

The image features three stylized, rounded blue characters on a dark blue background. Each character has a white circular eye with a black crescent shape inside, and a yellow, rounded appendage extending from its side. One character is positioned at the top center, another at the bottom left, and a larger one at the bottom right. The text 'Housing Hand Process' is centered in the middle of the image.

# Housing Hand Process

# Application Process



## 1 - Website and get a Quote

Applicant heads to the HH website, starts the application form filling in their personal information and accommodation details.

## 2 - Applicant makes a Payment

Applicant pays for the service, they can skip the payment until a later date. But this must be made to complete the application.

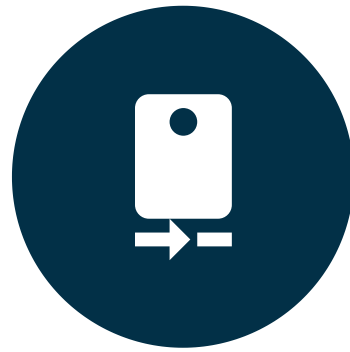
## 3. Confirm Tenancy Details

Accommodation Provider can confirm tenancy details via the Partner Portal. For more information, please contact us for a Portal walkthrough.

## 4 - Documents Uploaded

Applicant and co-signers upload documents, outlined in the documents section. Please note co-signers are also onboarded through their own journey.

# Application Process



## 5 - HH verifies documents supplied

If documents do not meet the HH acceptance criteria then we will request the documents again until the correct information has been submitted.

## 6 - Terms & Conditions Accepted

Applicant and Co-signer accept Housing Hand Terms & Conditions.

## 7 - Confirmation email sent

Quality Assurance team will send a confirmation email to the accommodation provider.

## 8 - Tenants Move in!

Housing Hand stands as the guarantor.

# Documents

## Student

For a student they must provide the following documents:

### Proof of Study in the UK

Student ID, an acceptance letter from the University or UCAS acceptance letter detailing the start and end date of the course and name.

### Proof of Photo ID

A copy of your passport, driver's license or a national ID card.

### Proof of Residential Address

A utility bill or bank statement stating name and address valid within in the last 2 months of the date of the application.

***Please note that expired documentation will not be accepted, all documents provided must be valid.***

## Co-Signer

A co-signer must provide the following documents:

### Photographic ID

Passport, driver's license or a national ID card.

### Proof of residential address

Utility bill or bank statement showing name and address less than 2 months old.



# Documents

## Working Professional

For a professional they must provide the following documents:

### Proof of Income

3 months worth of payslips or bank statements (if self-employed). Earning a minimum of 1.5 times the rental amount

### Proof of Photo ID

A copy of your passport, driver's license or a national ID card.

### Proof of Residential Address

A utility bill or bank statement stating name and address valid within in the last 2 months of the date of the application.

***Please note that expired documentation will not be accepted, all documents provided must be valid.***

housing  
hand

For more Information on Housing Hand's document requirements and eligibility criteria please visit our Knowledge Base.

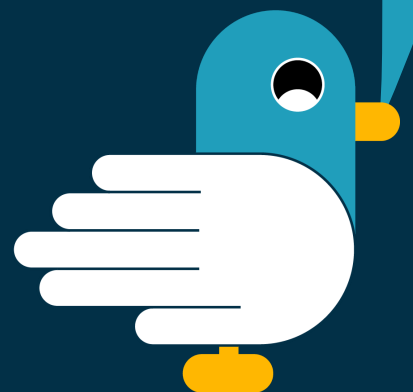
[Click Here](#)

# Default Procedure

For any clarification on the default procedure, please do not hesitate to contact the Housing Hand Credit Control team on

[defaults@housinghand.co.uk](mailto:defaults@housinghand.co.uk)

0207 205 2625



housing  
hand



## 1 - Tenant Defaults

If a tenant guaranteed by HH, defaults on their rent, we must be notified immediately to conduct our internal checks.

## 2 - Invoice HH

All default notifications and invoices **MUST** be sent to the Default team directly via email.

## 3 - Payment

HH pays all valid arrears claims within 28 days upon receipt of the invoice.

## More Information

- All Invoices must include the following information: Tenant Name, Property Address, the amount outstanding and the time period covered.
- We will contact the tenant and provide assistance, by getting the tenant to pay the rent directly to the accommodation provider. If that does not occur, HH will pay the arrears.
- Housing Hand will continue to pay the rent arrears under the contract until, either the Tenancy Agreement or the Guarantee ends or until a new tenant moves into the property, whichever occurs sooner.

# Get in touch...



0207 205 2625



team@housinghand.co.uk



www.housinghand.co.uk

