

CHISLEHURST AND SIDCUP HOUSING ASSOCIATION

LETTINGS POLICY

1.0 INTRODUCTION

- 1.1 The Association endeavours to let its homes efficiently, minimising the length of time properties are vacant. In addition to this, the Association endeavours to ensure that the application and lettings process is fair and transparent and that all procedures are adhered to in accordance with the various timescales set.
- 1.2 The Association complies with its statutory responsibilities in assisting those in priority need to find suitable accommodation, whilst aiming to promote harmonious communities, where people choose to live.
- 1.3 The Housing Services Manager is responsible for managing and overseeing the lettings process.

2.0 PURPOSE

- 2.1 The purpose of this document is to set out the framework in which the lettings process is carried out.
- 2.2 To meet all statutory and regulatory requirements as well as local priorities set out by the Local Authorities, in which the Association operates.

3.0 POLICY OBJECTIVE

- 3.1 The objectives of this document are to provide guidance for designated staff to:-
 - Assess prospective tenants in accordance with statutory, regulatory and Local Authority housing priorities.
 - Ensure that prospective tenants meet the Association's criteria.
 - Register prospective tenants onto the Association's Management Information Systems (MIS).
 - Provide information to prospective tenants about housing options.
 - Make suitable lettings.

4.0 REGULATORY AND STATUTORY REQUIREMENTS

- 4.1 All Registered Providers (RP) are required to enter into an agreement with a Local Authority to provide housing in order to enable the Local Authority to meet its statutory duties, under the Housing Act 1985 and Housing Act 1996, Homeless Act 2002, The Localism Act 2011 and other subsequent legislation.

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- 4.2 The Localism Act 2011 grants significant freedom to Local Authorities and is intended to ensure that local authorities can make better use of social housing by giving greater autonomy over how housing is allocated and to take account of prevailing circumstances in their area. Most significantly Local Authorities can now discharge their duties to the homeless by using private rented accommodation.
- 4.3 The Association must let its homes in a fair, transparent and efficient way, and take into account the housing needs and aspirations of tenants and potential tenants. The Association must demonstrate how its lettings:-
- (a) make the best use of available housing
 - (b) are compatible with the purpose of the housing
 - (c) contribute to local authorities' strategic housing function and sustainable communities
- 4.4 There should be clear application, decision-making and appeals processes.
- 4.5 The Association will offer tenancies or terms of occupation that are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of its housing stock.
- 4.6 In order to operate and provide key services, the Association must process personal information about prospective Tenants, and we recognise the need to treat all Personal Information in an appropriate and lawful manner in accordance with the General Data Protection Regulation (GDPR). GDPR is the principal regulation, which makes provision for the regulation of the processing of information relating to individuals, including the obtaining, holding, use or disclosure of such information. As a Registered Provider of Social Housing, the Association is the controller of information and decides the manner and purpose of how personal information is processed. The appointed Data Protection Officer for the Association is the Chief Executive and can be contacted at csinfo@csha.org.uk alternatively on 020 8467 9146.
- 4.7 The Association processes personal information from prospective Tenants when they register with us or contact us in order to prioritise and assess housing applications and complete tenancy sign-ups. Processing of information means any information that we collect, edit, retain and store, disclose or share, delete/erase and destroy, view (including CCTV images) or listen to or archive. For information on what to expect when Chislehurst and Sidcup Housing Association process personal information, please refer to the relevant Fair Processing Notice for Applicants or Tenants, and the Association's Privacy Notice.

4.8 Prospective Tenants and other Data Subjects can exercise their rights to

- Ask for a copy of Personal Information about them which we hold
- Ask us to amend any information about them which is inaccurate
- Ask us to delete Personal Information
- Object to receiving marketing communications from us

5.0 PRIORITY CASES

5.1 The Association will give priority to the following Applicants:-

- Long-term residents of boroughs/employees in which the Association has properties (Bromley, Bexley and Lewisham), or that are immediate surrounding/strategically-identified areas (Southwark, Greenwich, Croydon and Dartford)
- Homeless
- Fleeing domestic abuse
- Living in overcrowded housing conditions
- Under-occupiers of social housing
- Currently sharing facilities with non-household members
- Living in home unsuitable to medical or welfare needs
- Internal transfer Applicants
- Suffering severe harassment
- Hardship reasons- affordability, to give/receive support, to address isolation/loneliness
- Links to the armed forces

5.2 For priority cases and their relevant Bands, see Appendix A.

6.0 ASSESSING A PROSPECTIVE TENANT'S SUITABILITY

6.1 Before an offer is made the Housing Services Manager (HSM) will ensure that the prospective tenant meets legal, statutory and regulatory requirements. As part of this assessment the HSM will also ensure they meet the Association's criteria. The same process will apply to both direct applications and Local Authority nominations. The Association's criteria is listed as following:-

- Be eligible for social housing in the UK. This includes demonstrating the Right to Rent in England.
- Be resident or in paid employment within local authority areas including a City of London borough, a Greater London borough, the borough of Dartford or district of Sevenoaks.
- Direct Applicants may be housed in any of the boroughs in which the Association operates.

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- Local Authority nominations will only be considered for housing in schemes within the referring borough.
- Be aged 60 years or over (both, if couple), if applying for Sheltered Housing.
- Have capital not in excess of £50,000.
- Must be able to live independently, including evacuating the building independently in case of emergency. In some circumstance where there is doubt that the prospective tenant may not be physically or mentally able to live independently, they will be required to provide a medical report at their expense.
- Applicants must demonstrate a satisfactory tenancy history, including not being in tenant arrears, having a history of persistent late payment of rent, breaching their tenancy agreement, or causing or allowing anti-social behaviour or harassment.
- Applicants must be willing to rehome any pets they have as companion animals will not be permitted.

6.2 Sometimes the Association will receive applications from prospective tenants that have lived abroad. If these prospective tenants are Council nominations the relevant Local Authority will have assessed if they are suitable for accommodation by applying the Habitual Residence Test (HRT). In those circumstances where the Association receives direct applications, establishing that Applicants meet the Association's criteria will serve to confirm immigration status/right to rent and demonstrate links to the UK such continuous primary residence in the UK for 2 years, employment, having a UK bank account etc. The Association may therefore ask for proof of address history during the assessment process to establish continuous UK residence, particularly if there is concern that a lack of habitual residence will prevent the prospective tenant from claiming Universal Credit and/or Housing Benefit.

6.3 Applicants sign a statement on their application form acknowledging that, should they knowingly or recklessly provide false or misleading information, deliberately withhold information, or fail to provide relevant information:-

- Their application may be considered invalid
- The Association may seek to recover possession of properties let on the basis of such an application.

7.0 HOUSING APPLICATION INTERVIEW

7.1 A Housing application interview will also be carried out as part of the assessment process. Two Sheltered Housing Managers (SHM) will conduct an interview at CSHA office premises in Chislehurst or may visit prospective tenants at their home address.

7.2 The purpose of the housing application interview is to:-

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- Allow Association staff to assess the prospective tenant's day-to-day abilities and capability of maintaining a tenancy independently via adhering to standards outlined in the Tenancy Agreement
- Reduce the risk of fraud and verify all information provided, including financial information

7.3 A housing application interview will also help to establish:-

- That the information provided on the application form is correct
- The living standard of prospective tenants and their ability to maintain their own home
- Proof of residence (utility bills, etc)
- Proof of tenure (tenancy agreement, license etc)
- Evidence of right to live and/or work in the UK
- Assessment of income and capital (bank statements/savings/investment accounts and H.M. Land Registry title documents etc for owned properties) to ensure that the Association's criteria is met
- Affordability of the accommodation applied for

7.4 If it is felt that the prospective tenant is suitable, a Needs Assessment and Risk Assessment form will be completed during the housing application interview.

7.5 Applicants are asked to provide details of any unspent convictions on their application form; whilst the disclosure of an unspent conviction will not automatically preclude an application from consideration, risk assessment will include the exploration of the risks posed to and from the Applicant in connection with such convictions. Should the available service be unable to meet or reduce the level of risk sufficiently, the application will be rejected.

7.6 This is then passed to the Housing Services Manager (HSM) to establish suitability of the prospective tenant. At this stage, the HSM may approach the prospective tenant to explore the affordability of housing costs for them, should there be any concern regarding ability to stick to contractual requirements of a tenancy agreement. This will be undertaken by exploring income and expenditure and any benefits or support that may be sought to maximise income; this is particularly relevant to sheltered housing, which carries a support charge (and personal charge in some schemes) that is not Housing Benefit eligible. Once the HSM has established suitability of the prospective tenant, their details will be entered onto the Association's Management Information System.

7.7 A Priority Points Assessment for Housing Applicants Form will be completed and passed to Chief Executive (CE) for approval. See Appendix A.

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- 7.8 Once approved, the prospective tenant will be allocated the appropriate points and placed on the waiting list and this will be confirmed in writing.
- 7.9 If a prospective tenant is not deemed suitable and is rejected by the Association, the HSM will write to them, confirming the reasons why their application will not be pursued.
- 7.10 Where an Applicant is not satisfied with a decision regarding their application for housing, they have a right to appeal in accordance with the appeals process detailed in section 15 of this policy, as detailed in the Association's Complaints, Compliments and Queries Policy and Procedure; a copy of which will be provided.

8.0 ASSESSING PRIORITY ON THE WAITING LIST

- 8.1 Once a prospective tenant is deemed suitable they will be pointed up to determine their level of need and priority on the waiting list.
- 8.2 In order to assess a prospective tenant's level of need and priority the Association uses a Priority Points Banding Form, see Appendix ~~B~~A. The purpose of the points system is to ensure objectivity and consistency of assessment.-The following categories will be treated as priority cases:
- Residence or employment within the boroughs of Bromley, Bexley or Lewisham or those fleeing domestic violence from any eligible area of local connection.
 - Inclusion on the local authority register
 - Homelessness, current property subject to a prohibition or demolition order, or otherwise asked or instructed to leave property.
 - Unsuitability of the property due to medical and welfare needs, disrepair, overcrowding or under-occupation of social rented accommodation.
- 8.3 An additional point will be added for each six months that an Applicant remains on the waiting list.

9.0 OFFER OF TENANCY

- 9.1 When a suitable property becomes available an offer will be made to the prospective tenant with the highest priority points who has been on the waiting list the longest. At the same time consideration is given to any medical circumstances that are relevant to the property being offered.
- 9.2 If an offer is being made to a prospective tenant who has been on the waiting list for more than six months a further Risk Assessment and Needs Assessment will be conducted to verify that there have been no change to circumstances when the application was made.

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- 9.3 If there are any doubts about a medical condition, then a medical report can be requested, at the Association's expense. A consent letter will be provided for the prospective tenant to sign, see Appendix **GB**.
- 9.4 If the Sheltered Housing Manager is in any doubt as to suitability of prospective tenant, then they should **not** offer a viewing of the empty property. Alternatively if the SHM is satisfied that prospective tenant is suitable, then they may show them the empty property.
- 9.5 Following an assessment of suitability and a viewing, an offer of a property can be made. An offer of accommodation will be made in writing, see Appendix **DC**.
- 9.6 Should the prospective tenant turn down a property, but wish to remain on the waiting list, they must have a valid reason for this. If the HSM deems this not valid, they will be removed from the waiting list and no further offers of accommodation will be made; once again this will be confirmed in writing.
- 9.7 Prospective tenants will have a maximum of two offers of suitable accommodation made to them. If they have not accepted either offer they will be removed for the waiting list.

10.0 REVIEW OF THE WAITING LIST

- 10.1 The Association will review the waiting list every six months to ascertain whether:
- Circumstances have changed e.g. moved house
 - Medical condition has altered
 - They wish to remain on the waiting list

11.0 NOMINATION AGREEMENTS

- 11.1 Support from Local Authorities is crucial and the Association must consult Local Authorities with regard to the provision of affordable social housing, and make properties available to the Local Authority. Some accommodation was built with funds from a Local Authority or Social Housing Grant.
- 11.2 The following nomination rights are applicable:-
- 100% nominations to the London Borough of Bromley for the three general needs housing (two in Chislehurst and one in Orpington) and the four disabled adapted bungalows in Bushell Way.

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- 50% nominations to the London Borough of Bromley for the sheltered housing properties in Bushell Way, Invicta Close and Stanley Glynn Court.
- 50% nominations to the London Borough of Bexley for Bertha Hollamby Court.
- 75% nominations to the London Borough of Bexley for Lingwood.
- There are no nomination rights for Evelyn Rogers Court (Bromley).
- There are no nomination rights for Ursula Lodges (Bexley).
- There are no nomination rights for Blackmore House (Lewisham).
- There are no nomination rights to the one general needs property in Sidcup.

11.3 Where a Local Authority does not have 100% nomination rights, the Association will house Applicants from its waiting list after the prospective tenants have been assessed for suitability.

12.0 OTHER APPLICATIONS

12.1 Applications from employees of the Association will only be considered in the following circumstances:-

- They are a Sheltered Housing Manager
- They are approaching retirement
- They meet the lettings criteria

12.2 The Association has SHMs at all of its schemes. When they are approaching retirement, the Association will endeavour to re-house them from within its own stock if requested; they will not be housed at the scheme in which they previously worked. However, in the event the Association is unable to re-house them from within its own homes, it will endeavour to support those who apply to other Registered Providers or Local Authorities. These members of staff must meet the Association's lettings criteria.

13.0 TENANCY TYPES

13.1 Lettings are made in accordance with legislation. This means that accepted Applicants for sheltered housing whether direct, internal transfer, from other agencies or through a nomination from the Local Authority will be granted an Assured Tenancy.

13.2 In line with the Association's Tenancy Strategy, Assured Shorthold Tenancies will not be used for sheltered housing. However, they can be considered for General Needs properties as part of a management strategy to address identified issues, e.g. antisocial behaviour. If Assured Shorthold Tenancies are to be used in this way, then approval will be sought from Board.

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- Lettings referred under Part VII section 209 of the Housing Act 1996 must be awarded on an Assured Shorthold Tenancy, e.g. where a Local Authority has arrangements (other than nominations) with Registered Providers in pursuance of their housing functions.

13.3 If the Assured Shorthold Tenancy is satisfactory, for the first six months, an Assured Tenancy should be granted. The aim of this approach is to minimise any risk for the new tenant, the community they are living in and for the Association.

14.0 MUTUAL EXCHANGE

14.1 The Association will enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services. The Association will subscribe to a national scheme such as Homeswappers, and will assist any interested tenant(s) to:-

- (a) Register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee
- (b) Assist the tenant to enter their current property details and their requirements for the mutual exchange property they hope to obtain
- (c) Ensure the tenant is provided with the property details of those properties where a match occurs

15.0 APPEALS

15.1 There is a right of appeal against a decision not to offer accommodation or to reject an application submitted through CSHA's internal transfer process, as a direct Applicant or as a nomination by a Local Authority.

15.2 Appeals regarding the above will commence at Stage 1 of the Complaints, Compliments and Queries Policy, and will be reviewed and investigated by the nominated Complaints Officer. A copy of the Policy will be supplied on request.

15.3 An appeal must be submitted in writing within 10 working days and may be posted to CSHA Head Office, 45 Invicta Close, Chislehurst BR7 6SJ, or by email to csinfo@cscha.org.uk, clearly stating the reason(s) for the appeal. Appeals may be submitted by the Applicant themselves or their advocate.

15.4 The Complaints Officer (CO) will review the appeal and any additional information provided by the Applicant, taking into account the initial application, supporting information and the information provided by the Applicant at the housing application interview (if applicable). The CO may

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need to contact the Applicant, or their advocate, for further clarification before the final decision is made. In the exceptional case where the CO cannot determine the outcome of an appeal, it will be brought to the Chief Executive for a final decision.

- 15.5 If the decision is within the basic policy i.e. that the Applicant does not meet the eligibility criteria stated in paragraph 6.1, there will be no further appeal process.
- 15.6 The CO will inform the Applicant in writing within 10 working days of receipt of an appeal of the outcome of the appeal, unless a second housing application interview has been arranged; in that case within 10 working days of the interview date.
- 15.7 The CO may determine that a second housing application interview would be appropriate before a final decision is made. This could be for a number of reasons, which may include but are not exclusive:-
- Applicant did not feel they were treated fairly at the interview.
 - Applicant had additional relevant information that had not previously been presented.
 - Administration reasons such as the Needs and Risk Assessment carried out being incomplete.

16.0 ANTI-BRIBERY

- 16.1 Staff must also be aware that the Association operates an Anti Bribery Policy and that breaches of the Bribery Act 2010 will amount to gross misconduct and be treated accordingly. This may also lead to criminal proceedings. Breaches include:-
- To give, promise or offer a bribe
 - To request or receive a bribe
 - Failure to prevent bribery when an associated person 'bribes' another so as to obtain or retain a commercial advantage for the Association.
- 16.2 An offence can be committed even if no money changes hands. Providing that there was intent, it is enough that an offer or promise was made. In addition, the person doing the bribing need not have been convicted under the Act.

17.0 POLICY REVIEW

- 17.1 This policy will be reviewed every three years and/or in relation to changes in relevant legislation, regulation and codes of practice.

PRIORITY POINTS ASSESSMENT FOR HOUSING APPLICANTS.

Name:		Address:	
Application No.:		Application Date:	
A	<u>Area of residence/paid employment</u> <i>(choose one- highest applicable points)</i>	Points	Selected <i>(X)</i>
1.	Bromley, Bexley or Lewisham:- 5 years' current and continuous residence	30	
2.	Bromley, Bexley or Lewisham:- 2-5 years' current and continuous residence OR the current and usual place of employment has been in one of these boroughs for at least the last 2 years continuously.	25	
3.	Greenwich, Southwark, Croydon and Dartford, or district of Sevenoaks:- 2 years' current and continuous residence OR the current and usual place of employment has been in one of these boroughs for at least the last 2 years continuously.	20	
4.	Any qualifying borough, where Applicant is fleeing due to domestic abuse. Minimum continuous residence within a qualifying borough is 6 months.	20	
5.	Meet residence/employment requirements in a qualifying borough, but no other category above applies.	0	
B	<u>Inclusion on Local Authority Register</u> <i>(if applicable)</i>	Points	Selected <i>(X)</i>
1.	Applicant(s) who have been accepted for housing under the Housing Act 1996 by a local authority (documentary evidence required)	5	
C	<u>Current CSHA Tenants</u> <i>(if applicable)</i>	Points	Selected <i>(X)</i>
1.	Current CSHA tenant(s) with approved Internal Transfer application	35	

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D	Request or Instruction to Vacate <i>(choose one)</i>	Points	Selected (X)
1.	No current settled accommodation (e.g. sofa-surfing, in temporary accommodation)	20	
2.	Has been served with a prohibition or demolition order, so can no longer use current property.	20	
3.	Must vacate current property (documentary evidence required, e.g. that served with section 21 notice, asked to leave by partner/friend/family member, due to lose tied accommodation, asked to decant for redevelopment)	20	
4.	Has not been asked or instructed to leave current property.	0	
E	Other Reasons for Moving <i>(if applicable choose one (choose all that apply, supporting evidence must be received)</i>	Points	Selected (X)
1.	Current property unsuitable for medical and welfare reasons (e.g. accessibility issues, exacerbating physical or mental health conditions)	20	
2.	Current property overcrowded (property is too small for number of people living there)	20	
3.	Need to move due to serious harassment	20	
4.	Current property is in the social rented sector and is under-occupied (the property is too big for the number of people living in it)	15	
5.	Hardship reasons- Current/alternative accommodation unaffordable and/or unsecure	15	
6.	Hardship reasons- To move closer to friends/family, give or receive support, or address current isolation and/or loneliness.	15	
7.	Current accommodation requires sharing facilities with non-household members	10	
8.	Armed forces: Current members (or their spouse), or former members leaving within last 10 years (or their spouse).	10	
9.	None of the above categories apply	0	
PRIORITY POINTS AWARDED			
1 ADDITIONAL WAITING TIME POINT WILL BE ADDED FOR EVERY FULL 6 MONTHS ON WAITING LIST.			
TOTAL NUMBER OF POINTS AWARDED			

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BAND AWARDED:	170+ points	Band 1	
	110-169 points	Band 2	
	60-119 points	Band 3	
	0-59 points	Band 4	
Signed:	HOUSING SERVICES MANAGER		Date:
Signed:	CHIEF EXECUTIVE		Date:

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APPENDIX B

Name
Add
Add
Add
Add
Post Code

Date

Dear Name

RE: CONSENT TO REQUEST MEDICAL REPORT

In accordance with the Access to Medical Reports Act 1988, please complete and return the following consent form.

I (name),.....

- Give my consent to Chislehurst and Sidcup Housing Association approaching my General Practitioner to request a medical report to support my housing application and DO NOT wish to see a copy before it is supplied.
- Give my consent to Chislehurst and Sidcup Housing Association approaching my General Practitioner to request a medical report to support my housing application and DO wish to see a copy of the report before it is supplied.
- DO NOT consent to Chislehurst and Sidcup Housing Association approaching my General Practitioner to request a medical report to support my housing application.

I understand this medical report is to ascertain that I am able to live independently in Sheltered Housing with minimal support provided by the Association's staff.

My GP is (name).....
At (surgery name).....
Surgery Address.....

Signed..... Printed.....

Date.....

SUMMARY OF PRINCIPLE RIGHTS UNDER THE ACCESS TO MEDICAL REPORTS ACT 1988

This is a summary of your principle rights under the Access to Medical Reports Act 1988 (the **Act**), which sets out the procedure to be followed in relation to medical reports provided for employment or insurance purposes by the doctor who has been or is looking after you (usually your General Practitioner (GP) or a specialist responsible for your care).

We are seeking your consent to apply to your consultant for a report on your current state of health and its effect on the work which we employ you to undertake.

You have three options:

OPTION 1

You may consent to the application for the report and indicate that you do not wish to see a copy before it is supplied to us. If you choose this option you should complete the enclosed consent form and return them to us in the enclosed envelope.

If you change your mind after the application has been made, you will still be able to contact your consultant in writing to ask to see a copy of the report. If the report has not yet been sent to us, your Consultant is obliged to delay sending it for 21 days following receipt of your written request, in order to allow time for you to arrange to see it.

Whether or not you decide to see the report before it is sent, you still have the right to ask your Consultant for a copy of the report at any time up to 6 months after it has been supplied to us. Your Consultant is entitled to make a reasonable charge for this.

OPTION 2

You may consent to the application, but indicate that you wish to see the report before it is supplied to us. If you choose this option, you must make the necessary arrangements to see the report directly with your Consultant, as it will not be sent to you automatically. You will need to complete the enclosed consent form, indicating that you wish to see a copy of the report, and return them to us in the enclosed envelope.

Following receipt of these forms we will inform your Consultant that you wish to have access to the report and copy this letter to you. Your Consultant will allow 21 days for you to see it before supplying it to us. You should contact your Consultant directly to make arrangements to see the report after you return the

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enclosed forms if you have chosen this option. The Consultant is entitled to make a reasonable charge for this. If the Consultant has not heard from you in writing within 21 days of the application for the report being made by us, they will assume you do not wish to see the report and that you consent to it being supplied directly to us.

If you arrange to see the report before it is sent to us and there is anything in it that you consider incorrect or misleading, you can make a written request that the Consultant amends the report. The Consultant is not obliged to amend the report in the way you request, or at all. If the Consultant refuses to amend it you may:

- Withdraw consent for the report to be issued to us; or
- Ask the Consultant to attach to the report a statement setting out your objections/views; or
- Agree to the report being issued to us unchanged.

NOTE: The Consultant is not obliged to show you any parts of the report that they believe might cause serious harm to your physical or mental health or that of others, or show you information concerning others without their permission. If the Consultant does limit your access to the report for any of these reasons they will tell you.

OPTION 3

You may withhold your consent to our application for a report from your the Consultant. You should still complete and return the enclosed consent form indicating your decision.

You are advised to keep this note for future reference.

Name
Add
Add
Add
Add
Post Code

Date

Dear Name

RE: OFFER OF ACCOMMODATION

The Association would like to make you an offer of accommodation for
(address).....

If you would like to accept this offer you will be required to complete various documentation, including the signing of the Tenancy Agreement. You are therefore invited to meet the Housing Services Manager to complete the relevant paperwork at 23 Bushell Way, Chislehurst BR7 6SJ at on

Should you bring all the necessary documentation required, it is anticipated that your Tenancy Agreement will start on Monday

We will require proof of identity in order to satisfy ourselves that you have the right to social housing. We therefore request that you bring with you one of the following original documents and one photocopy:-

- Birth certificate
- Marriage certificate
- Passport
- NI number card
- Medical card
- Driving licence
- UK resident permit
- EEC identity card
- Evidence of Indefinite leave to remain

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If you intend to claim Housing Benefit or Support Funding you will be required to provide evidence of your income and where your income is kept. Therefore you will be required to bring the last three months of the following:-

- Bank account statements, building society or post office books
- Certificates for premium bonds, National Savings Certificates, ISA's, stock, shares and unit trusts.
- Your last five payslips if you are paid weekly or your last two payslips if you are paid monthly.
- Letter from your private pension company stating what they are paying you
- Letters from the Department of Works and Pensions stating your state benefits e.g. state pension, allowances or tax credits

Without the evidence above you will not be able to claim Housing Benefit or Support Funding.

Please note that the failure to supply the documentation listed in this letter may result in the Association not being able to offer you a tenancy or assist you with any Housing Benefit or Support Funding applications.

Please also bring with you a current photograph of yourself. If you do not have one, then a photograph will be taken at the sign up to keep on our records.

Yours sincerely

HOUSING SERVICES MANAGER