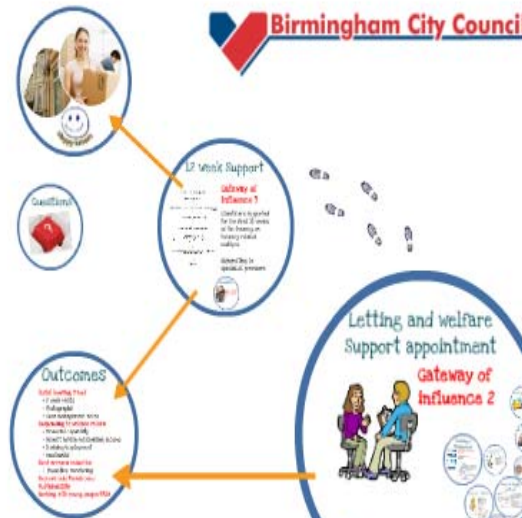


Letting suites and the customer journey




Prezi

signposting to specialist providers

incentive

Letting and welfare
Support appointment

Gateway of
influence 2



Training & Employment

Financial capability

Rent

Letting and welfare

Gateway of influence 2

Training & Employment

22 / 33

Meet & greet - Introduction to Self Serve



Floor walker will-

- Meet & greet arriving clients
- Give an explanation of lettings process
- Client introduced to DLB
- Self ASSESSment
- Referral to PASA

Pay Ahead, StAY Ahead

Project Beneficiaries



- New young first-time social housing tenants
- Young people who have actively applied for housing
- Young people in transition, moving through the care & homeless system

1 Capability

- 



Clients are given a full demonstration of the features and advantages of the digital logbook by the floorwalker in the letting suite I.T. suite

Workshops

Prezi

t
to

Social Housing Fraud



- Taking of photographs
- Verification of proofs - ID / Income
- Case management notes

Prezi

Navigation controls: back, forward, search, and other presentation navigation icons.

Financial Capability



- Furniture
- Bank Accounts
- White Goods
- Credit Unions
- **Budgeting**
- Signposting
- Debts
- Contents Insurance
- Fuel / Energy
- Direct debits
- Food banks

Demo
Log



Workshops

Tenant Training-



Client is assisted in completing a Housing benefit form online via the digital logbook

Rent



- Rent card / direct debit
- 12 weeks support
- Complete council tax enquiry form
- Rent calculation

Training & Employment

You want to work
but.....can't find
the job or support
you're looking for?



Let's work together
to look at ways
of helping you
back into work
You'll be amazed
at what help is
out there!

To find out more, ask here about
help with creating a CV, Email account,
Job search, Money Advice and much
more.....

Westminster City Council DWP Department for Work and Pensions

The employment outreach
team (JCP)

Offers a tailored one - one
Service

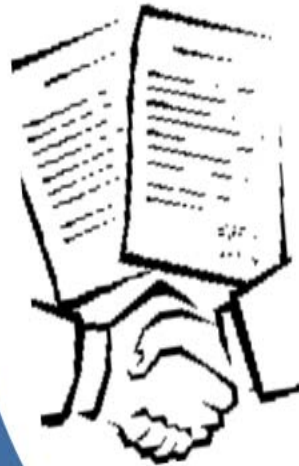
- CV Support
- Setting up an email account
- Confidence and motivation
- Interview preparation
- Digital job Search
- Help with application forms
- Job matching
- Training advice

Terms and condition
of tenancy



- tenancy breaches
discussed
- tenancy agreeme
created and give
client

Terms and condition of tenancy



- tenancy breaches discussed
- tenancy agreement created and given to client

Social



Meters
Cookery
DIY
IT

Triage of Vulnerability



- Empower those who are not vulnerable and support those who are
- Introduced -Self Help Directory
- Tracking

Incentive



Client receives
keys to



- Fuel / Energy
- Direct debits
- Food banks

WorkShops

Tenant Training-



Enhancement to Letting Suite

Practical management of a tenancy

Meters

Cookery

DIY

IT

Usage of
Sustainability

Completion of Housing Benefit application form online



Client is assisted in
completing a Housing
Benefit form online via
the digital logbook

Re

Incentive



Client receives
keys to
property

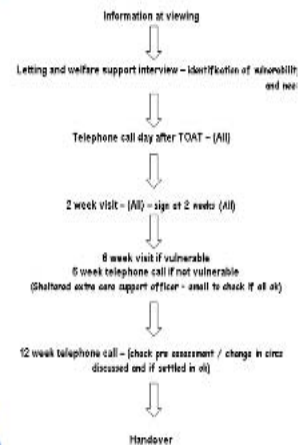
Choice and
Control

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12 week Support

Gateway of influence 3

Letting Suite Support



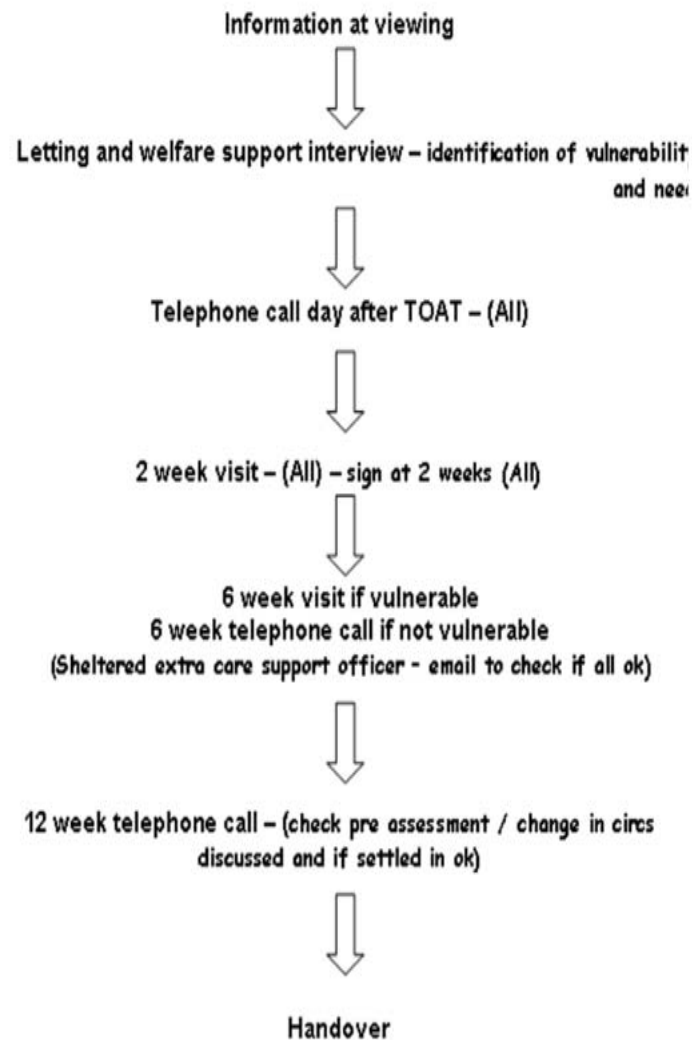
clients are supported for the first 12 weeks of the tenancy on tenancy related matters

Signposting to specialist providers

Incentive



Letting Suite Support



Gateway to influence

clients are supported for the first 12 weeks of the tenancy tenancy related matters

signposting to

Incentive



Secure tenancy
after 12 months





Outcomes

Social housing fraud

- 2 week visits
- Photographs
- Case management notes

Responding to welfare reform

- Financial capability
- Benefit advice-maximising income
- Training/employment
- Food banks

Rent arrears reduction

- Proactive Monitoring

Improve void turnaround

Sustainability

Working with young people-PASA

Questions

