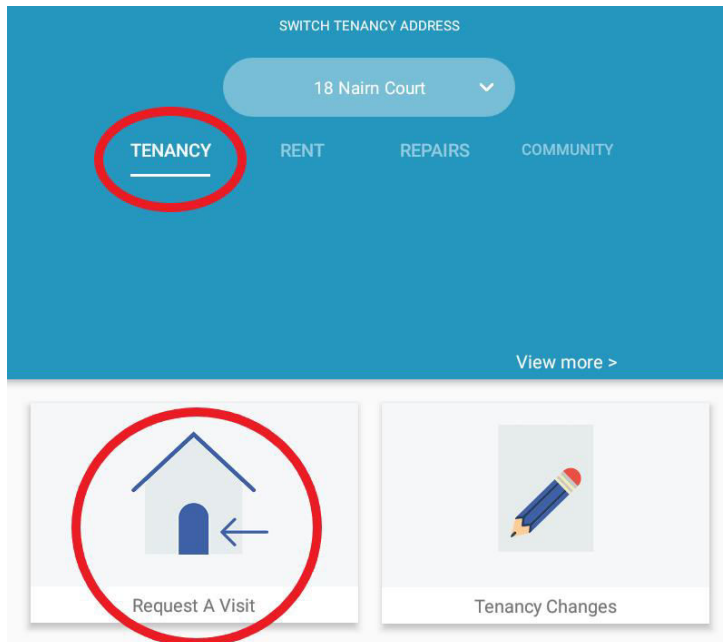


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Requesting a visit

To request a visit in-app, please make sure you are in the Tenancy section of the app by tapping the 'Tenancy' underneath your address. Once there, tap the 'Request A Visit' box.

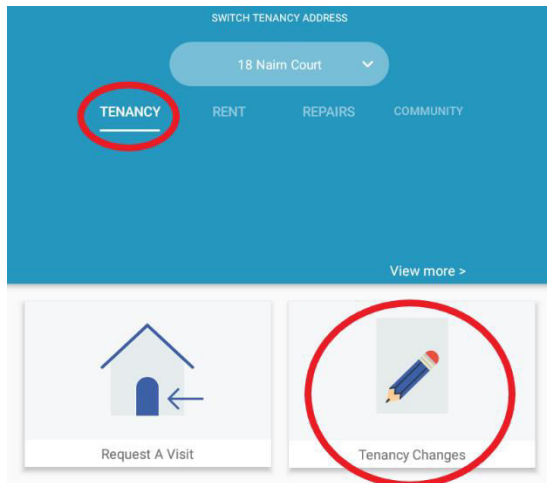


On the following page, enter additional information about why you would like a member of SHS staff to visit you, and select availability from the available options. Once done, tap the 'Submit my request' button, then tap 'Close' in the bottom right corner.

A screenshot of a form for requesting a visit. The form has a white background and a blue footer. At the top, it says "To help us to handle your request, please provide some additional information" and "To discuss rent payments". Below this is a text input field. The next section is "Please tell us when you will be available" with a list of days: Monday (checked), Tuesday (checked), Wednesday (unchecked), Thursday (checked), and Friday (unchecked). The next section is "Time slot on selected day(s)" with a list of time slots: AM 08:00 - 12:00 (unchecked), PM 12:00 - 16:00 (checked), All Day 08:00 - 16:00 (unchecked), and Avoid School Run 09:00 - 14:45 (unchecked). At the bottom, there is a blue bar with a white "Submit my request" button (circled in red) and a blue bar with a white "Close" button (circled in red).

Reporting tenancy changes

To report tenancy changes in-app, please make sure you are in the Tenancy section of the app by tapping the 'Tenancy' underneath your address. Once there, tap the 'Tenancy Changes' box.



On the following page, enter additional details about the changes to your tenancy. If the tenancy change does not involve a change in household members, simply tap 'Submit' in the bottom right corner. Otherwise, tap 'Yes', then tap 'Next' in the bottom left corner.

To help us handle your request, please can you provide some additional information

My partner has moved in with me.

Does this tenancy change involve a change in household members?

Yes No

On the following page, you can see all existing members of the household, and can edit their details by tapping their name then tapping 'Edit'. You can also add household members by tapping 'Add'. Once done, tap 'Submit' in the bottom right corner.

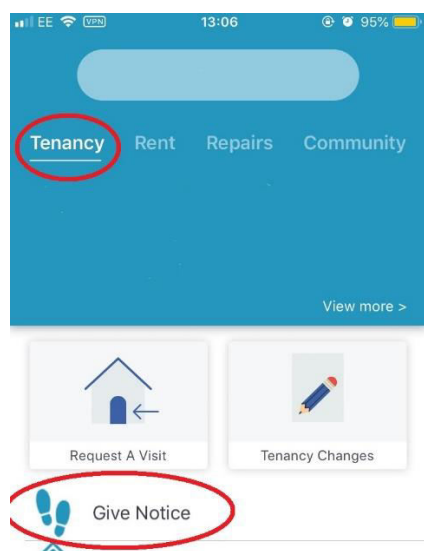
Please give us details of all of the household members you'd like to change the information for.

Name
Edit
Add

Once you have checked that the details of household members are correct, please tap 'Submit' to confirm.

Giving notice

To give notice in-app, please make sure you are in the Tenancy section of the app by tapping the 'Tenancy' underneath your address. Once there, in the list of options, select 'Give Notice'.



On the following page, enter a date to end your tenancy on, and fill out the forwarding details. Please note that regardless of whether you select Yes/No to giving us less than 4 weeks' notice, we will still require you to fulfil your obligations as a tenant for that time. Similarly, submitting this form does not end your tenancy – your housing officer will be in contact if you use this option. Tap 'Next' in the bottom right corner to continue.

Current Address:
18 Nairn Court, Elgin Road, Wallington, Surrey, SM6 8RE

Is this urgent? Do you need to give us less than 4 weeks notice?

Yes No

I hereby give 4 weeks notice to end my tenancy at the above address from this date:
09/04/2021

With 4 weeks notice, my tenancy will end on:
07/05/2021

Vacant possession to the property will be given and the keys will be handed in, no later than 12 noon on the tenancy end date

Forwarding details

Address
15 Crystal Palace Park Road
Sydenham
London

Postcode
SE26 6EG

Telephone
07487444293

On the next page you will be asked to fill out details about your property/tenancy. Once done, tap 'Next' in the bottom right corner.

Current Property Details

The Electricity Supplier is
Bulb

The Gas Supplier is
Bulb

Does the property have a pre-payment meter?
 Yes No

Does the property have a water meter?
 Yes No

Does the property have solar panels?
 Yes No

Do you have a current garage tenancy with us?
 Yes No

If yes please state the garage address

Garage 2 Nairn Court
Elgin Road
Sutton
Surrey

You will then be asked for the reasons for your move. If you do not see your reason listed, select 'Other'. Once done, tap 'Next' in the bottom right corner.

Relocation Information

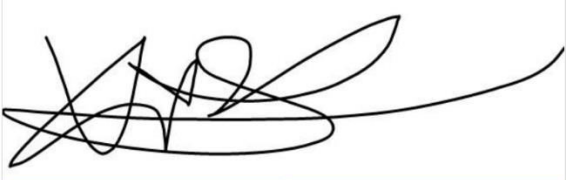
Please tell us about why you are moving
Mutual Exchange

Please tell us about where you are moving to
Private Landlord

Finally, you will be asked to sign. Tap the 'Sign' button and then use your finger on the screen to draw your signature, then tap 'Save' and 'Submit'.

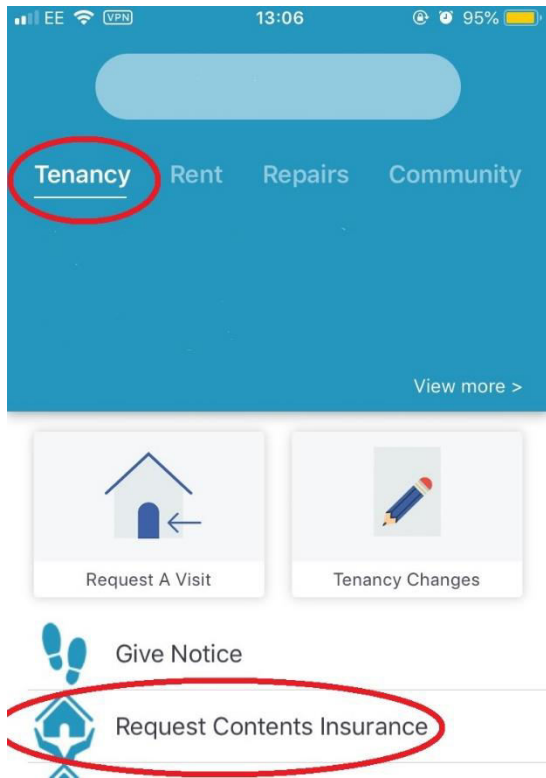
Signed (Tenant)

(joint tenant)



Requesting contents insurance

To request contents insurance in-app, please make sure you are in the Tenancy section of the app by tapping the 'Tenancy' underneath your address. Once there, in the list of options, select 'Request Contents Insurance'.



A small block of text will then come up detailing our insurance provider. Tap the link to visit their website.

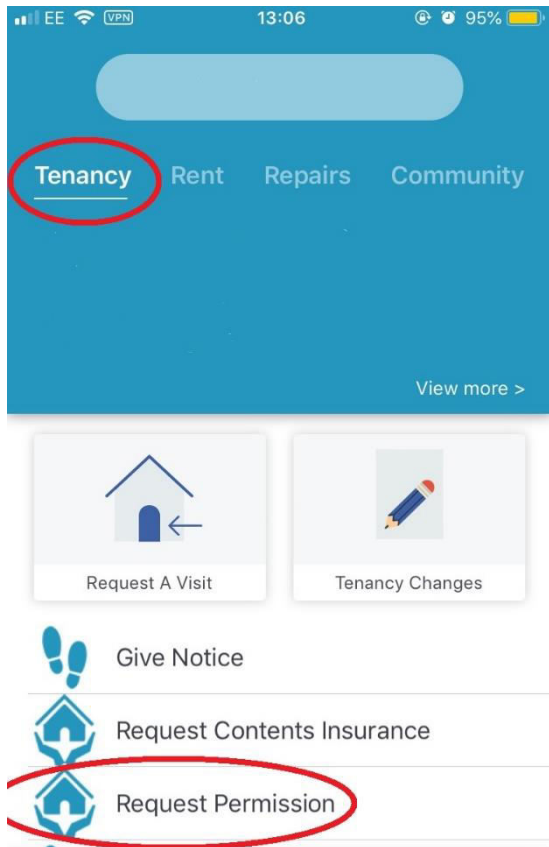
Contents Insurance Request

We have partnered with a 3rd party insurance provider to offer you cover for your home. To find out more, follow the link below

<https://www.thistlemyhome.co.uk/>

Requesting permission

To request permission in-app, please make sure you are in the Tenancy section of the app by tapping the 'Tenancy' underneath your address. Once there, in the list of options, select 'Request Permission'.



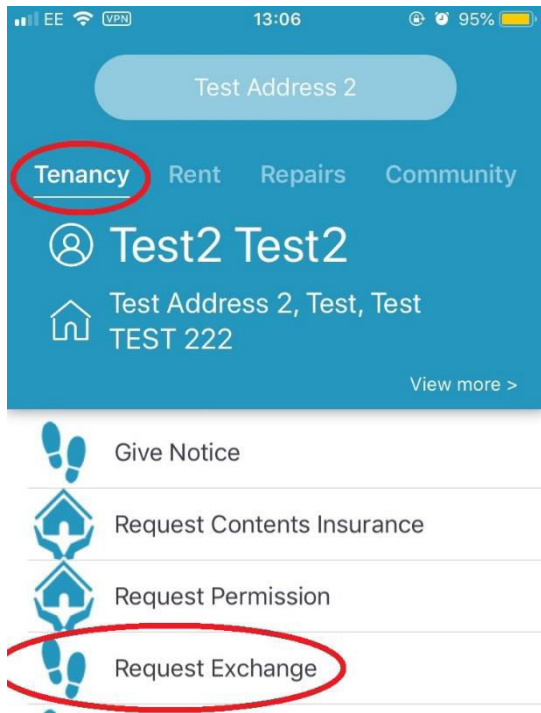
On the following page, type the details of what you would like to do, then tap 'Submit my request' and 'Close'.

To help us handle your request, please tell us what you want to do

[Submit my request](#)

Requesting an exchange

To request an exchange in-app, please make sure you are in the Tenancy section of the app by tapping the 'Tenancy' underneath your address. Once there, in the list of options, select 'Request Exchange'.



If you have someone who you have agreed a mutual exchange with, tap 'Yes' on the proceeding page and enter the details (including any contact numbers/emails) you have for them, then tap 'Submit my request' and 'Close'.

Do you have someone to exchange with?

Yes No

Please provide details about the property and tenant you have found to exchange with

Xavier Pamment
15 Crystal Palace Park Road SE266EG
07487444293

Submit my request

If you would like to mutually exchange but do not have someone to exchange with, tap 'No', then tap the link to the external HomeSwapper site, where you can find more information on finding an exchange partner.

Do you have someone to exchange with?

Yes No

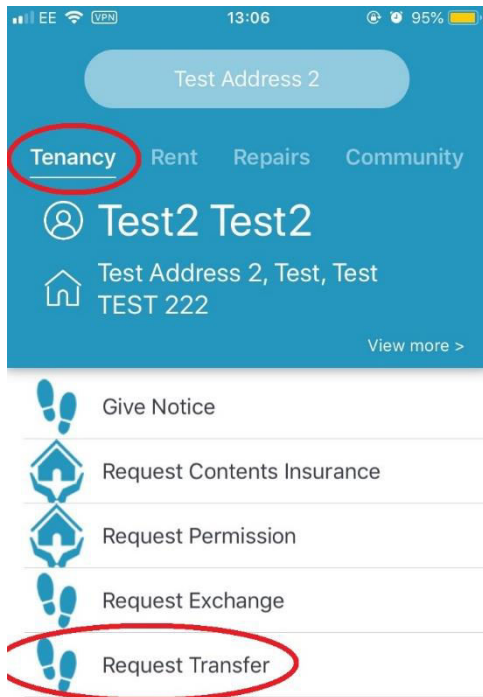
HomeSwapper

HomeSwapper is the quick and easy way to match your needs with other people, across the UK, who wish to swap their house or flat. If you would like a mutual exchange, visit the HomeSwapper website for more information:

[Link to external Home Swapper site](#)

Requesting a transfer

To request a transfer in-app, please make sure you are in the Tenancy section of the app by tapping the 'Tenancy' underneath your address. Once there, in the list of options, select 'Request Transfer'.



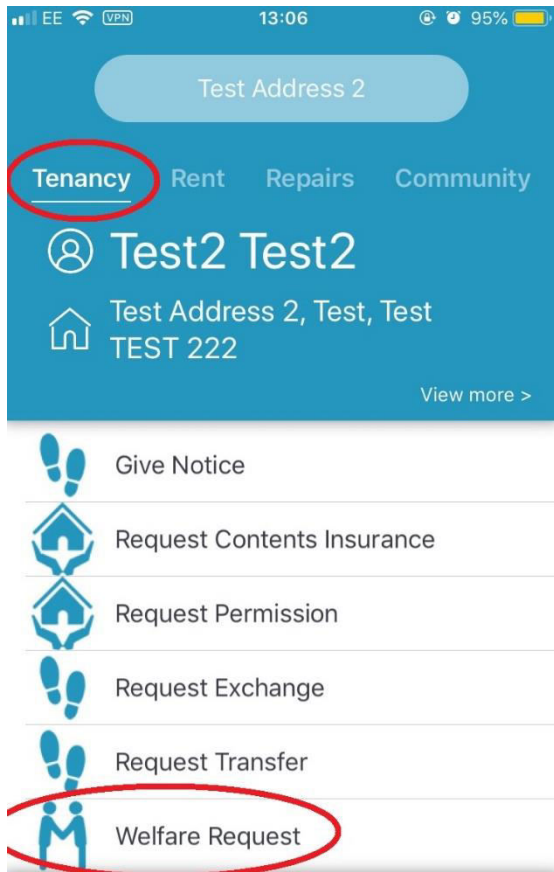
A small block of text will then come up with a link to the Government's HomeChoice scheme. Tap the link to visit the website for more information.

To request a transfer please use the following site. This has details of available properties.

[Link to an external UK Government website](#)

Welfare requests

To make a welfare request in-app, please make sure you are in the Tenancy section of the app by tapping the 'Tenancy' underneath your address. Once there, in the list of options, select 'Welfare Request'.



On the following page, enter some information about your welfare request, then tap 'Submit' in the bottom right corner.

To help us handle your query, please provide some additional information

Chat about welfare.