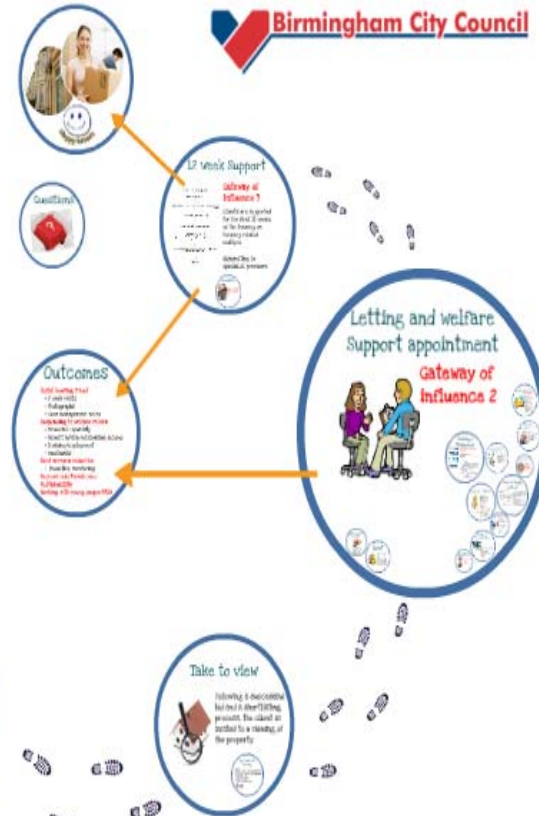
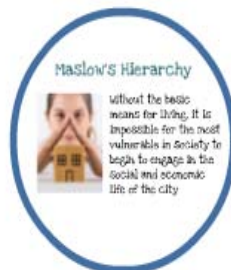


Letting suites and the customer journey



How letting suites are responding to:

- welfare reform
- Social inclusion
- Digital inclusion
- Financial Inclusion
- Health & Wellbeing



Maslow's Hierarchy



without the basic means for living, it is impossible for the most vulnerable in society to begin to engage in the social and economic life of the city

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Established Links

There are well established links between income, health and wellbeing.

Work, employment or the meaningful occupation of an individuals time has a positive impact on a persons wellbeing



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Difficult time..



Moving into a new home can be a difficult time for new tenants.

The aim of the Letting Suite is to support new tenants so they can move into their new home, live independently and contribute to Society

By achieving better outcomes people become more empowered and rely less on assistance and are able to shape their own futures

The ethos of the letting suites

- Understand our customers needs
- Provide a customer centered end to end service as one dedicated team.
- Enhance the customer journey



The customer journey



Application



Pre-Tenancy

Gateway of
influence 1

HELPS
SUPPORT
ADVISE
CUSTOMER

Introduction Of
digital logbook



- Booking
- Furnitures
- Support providers
- Look for employment
- Mental notes
- Property skills
- etc.

Incentive

Client received details to log onto
choice based Lettings and bid for
properties

Introduction Of digital logbook



- Budgeting
- furniture
- Support providers
- look for employment
- useful links
- Property Bids
- etc..

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Incentive

Client receives details to log onto
Choice Based Lettings and bid for
properties

Prezi

The image shows a Prezi presentation slide. The main title is 'Incentive' in a large, dark blue, serif font. Below the title, in a smaller, red, serif font, is the text 'Client receives details to log onto Choice Based Lettings and bid for properties'. An orange arrow points from the left towards the text. The slide is framed by a large blue circle. The Prezi logo and name are visible in the top left and bottom left corners. The bottom of the slide features a dark blue navigation bar with various icons.

Client bids for a property



Client will use
Choice Based
Lettings
through the
Digital
Logbook to
submit bids on
potential
properties

Take to view



Following a successful bid and a shortlisting process, the client is invited to a viewing of the property

Key Tasks at viewing

- Check ID
- Check the seller's identity correctly if a transaction is made
- Check the contract is valid for the property and the 20% including the length of the listing period
- Check the seller's work
- Check the contract is valid
- Check the 10% stamp duty
- Check the contract is valid
- 10%
- Stamp duty
- Stamp duty

Key Tasks at viewing

- Check ID
- End existing tenancy correctly if a transfer case.
- Give information about the lettings process and the TSD- including the **length of the lettings interview.**
- Complete paper work
- Home Contents Insurance
- Discuss 12 weeks plan
- Advise on furniture if required
- LWP
- Digital logbook
- PaSa Project