

Appendix 2: Direct Lets Standards

The following standards will be applied to any property where a person (or household) is assisted by Direct Lets to access private rented accommodation through an Assured Shorthold Tenancy:

We ensure:

- A recent Energy Performance Certificate is provided.
- A recent Gas Safety Certificate is provided.
- An Electrical Safety Certificate is provided.
- A signed Assured Shorthold Tenancy – signed by both the landlord/letting agent and new tenant is provided.
- A copy of the 'How To Rent' guide is provided.
- Any deposit is held in one of the three government recognised Tenancy Deposit Schemes.

Where a household is assessed as 'eligible', 'homeless' and in 'priority need' we will offer:

- A deposit (equivalent to 1 month's rent) OR provide a deposit guarantee
- 1 month's rent-in-advance.
- Landlord insurance, providing additional cover for damages and rent loss¹.

Prior to moving in, we will:

- Offer free photographic inventories.
- Seek to negotiate a tenancy term longer than 6 months. To assist with this negotiation, a landlord/letting agent may be offered a financial incentive.
- A 'suitability assessment' will be completed. This will make sure:
 - The tenant can afford to pay the rent, as well as utility bills and other household costs;
 - The home is the appropriate size for the household;
 - The home meets any medical or physical needs of household members;
 - The home is a reasonable distance from any essential services, facilities and networks.

After moving in, we will

- Ensure arrangements for rent payments are in place (including any element of the rent covered by Housing Benefit or the housing element of Universal Credit).
- Visit the tenant in their home within the first 4 weeks, and thereafter within the subsequent 6 months (or sooner if necessary).
- Provide a first point of contact for the tenant should they have any concerns relating to the tenancy.
- Provide a first point of contact for the landlord/letting agent should they have any concerns relating to the tenancy.

¹ As of 30 August 2022 this is not in place. Suitable products are being investigated and this will be offered once assessment of the options is complete. These type of products can act as an alternative to a guarantor, as the cover provided tends to be greater, and it is easier to claim against.

