



## Delegated Authority

### (People authorised to act on your behalf)

#### Important Information

We understand 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 'delegated authority'. This guidance note contains important information about how we will manage this process, and must be read before completing the instruction form overleaf. Please note, 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 as a 'delegated authority' means we will communicate with them and share details with them about matters concerning your relationship with Homes in Sedgemoor. 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 or if you're engaged with one of our specialist teams). Therefore it's really important that you tell us if you have specific requirements about what your 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 Homes in Sedgemoor. 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/communication from your representative. It's important that you understand authorising a person to act on your behalf does not take away your right to contact Homes in Sedgemoor 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 are in agreement to Homes in Sedgemoor processing their personal information in connection with their representation of you. They should be made aware that in order to verify their identity when they call us, we will ask them security questions.

We will act on this form until you tell us otherwise. It's therefore really important you tell us if circumstances change and you want to cancel or change your instructions. You can call, write or email us to tell us about any such changes and consent to add/remove your delegated authority can be done via the attached form. Below is a list giving some examples of the remit of an authorised representative (not exhaustive).

<b>Can do</b>	<b>Cannot do</b>
<ul style="list-style-type: none"> <li>✓ Be a point of contact about your account including payments, arrears and associated recovery action</li> <li>✓ Enquire about additional guidance and support services e.g. help into training and employment, or financial inclusion</li> <li>✓ Report repairs and arrange appointments with contractors</li> <li>✓ Raise and talk to us about service or performance complaints</li> <li>✓ Talk to us about housing management issues including reports of antisocial behaviour</li> <li>✓ For us to send and your representative to receive communications on your behalf</li> </ul>	<ul style="list-style-type: none"> <li>✗ Instruct a credit refund (from your rent account for example) be paid directly to them</li> <li>✗ Instruct the appointment of other 'authorised representatives'</li> <li>✗ Terminate your tenancy or seek to make changes to your tenancy e.g. assignment, name change (without further evidence of your consent)</li> <li>✗ Make a subject access request (to receive a copy of all your personal data held by Homes in Sedgemoor), without further evidence of your consent</li> </ul>

## Delegated authority form

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 delegated authority will only be used by Homes in Sedgemoor and Sedgemoor District Council. Your delegated authority details will not be passed onto external agencies (unless we are required to do so by law).

The contact details you supply for your delegated authority 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.

Please note only one person or organisation can be authorised per form.

<b>Customer(s) details</b>	
Important note for joint customers: A delegated authority will have the ability to discuss the tenancy on behalf of both customers in a joint tenancy agreement. Please ensure you tell us about any exceptional circumstances where this would be inappropriate (eg in the event of a relationship breakdown).	
Your full name	«T1Title» «T1For» «T1Surn»
Joint customers full name <i>(if applicable)</i>	«T2Title» «T2For» «T2Sur»
Address	«PAddr1», «PAddr2», «PAddr3», «PAddr4» «PPC»
Email	
Telephone	
<b>Please tick only one option below:</b>	
I/we want to <b>add</b> a new person or organisation to act as my delegated authority <i>(please give full details in the form below)</i>	
I/we want to <b>retain</b> the existing arrangements in place with you <i>(you must confirm full details below for this arrangement to continue)</i>	
I/we want to <b>cancel</b> the existing arrangements in place with you <i>(selecting this option means all previously authorised names will be removed from your record and all communication will be directly with you)</i>	
<b>Name and contact details of the delegated authority</b>	
Full name and title (one person per form)	
Relationship to you	
Date of birth	

Job title and organisation name (if relevant)	
Full address and postcode	
Email	
Telephone number	
Alternative phone number	
<b>Level of authority given</b>	
Please answer the questions below to confirm the level of authority given.	
<b>Which forms of communication are you giving this authority for</b> (please only tick one box below)	
All future contact relating to your tenancy to be with the above individual/organisation*	
<i>*By selecting this option, all future correspondence will be sent directly to the nominated delegated authority with the exception of any material we are obliged to serve at the tenancy address.</i>	
Telephone communication to and from Homes in Sedgemoor only	
<b>Do you have any other comments or requirements relating to this authority?</b>	
Yes	No
If yes, please write these below, for example the preferred method of communication with my delegated authority is.... /please contact my delegated authority between the hours of..... etc.	
<b>Declaration and Signature</b> <i>(delete as appropriate)</i>	
I/we have read and understood the 'important information' overleaf and give Homes in Sedgemoor authority to talk to and give information to the	

individual/organisation named above in connection with my/our relationship with Homes in Sedgemoor.

I/we confirm that the person/organisation named above is aware of being my/our delegated authority and is agreeable to their details being processed by Homes in Sedgemoor.

I/we confirm it is my/our responsibility to make Homes in Sedgemoor aware of any changes to this agreement.

Main customer signature		Date	
Joint customer signature (if applicable)		Date	