

Process: Setting Rent
Business Owner: Jonathan Pitt
Process Owner: Jonathan Hyde
Date last reviewed: Draft – 26/4/24
Version: V-0.1
RACM Aligned: V-0.1

RISKS

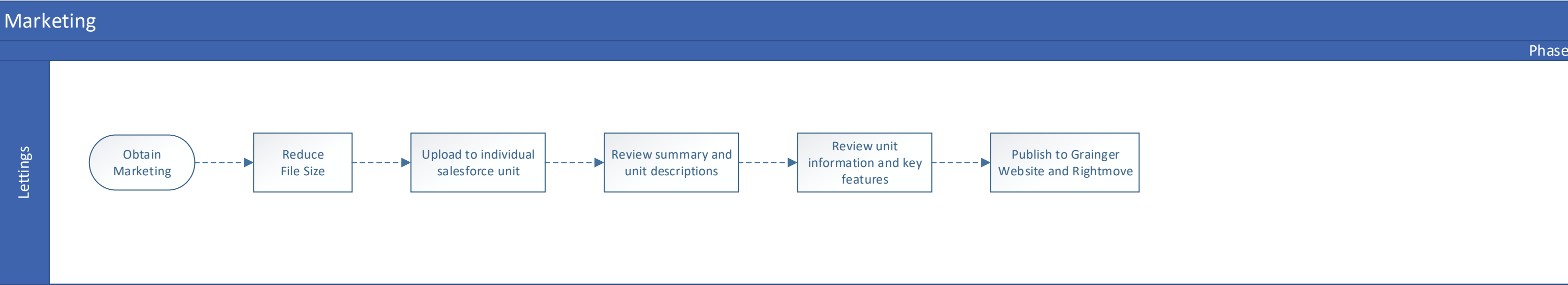
- R1 – Rental comparable are wrong and low causing the property to be under or over priced
- R2 – The rent The data is incorrectly entered into the price book causing the rent to be incorrect
- R3 – Offers below ERV are not approved by Asset Management

KEY CONTROLS

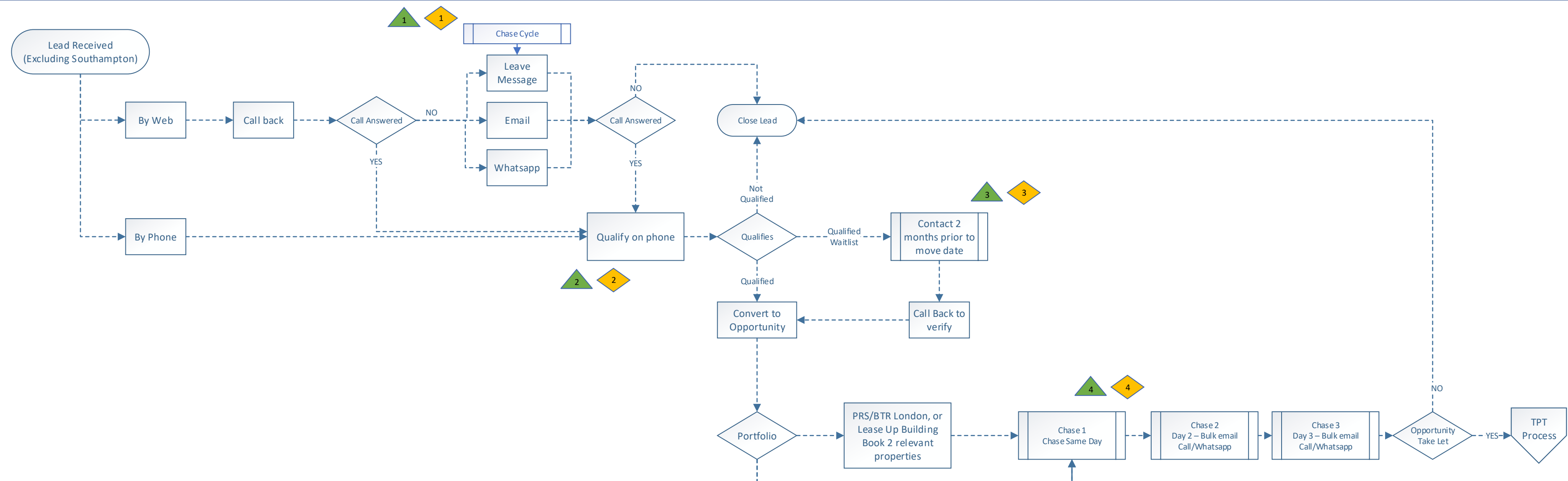
- C1 – To be confirmed
- C2 – To be confirmed
- C3 – To be confirmed

PROCESS NOTES

- Renewals are offered to a resident in advance of the current tenancy expiring to allow a review of the rent and property condition prior to an offer
- Rents are reviewed against market conditions to ensure a fair rent is offered
- The resident is assessed against condition of the unit and their conduct while under tenancy
- Offers are made within set parameters, any offer outside of this is approved by Asset Management
- If a resident does not respond to an offer, or confirms that they are vacating, the End od Tenancy Process is started



CSA



Negotiators

Agent

Process: Lead Management
Business Owner: Jonathan Pitt
Process Owner: Helen Douglas-Taggart
Date last reviewed: Draft – 26/4/24
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RISKS

- R1 – Leads are not chased resulting in loss of lead
- R2 – Qualification Questions missed with lead unfairly treated and misguided
- R3 – Waitlist not actioned resulting in the loss of leads
- R4 – Chase cycle not followed resulting in the loss of leads

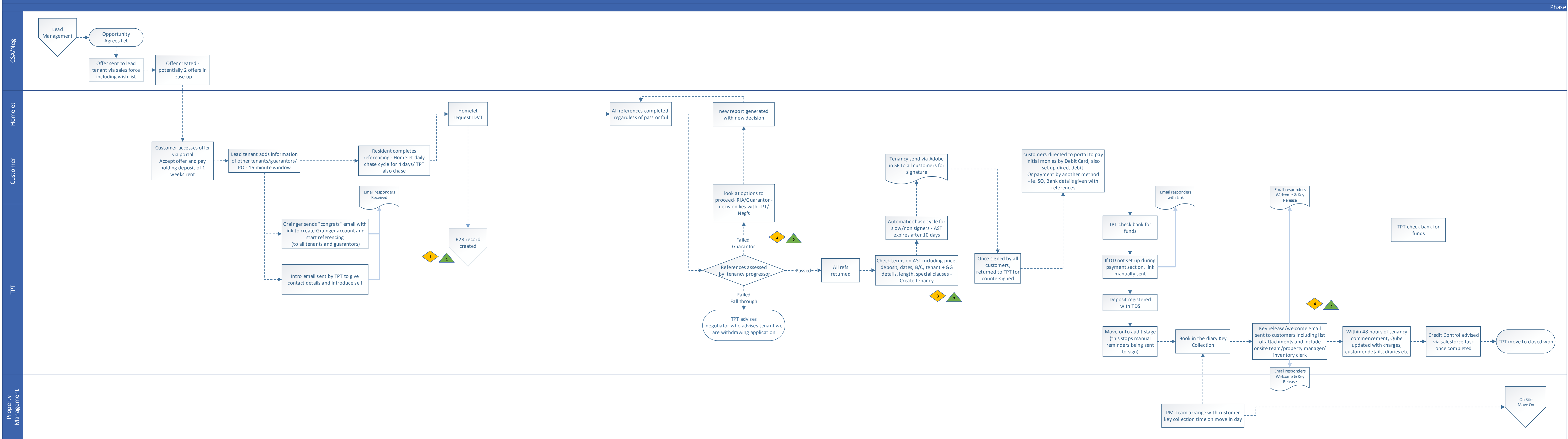
KEY CONTROLS

- C1 – To be confirmed
- C2 – To be confirmed
- C3 – To be confirmed
- C4 – To be confirmed

PROCESS NOTES

- Leads are logged onto the system and chased on a regular basis
- Each lead is qualified on the phone by the CSA to ensure they are eligible to proceed
- where leads qualify, but are not in a position to proceed, they are placed on a wait list
- Once qualified, the lead is changed to an opportunity and bookings are made to view properties
- Following viewings, CSAs chase the opportunity to concert to a let-agreed

Tenancy Progression



Process:

Tenancy Progression

Business Owner:

Jonathan Pitt

Process Owner:

Helen Douglas-Taggart

Date last reviewed:

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V-0.1

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RISKS

R1 – Homelet results are not checked correctly leading to an invalid R2R

R2 – The references are not assessed correctly leading the a customer with poor references

R3 – The tenancy agreement has incorrect data causing it to be invalid

R4 – The key release email is not sent delaying the resident from moving in

KEY CONTROLS

C1 – To be confirmed

C2 – To be confirmed

C3 – To be confirmed

C4 – To be confirmed

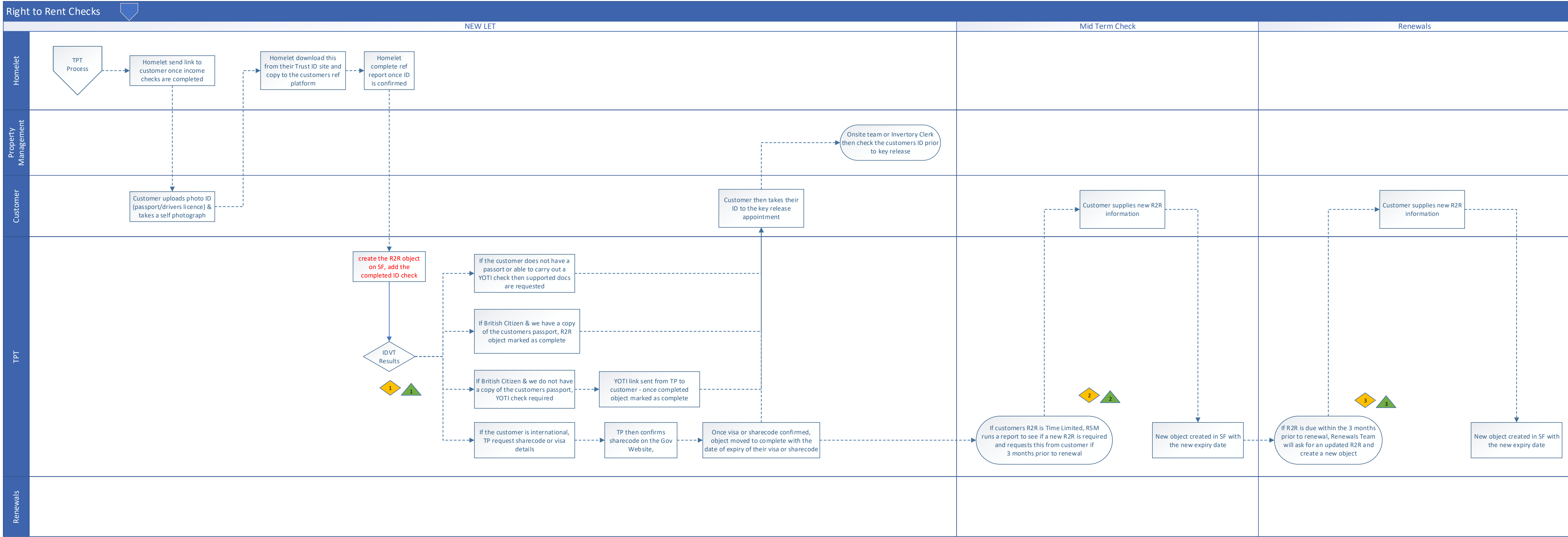
PROCESS NOTES

- Leads are referenced to ensure they have the ability to pay for the rental

- Right to rent checks are complete to ensure the resident can rent a UK property

- The tenancy is created and sent out electronically allowing the customer to e-sign

- One referencing is passed and agreement signed, TPT confirm so that the customer can move in.



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Right to Rent

Jonathan Pitt

Helen Douglas-Taggart

Draft – 26/4/24

V-0.1

V-0.1

RISKS

R1 –Homelet results are not checked correctly leading to an invalid R2R

R2 –Mid term checks are not completed

R3 – Renewals Checks are not completed

KEY CONTROLS

C1 – To be confirmed

C2 – To be confirmed

C3 – To be confirmed

C4 – To be confirmed

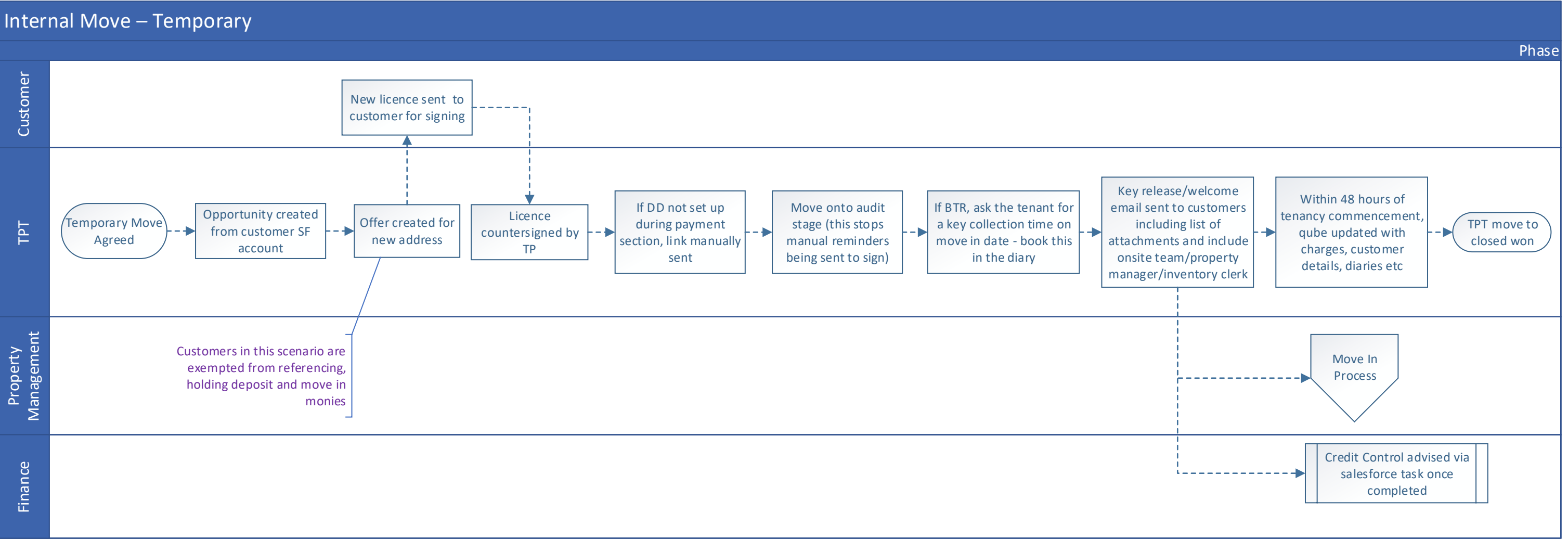
PROCESS NOTES

- Residents are checked as part of the move in process to validate that they have the right to let

- Homelet an external checking service complete the check

- The results are validated by Grainger before creating a system diary for re-check

- re-checks are completed mid term, and as part of the renewal



Internal Move – Customer Request

