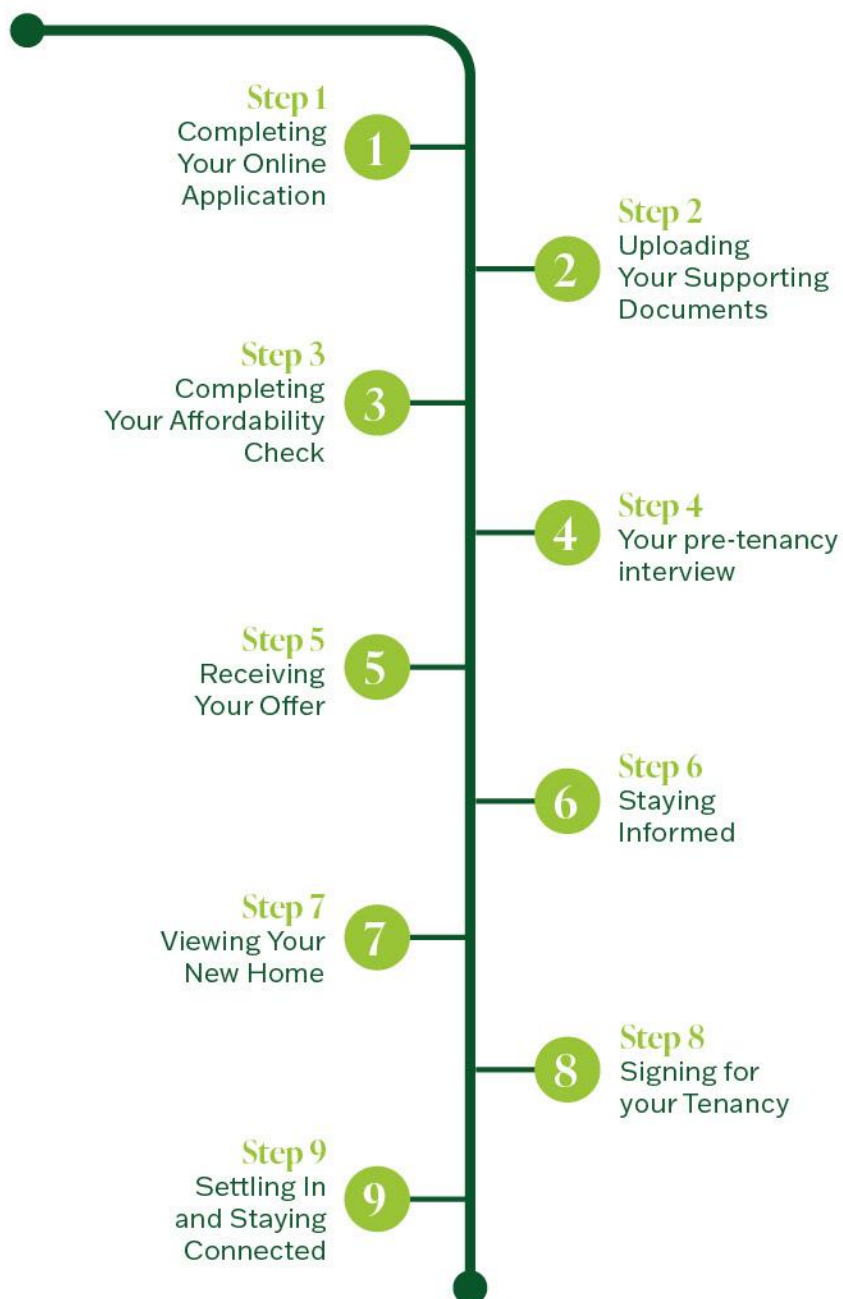




Your journey to your new home

**For many of our customers,
the journey to renting a home
is one they're eager to begin.**

This document outlines the key stages of the application process, along with important deadlines that applicants must meet to successfully complete their application and collect the keys to their new home.



1 Completing Your Online Application

To begin your application, you'll need to complete an online form via our customer portal. A member of our team will have sent you a link to access this. You can log in using the same username and password as your Eastleigh account.

Before starting, please ensure you have the following details ready:

- Information about everyone in your household, including contact details, dates of birth, National Insurance numbers, and any pets
- Your previous addresses from the past two years, along with landlord contact details
- Your income details, including employment, benefits, tax credits, allowances, or pensions
- Any disabilities or adaptations you require
- Any support needs, including contact details for support workers, social workers, probation officers, etc.

If you're applying for a joint tenancy, both applicants must provide their own personal information and verify the full application before submitting.

At this stage, we'll also send you a copy of our Tenancy Conditions for you to review. This gives you time to read through before signing.

If you have any questions about completing the form, please contact our team by calling 023 8068 8181 or emailing residents@eastbrookehomes.co.uk.

2 Uploading Your Supporting Documents

As part of your application form, we'll ask you to provide several documents to support your application. These will include:

- Proof of identity (e.g. passport or driving licence)
- Three months bank statements for all your bank accounts showing your income and spending

Please make sure the copies you upload are clear and easy to read, so we don't need to request them again.

You'll be able to upload your supporting documents directly through the customer portal.

3 Completing Your Affordability Check

To help ensure your tenancy is financially sustainable, you'll need to complete an online affordability calculator using the link we've provided. This tool will ask for details about your income and expenses.

The calculator includes built-in benefit calculations to help identify any additional support you may be entitled to, aiming to maximise your income and support a successful tenancy.

Once we receive your expenditure details, we'll compare them with your bank statements. If there are any differences, we'll discuss them with you directly.

It's essential that we receive your completed application form, supporting documents, and affordability calculator within 3 days of the link being sent. If we don't receive everything within this timeframe, we may need to refuse your application and move on to the next applicant.

4 Your Pre-Tenancy Interview

Once you've completed all the previous steps, we'll hold a pre-tenancy interview. This is your opportunity to meet us and learn more about what it's like to live in an eastbrooke home.

During the interview, we'll:

- Review your application form with you
- Discuss your suitability as a tenant and the suitability of the property for you.

- Go over the tenancy conditions we previously shared, to ensure you fully understand them

This meeting is an important part of the process and helps us make sure everything is in place for a successful tenancy.

5 Receiving Your Offer

We aim to complete your application and confirm whether we can offer you the home within 10 days of our initial call.

If your application is successful, you'll receive a formal offer which will include:

- Confirmation of the rent and service charge for your new home
- The type of tenancy agreement
- An estimated tenancy start date

Please read your offer carefully and confirm within 24 hours if you wish to accept and proceed to view the property.

Your formal offer letter will outline how much you'll need to pay before collecting your keys.

6 Staying Informed

In some cases, your offer may be made while the home is still undergoing works to bring it up to the required standard - or, in the case of a new development, while it's still being built.

If this applies, we'll keep in regular contact to provide updates and let you know about any changes to your estimated move-in date. Our goal is to keep you informed every step of the way.

7 Viewing Your New Home

We'll contact you to arrange an appointment for you to view the property.

For new build homes, the viewing may be conducted virtually. If this applies to you, we'll explain how the virtual viewing works and what to expect.

You'll also receive an email with all the essential information to help you prepare for your tenancy and get off to a smooth start. This will include providing a copy of our tenants handbook and information on tenancy support services.

8 Signing For Your Tenancy

On the day your tenancy begins, we'll meet with to complete the final steps.

We'll accept your first rent payment and answer any final questions you may have and

Once you're happy and everything is clear, you'll sign your tenancy agreement and receive the keys to your new home.

9 Settling In and Staying Connected

We're here to support you throughout your tenancy. If you have any questions or need assistance, you can reach us easily via your customer portal or by calling 023 8068 8181.

Around six weeks after your tenancy begins, we'll visit you at home to see how you're settling in. This is a chance to talk through any issues, offer advice, and make sure everything is going smoothly.