

Andium Homes Lettings

Frequently Asked Questions

I am on the Gateway – how high am I on the list for a property?

As properties are allocated to the highest priority applicants and in date order of application on the Gateway list, from those who have registered interest in a particular property, your position will vary for each property for which you apply.

How are the properties allocated?

A report is downloaded of the applicants that have registered their interest in a particular property, and the list is filtered into Gateway Band and date order, the applicant in the highest band and who has been on Gateway the longest will be the first to be offered a viewing

Will I hear from you each time that I register interest in a property?

You will be contacted if you are the highest priority applicant and earliest dated applicant on the Gateway list for a particular property and invited to view and confirm your interest. You will not hear from us each time that you register interest in a property. If you are subsequently made an offer and accept, you will be invited to sign your tenancy agreement within 48 hours.

I have just completed a viewing. There are no carpets or white goods – is this right?

Andium properties do not come carpeted or furnished. Depending on your personal circumstances, you may be able to apply to Income Support for assistance [Special payments: help with emergency costs \(gov.uk\)](https://www.gov.uk/government/organisations/department-for-work-and-pensions/publications/special-payments-help-with-emergency-costs)

Am I allowed to lay hardwood floors or lino?

A. You must not put down hard flooring such as wood or laminate floorboards unless your home is a house or a ground floor flat. This is part of your tenancy agreement.

Am I allowed pets?

You may have domestic pets at your home but only once you have our agreement in writing. Your pets must not cause any nuisance to your neighbours and must not foul any shared areas, otherwise any permissions granted may be revoked.

Do I have to insure the property?

You should insure your own belongings and all contents in your home, including floor coverings and glass in windows.

What action do I need to take regarding the power supply to my new home?

Once you have signed your tenancy agreement, contact the Jersey Electricity Company; [Manage account - Jersey Electricity \(jec.co.uk\)](https://www.jec.co.uk). You will be able to either open a new account or transfer an existing account and select your payment method (Smart meter / PAYG / regular DD).

I am aware Andium are building new developments – how do I get on the list for these properties?

The process for new developments does not differ from our standard allocation process. The properties will be advertised on the website and are allocated according to highest priority applicants and in date order of application on the Gateway list, who are invited to view and confirm interest. If you are offered a viewing and subsequently made an offer and accept, you will be invited to sign your tenancy agreement within 48 hours.