

Authority to tell someone details of your housing matters

This leaflet explains what to do if you want to allow us to talk or write to somebody else about your housing matters.

What is Authority to discuss?

Sometimes you may need the help of a relative, friend or an organisation such as the Citizen's Advice Bureau to make enquiries on your behalf.

As your matters are private and confidential; we will not discuss your housing needs with anyone else unless you have given us written permission to do so.

We refer to this as you giving us 'Authority to discuss' your housing matters.

What are the benefits of giving Authority to discuss your housing matters?

Giving Authority to discuss your housing matters simply means that you are allowing us to speak or write to someone other than yourself.

There may be times when you are not able to come to contact us or your understanding of English may not be very good. Giving someone else Authority to discuss your housing matters means that they can speak to us about your needs and we can give them the appropriate information.

These are just some of the examples where you may want to give Authority to discuss your housing matters.

What information will you give?

By giving Authority to discuss, you are allowing us to speak or write to that person about any aspect of your housing matters.

The type of information we will give includes personal information, such as your lease arrangements, or the financial arrangements associated with your property.

Here are some examples of what type of information we may give:

- You want to know when your next service charge bill will be but don't like using the phone, so you ask the person you have named as giving Authority to discuss to contact us. We tell them the amount and date of the next payment that is due.
- You are unhappy with our service and raise a complaint. We need more details about your complaint to be able to consider your concerns; we will try to speak to the person you have allowed us to contact to find out what we might need to know. We will do this as well as writing to you.

Am I still responsible for my housing matters if I give you Authority to discuss?

You remain in charge of your housing matters and are still responsible for letting us know about any changes in circumstance that may affect your housing arrangements, or, for repaying any amounts owed.

How do I give Authority to discuss?

Please complete the attached 'Authority to discuss' form.

Can there be more than one person?

You can give authority to discuss to two different people or organisations. If you need to add, remove or change the people you have chosen, please contact us as soon as possible.

Can I cancel or change my current Authority to discuss?

To cancel or change the Authority to discuss you can contact us by the following methods:

Write to us at:
Heylo Housing
Level 2
55 St Paul's Street
Leeds, LS1 2TE

Telephone us on: 02033 744 0415

Email us at: customercare@heylohousing.com

Authority to discuss

About you

Title (Mr, Mrs, Miss, Ms)	
Your surname	
Forename and middle name(s)	
Your address and postcode	
Telephone number	

About the person you want us to discuss your housing matters with

Person or organisation 1	
Full name and Address of person or organisation	
If an organisation is there a specific person we need to deal with?	
Relationship to you, if any	
Telephone number	

Person or organisation 2	
Full name and Address of person or organisation	
If an organisation is there a specific person we need to deal with?	
Relationship to you, if any	
Telephone number	

Declaration

I authorise Heylo Housing and any of their authorized agents / officers to discuss my housing matters with the above person / people / organisation(s).

Your signature:	Date:
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