required, however the following were addressed and put into place:

- Ensuring accessibility by varying location of sign-up where appropriate
- Using interpreters when required with the CSO adding that information to Northgate for future communications
- Highlighting SHGs approach to anti-social behaviour (ASB), emphasising what constitutes ASB, including hate crime, and the support for both victim and perpetrator available.

5 OWNERSHIP, MONITORING & REVIEW

5.1 This Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

5.2 The Policy will be reviewed in line with the Operations Management Policy and Procedure Review Schedule.