

LOAN PROCEDURE – LOANS TO LANDLORDS LOCAL AUTHORITY FLOW CHART

Enquiry made by landlord.

LA complete enquiry form over the phone, advise any clients who do not qualify for assistance (debt management, large savings/disposable income etc). If clients qualify:
CO enter enquiry details onto APP.

APPLICATION FROM LANDLORD INCLUDES:

- WHIL application form
- Full Experian Credit Report
- One (recent) months bank statements
- Copies of Certified Accounts
- Copy of ID (Passport/Driving License etc)

LA - Visit client and determine if works qualify for assistance. If so: Technical Officer (TO) hands Landlord Application Pack including:

- Application form
- Landlords Leaflet
- Experian Form

(TO) prepares Schedule of Works (SOW) - clients obtain quotes, advise landlord they have 4-weeks to return 2 quotes and Application Pack to (TO).

TO receives quotes and application pack and sends to WHIL:

- Confirmation of planned works form (confirming loan amount supported)
- Copy of SOW
- Landlord Application Pack

WHIL contact client upon receipt of confirmation of planned works & application pack. WHIL assess finances and contacts Landlords to confirm loan amount, type, term for formal application to the scheme and complete sanctioning process.

WHIL Email LA to confirm application made and loan sanctioned. WHIL issues LA subsidy invoice for payment.

TO to check invoice amount and Partnership Manager approve subsidy payment.
Subsidy payment must be made before Loan DDown.

WHIL Issue advanced loan agreements to landlord and start 14 Day Cooling off period to comply with CCA. After 14 days, WHIL contact client and arrange for final appointment for formal loan agreements and security paperwork to be signed. At this stage the loan funding is in place.

WHIL emails LA to confirm loan is in place and contractors can start works.
WHIL emails Completion Certificate to LA.

LA advise clients/contractors that works can commence. Once works completed LA inspect and confirm that they have been completed to a satisfactory standard.
LA TO sign Completion certificate and email to WHIL.

TO sends completed file to Partnership Manager for audit checking.

Upon receipt of Completion certificate (and the subsidy payment) WHIL release the loan to landlord – WHIL send a letter sent to the client to confirm payment of loan, reminding client of responsibility to pay contractor and advising the first repayment date, satisfaction survey and SAE enclosed.
WHIL Advise LA/Agency by email and close file.