

Third party Authority

By completing this form you are giving your consent for Radian to discuss your tenancy or support with the third party detailed below. Radian will use this authority for the next two years, or until either you or the third party asks to change or remove it. After that time it will need to be renewed.

If this is a joint tenancy, both tenants need to complete and sign this form.

Your details:

| | Tenant 1 | Tenant 2 (if applicable) |
|-------------------------------|----------|--------------------------|
| Title (Mr, Mrs, Miss, Ms) | | |
| Surname | | |
| First name and middle name(s) | | |
| Address and postcode | | |
| Date of birth | | |
| Telephone number(s) | | |

Which of the following areas of your tenancy and support can Radian discuss with the third party?

Tick  where you give permission

All aspects of tenancy and support

My rent account only

My support only

Anything else (please specify).....

The name and details of the third party person or organisation(s):

| | |
|------------------------------------------------|--|
| Full name of person or organisation | |
| Address and postcode of person or organisation | |
| Relationship to you | |

| | |
|------------------------------|--|
| Date of birth (for security) | |
| Password (for security) | |
| Telephone number(s) | |

| | |
|------------------------------------------------|--|
| Full name of person or organisation | |
| Address and postcode of person or organisation | |
| Relationship to you | |
| Date of birth (for security) | |
| Password (for security) | |
| Telephone number(s) | |

Where would you like your correspondence to be sent?

Tick  one box below

Your address

First third party address

Second third party address

Declaration

I/we authorise Radian to discuss aspects of my/our tenancy as specified above with the above named person/people/organisation(s). I understand I can withdraw this consent at any time.

| | |
|--------------------------------|---------------------|
| Tenancy reference: | Date: |
| Your name: | Your signature: |
| Tenant 2 name (if applicable): | Tenant 2 signature: |

Data Protection: Radian will take this completed form as your consent for us to share specific information with the parties named above for a period of up to two years from the date on this form. You have the right to withdraw your consent to at any time. To change or withdraw your consent please contact Radian Direct on 0300 123 1567 or email radiandirect@radian.co.uk. For more information on how Radian protects your privacy, please see <http://www.radian.co.uk/data-protection> or email dataprotection@radian.co.uk. Radian is a trading name of The Swaythling Housing Society Limited, which manages homes on behalf of the Radian group of companies.

For office use only

| | |
|------------------------------|--------------------|
| Witnessed by name (Officer): | Officer signature: |
| Signature checked: | Signed: |
| Added to Dynamics: | Added to OH: |
| Away address added: | Scanned: |

(Review October 2019)

Authority to tell someone details of your tenancy

This leaflet explains what to do if you want to allow Radian to talk or write to somebody else about some or all aspects of your tenancy or support.

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, to discuss your tenancy, rent account, or support.

As your tenancy is private and confidential, we will not discuss your details 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 tenancy and the person as your 'third party'.

What are the benefits of giving authority to discuss my tenancy?

Giving authority to discuss your tenancy simply means that you are allowing us to speak or write to someone other than you.

These are just some of the examples where you may want to give authority to discuss your tenancy.

There may be times when you are not able to come into the office, you do not like speaking to staff on the phone or your understanding of English may not be very good. Giving someone else authority to discuss your tenancy means they can speak to us and we can give them the appropriate information.

What information will we give?

By giving authority to discuss, you are allowing us to speak or write to that third party/person about some or any aspects of your tenancy or support. This is decided by you.

The type of information we will discuss, includes personal information, such as the balance on your rent account, any shortfall in housing benefit, any increases or decreases in your rent, legal stages, or housing issues.

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

- You want to make a payment and are not sure of the outstanding balance. You 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 due and take the payment.
- We need more details about your income to be able to help with some support needs and we cannot get hold of you; we will try to speak to the person you have allowed us to contact, to let them know that you need to provide this information.

Am I still responsible for my tenancy if I give you authority to discuss?

You remain in charge of your tenancy and are still responsible for letting us know about any changes in circumstances, and for paying your rent.

How do I give authority to discuss?

Please complete the attached 'Third party Authority' form, including a password for security that your authorised person will remember.

Can there be more than one person?

You can give authority 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.

Support workers/agency's

We appreciate that support workers can change or there maybe more than one support worker, working with one of our residents. For this reason we will require a password to be set up at the time of authority being given. Once a password is in place, it is the responsibility of the organisation to ensure the relevant staff or support workers are aware of the password.

For security, the password will need to be reviewed annually. Contact with the relevant organisation will be made by Radian to update any passwords.

Can I cancel or change my current third party authority?

Yes. You can either call into any of our local Radian offices and do this in person or you can contact us by the following methods:

Write to us at:

Radian
Drum Court
The Spain
Petersfield
Hampshire
GU32 3NG

Telephone Radian Direct on: 0300 123 1 567

Visit us online at Radian.co.uk