



TENANCY INSPECTION FACT SHEET- GYPSY AND TRAVELLERS

License inspections are home visits to discuss any problems or concerns that residents may have. They also enable us to pick up on any unreported issues relating to the license or to the home such as the condition of the property.

This factsheet tells you more about the purpose of a licence inspection and what you can expect at such a visit.

Question : What is the purpose of a license inspection?

Answer : The License inspection can help you and us in a number of ways, including:

- giving you an opportunity to feedback on the services received from us and telling us what you would like to see happen in the future;
- allowing us to check that the property is being looked after, is clean and tidy and discussing any repair or maintenance problems you have;
- checking that the licensees are the same people we originally let the property to; and
- identifying support when needed and signposting services available for advice and help.

Question : Who will need to be present at the license inspection visit?

Answer : We will need to see the licensees named on the license agreement.

Question : How long will a license inspection visit take?

Answer : Visits can last up to one hour – it may not take this long and we will not keep you longer than is needed to complete our checks or to answer your questions.

If the date and time organised for the visit becomes inconvenient for any of the licensees, please contact us to arrange a further appointment.

Question : What kind of information will you ask me for?

Answer : We will check if information we have about members of your household, for example names, ages and contact details are correct. Having up to date information helps when planning future services.

Question : Will you want to see proof of identity?

Answer : We will ask each licensee (this includes all joint licensees) to show us at least two forms of approved identification, such as a passport, driving licence, valid U.K. residency permit and/or Bank or Post Office statement, benefit letter or a utility bill addressed to the tenant(s) that is not more than three months old. Please note that correspondence or notices from us are not acceptable as identification.

Question : What will you do when you look around the utility block

Answer : We will be looking at the internal and external condition of your home to see that it is being looked after and kept clean and tidy. We will use the photographs taken at the time you moved in as a check on the condition of the property. We may take further photographs of the property during the visit in order to keep our records updated.

We will ask our maintenance team to contact you if there are repairs that are our responsibility to fix. If there are problems which you must put right, such as rubbish in the garden or missing fixtures and fittings, we will agree a plan with you and revisit at a later date to check you have done the work.

For further information

Please contact us before or after the visit if you have any questions or concerns about the license inspection programme and for any other matters relating to your home and license.

Ways to contact us:

▪ in person ▪ phone ▪ email ▪ letter ▪ website

email: info@elimhousing.co.uk website: www.elimhousing.co.uk