



Application for Housing

Name of Applicant:

Current Address:

Once completed, please return this form to:

Housing Manager, Greenoak Office, Apollo Place, Church Road, St Johns, Woking, GU21 7RT

How did you hear about Greenoak? (*please tick*)

- | | | |
|--|--|---------------------------------------|
| <input type="checkbox"/> Local Authority | <input type="checkbox"/> Website | <input type="checkbox"/> Newspaper Ad |
| <input type="checkbox"/> Citizens Advice | <input type="checkbox"/> Greenoak tenant | <input type="checkbox"/> Other |

Reason(s) you are applying for accommodation

Please describe the reason(s) as fully as possible (continue on an additional piece of paper if required):



1 About where you would like to live

Where would you like to move to?

Fleetwood Crt West Byfleet The Retreat, Loxwood Woking

Crabwood, Oxted Drovers, Bolney Other (Please specify)

Other (Please specify)

What kind of accommodation do you need?

General Retirement (over 60s)

How many bedrooms do you need? (*tick one*)

One bedroom Two bedrooms Three bedrooms



2 About you

Mr / Mrs / Miss / Ms First Name Surname:

Date of Birth: National Insurance Number:

Home telephone: Work telephone:

Mobile telephone: Email:

When did you move to this address? Date:

(If you have been at this address for less than three years, please provide previous addresses on a separate sheet)

Employment Status: (*please tick one of the following*)

Full time work Part time work Zero hours contract Retired

Job seeker Full time student Gov training Carer

Housewife / Househusband Volunteering

Unable to work due to long term sickness/disability

Employment details (if applicable)

Occupation

Employer's name

Employer's address

Employer's telephone number / email

3 About your partner (if you want to make a joint application)

Mr / Mrs / Miss / Ms First Name _____ Surname: _____

Date of Birth: _____ National Insurance Number: _____

Home telephone: _____ Work telephone: _____

Mobile telephone: _____ Email: _____

Address: _____

When did you move to this address? Date: _____
(If you have been at this address for less than three years, please provide previous addresses on a separate sheet)

Employment Status: *(please tick one of the following)*

| | | | | | | | |
|---|--------------------------|-------------------|--------------------------|--------------------------|--------------------------|---------|--------------------------|
| Full time work | <input type="checkbox"/> | Part time work | <input type="checkbox"/> | Zero hours contract | <input type="checkbox"/> | Retired | <input type="checkbox"/> |
| Job seeker | <input type="checkbox"/> | Full time student | <input type="checkbox"/> | Gov training | <input type="checkbox"/> | Carer | <input type="checkbox"/> |
| Housewife / Househusband | <input type="checkbox"/> | Volunteering | <input type="checkbox"/> | | | | |
| Unable to work due to long term sickness / disability | | | | <input type="checkbox"/> | | | |

Employment details (if applicable)

Occupation _____

Employer's name _____

Employer's address _____

Employer's telephone number / email _____

4 About your household

Please give details of anyone else you wish to live with you:

| First Name | Surname | Male/Female | Date of birth | Relationship |
|------------|---------|-------------|---------------|--------------|
| | | | | |

Are all the people on this application British Citizens? Yes No

If NO, please provide documentary evidence of your right to reside in the United Kingdom **and/or** the co-applicant's right to do so.

5 Financial details



If anyone is employed in your household, please provide the total net income to your household (after tax and other deductions) per week / month (delete as appropriate):

£

Does anyone on this application have any savings? Yes No

If YES, please tell us how much: £

Does anyone on this application own any property? Yes No

Benefit and Pension information (if applicable)

Please detail any benefits/pensions/allowances received (other than Housing Benefit). For example, Child Benefit or Universal Credit:

| | | |
|-----------------------------|---|-----------------------------------|
| Total income from Benefits: | £ | week/month <i>(please delete)</i> |
| Total income from Pensions: | £ | week/month <i>(please delete)</i> |
| Total income from Other: | £ | week/month <i>(please delete)</i> |



6 About where you live now

What type of accommodation are you living in? *(Please tick one)*

House Bungalow Flat Bedsit

Bedsit No Fixed Abode Other

If you have a home, what type of tenure do you have? *(Please tick one box)*

Private Landlord Live with relatives Live with friends

Temporary Accommodation Tied Accommodation Other

If you are renting, who is your landlord?

Name:

Address:

How much is your rent? £ _____ week / month *(please delete as appropriate)*

If you have a home, how many rooms does it have? Please put a number below each of the following:

| | Living Rm | Bedroom | Dining Rm | Kitchen | Bathroom | Toilet | Garden |
|----------|-----------|---------|-----------|---------|----------|--------|--------|
| Sole use | | | | | | | |
| Shared | | | | | | | |

Do you own any pets? Yes No

If YES, please specify:



How many vehicles are there in your household?

7 Documents required



Before we can give you a home, you will need to provide us with the following documents:

- 1) Proof of identity for all persons on this application (passport / photo driving licence / NHS medical card / full birth certificate)
- 2) Proof of right to reside in the United Kingdom if you are not a British citizen
- 3) Please note we may need to take a photograph of all applicants on allocation of a tenancy

8 Declaration



I/We hereby declare that the information given on this form is, to the best of my/our knowledge, true and correct.

I/We will keep Greenoak Housing up to date of any changes to our circumstances.

I/We understand that if a tenancy is granted on the basis of incorrect information, I/we may be evicted and the tenancy terminated.

I/We authorise Greenoak Housing to make any enquiries that are required from third parties concerning this application.

Your details will be held on a database held by Greenoak Housing in accordance with General Data Protection Regulations. Please see our Privacy Notice attached to this form.

| | Applicant | Partner |
|----------------------|-----------|---------|
| Signature | | |
| Name in full (print) | | |
| Date | | |



9 Monitoring Information

| What is your ethnicity? | Applicant | Partner |
|--|-----------|---------|
| <i>Choose from:</i> Asian Indian / Asian Pakistani / Asian Bangladeshi / Asian Other / Black Caribbean / Black African / Black Other / Chinese / Gypsy / Irish Traveller / Other / Mixed White and Black Caribbean / Mixed White and Asian / Mixed White and Black African / Mixed Other / White British / White Irish / White Other / Prefer not to say | | |
| What is your religion? | Applicant | Partner |
| <i>Choose from:</i> Christian / Buddhist / Hindu / Jewish / Muslim / Sikh / No religion / Other / Prefer not to say | | |
| Health / Disability info | Applicant | Partner |
| <i>Choose from:</i> Learning disability / Visual disability / Hearing disability / Speech disability / Wheelchair user / Restricted mobility / Can't manage stairs / Progressive or long term illness / Mental ill health issues / Drug or alcohol dependence / Prefer not to say | | |

Greenoak Housing Association Privacy Notice

Who we are

This Privacy Notice is for customers of Greenoak Housing Association. It tells you how we collect and use personal information to carry out normal business activities as a UK charitable housing association. We need to collect, process and store personal information about you and other household members (when you provide information about household members we assume that you do so with their full knowledge and consent) in order to operate as a registered provider of housing and deliver efficient and effective services.

Normal activities are summarised as:

1. Providing social and other types of housing.
2. Property and grounds maintenance and repair, including adaptations.
3. Managing your housing, tenancy/lease and account as your landlord.

Who we collect information on

We collect personal information about:

Customers: This includes current, former and potential customers, who live in our properties or access our services, and could also include their family and people associated with them. It also includes people who make a complaint or enquiry (where personal details are given).

Employees: This includes current, former and potential colleagues, as well as Board Members and apprentices (there is a separate Privacy Notice for employees).

How we collect information about you

Generally the information we hold will have been provided by you (on application or enquiry forms or when we communicate with you), but we may also hold information provided by third parties where this is relevant to your housing circumstances e.g. from social workers and health professionals (such as doctors and occupational therapists).

We will only ask for personal information that is appropriate to enable us to deliver our services. In some cases you can refuse to provide your details if you deem a request to be inappropriate. However, you should note that this may impact our ability to provide some services to you if you refuse to provide information that stops us from doing so.

How we collect information:

- When you apply for a home
- When you sign a tenancy agreement
- Through on-going contact with you during a tenancy
- When you end your tenancy
- If you make a complaint
- When dealing with antisocial behaviour cases
- Via CCTV images (in Apollo Place)

We may also hold information from other organisations such as landlords, the Police, the Probation Service, support services, Social Services, and Health services which may be provided as part of your application, or during your tenancy.

Information we may hold about you and how we may use it

We use the information we collect to deliver our services to you as required by the tenancy agreement we have with you or where we have a legitimate interest. Further use of your data may be required where we have a legal requirement to do so, such as in response to a Court order. In some instances we may also require your explicit consent to use your data.

The information we hold on our records concerns our relationship with you. For example:

- We hold names & dates of birth, photographic ID and information about your previous housing circumstances to assess housing applications and help prevent tenancy fraud.
- We hold contact details for you so we can communicate with you by your preferred means, and keep you informed about services we offer which may be useful to you.
- We record information about your needs (for example if you have a carer or social worker; if you need adaptations in your home; if you need a translator) to ensure that we take account of any support needs in our dealings with you, and to improve our communications with you.
- We record information to enable us to provide housing management services. For example we record reports of anti-social behaviour; complaints; change in circumstances and information about housing options (e.g. if you have a medical need which means you need to move).
- We keep your national insurance number and financial records about the amount of money you have paid us; any amount(s) outstanding and action taken to recover money you owe.
- We may capture your image on our CCTV systems if you visit a property, office or community facility which is covered by this facility. Any CCTV recordings will be held in accordance with our corporate retention policy before being erased.
- We record the findings of surveys and other research to help us improve our service to customers. The information you provide will be anonymous unless you agree that we can use your details.

We may need to use your personal data for legal reasons, such as:

- In response to a Court order
- A criminal offence has taken place

The length of time we hold your data for is outlined in our Record Retention Policy. Tenant's personal data, for the most part, is not held for longer than six years after the end of your tenancy. However, the basic history of who held a tenancy at which property and when, will be held forever. Please see our Record Retention Policy for further information.

This list is not exhaustive, as we hold records of most contacts we have with you, or about you, and we process this information so we can deliver services to you.

How we share your information

So we can deliver our services to you, we may share your information with contractors or third parties and other agencies we work with. Your personal information will be kept secure and confidential and we share information as required by law.

When you sign your tenancy agreement you permit us to share your personal data with our contractors and certain third party organisations so we can deliver a service to you:

- Our maintenance contractors can make appointments with you to carry out repairs and / or deliver services.
- We can pass on current or forwarding addresses to utility companies and Council Tax offices to ensure billing details are correct.
- We can provide information to authorised debt recovery agencies if you default on any tenancy/licence conditions. This may affect future applications for tenancies, credit and insurance.
- We share all customer names, addresses and rent amounts at the end of each year with local authority benefits teams to help claims for housing benefits and changes to housing benefits happen more quickly and easily for everyone. All customers are included as we do not always have records of who receives benefit, due to direct payment.
- Mutual Exchanges – names, ages, gender of all household members (to ensure no overcrowding or under occupancy), rent account details and tenancy management history will be shared with the other landlord involved in the exchange.

However, we require your consent to share your data with other third party organisations such as:

- Debt Advice Agencies such as the Citizens Advice Bureau to help you with your financial situation and making rent payments (including any arrears).
- Housing Benefit department, or the local authority's housing advice and homeless prevention team to make sure that benefits are paid correctly.
- Social Services and Occupational Health to support you (i.e. to access aids and adaptations in your home).

Examples of further organisations we may share your information with, where appropriate, are Courts, Police, Local authorities, Support agencies, Health services, Other housing associations / housing providers, Fire Service

Sensitive personal information

Under the GDPR certain personal information is classified as Special Category Data. This is sensitive data which is information relating to physical or mental health, sex life, religious or philosophical beliefs, political opinions, membership of a Trade Union, genetics and biometrics. We minimise our holding and use of sensitive categories of personal information. However, given the services we provide, there are times when we use it. The type of sensitive data we are most likely to share is data concerning your health. This is likely if it will help us to provide the most suitable home for you (i.e. with aids or adaptations) or to communicate with you.

Children's information

We do not normally hold children's information as part of a tenancy, as all tenants are adults. However, we record children's basic information if they are resident in one of our properties, including their name and date of birth. This is required for checking the property is not overcrowded and to assess other tenancy management issues where all householders and ages are required to be known. We may receive children's information if we are involved in the housing and tenancy aspects of a welfare case as part of a multi-agency working solution.

Your right to access your information

You can find out if we hold any personal information about you by making a 'subject access request'. You can request to see any of the information that we may hold about you, including CCTV images, but the more specific you can be about what you require, the quicker we can respond to your request. If we do hold information about you we will tell you what this is and let you have a copy of it. We do not charge for a first request, but may make a small charge towards our administration costs for repetitive or excessive requests. Where requests are particularly excessive, or persistent, we may refuse to respond.

You can ask for your information by writing to us, or emailing us at admin@greenoakha.org. We will require proof of your identity before we disclose information to you.

When we receive your valid request – with proof of id/address - we will respond and provide your information within one month at the latest. In some instances we may extend the response time up to a further two months where requests are complex or numerous.

If you are requesting CCTV footage of yourself, please specify the time, date and location of the footage, and supply a clear photograph so that we can find you on the footage, please note CCTV footage is overwritten every 10 days.

Please be aware that we may need to edit some information out, if it relates to other people, as we must protect the privacy rights of all individuals.

You can find more information about your rights to access your information [here](#).

Further rights

You have a number of rights with regards to the use of your personal data.

You have the right to ask us to correct personal data we hold about you if it is incorrect. If you believe that the information we hold on you is incorrect then tell us and we will arrange to have the information corrected within one month of you telling us. We will also tell anyone else who we have provided this information to.

You also have the right to have a copy of any information that you have provided to us in order to provide that information to another housing association or agency

You have the right to ask us to stop using certain personal data about you in some circumstances. You also have the right to ask us to erase your personal data in certain circumstances, especially if it is no longer being used, or if you withdraw consent if you have previously given it. Both of these rights apply where we do not have a legal, contractual or compelling legitimate interest to keep or use your personal data.

If you choose to withdraw your consent where you have previously given it, it may affect the service that we are able to provide you.

You can find more information about your rights on the [Information Commissioners' website](#).

How we keep your information secure

We process your personal information in accordance with the principles of the General Data Protection Regulation ('GDPR').

We will treat your personal information fairly and lawfully and we will ensure that information is:

- Processed for limited purposes;
- Kept up-to-date, accurate, relevant and not excessive;
- Not kept longer than is necessary;
- Kept secure.

Access to personal information is restricted to authorised individuals on a strictly need to know basis.

We are committed to keeping your personal details up to date, and we encourage you to inform us about any changes needed to ensure your details are accurate.

To help us to ensure confidentiality of your personal information we may ask you security questions to confirm your identity when you call us. We will not discuss your personal information with anyone other than you, unless you have given us prior written authorisation to do so.

What we will not do

We will not send you unsolicited marketing material. We will not sell your personal data on to third parties. We will not pass on your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do that. We will not transfer or store your personal data outside of Europe (the European Economic Area) outside of the control of the UK / European regulations.

Changes to our privacy notice

We keep our privacy notice under regular review and will place any updates on this webpage. The notice was last reviewed in April 2018.

How to contact us

We welcome any queries you may have regarding this Privacy Notice, or any information we hold about you. Please contact us at admin@greenoakha.org

Additional information

We are a Registered Social Landlord (RSL) regulated by the Homes and Communities Agency (HCA). We are registered with the Information Commissioner's Office as a Data Controller under the General Data Protection Regulations 2018.

| Consent | | | | | | |
|--|-----------------|----|-----|-----------------|----|-----|
| As explained above, we may need to share personal data, and in some instances sensitive data ¹ about you so that we can deliver the best possible service. For the most part when you sign your tenancy agreement you allow us to do this, however, sometimes we need your additional consent. When you give consent, you can withdraw it at any time in the future by telling us, however if you do this it may limit the service we are able to provide to you. | | | | | | |
| I consent to Greenoak Housing Association sharing my personal and sensitive data with the following services (please tick the right box for you against all of the below): | | | | | | |
| Service | Tenant 1 | | | Tenant 2 | | |
| Housing Benefit Department We may share information with Housing Benefit departments to support you to better manage your rent payments | Yes | No | N/A | Yes | No | N/A |
| Citizen's Advice Bureau or Debt Advice Agency We may share information with a Citizens Advice Bureau or a similar debt advice agency to support you in your ability to pay your rent | Yes | No | N/A | Yes | No | N/A |
| Mental Health Team or Support worker² We may share information with a mental health team or your support worker to help with your care | Yes | No | N/A | Yes | No | N/A |
| Social Services or Support worker² We may share information with Social Services or your support worker to help with your care | Yes | No | N/A | Yes | No | N/A |
| Health Services (i.e. GP / Occupational Therapist)² We may share information with a Health Service to assist in your ability to live independently in your home | Yes | No | N/A | Yes | No | N/A |
| Tenant 1 | Tenant 2 | | | | | |
| Signed | Signed | | | | | |
| Name | Name | | | | | |
| Date | Date | | | | | |
| Please return this form to Greenoak Housing, Apollo Place, Church Rd, Woking, GU21 7RT | | | | | | |

¹ Sensitive data is described as Special Category Data in the General Data Protection Regulation and covers racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; data concerning health or sex life and sexual orientation; genetic data; and biometric data where processed to uniquely identify a person. We are most likely to share data concerning your health if it will help us to provide the most suitable home for you (i.e. with aids or adaptations) or to communicate with you.

² There are some instances where personal information about a person may be shared without their consent if there are justifiable grounds on a "need to know basis". For example: • Personal safety, risk of harm to themselves or others • In the public interest/to protect the public, e.g. in order to prevent serious crime, support detection, investigation and punishment of serious crime and / or to prevent abuse or serious harm to others.