



# TENANCY VISITS

## GETTING TO KNOW YOU



### WHAT IS A TENANCY VISIT?

Over the next six months we will be visiting all our tenants in their homes. This is to make sure our homes are safe and that people living in our homes are keeping to the terms of their tenancy agreements.

### WHAT HAPPENS AT A TENANCY VISIT?

We will make sure the information we have about you and whoever lives with you is up to date, including any emergency contact information. We will complete a standard form with you to ensure we have the most up to date information on you and anyone who lives with you. For more detailed information on what we will be doing, please see our web page: [www.cityoflondon.gov.uk/tenancyvisits](http://www.cityoflondon.gov.uk/tenancyvisits).

We will need to see your identification which we will photograph and put on your tenant file. This will include one government issued I.D. (passport/ driving license) with a photograph and one with your name and address.



We will carry out a brief inspection of both the inside and outside of your home and may need to take some photographs and measurements. This means that we have a record of any repairs alterations and adaptations. We will also have accurate information to enable applicants to make better informed decisions when bidding for a suitable home.

We will discuss any support needs you may have that you are currently not receiving and give advice on welfare benefits and other housing services. We will also provide information on Fire Safety and check your smoke detectors and carbon monoxide alarms.

If you have any concerns or questions about the tenancy or the visit programme please contact the Project Manager Dean Robinson on 020 7332 1653 or email [tenancy.visits@cityoflondon.gov.uk](mailto:tenancy.visits@cityoflondon.gov.uk) or visit our website: [www.cityoflondon.gov.uk/tenancyvisits](http://www.cityoflondon.gov.uk/tenancyvisits)

### WHY ARE YOU ASKING FOR THIS INFORMATION?

We need to make sure that the information we hold about all our residents is accurate and up to date so that the services we provide are meeting the needs of all residents.

We also want to be sure that our homes are being properly used and occupied and that there is no fraud or other illegal activity taking place. You have responsibilities as part of your agreement with City of London Corporation, and the tenancy visit gives us an opportunity to discuss these with you and make sure we know if you need any help.

If tenancy fraud or property misuse is identified during the visit, we may need to take further action. If you suspect tenancy fraud, please contact your estate manager or report it anonymously to the City of London Fraud hotline on 020 7332 3663.



### HOW WILL IT BE MANAGED?

We will be in touch with you again shortly before we start visits on your estate. If you are not in when we call, we will leave a card, so we can arrange to visit when you are in. Occasionally we may do out of office hours. Our visiting officers will always have I.D. with them.

### DO I HAVE TO ALLOW THE VISIT?

Yes, access to your home is mandatory and as your landlord, we have a right to enter and inspect our homes and an obligation to know who lives in them. If there are any special circumstances that we need to be aware of, please let us know as soon as we contact you. If you have a pre-arranged appointment, we will expect you to let us know as soon as possible if you can't make it for any reason.

### HOW LONG WILL IT LAST?

The visit will take approximately forty-five minutes although the times may vary depending on circumstances.



# TENANCY VISITS



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## GETTING TO KNOW YOU SOUTHWARK ESTATE from 15th October 2018



## GOLDEN LANE ESTATE



Your tenancy visits are starting on

**18th February 2019**

**020 7332 1653**