

## WE CAN HELP YOUR TENANTS



Some families need extra help if their circumstances change during the tenancy – particularly if their benefits are affected. We offer free support for families and our landlords throughout the tenancy. We deal directly with councils and other agencies to prevent arrears or other problems.

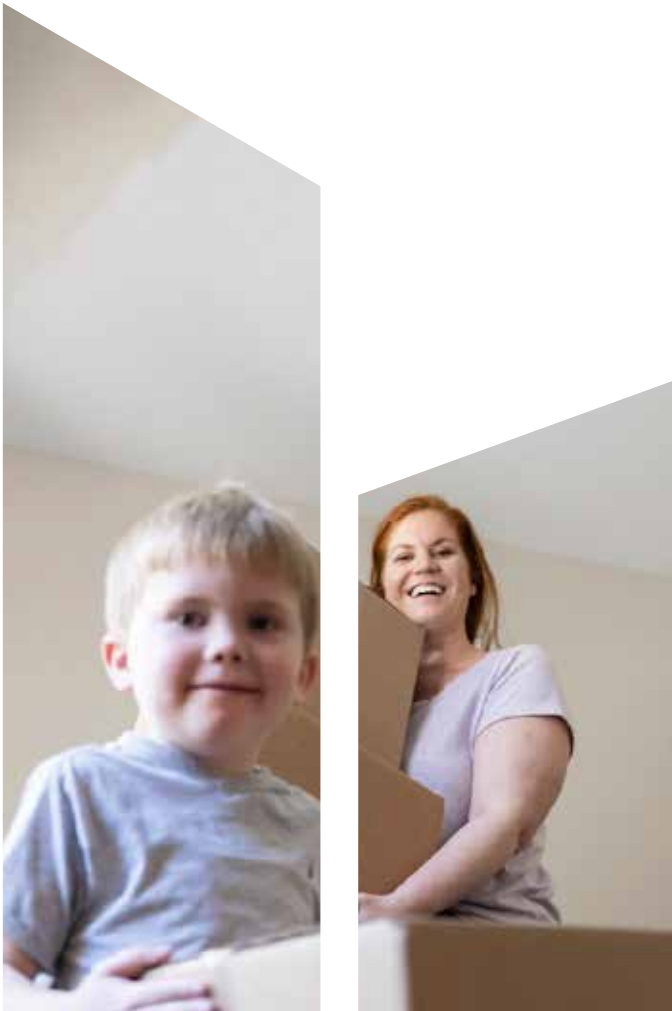
## HOW OUR SERVICE WORKS

- 01\_ We do a free, no-obligation inspection to confirm your property meets our quality standard
- 02\_ The council finds a suitable family and checks they can afford the rent
- 03\_ You meet the tenants before agreeing the tenancy
- 04\_ We deal directly with the council and set up everything for you. You just need to arrange to show the property to your tenants
- 05\_ The tenancy agreement (AST) is between you and the tenant. In return for the incentive payment, most landlords agree a two-year tenancy
- 06\_ If there are any problems during the tenancy, we can help you sort them out



# ARE YOU A LONDON LANDLORD?

**Here's our free tenant finder  
and family support service  
with incentive payments**



## OUR FREE LANDLORD SERVICE

Capital Letters works with good private landlords like you. We find secure and settled homes for councils in London so families can move out of temporary accommodation or avoid becoming homeless. We need affordable family properties with up to four bedrooms in every London borough.

- A free landlord service. We deal directly with the council to find suitable tenants
- A non-returnable cash incentive when the property is let, with speedy payment
- Family support throughout the tenancy to help avoid arrears or other problems
- Excellent customer service from a dedicated Capital Letters advisor
- We work with two-thirds of the councils in London so we can find tenants across the city



## THESE ARE OUR FAMILIES

Families who are either living in unsuitable temporary accommodation or about to be made homeless. Many households include working people, though most families receive help from Universal Credit. The council will make sure families are suitable for your property and that they can afford the rent.



## ABOUT US

**Capital Letters was set up to respond to London's homelessness crisis. By working in partnership with London councils and private landlords, we help families find a secure and settled home.**

Our free service gives landlords easy and efficient access to suitable tenants across London. Hundreds of landlords and agents already find tenants through Capital Letters.

We look for good quality, affordable properties so families can move from temporary accommodation or avoid becoming homeless. We support both families and landlords to make sure the tenancy is successful.

We partner with property investors to increase the supply of affordable housing in London. We will become a landlord in our own right to offer more homes for homeless families and key workers. We are also launching a housing management service for landlords.

Capital Letters is a non-profit company with a clear social purpose. We are owned by our member councils in London and backed by the Government.

**Let us find your next tenant and receive a cash payment.**

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