

Because we generally look to the Council for our tenants, people should apply to the Council covering the area where they wish to live.

SHAL, other Associations and the Council itself all look to Homefinder Somerset for tenants, so applicants have a wide choice.

Anyone with a query about their chances of rehousing should ask the Council. We can only say whether a property is let, or not.



# HOW WE LET OUR HOMES

This document is available in other formats (eg in large print or on CD), please contact us if you require a different format.

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## Introduction

As a social landlord we manage houses that we own and houses and flats owned by others.

This leaflet explains how we let our own homes.

## Our Stock

Our stock of 2, 3 and 4 bedroom houses are situated mostly in Bridgwater, although we have a small amount of properties in the surrounding area and Taunton Deane. This is because we purchased much of our stock from Sedgemoor District Council and most of their housing is in Bridgwater.

## How we let our homes

When we know we will have a vacant property (either because we have purchased or built a new house or one of our tenants is leaving) we normally advertise the property in Homefinder Somerset.

This service started in 2008 and covers the whole of Somerset. Many landlords, including SHAL, advertise property to let on this service.

We will explain what type of property it is, how big it is and give a description of the facilities. If we are restricting letting to a particular category of people, we will say so. Often there will be photo.

People can see properties available at [www.homefindersomerset.co.uk](http://www.homefindersomerset.co.uk). To show you are interested in a property you will have to register first with Homefinder Somerset. Details of how to do this are shown on their website or at the office of one of the participating councils.

SHAL is able to produce a list of people who have shown an interest for the vacant property and this list is in a priority order. We will offer the home to one of the people on that list. You can check out recent lets on the website.

We do reserve some properties specifically for SHAL tenants who wish to move but stay tenants of SHAL.

## What happens next?

The offer letter will give details of the house concerned.

We will explain the rights and obligations of the tenancy. The prospective tenant can decide whether to accept, or not. Either way, we will tell the Council what is happening.

On the day the tenancy is to start the new tenant will be invited to sign the Tenancy Agreement and collect the keys. As part of this process we will explain the Agreement in detail - a process which does take some time.