

This Form gives Permission for a Delegated Person 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 '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.

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 that we will communicate with them and share details with them about matters concerning your relationship with Homemove.

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 specialist teams or support services).

Therefore, it's 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).

A delegated person can:

- Enquire about additional guidance and support services e.g. help into training and employment, or financial inclusion
- Raise and talk to us about service or performance complaints
- Talk to us about housing management issues including reports of antisocial behavior
- For us to send and your representative to receive communications on your behalf

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 Homemove.

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 that authorising a person to act on your behalf does not take away your right to contact Homemove 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 Homemove 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 may ask them security questions.

We will act on this form until you tell us otherwise. It's therefore really 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.

A delegated person cannot:

- Instruct the appointment of other 'authorised representatives'
- Make a subject access request (to receive a copy of all your personal data held by Homemove), without further evidence of your consent

CONFIRMATION OF PEOPLE AUTHORISED TO ACT ON YOUR BEHALF (Homemove Delegated Authority)

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 not be used for any other purpose and will only be passed onto external agencies (unless we are required to do so by law) to facilitate your Homemove application or an offer of accommodation to a partner organisation.

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.

Only one person or organisation can be authorised per form

Your contact details

IMPORTANT NOTE FOR JOINT APPLICANTS: A delegated authority will have the ability to discuss the application on behalf of both applicants. Please ensure you tell us about any exceptional circumstances where this would be inappropriate (e.g. in the event of a relationship breakdown)

Application ID

Your full name

Joint applicant's full name
(if applicable)

Address

Email

Telephone

Please tick only one option below

Consent to remove your delegated authority can be done via this form, email or in writing.

- I/we want to add a new person or organisation to act as my delegated authority
Please give full details below
- I/we want to retain the existing arrangements in place with you
You must confirm full contact details below for this arrangement to continue
- I/we want to cancel the existing arrangements in place with you
Selecting this option means all previously authorised names will be removed from your record and all communication will be directly with you.

Name and Contact Details of the Delegated Authority

Full name (one person per form)

Relationship to Household

Date of birth (dd/mm/yy)

Organisation name
and job title if relevant

Full address

Email

Telephone

Alternative phone number

Level of Authority Given

Please answer the questions below to confirm the level of authority given

Question 1 – Which forms of communication are you giving this authority for?
(please only tick ONE box below)

All future contact relating to your application to be with the above individual/organisation
*By selecting this option all future correspondence will be sent directly to the nominated delegated authority.

Written/Post, Email and Telephone to and from Homemove will continue to be sent to you but we will also share information with your nominated delegated authority.
By selecting this option all future correspondence will continue to be sent to the application address, but we can also respond to enquiries from your nominated delegated authority

Question 2 – Do you have any other comments or requirements relating to this authority?

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.

CONFIRMATION OF PEOPLE AUTHORISED TO ACT ON YOUR BEHALF (Homemove Delegated Authority)

Declaration and signature - Please type name and date below

I/we have read and understood the 'important information' overleaf and give Homemove authority to talk to and give information to the individual/organisation named above in connection with my/our relationship with Homemove.

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 Homemove.

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

Main App Signature

Date (dd/mm/yy)

Joint App Signature

Date (dd/mm/yy)

You can view the Council's Privacy Policy at:

<https://new.brighton-hove.gov.uk/about-website/privacy-and-data>