

# Simple Lets

**BOROUGH OF BROXBOURNE**

Launching our Local  
Lettings Service :  
Simple Lets

# Before Simple Lets

## The Old Scheme

- Purely Tenant Focused service
- Insisting Landlords provide legal paperwork and inventories
- Poor communication and assistance provided to Landlords
- Just provided tenant finder service with no ongoing support for Tenant or Landlord

# Why we needed to change

- Increased pressure of homelessness due to recession
- Realisation that poor service was putting off potential Landlords from working with us
- Poor service was effecting Landlord retention
- Lack of ongoing support was leading to more Landlords getting into financial difficulties and more tenants becoming homeless

# Simple Lets – A new beginning

## What we can offer

- Free tenant finding service
- Comprehensive checks on prospective tenants
- Accompanied viewing with prospective tenants
- Tenancy sustainment training given to prospective tenants



# What we can offer

- Landlord information pack
- Help to access Home efficiency grants
- Deposit and rent in advance paid by cheque at the signing of the tenancy
- Free inventory completed with picture evidence
- Floating support provided to the tenant for the first month to ensure smooth transition into tenancy

# What we can offer

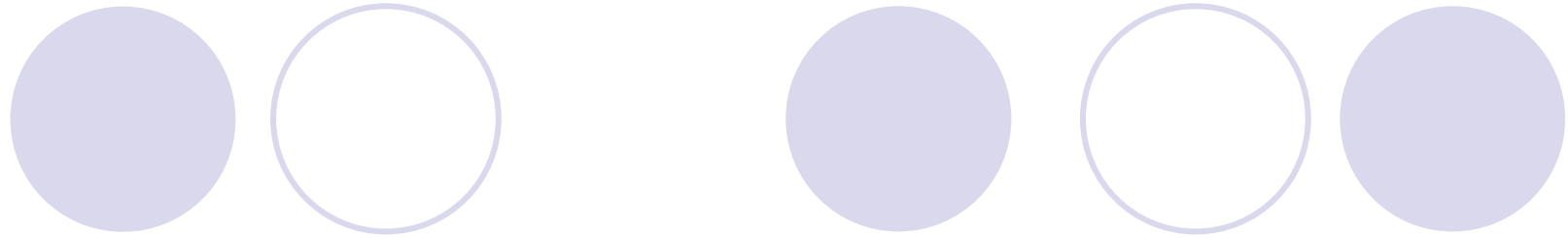
- Fast track housing benefit claims
- Direct payments to landlords
- Dedicated officer that both landlord and tenant can use as a 'one stop shop' to contact throughout the duration of the tenancy to resolve any issues that may arise
- Quarterly checks with landlord and tenant to ensure that everything is running smoothly with the tenancy

# What we can offer

- Early intervention work done in partnership with Housing Benefit Dept, Anti-Social Behaviour Dept and Environmental Health Dept to try and resolve any issues before they become serious
- Free advice to Landlords about legal responsibilities
- If notice is served the council will offer to move tenants at the expiry of the notice rather than insist on a court order

# What we can offer

- Assistance with any disputes that may arise at the end of the tenancy
- Fast turn around in order to minimise void period for landlords
- Dedicated phone line and email for landlords



# Any Questions?

# Contact Details

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