



Tai
Wales & West
Housing

Moving in



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Getting your new home ready

From the time the previous resident has moved out we will work on getting the property ready for the next person to move into. We will carry out essential repairs and safety checks such as smoke alarms, service the gas boiler, check the electrics and check the water system for legionella if the property has been empty for a while.

There are a number of steps we both need to follow and the current situation with Covid 19 means we need to do things a little differently to ensure we all stay safe. The Welsh Government has amended the coronavirus health protection regulations so that it is now possible for people who wish to move home to do so. This guidance provides important public health information to ensure that moving home and key activities around this can happen safely.

With safety being the number one priority, everyone involved needs to be as flexible as possible and be prepared to delay moving, for example if someone becomes ill with coronavirus during the moving process or must self-isolate. It may also become necessary to pause all home moves for a short period of time to manage the spread of the virus if that is what Welsh Government advise.

Throughout the process we will ask if anyone in the household has symptoms of Covid 19, is self-isolating or is shielding or clinically vulnerable. It is important you tell us if anyone falls into one of these categories to enable us to take additional precautionary measures to protect you and us. It may be possible for the process to continue as planned or in some situations the letting may need to be delayed for a short while, for example until the end of a period of self-isolation.

Is this the right property for you?

The Housing Officer will discuss your current circumstances, how you will pay the rent and get furniture, and your expectations and hopes from your new home.

You will probably have several conversations with your Housing Officer as we want you to be sure the property is right for you and that you can be set up properly to make the property your new home.

Viewing your new home

We will send you photos and/or a video if we have them, so you can see what the property looks like



before going to visit it. We want to meet you and for you to see the property, so you can be sure it is the home for you and for this to be done safely. When visiting what may become your new home, we would prefer that it involves as few people as possible, ideally only the applicant themselves. We will ask if anyone visiting is showing signs of symptoms or feeling unwell and we will delay the visit.

We will open the entrance doors, internal doors and windows within the property. We will have wiped through all possible touch points with a sanitiser to reduce the risk of the spread of the virus. When viewing the property, where possible, you should avoid touching surfaces, wash your hands regularly, and bring your own hand sanitiser.

If you need to be accompanied by small children, you should try to keep them from touching surfaces and ensure they wash their hands regularly.

The Housing Officer will wait outside the property while you walk around and answer any questions

outside afterwards. It is important to follow Government guidelines around social distancing and ensure that a 2 meter distance is always kept. The Housing Officer will agree with you any works we will do before you move in and whether you wish for the furniture and other items to be left, with agreement by the previous resident, to remain. We will also agree the move-in arrangements and the tenancy start date with you.

Signing your tenancy agreement

We have made this part of the process 'digital' to minimise the risk of transmission. We will email you the tenancy agreement and the Housing Officer will talk you through any queries you have about the agreement, the rent, any service charges as well as other important issues such as home contents insurance and the services we offer.



We use an online service called 'DocuSign'. We will email you a link to DocuSign which will have your tenancy agreement already completed and ready for you to sign, electronically. If this will be a joint tenancy, then both of you will need to sign and once completed you will email the agreement back to your Housing Officer.

We will give you an update on progress with any works at your new home and let you know when it is ready for you to move in. Once the property is ready and all necessary documents are signed we will give you the code to the key safe at the property.

If we need to meet you to sign the agreement, we will carry out a risk assessment to agree how we can do so safely. We would prefer to meet only those people named on the tenancy agreement and the meeting should only take about 15 minutes.

Please speak to your Housing Officer if you have any questions or concerns about starting your tenancy.

Good luck with the move!

