You have signed a hostel licence, which gives you permission to temporarily reside in this hostel. By signing the licence, you agree to adhere to the conditions and rules set out in this handbook.

It is important that you take time to read it thoroughly. If there is anything you do not understand, please discuss it with your Temporary Accommodation Housing Officer.

If you do not feel able to adhere to the hostel conditions and rules, you will need to terminate your stay.

**LICENCE TO OCCUPY HOSTEL ACCOMMODATION**

**HOSTEL RESIDENTS HANDBOOK**

**WELCOME TO YOUR HOSTEL. THIS DOCUMENT SETS OUT EVERYTHING YOU NEED TO KNOW DURING YOUR STAY.**

**AT .................................................................................................................................**

**DATE FROM WHICH THIS LICENCE IS TO RUN ............................................................**

**NAME OF MAIN APPLICANT ......................................................................................**

**Signature of main applicant .........................................................................................**

**ACCOMMODATION CHARGES**

Your Hostel charges are set out in your licence document

It is important that you do not fall into arrears

You may be entitled to Housing Benefit/Universal Credit to assist with the accommodation charge. However it is important that you comply with the regulations and timescales. If there is any shortfall in the amount of benefit you receive and your rent, you are responsible for paying the difference.

Please note that housing benefit/universal credit does not cover your utility charges. Even if you receive full benefit you will need to pay this element of the rent yourself. The total weekly charge for utilities is .................., so this is the minimum you will have to pay yourself.
## CONTENTS

<table>
<thead>
<tr>
<th>SECTION</th>
<th>TITLE</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Accommodation Charges</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Contents</td>
<td>2</td>
</tr>
<tr>
<td>1</td>
<td>Definitions of Terms Used</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Identification</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Nature of Licence</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>Your Obligations as Licensee</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>The Council’s Rights as Licensor</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>The Council’s Obligations</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>Rules of Management</td>
<td>7</td>
</tr>
<tr>
<td>8</td>
<td>Paying your Rent and Charges</td>
<td>9</td>
</tr>
<tr>
<td>9</td>
<td>The Rent &amp; Charges Arrears Procedure</td>
<td>10</td>
</tr>
<tr>
<td>10</td>
<td>Disciplinary Procedure</td>
<td>10</td>
</tr>
<tr>
<td>11</td>
<td>Equipment Belonging to the Council</td>
<td>11</td>
</tr>
<tr>
<td>12</td>
<td>Repairs</td>
<td>12</td>
</tr>
<tr>
<td>13</td>
<td>Hostel Fire Emergency Plan</td>
<td>13</td>
</tr>
<tr>
<td>14</td>
<td>Advice</td>
<td>14</td>
</tr>
<tr>
<td>15</td>
<td>Declarations</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Letter of Consent</td>
<td>16</td>
</tr>
</tbody>
</table>
1. **DEFINITIONS OF TERMS USED IN THIS LICENCE**

<table>
<thead>
<tr>
<th>The LICENCE</th>
<th>The licence to occupy the accommodation conferred by this document, or such other accommodation, as the council may from time to time permit.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hostel Rules</td>
<td>The hostel rules contained within the licence agreement and the handbook. You must observe them. By signing this licence you are confirming you have read and understood the hostel rules</td>
</tr>
<tr>
<td>Permitted Occupants</td>
<td>The persons who are permitted to occupy the Accommodation with you are set out in your licence. These are persons who are listed on your housing application whom you reside with or can reasonably be expected to reside with. You are not allowed to permit anyone else to stay with you.</td>
</tr>
<tr>
<td>Officers</td>
<td>Means any person or persons (if applicable) employed by Lewisham Council and Lewisham Homes charged with the management of hostel accommodation, income and finance (recovery of daily charge), maintenance, and homeless applications or reviews.</td>
</tr>
</tbody>
</table>

2. **IDENTIFICATION.**

From time to time you may be asked to show Photo I.D for anyone aged over 16 in your family. The Temporary Accommodation Housing Officer will advise you of the types of I.D that are acceptable.

3. **NATURE OF LICENCE**

3.1

The terms of your licence are contained in this document. It is a term of the licence that you must act in accordance with the hostel Rules, which are included in this document.

3.2

The licence is personal to you. It is provided on a daily basis for the purpose of providing you with temporary accommodation pursuant to the council’s statutory duties. The licence permits you to occupy the accommodation, together with any other person or persons licensed by the Council to occupy it with you.
3.3
The licence is not intended to create between the parties to it, the relationship of landlord and tenant. It does not give you any entitlement to any tenancy, at common law or under the Housing Act 1985 or any subsequent legislation, or to any other statutory security of tenure during or at the end of the licence. It does not give you the right or impose on you the obligations of a tenant, it does not give you the right to occupy any particular accommodation. The accommodation allocated to you may be changed with reasonable notice as the Council considers necessary.

3.4
The accommodation is provided to you as living accommodation only and must not be used by you or any member of your family or any other visitor or any other licensee sharing the accommodation with you for any other purpose.

3.5
The council retains the right to possession of the accommodation and all shared facilities at all times during the licence.

3.6
The council may terminate the licence or vary the terms on which you are permitted to occupy the accommodation at any time. Any breach of the terms of the licence or failure to abide by the hostel rules may lead to termination of the licence.

3.7
A schedule of furniture and equipment is attached, and is agreed by you upon your signing of the licence. All furniture and equipment in the accommodation remain the property of the Council.

4. YOUR OBLIGATIONS AS LICENSEE

4.1
You must pay the daily charge by weekly payments in advance. It is your responsibility to ensure that you obtain any housing benefit/universal credit to which you may be entitled to meet part or all of this charge, and to provide information required, from the start date of your claim onwards, within 28 days of admission to the hostel.

4.2
You must act in accordance with the Hostel Rules.

4.3
You must not invite any other person including any child to share the accommodation with you, without obtaining the council’s prior written permission.

4.4
You must act in accordance with the Council’s equal Opportunities Policy. You must not use, or permit members of your family or your visitors to use, harassing or discriminatory
behaviour on the grounds of race, colour, ethnic or national origins, sex, marital status, sexual preference, age, religion or disability. Against Council officers, agents and contractors, other licensees, or members of their family or their visitors, or residential and commercial occupants of neighbouring properties.

4.5
You must not cause any nuisance nor assault, threaten or in any other way cause annoyance to any other person including Council officers, agents and contractors, other licensees and their families and visitors, and residential and commercial occupants of neighbouring properties.

4.6
You must keep proper control of all children in your family and sharing the accommodation with you and children of your visitors.

4.7
You must keep in good condition the interior of the accommodation including any shared facilities and all furniture, equipment and other facilities. You must report any damage or breakages to hostel/caretaking staff.

4.8
You must not bring into the accommodation any large items of furniture or electrical equipment without the Council's consent.

4.9
You must pay the licence fee for any television you have in the accommodation.

4.10
You must give a Temporary Accommodation Housing Officer notice of your intention to be absent from the Hostel for a period of 2 days or more and receive consent before leaving the accommodation. The Council will not normally allow accommodation to remain unoccupied for more than 3 days. Failure to obtain consent may result in the licence being terminated and your belongings removed from the accommodation in the event of it being found to be unoccupied.

4.11
Upon leaving the Hostel you must remove all of your personal belongings and leave the accommodation, furniture, equipment and facilities in good condition and return any door fob and/or keys to a Temporary Accommodation Housing Officer. If for any reason you leave any belongings behind temporarily, you must give a Temporary Accommodation Housing Officer details of how to contact you including your next address. Failure to do so will result in the disposal of all items.

4.12
You must return all keys and fobs once you have vacated the property. You will remain liable for all charges related to the accommodation until the keys and fobs are returned.
5. THE COUNCIL’S RIGHTS AS LICENSOR

5.1
The Council may change the amount of the charge for the accommodation. One month’s notice in writing addressed to you at the accommodation will be given of any change in the charge. This provision does not refer to any changes in the amount of charge you have to pay resulting in changes in your housing benefit/universal credit entitlement.

5.2
The council may change or withdraw any furniture, equipment or facilities made available to you at any time. As much notices of such a change or withdrawal will be given as in reasonable in the circumstances.

5.3
The council has the right to enter your unit at any time if an Officer considers this necessary. As much notice of a requirement to enter the accommodation will be given as is reasonable in the circumstances.

5.4
Officers will carry out occupancy checks without prior notice to you to prevent fraud, ensure rooms are being used for their intended purpose and the correct persons are using them. Officers reserve the right to enter rooms in order verify occupancy.

5.5
If any items left in the accommodation come into the Council’s possession after you have vacated the accommodation, the Council will have the right to deal with these as it considers necessary in accordance with the provisions of the Local Government (Miscellaneous Provisions) Act 1976. This will normally mean that the council will dispose of belongings one months after giving you notice of the need to collect them. You will be required to pay a storage fee of £150.00 plus £2.00 for each week of storage to retrieve your possessions.

5.6
The council may change the Hostel Rules at any time, in which case you will be given a copy of the new rules. Any change in the rules will not be applied retrospectively.

6. THE COUNCIL’S OBLIGATIONS

6.1
The Council will on request provide you with a printed record of your charge payments.

6.2
Before terminating your licence due to failure to pay the charge resulting in arrears on your charge account, the Council will give you warnings as set out in the Hostel Rules. Any other breach in the terms of the licence will be dealt with in accordance with the
disciplinary procedure set out in the Hostel Rules, unless there is an overriding reason for departing from that procedure.

6.3

The Council will give you written notice of termination of licence by service at the accommodation of a Notice to Determine addressed to you. Unless there are exceptional circumstances requiring shorter notice or immediate vacation of the accommodation, the notice period to leave will normally be 28 days.

7. RULES OF MANAGEMENT

The Rules of Management exist to protect the Rights of each individual. In the interest of the Council and of other residents these rules have been made and may be changed from time to time as the Council considers necessary. You are asked to cooperate with the Council Staff and in particular you are required:

7.1

Not to invite any persons to share the accommodation with you.

7.2

To keep the accommodation allocated to you in a clean condition and to take care of all furniture, bedlinen and other articles provided.

7.3

To clean and leave tidy on each occasion after use by you bathrooms and toilets and other communal areas as indicated by Officers. All household refuse must be properly disposed of in the bins provided.

7.4

To comply with the directions of any staff administering the accommodation.

7.5

Not to do or allow to be done by your visitors anything in the premises which may be a nuisance, annoyance or danger, or which may cause offence to other residents or endanger their progress on pain of immediate evictions from the premises. This includes any conduct or activity which:

   a) Amounts to discrimination or harassment on the grounds of race, sex, sexual orientation, religious belief, age or disability. Harassment is the interference with the peace and comfort of any person.
   
   b) Creates noise, poses a health risk, causes damage or involves the use or threat of violence.

7.6

Not to use the premises or any part of the estate for any business, trade or illegal or immoral purpose. This includes the possession, using or selling of substances defined as illegal under the Misuse of Drugs Act 1971. You will be evicted from the
premises if you use the premises or any part of the estate mentioned in this clause or are convicted of an arrestable offence in the premises or in the locality of the premises.

7.7

**To take proper precaution against the outbreak of fire.** Anyone found tampering with any firefighting equipment will be reported to the Police and evicted from the accommodation forthwith. This includes covering up smoke detectors in your room.

7.8

Not to bring into the premises any portable heaters that use paraffin or liquid petroleum gas.

7.9

Where a laundry is provided, to adhere to the rota concerning its usage. Mis-use of laundry equipment or failure to keep the laundry lean and tidy may result in its closure. The Council is not responsible for any loss or damage that may arise from using the laundry. You are advised not to leave clothes or washing unattended.

7.10

To be responsible for preventing any damage to your accommodation or the contents thereof and pay the cost of reinstatement of such damage. Wilful damage may result in the incident being reported to the Police and/or eviction from the premises.

7.11

To exercise proper control of children who share your accommodation and children of your visitors. Officers will immediately report to the Police and Social Services any incidents of abandoned children. No children are to be left playing unsupervised in the premises at any time. If you agree to child mind for another resident Officers will not take responsibility should the parent(s) not return by the agreed time.

7.12

Not to keep on the premises any dogs, cats or other animals even for a short period of time. This includes animals belonging to visitors.

7.13

Not to alter or interfere with the electrical circuits, meters or other apparatus in the accommodation. You must not overload electrical installations by using multi-plug adaptors.

7.14

Not to use heaters provided in the premises for drying clothes.

7.15

Not to bring large items of furniture, or overcrowd your accommodation with possessions.
7.16
To keep all common passageways and staircases clear at all times, and use any storage facilities provided for storing pushchairs and bicycles.

7.17
Not to interfere with the fabric of the building. You are not allowed to install or arrange for the installation of phone lines, satellite dishes, television/radio aerials or cable television.

Officers will not intervene in any disputes between residents concerning the lending of money or property.

It is your responsibility to make arrangement for visitors. The council reserves the right to ask visitors to leave the premises at any time. Whilst visitors are on the premises you are responsible for their conduct.

The council makes every effort to provide you with a safe, secure environment. Do not undermine this by divulging the whereabouts of other residents, or by giving out key pad numbers or keys. You should make children aware of this request.

If there are any changes in your circumstances you must inform the Temporary Accommodation Housing Officer. Only occupants authorised by the licensor are allowed to reside at the premises. Any incidents or threats of violence will result in immediate eviction from the premises.

In the event of any emergency that does not require the attendance of Police, Fire Brigade or Ambulance Service; you should contact 020 8778 0877.

8. PAYING YOUR RENT/DAILY CHARGES

If you have been asked to supply information for your Housing Benefit/Universal Credit application, it is important you supply this within the required timescales.

**Housing Benefit is not paid automatically even if you are already claiming Benefits.**

You need to prove that you are entitled to make a claim. The rent at the hostel will not be paid until you have supplied all the information you have been asked for. You may even be asked for more evidence to support your application. Please remember that you are responsible for any accommodation charges not covered by Benefit payments.

You can contact the Housing Benefit Department as follows:-

<table>
<thead>
<tr>
<th>CallPoint</th>
<th>Opening hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CallPoint is Lewisham Council’s Call Centre. Highly trained staff can offer assistance over the phone about Housing Benefit</td>
<td>Monday to Thursday 9am- 8.30pm</td>
</tr>
<tr>
<td></td>
<td>Friday 10m -7.30pm</td>
</tr>
<tr>
<td></td>
<td>Saturday 9qm -1pm</td>
</tr>
<tr>
<td>Telephone 020 8690 8444</td>
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</tbody>
</table>

By email housingbenefit@lewisham.gov.uk
Lost or misplaced Rent Cards

If you lose or misplace your rent card, your Temporary Accommodation housing officer can provide you with the details required to continue with you payments until a replacement card is obtained.

Help is at hand

If you are having difficulty obtaining the required information or are not sure about what is required please see your Support Officer at once. Your Support Officer can provide advice, and telephoning and photo-copying facilities to assist you. We can also assist with Direct Debits and Standing Orders.

Paying your rent is a serious matter, don’t get evicted.

It is also important that you pay the weekly charge on a regular basis. Failure to do so could result in your eviction form the hostel. If you are having difficulties, please contact the Temporary Accommodation Income Officer immediately. If you delay in contacting us, it may be too late for us to intervene.

If you are evicted, you could be found intentionally homeless which would lead to the Council discharging their duty to rehouse you.

9. THE RENTS/CHARGES ARREARS PROCEDURE

Officers will attempt to contact you Three (3) times in writing about any debt and/or heat, light and water charges arrears. It is important that you keep in contact with staff about any difficulties you are encountering in paying rent and/or charges.

Failure to pay your rent and/or charges will lead to your eviction from the hostel. The Council will suspend your housing application if you are issued with an eviction notice due to rent/charges arrears.

There is no right of appeal against a decision to evict.

10. DISCIPLINARY PROCEDURE

The aim of the disciplinary procedure is to prevent a re-occurrence of unacceptable behaviour using the minimum amount of disciplinary action necessary. “Unacceptable behaviour” is behaviour that breaches the Licence Agreement

10.1

a) Verbal warning
b) Written warning
c) At the discretion of the investigating Officer, an Acceptable Behaviour Contract (ABC) may be used in conjunction with either a verbal or written warning.
d) Eviction form the hostel.

These are the usual stages of the procedure – the first two stages give people a chance to avoid the final stage. Be advised evictions are at the discretion of investigating officers and do not require court orders to enforce such decisions.
10.2
In the case of a serious breach of the Licence Agreement however, the procedure can commence at 10.1 (b) or (d)

10.3
Where the procedure commences t 10.1(d) the Licensor will try to give you reasonable notice if it decides to terminate your License and you will normally get a Notice telling you to give up your accommodation after 7 days from the date of serving the Notice, but eviction can be immediate. If you fail to leave the accommodation on the date specified the Licensor is entitled to take whatever action is deemed necessary to remove your form the accommodation.

10.4
In all cases where disciplinary action is being considered, a resident will be able to speak in his/her defence or have someone speak on their behalf. This will be listened to objectively before deciding whether or not to take disciplinary action.

10.5
An Appeal against action at stages 10.1(a) and (c) can be made wither verbally or in writing. You may have someone to accompany you or speak or write on your behalf in any appeal.

10.6
Appeals against verbal or written warnings should be made to the Temporary Accommodation Housing Team Leader and must be made within 3 working days of the disciplinary action being taken.

10.7
There is no right of appeal against a decision to evict.

11. EQUIPMENT BELONGING TO THE COUNCIL

11.1
Keys and fobs. If you have been issued with a key and Fob to gain entry to the building and your room, it is important that these are returned at the end of your stay. If you fail to return them or lose them, we will charge the following for replacements

Per Key £10.00
Per Fob £10.00

Or as amended by the council and notified to you.

11.2
Equipment in the Room. You are responsible for the equipment in the room no matter which member of your family or visitors are using it. You will be charged for any damage caused
even if it is accidental. We will contact the Police and press charges for any missing or maliciously damaged equipment.

You are allowed to bring in certain items such as listed below of your own as long as they do not cause the room to become overcrowded and you remove them at the end of your stay. Please inform the hostel staff of your intentions before you proceed so that an assessment can be carried out. Please also note you should arrange your own contents insurance for your belongings as the Council will not take responsibility for theft or damage unless proven the Council is at fault.

- Fridge Freezers
- Furniture manufactured after 1985
- TV, Music systems etc.

You are not allowed to bring your own bed unless a letter from a GP/Consultant is produced stating the reasons why you need to use a bed other than the beds supplied by the council. We retain the right to remove at a cost to you, any equipment belonging to you that we consider unsafe and/or overcrowds the room.

We will charge you a minimum of £60.00 for any belongings/rubbish left in the room that we have to dispose of. Large pieces of furniture or household equipment such as fridge/freezers will incur an additional charge of £50.00 per item.

12. REPAIRS

As a resident of the hostel paying rent you are expected to take responsibility for reporting repairs and putting right accidental or deliberate damage to your home. We will recharge you for the cost of repairs that we consider are not the result of fair wear and tear.

For repairs to communal areas and external areas, or for minor problems inside your room e.g. tripping switches, leaking taps, please report the repair to the hostel staff in the first instance. If they cannot fix it, they will ask you to report it directly to the contractor Lewisham Homes.

Reporting a repair to Lewisham homes

You will be required to give your contact details and make arrangement to allow staff or contractors access to carry out the repair(s).

- By telephone on 0800 028 028

Emergency repairs

The following repairs are considered as an emergency

- Communal entry door systems
- Communal heating ( temporary domestic heating is only supplied to elderly and vulnerable)
- Lift breakdowns
- Loss of Electrical supply
- Loss of mains water
• Making your property safe after criminal damage - have the crime number for your local police station when you call
• Making safe blockages, surging drains, stacks and toilet
• Making safe ceilings or dangerous structures
• Making safe communal lighting
• Making safe electrics
• Water penetration and flooding.

If you have any of these problems, please report them to the hostel staff in the first instance.

To report an emergency repair outside of office hours (5.00pm - 9.00am Monday to Friday and all day and night at weekends) please contact our call centre on 020 8778 0877. We will come and make the problem safe and the next full working day we will order the work needed to carry out your repair in full.

13. HOSTEL FIRE EMERGENCY PLAN

Please read the following emergency action plan and confirm that you understand it by signing at the end of this document.

13.1 ACTION ON DISCOVERING A FIRE.

In the event of discovering a fire you must activate your nearest fire call point. These are located at various points around the building. Please familiarise yourself of where your nearest fire call points are.

13.2 WARNING IF THERE IS A FIRE

In the event of a fire an automated alarm system will be activated either by sensors or the breaking of a fire call point. A siren will then sound continuously throughout the building.

DO NOT ASSUME IT IS A DRILL, TEST OR FALSE ALARM

13.3 EVACUATION OF THE HOSTEL/WORK AREA

It is the responsibility of everyone present in the hostel to immediately leave the building on hearing the alarm.

• DO NOT USE LIFTS
• DO USE STAIRCASES ONLY

13.4 IDENTIFICATION OF KEY ESCAPE ROUTES

There are several fire exits throughout the building, all clearly marked. All staircases in the building will lead to a fire exit. Please familiarise yourself with your nearest exit.

DO NOT ASSUME THAT OTHERS WILL EVACUATE YOU.

13.4 FIRE ASSEMBLY POINT

In the event of the alarm sounding, please report to the assembly point at the front of the building.
13.5 CALLING THE FIRE SERVICE

It is the responsibility of everyone to call the emergency services on 999. Calls are free from any phone including mobiles, and you can call even if you do not have any credit on your mobile phone. When you call you are required to give the address as it's written on the licence.

PLEASE DO NOT ASSUME THAT SOMEONE ELSE HAS MADE THE CALL.

13.6 FIREFIGHTING EQUIPMENT PROVIDED

In each kitchen there is a fire blanket provided. In all communal areas fire boxes are in place containing CO2 and water extinguishers. Before using any firefighting equipment, make sure you know the source of the fire and feel confident and capable of using the equipment. If in doubt please immediately vacate the building closing all doors behind you.

14. ADVICE

Support and Advice (With children and/or pregnant)

You can contact our in house Family Support Service. They can offer advice regarding housing, benefits and childcare.

Homeless Family Floating Support Service

Tel: 020 8314 6366 Email: familysupport@lewisham.gov.uk

There are also Council wide services you can contact

Family Information Service, 1st floor Lawrence House, Catford Road SE6 4SW

Tel: 0800 085 0606 Email: fis@lewisham.gov.uk

Support and Advice (single without children)

Single Homeless Intervention and Prevention Service (SHIP)

Tel: 020 8314 3020/3898 Email: SHIP@lewisham.gov.uk

Ship are able to help

* Young People at risk or leaving care  * Rough Sleepers
* Vulnerable offenders  * Refugees
* People who are dependent on drugs or alcohol  * Victims of domestic violence
* People with
  * Mental health difficulties  * Mild learning disabilities
  * Physical or sensory impairment  * HIV or Aids
  * Rent arrears  * Housing Benefit claims
15.0 DECLARATIONS

15.1
I have read the Residents Handbook and understand its contents.

15.2
I have read Section 8 paying your Rent and Section 9 Rent/Charges Arrears Procedure and the Temporary Accommodation housing Officer has explained it to me. I understand the implications of failing to supply the evidence required for my Housing Benefit application and/or not paying my weekly charge.

15.3
I have read and understood Section 13 Fire Emergency Plan, and confirm that I know what to do in the event of a fire and/or if the alarm sounds:

- Fire Action plan explained to Client
- Fire Alarm system explained to Client
- Location of Fire Exits explained to Client
- Location of Fire Assembly point explained to Client

15.4
The equipment in your unit is on loan to you during your stay. **Please do not remove the equipment from the room.**

I accept that the equipment in my unit is on loan from the Council and acknowledge that I will be responsible for losses and damage.

<table>
<thead>
<tr>
<th>Applicants name</th>
<th>Print</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants Signature</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Officers Name</td>
<td>Print</td>
</tr>
<tr>
<td>Officers Signature</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>
To whom it may concern

I hereby grant my consent for the London Borough of Lewisham and Lewisham Homes to:

1. Provide information to relevant agencies at their discretion.
2. Contact other agencies so as to release information to London Borough of Lewisham and Lewisham Homes. These agencies include Department of Work and Pensions, Housing Benefit and Council Tax Benefits, Social Services, Health Services, Advice Agencies and Solicitors etc.

Name print
Name Signature
Date
Address and room number of hostel