

Lochaber Housing Association

People authorised to act on your behalf and giving permission to share information.



People Authorised to Act on your Behalf – Important Information

We understand that it is sometimes necessary or preferable for you to ask us to deal with a representative (e.g. a friend or family member) about your relationship and dealings with us. We refer to this as a 'permission to share information'. This guidance contains important information about how we will manage this process and must be read before completing this instruction form.

This form is for customers who have mental capacity. Please talk to us if you are unsure what this means or whether this applies to you, or your circumstances.

Appointing someone to act on your behalf means that we will communicate with them and share details with them about matters concerning your relationship with Lochaber Housing Association (LHA). Depending on the nature of your relationship with us and your own personal (or indeed family) circumstances, this could involve a whole range of issues, and potentially touch on sensitive or confidential matters (for example if you have health issues affecting your housing). Therefore, it's important that you tell us if you have specific requirements about what your 'authorised representative' can and can't deal with (see question 2). It is your responsibility to be clear with your representative about the instructions you have put in place with us so that they too can be very clear on their remit (and any limitations).

If you don't tell us about any specific restrictions to apply, we will accept that your representative has your full authority to deal with us on all matters relating to your relationship with LHA. However, to ensure we deliver the best service to you, and manage your personal, sensitive, and confidential information appropriately, we reserve the right to always question directly with you if we are unsure or uncomfortable with a request from your representative. It's important that you understand that authorising a person to act on your behalf does not take away your right to contact LHA directly as you need/want to.

When you provide contact details for your representative, we assume you do so with their full knowledge and consent, and that they agree to LHA processing their personal information in connection with their representation of you. They should be made aware that to verify their identity when they call us, we will ask them security questions.

We will act on this form until the date you give in question 5. It's therefore important that you tell us if circumstances change, and you want to cancel or change your instructions. You can write or email us to tell us about any such changes. Below is a list giving some examples of the remit of an authorised representative (not exhaustive).

CAN DO

- ✓ Be a point of contact about your account including payments, arrears and associated recovery action
- ✓ Report repairs and arrange appointments with contractors
- ✓ Raise and talk to us about service or performance complaints
- ✓ Talk to us about housing management issues including reports of antisocial behaviour
- ✓ For us to send and your representative to receive communications on your behalf
- ✓ Enquire about additional guidance and support services e.g. help into training and employment, or financial inclusion

CAN'T DO

- ✗ Instruct a credit refund (from your rent account for example) be paid directly to them
- ✗ Instruct the appointment of other 'authorised representatives'
- ✗ Terminate your tenancy or seek to make changes to your tenancy e.g. assignment, name change (without further evidence of your consent)
- ✗ Make a subject access request (to receive a copy of all your personal data held by LHA, without further evidence of your consent)

The information you provide on this form will be used to update your records and to ensure we respect your instructions in terms of our communications with you and on your behalf.

Your contact details and your authorised representative's details will not be used for any other purpose and will not be passed onto external agencies (unless we are required to do so by law).

The contact details you supply for your authorised representative will be the method we use for communicating with them. If there's a preferred method of contact, please state this in the comments box below.

Only one person or organisation can be authorised per form.

1. Your identity

To identify you, we will need your name/s and address. Please also add your tenancy reference number. If you don't know it, please ask your Housing Officer.

| | |
|----------------------------|--|
| Name/s: | |
| Your Address: | |
| Postcode: | |
| Tenancy Ref Number: | |

2. We need to know what personal information you wish to be disclosed.

This may be information in respect of a specific matter, for example all details of your application for housing or transfer, or your rent account. If you are happy for all information to be disclosed, select the All category. If you only want certain information to be released, you must specify what this is by placing a tick in the relevant box.

| Information to be disclosed | Tick all boxes that apply |
|---|----------------------------------|
| Rent and Service Charge account | |
| Tenancy Management (e.g. mutual exchanges, neighbour problems etc) | |
| Benefit claims and enquiries | |
| Repairs and property improvements | |
| Application for housing or rehousing | |
| Lochaber Care & Repair and Handyperson enquiries | |
| All | |

3. Please tell us why you want the information to be disclosed, and what you are authorising the person or persons who receive it to do with it.

This helps us manage requests and improves security.

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4. Please tell us who you want the information to be disclosed to.

We will need their name and contact details.

| | |
|-----------------------------|--|
| Name: | |
| Address: | |
| Postcode: | |
| Telephone: | |
| E-mail: | |
| Relationship to you: | |

5. How long do you wish this consent to remain valid for?

After this date, we will not release your information to the person(s) named without your consent. You can choose for the consent to be on going however we would recommend that you have an end date so you can review the need for the disclosure in the future. We will ask you to review this information annually.

| | |
|--------------------------------------|--|
| Date you wish consent to end: | |
| On going consent: | |

6. Third Party's Security Question.

In order to allow an authorised representative to talk to us, they will need to be able to confirm both the third party postcode and the tenant postcode each time they engage with us.

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|------------------------------|--|
| Third party postcode: | |
|------------------------------|--|

7. Declaration

| Declaration and signature | |
|---|-------------|
| <p>You must sign this section to confirm you have read and understood the guidance and that the information on the form is correct.</p> <p>I/we hereby give Lochaber Housing Association consent to disclose such personal information which the Association holds and which is detailed above. Disclosure of my/our personal information is restricted to the person named above and this consent is valid until the date specified.</p> <p>I/we understand that I/we can change or withdraw my/our consent for this disclosure at any time and can do this by contacting Customer Services.</p> | |
| Signature | Date |
| Signature | Date |