



Doing it Digitally

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Allocations Team Leader

Pre-Covid

- Physical viewings
- Office sign ups
- Paper documents
- Previously letting on average around 10 voids a week

The new normal

- Key Safes
- Virtual Viewings
- Digital Sign Ups



Key Safes

- Fit them as early as possible in the void
- Create a key safe register
- Remove and re-purpose



Virtual Viewings

Void works complete



Record viewing using smart phone/Ipad



Edit and upload to YouTube



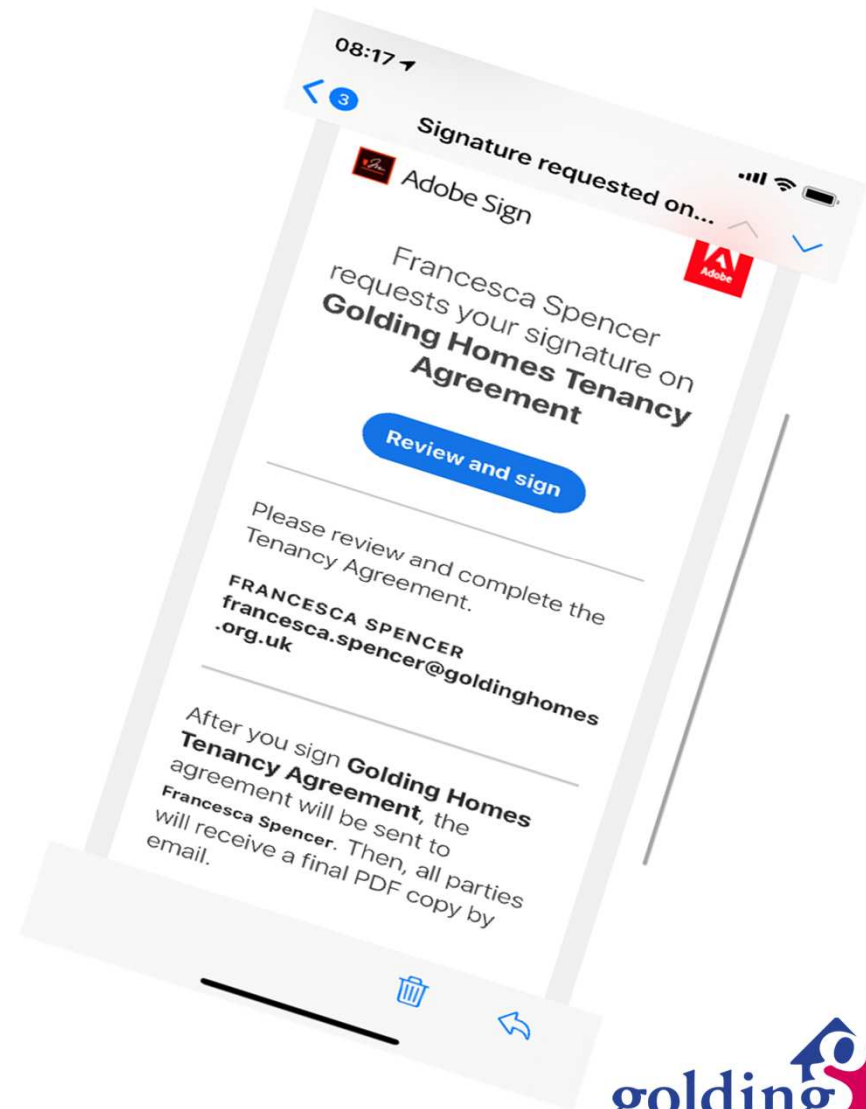
Share link with applicant

https://youtu.be/5C4GV_EXSg4

Digital Sign Ups

Adobe Sign

- No need for the applicant to download an app
- Can be done on any smart device / computer
- Can send to multiple recipients (joint tenants)



Exceptions

For example...

- Vulnerable applicants
- Applicants who are unable to use or access the internet
- Applicants who require a physical viewing to assess medical suitability

Feedback

“It was very easy to move this way, with no contact with anyone else” – Miss H, transferring tenant

“ I found the contactless process very easy, very efficient and I actually preferred it to the normal way of moving home” – Miss O, new tenant

“I love it. It’s much more efficient than our previous processes and we are now less dependent on other teams to complete a letting. It’s great hearing how straight forward the moves have been for our tenants too” – Blanche, Allocations Assistant

