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| Termination form sent to tenant (HSM/HSA) | |
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| On receipt of completed termination form at HO send copy to RHM and: <ul style="list-style-type: none"> - Send pre-void inspection letter with appointment date (RHM) - CBL cycle established (HSA) - Advert sent to PC and copy to RHM preferably two weeks before CBL advertising begins (HSA) - Letters sent to those on ER mailing list advising of vacancy and to apply through CBL (HSA) | |
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| Place advert with CBL (HSA) | |
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| List of tenant responsibility repairs sent to outgoing tenant (RHM) | |
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| CBL shortlist received by ER and ER application forms sent (HSA) | |
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| Applications assessed and shortlist for interview sent to RHM (HSM/HSA) | |
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| Interviews undertaken and reports sent back to HO for consideration (RHM) | |
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| Appointment arranged with outgoing tenant to collect keys (RA) | |
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| Appointment made with contractor/s to meet on site on day of key collection (RA) | |
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| Local connections verified with PC (RHM) | |
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| Offer and rejection letters sent to applicants (HSM/HSA) | |
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| Tenancy pack forwarded to RHM (HSM) | |
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| Decs allowance agreed and voucher ordered for new tenant (RA) | |
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| Memo issued to Accounts with details of new tenancy (HSM) | |
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| Sign up new tenant and return tenancy agreement and cheque to HO (RHM) | |
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| Notify LA of outcome of vacancy (HSA) | |
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| Notify PC of outcome of vacancy (RHM) | |
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| New and former tenant files created (HSA) | |