

For Office Use Only	
Application date	
Interviewed/ received by	
Interview/ received date	
Interview/ received time	
Date/ time proof received	
<b>CENTRAL ADMIN</b>	<b>SECTION</b>
<b>Band</b>	
<b>Signed / Input</b>	
<b>Audit Checked</b>	
<b>Registration No.</b>	

Have you checked to see if the applicants are already registered?		INPUT BY
Have you checked for any former tenant debt or sundry debt?		
If yes, have you contacted the TMO responsible for recovering the debt?		DATE
Have you checked for any previous tenancies?		

Thank you for taking the time to complete the housing application form for Watmos Community Homes. Before Watmos can process your application form you must provide the appropriate proofs listed below.

Question 1: Proof of ID this is applicable to anyone over the age of 18 whether they are an Applicant or an Occupant

A) Are you a UK citizen? If not please see B or C

You are only required to provide one piece of proof from Table A. However, if you do not have anything from Table A you will be required to provide two proofs from table B.

Table A	Table B
Valid Passport	Full Birth Certificate
	Driving Licence both Picture and Paper
	Benefit Letter from DWP
	Letters from HMRC
	Letter from Local Authority
	Letter from Emergency Services

B) Are you an EEA National? If not please see A or C

We will only accept either of the following documentation from table A

Table A	Table B
Valid Passport	
Valid Residency Card	

C. Are you a Non UK citizen or EEA National.

We will only accept all of the following documentation in table A

Table A		Table B	
Proof to remain in the UK			
Immigration papers			
Valid Passport			

Question 2: Watmos requires proof of your current address or C/o Address if you are using one. Below is a list of acceptable proofs:-

Bank Statement		Any Bill	
Benefit Letters		Tenancy Agreement	
HMRC letters		Driving Licence	
Letter from the tenant if lodging		Rent statement	

Question 3: Watmos requires proof of any person moving under the age of 18. Below is a list of documentation we would accept:-

Birth Certificate		Valid Passport	
Benefit letters with Child's details on		Pregnancy notes	

Question 4: Watmos requires proof of all household income from within three months of the application being completed. Below is a list of Income you may be in receipt of:-

Bank Statement		Benefit letters showing the amount received	
Wage Slips		Letter from employer	

Question 5: if you have ever owned a property or been on the mortgage of a property we require the following proofs:-

Proof of sale		Deed of transfer	
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Please can you complete the following table to confirm your Nationality.

EEA nationals: can applicant one tick the first box and applicant two tick the second box if applicable.											
Austria			Finland			Latvia			Portugal		
Belgium			France			Liechtenstein			Romania		
Bulgaria			Germany			Lithuania			Slovakia		
Croatia			Greece			Luxembourg			Slovenia		
Cyprus			Hungary			Malta			Spain		
Czech Republic			Iceland			Netherlands			Sweden		
Denmark			Ireland			Norway			United Kingdom		
Estonia			Italy			Poland					

Non EEA Nationals: can applicant one tick the first box and applicant two tick the second box if applicable											
Afghanistan			Djibouti			Liberia			San Marino		
Albania			Dominica			Libya			Sao Tome and Principe		
Algeria			Dominican Republic			Macedonia			Saudi Arabia		
Andorra			Ecuador			Madagascar			Senegal		
Angola			Egypt			Malawi			Serbia		
Antigua and Barbuda			El Salvador			Malaysia			Seychelles		
Argentina			Equatorial Guinea			Maldives			Sierra Leone		
Armenia			Eritrea			Mali			Singapore		
Australia			Ethiopia			Marshall Islands			Solomon Islands		
Azerbaijan			Fiji			Mauritania			Somalia		
The Bahamas			Gabon			Mauritius			South Africa		
Bahrain			Gambia			Mexico			South Sudan		
Bangladesh			Georgia			Federated States of Micronesia			Sri Lanka		
Barbados			Ghana			Moldova			Sudan		
Belarus			Grenada			Monaco			Suriname		
Belize			Guatemala			Mongolia			Swaziland		
Benin			Guinea			Montenegro			Switzerland		
Bhutan			Guinea-Bissau			Morocco			Syria		
Bolivia			Guyana			Mozambique			Tajikistan		
Bosnia and Herzegovina			Haiti			Namibia			Tanzania		
Botswana			Holy See			Nauru			Thailand		
Brazil			Honduras			Nepal			Timor-Leste		
Brunei			India			New Zealand			Togo		
Burkina Faso			Indonesia			Nicaragua			Tonga		
Burma			Iran			Niger			Trinidad and Tobago		
Burundi			Iraq			Nigeria			Tunisia		
Cabo Verde			Israel			Oman			Turkey		
Cambodia			Jamaica			Pakistan			Turkmenistan		
Cameroon			Japan			Palau			Tuvalu		
Canada			Jordan			Panama			Uganda		
Central African Republic			Kazakhstan			Papua New Guinea			Ukraine		
Chad			Kenya			Paraguay			United Arab Emirates		
Chile			Kiribati			Peru			United States		
China			North Korea			Philippines			Uruguay		
Colombia			South Korea			Qatar			Uzbekistan		
Comoros			Kosovo			Russia			Vanuatu		
Republic of the Congo			Kuwait			Rwanda			Venezuela		
Democratic Republic of the Congo			Kyrgyzstan			Saint Kitts and Nevis			Vietnam		
Costa Rica			Laos			Saint Lucia			Yemen		
Côte d'Ivoire			Lebanon			Saint Vincent and the Grenadines			Zambia		
Cuba			Lesotho			Samoa			Zimbabwe		

Ref No.

Band:

116-120 Lichfield Street, Walsall, WS1 1SZ.  
Tel: 01922 471910



### APPLICATION FOR HOUSING

Please read the letter received with this application form and provide as much information as possible. **Please Note:** There are 14 sections to this application - questions that must be answered are marked with a \* - if a \* section is not completed we will not be able to register your application until the information is received. Some questions will require additional information and proof of circumstances before we will be able to register your application.

**Applicant**

**Joint Applicant (\*if applicable)**

\*Title: Mr / Mrs / Miss / Ms \_\_\_\_\_

\*Title: Mr / Mrs / Miss / Ms \_\_\_\_\_

\*First Name:

\*First Name:

\_\_\_\_\_

\_\_\_\_\_

\*Surname (Family Name)

\*Surname (Family Name)

\*National Insurance Number: -

\*National Insurance Number:

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\*Date of Birth \_\_\_\_\_

\*Date of Birth: \_\_\_\_\_

Daytime telephone number:

Daytime telephone number:

\_\_\_\_\_

\_\_\_\_\_

Evening telephone number:

Evening telephone number:

\_\_\_\_\_

\_\_\_\_\_

Mobile telephone number:

Mobile telephone number:

\_\_\_\_\_

\_\_\_\_\_

E-mail address: \_\_\_\_\_

E-mail address: \_\_\_\_\_

\*Are you or anyone moving with you pregnant? (if yes please state who) Yes / No

Name:	Expected date of confinement:
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(You must provide proof)

*Are you a UK Citizen or other EEA National?	Yes / No
*Are you a refugee or asylum seeker?	Yes / No
*Are you or anyone moving with you a TMO or Watmos employee, TMO Committee member or Watmos Board member, or are you the close relative of anyone who is? If yes please provide details in section 11 (Close=Husband/wife/partner/grandparent/children/grandchildren/brother/sister + similar relations by marriage)	Yes / No

## Where you live now (Section 2)

### \* Applicant Address

### Joint Applicant (\* if applicable)

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Post Code: \_\_\_\_\_

Postcode: \_\_\_\_\_

When did you move in?

When did you move in?

\* Can we contact you at this address? Yes / No  
If No – please provide address where you can  
Be contacted:

\* Can we contact you at this address? Yes / No  
If No please provide address where you can  
be contacted:

If you rent your home(s) please give the name & address of your Landlord(s):

## The people moving with you (Section 3)

\* Please list all people who will be moving with you

First name	Surname/ family name	Relationship to you	M/ F	Date of birth	Address if different from yours	Has a bedroom	Shares a bedroom Who with?

You can use the space on the back of this form if you need to continue

\* Do you have access to any children from a former relationship?

Yes / No

If Yes – please provide details:

First name(s)	Surname/ family name(s)	Relationship to Applicant or Joint applicant –	M/ F	Date of birth	Access Arrangements

## Other people living in your home (Section 4)

\* List all other people living in the property who will **NOT** be moving with you

If Joint applicants living apart – please use the additional information (Section 11) to tell us about other people living in the property for the second (joint) applicant.

First name	Surname/ family name	Relationship to you	M/ F	Date of birth

## Your previous homes (Section 5)

Please provide details of your previous addresses for the last 5 years (Most recent first):

**Applicant:**

Address	Landlord	Status (e.g. rented)	Approx dates	Reason you left	Amount of Arrears outstanding (if applicable)

**Joint Applicant: (if applicable)**


## Your previous homes continued

\* Were you, or joint applicant – forced to leave your home as a result of a Court order or other official notice?

Yes / No

If Yes – please provide details below:

\* Do you or anyone moving with you have a current Anti Social Behaviour Order or Anti Social Behaviour Injunction, or have been subject to one in the past 2 years?

Yes / No

If Yes – please provide details below:

\* Do you or anyone moving with you have any criminal convictions? If so please provide details of the conviction and time served in prison?

Yes / No

If Yes – please provide details below:

\* Have you ever been a WATMOS tenant before?

Yes / No

If yes please give details:

\* Do you or anyone moving with you own their home?

Yes / No

If yes, please give details: Property Owners are NOT eligible to register for housing until their property is sold. Proof of sale will be required.



## Your Present Accommodation (Section 6)

* Are you?	Tick		
A WATMOS tenant		Member of HM forces	
Lodging (living with family or friends)		The owner of the property you live in	
Private tenant (renting from a landlord)		If owner what is the value of your home?	£
Housing Association tenant		Have you sold or are you selling your home	
Service tenant(your home goes with your job)		Living in a short stay hostel or B&B	
Tenant of another Local Authority			

Other – please state

* Is your home a:	Tick	How many bedrooms Does it have?	How many bedrooms do you and the people moving with you use?		
Flat					
House					
House with 2 reception rooms					
Bungalow					
Bedsit					
Other					
* Do you have use of - (please tick)			Sole use	Shared use	Don't have
A bath or shower?					
A hot water supply?					
A toilet?					
A kitchen?					

\* Do you or the joint applicant have any arrears at this address or any previous addresses? Yes/ No

If yes, please provide details of debt (e.g. mortgage/ rent/ service charge etc) and how much is outstanding:

\* Do you have any pets that you want to move with you? Yes / No

(If Yes please note –Burrowes Street, Sandbank & Twin Crescents TMO's do not accept dogs).

If Yes – please provide details:

## Income details (Section 7)

\* Please give your current employment status? (E.g. employed / unemployed / retired)

Applicant Status

If employed can you be contacted at work?

Yes / No

Work Phone number: \_\_\_\_\_

Joint Applicant Status

Yes / No

Work Phone number: \_\_\_\_\_

## About your work

### \* Employment

If you or anyone who will be moving with you is in employment - please complete this section

Person's Name	Employers Name and address	Weekly / Monthly take home pay

### \* Pensions and Benefits:

If you or anyone who will be living with you is receiving any kind of benefit or pension please complete this section. Please also include details of any benefits to which you are entitled to but are not claiming

Name	What benefits/ pensions?	Amount £	When did you start receiving benefits/ pensions

## Income details cont.....

Do you have any other Income or savings?

YES / NO

\* If yes - Include income from investments / property / maintenance payments etc.

Name	Type of income or investment	Weekly amount or value

## Other information: (Section 8)

If you are a Housing Association tenant - do you want to have your details included in the Exchange Register?

Yes / No

\* Are you or any member of your immediate family suffering any form of harassment, violence or domestic violence?

Yes / No

## Medical Assessment (Section 9)

If you believe you have a medical condition that we need to take into consideration please state below (Additional information can be provided in section 11 if necessary):

(We will require written confirmation from your Doctor, Medical Social Worker, Occupational Therapist, Community Psychiatric Nurse or any other agency in respect of the information you provide).

## The sort of home you want? (Section 10)



### Overview

Located north east of the town centre at Brownhills and at the edge of the borough boundary with Staffordshire, the Avenues TMO is a pre-war estate of around 200 family homes. The TMO backs onto Holland Park playing fields and is a short distance from the high street shopping area of Brownhills.

**Please Note: The Avenues is 6 miles from Walsall Town Centre**

### What we do

The TMO carries out the full range of housing services including allocations/lettings, repairs, environmental improvements, tenancy and estate management and housing advice. We also try to build community spirit by running social activities and providing facilities for the children who live on the estate.

### Our properties and eligibility

The Avenues have 120 three bed Houses.

If you wish to register for housing at The Avenues you household must meet the following criteria:

Families with 3 children:

Families with 2 children who are over the age of 10 of mixed sex

Families who need 3 bedrooms as defined by national bedroom standard

For information on the number of bedrooms you are eligible for please refer to page 20



## **Burrowes Street TMO** **Overview**

Burrowes Street Tenant Management Organisation is located on the edge of Walsall town centre, a short walk away from the main shopping area in Walsall and on one of the busy town centre roads that links up with the M6 and the Black Country Route. The estate offers a choice of accommodation, low and high rise flats and a scheme specifically for elderly residents. In addition to managing homes for WATMOS, the TMO works in partnership with both Caldmore and Accord Housing Associations, managing a small number of homes on behalf of each organisation. Burrowes Street TMO has been operating since 1994. Please note Burrowes Street TMO operates a local Pets Policy which includes no dogs.

### **What we do**

The TMO carries out the full range of housing services including allocations/lettings, repairs, caretaking, environmental improvements, tenancy and estate management and housing advice. We also try to build community spirit by running social activities and providing facilities for the children who live in the area.

### **Our properties and eligibility**

Burrowes Street has 285 properties varying across three different property types which are as following:

18 Bedsits you must be single and over 50 to apply for a bedsit

12 one bed low rise flats and 18 two bed low rise flats which you must be over 45 to apply as a single applicant

38 one bed high rise flats and 199 two bed low rise flats which you must be over 30 to apply as a single applicant

20 2 bed flats at Derby Court

Derby Court properties are located in low rise flats located on Raleigh Street in the centre of Birchills.

Although the properties are managed by Burrowes Street TMO they are situated in Raleigh Street which is not located within the Burrowes Street TMO estate.

For information on the number of bedrooms you are eligible for please refer to page 20



### Overview

Chuckery TMO is a small community based, not-for-profit tenant management organisation, located in the very heart of Walsall. Our position near the town centre brings many advantages. We have excellent access to transport networks and wide range of leisure facilities. The local Arboretum, New Art Gallery and Walsall College are all just a short walk away.

We have made Chuckery a popular estate and we have been able to attract a very diverse cross-section of our community to live on the estate. We have a strong sense of community and are determined to further develop and sustain our thriving community.

Chuckery Tenant Management Organisation became part of WATMOS Community Homes in 2003, following the transfer by Walsall Council of its' housing stock.

Chuckery TMO is led by a Management Committee of tenant volunteers, with a wide range of skills to govern and direct the association. We are proud of our enthusiastic and active committee.

### What we do

We carry out a comprehensive range of housing management services such as allocations, lettings, repairs, caretaking, environmental works, estate management housing advice and resolving neighbour disputes.

### Our properties and eligibility

Bywater House	2 2 64	Ground floor One bed flats 17 <sup>th</sup> floor One bed penthouse flats* Two bedroom flats
Brookes House	2 2 63	Ground floor One bed flats 17 <sup>th</sup> floor One bed penthouse flats* Two bedroom flats
Croft House	1 4 67	Ground floor bedsit 12 <sup>th</sup> floor One bed penthouse flats* Two bed flats
Millsum House	4 69	12 <sup>th</sup> floor One bed penthouse flats* Two bed flats
Preston House	2 2 65	Ground floor One bed flats 17 <sup>th</sup> floor One bed penthouse flats* Two bedroom flats

**\*Please note that access to the penthouses is via two flights of stairs.**

For information on the number of bedrooms you are eligible for, please refer to page 20

## **DELVES EAST**



### **ESTATE MANAGEMENT LTD**

#### **Overview**

Delves East estate is situated on the south side of the borough on the east side of the West Bromwich Road and bordering the boundary of Sandwell borough. All our properties have easy access to both Walsall and West Bromwich town centre's with regular bus services. Bescot rail station and the M6/M5 are within easy reach. The estate consists of two and three bedroom houses, both pre-and post-war. Investment in excess of £2.2 million was spent on modernising the pre-war houses; the programme was started in 1997 and completed in 1999. We also have one and two bedroom low-rise OAP-designated flats situated in quiet residential areas.

#### **What we do**

The TMO carries out the full range of housing services including allocations/lettings, rent collection, repairs, caretaking, environmental improvements, tenancy and estate management and housing advice.

#### **Our properties and eligibility**

Delves East has 129 properties varying across four different property types which are as following:

1 bed sit

20 one bed and 8 two bed low rise flats which have an age restriction of over 50

2 two bed houses

98 three bed houses

For information on the number of bedrooms you are eligible for please refer to page 20



## Overview

Delves West estate is situated on the south side of the Borough on the west side of the West Bromwich Road and bordering the boundary of Sandwell Borough. All our properties have easy access to both Walsall and West Bromwich town centres with regular bus services. Bescot rail station and the M6/M5 are within easy reach.

## What we do

The TMO carries out the full range of housing services including allocations/lettings, rent collection, repairs, caretaking, environmental improvements, tenancy and estate management and housing advice.

## Our properties and eligibility

Delves West has 278 properties varying across five different property types which are as following:

23 one bed low rise flats which have an age restriction of 50 or over

29 two bed houses

208 three bed houses

15 four bed houses

1 five bed house

For information on the number of bedrooms you are eligible for please refer to page 20





## Overview

Leamore Residents Association manages 1 and 2 bed flats and 3 bed maisonettes in a total of 16 high and low rise blocks. Seven of the blocks are specifically designated for mature tenants. Leamore is ideally situated on a main bus route between Walsall and Bloxwich, giving easy access to both shopping areas. We have good healthcare provisions and leisure facilities nearby. Local shops adjacent to the site include a Post Office, Chemist and a florist

### What we do

Leamore Residents Association aims to provide a good quality service to tenants in a friendly, courteous, and professional manner.

We aim to provide a pleasant and secure housing estate. We place a high priority on enhancing security measures and making improvements to the surrounding environment. We continue to strive to improve the service to our tenants in the future, and continue to make the estate a happy and safe place to live.

### Our properties and eligibility

Leamore has 271 properties varying across three different property types which are as following:

5 three bed Maisonettes

22 one bed low rise flats and 43 two bed low rise flats

201 two bed high rise flats

For information on the number of bedrooms you are eligible for please refer to page 20



## Overview

Sandbank Tenant Management Organisation is located on the edge of Bloxwich town centre, a short walk away from the main shopping area. Sandbank TMO has been managing housing services on the estate since 1996.

## What we do

Sandbank TMO provides a wide range of services including housing allocations, tenancy management, estate management housing repairs and caretaking. We give a high priority to maintaining a stable community within a secure and pleasant residential environment.

## Our properties and eligibility

Sandbank TMO has 248 properties which are as follows:

242 two bed high rise flats and 6 one bed flats which are all on the eleventh floor

Sandbank TMO operates a no children's policy.

Sandbank TMO does not accept applications for a 2 bedroom property from applicants under 26 years old.

For information on the number of bedrooms you are eligible for please refer to page 20

## Overview

Grove and Garden Crescents together form Twin Crescents Tenant Management Organisation. The estate is within 5 to 10 minutes walking distance from the local shops, schools and churches in Pelsall. Pelsall is situated approximately 3 miles north east of Walsall. Pelsall was once just a village and although it has expanded over the years, still retains its village profile with events and attractions held on and around the large common in the centre. The borough boundary with Staffordshire is within two miles affording the area a semi rural position with local farmland and open space north and east of the village.

## What we do

The TMO carries out the full range of housing services including allocations/lettings, repairs, environmental works, tenancy and estate management and housing advice. We also try to build a strong and stable community by running social activities. The Residents Association runs many social events in the community room and in the gardens. For many years we have given a high priority to creating community spirit. This has built up over the years and is really flourishing.

## Our properties and eligibility

Twin Crescents has 64 properties varying across four different property types which are as following:

15 one bed two storey low rise flats which have an age restriction of over 60

11 three bed three storey flats and 23 two bed three storey flats which are for couples and families

10 two bed houses

5 three bed houses

For information on the number of bedrooms you are eligible for please refer to page 20

## Property Household Criteria

There are rules about who is eligible to apply for different types of property as follows:-

Property Type	Bedrooms	Eligible family size
One bedroom Flat	1	Single applicant, couple
Two Bedroom Flat	2	Working couple and working single, Families with 1 child or expecting a first child. Families with 2 children under 10 or families with 2 children of the same sex over 10 and under 16
3 Bedroom Maisonette/Flat	3	Families with 2 children over 10 of mixed sex, Families who need 3 bedrooms as defined by the national bedroom standard.
2 Bedroom House	2	Families with 1 child, families with 2 children under 10 or families with 2 children of the same sex over 10 and under 16.
3 Bedroom House	3	Families with 3 children, families with 2 children over 10 of mixed sex. Families who need 3 bedrooms as defined by the national bedroom standard.
Parlour Type House (2 reception rooms)	2	Families with 2 children under 10 or families with 2 children of the same sex over 10 and under 16
3 Bedroom Parlour House	3	Families with 3 children, families 2 children over 10 of mixed sex. Families who need 3 bedrooms as defined by the national bedroom standard.
4 Bedroom House	4	Families with more than 4 or more children. Families who need 4 bedrooms as defined by the national bedroom standard.
Sheltered Housing	1,2 or 3	Those with assessed need for supported accommodation

**APPLICANTS FOR HOUSING WILL BE ASSESSED ACCORDING TO THE CRITERIA ABOVE.**

(This incorporates the welfare reform changes including 'Bedroom Tax' introduced in April 2013).

However, if you wish to be considered for larger accommodation and can show you have the ability to pay the rent please contact the Watmos head office.

## The sort of home you want? ....continued

* What property type / types would you like to be registered for?	
* What areas (TMO's) would you like to be registered for?	
* What is the highest floor you would accept? (If requesting a flat)	
Are you interested in doing Voluntary work for one of the TMO's for Band 'D' eligibility? (Please ask for more details if interested)	<p style="text-align: center;"><b>YES / NO</b></p> <p><b>TMO:</b> _____</p>

* How many bedrooms do you require?	Smallest		Largest	
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(Please state the range of bedrooms you would accept, e.g. if you would live in a 2 bedroom OR a 3 bedroom property then enter 2 and 3 / if you would only accept a 3 bedroom property then enter 3 in the smallest and 3 in the largest box)

\* NB Should you request to be considered for a larger property, you will be required to complete an Income and Expenditure form showing you have the ability to pay rent.

From the list of Offices/TMO's - please select the office that would be most convenient for you to visit:

\_\_\_\_\_

## Additional information (Section 11)

Please use the following space to provide any other information that might be relevant to your application

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7/ Other - Please give details \_\_\_\_\_

## Now check and sign the form (Section 12)

- 1/ I /We understand that the completion of this form does not mean I/we will be offered housing.
- 2/ I /We understand that I must tell Watmos Community Homes if there are any changes in my/our circumstances.
- 3/ I / We understand that pets will only be allowed at the discretion of the Tenant Management Organisation and prior permission must be obtained.
- 4/ I / We agree to Watmos Community Homes (TMO's) making any necessary enquiries concerning this application including a tenancy check with current or previous landlords and any other agency and therefore authorise those agencies to provide information to Watmos Community Homes.
- 5/ I / We understand that any aggression shown towards Watmos Community Homes & TMO Staff may result in my/our application being refused.
- 6/ I / We understand that any information provided may be used for purposes other than re-housing and I/ we have read and understood the Watmos Community Homes Privacy Policy and have signed the related consent form. (\* Please return the applicant/tenant consent form on page 18 - with your application).
- 7/ I/We confirm that the information I/We have provided is a true and accurate record of my/our circumstances and I/We understand that providing false information or deliberately withholding information can lead to my/our application being removed from the waiting list or if already allocated a home I/We could risk losing it.

### All joint applicants and everyone over 18 must sign the form

* Applicant Signature	* Joint Signature (if applicable)
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* Date:
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If you would like a copy of our Lettings Policy, please contact Watmos Community Homes or one of the local TMO Offices.

## EQUALITY & DIVERSITY STATEMENT (Section 13)

**WATMOS Community Homes & the Tenant Management Organisations (TMO's) are committed to the principles of diversity and equality of opportunity in every aspect of the organisation.** WATMOS aims to ensure that all of its customers and employees are dealt with fairly and equitably and that it takes into account the diverse nature of their culture and background. WATMOS will actively work towards promoting good relations, eliminating discrimination and addressing existing disadvantage in relation to different groups on the basis of race, colour, nationality ethnic or national origin, disability, religion, political persuasion, marital status, gender, sexual orientation or age. To assist us to implement our policies and monitor our services we need to collect both personal information and sensitive personal information and would like you to answer the following questions. If you do not complete this part of the form – your application will not be affected.

Please tick one of the following to describe your ethnic origin, please ask any joint applicant to do the same. If you wish to describe yourself in any other way than the given choices, please do so in the space provided.

Description	You	Joint Applicant	Description	You	Joint applicant
White British			Asian Bangladeshi		
White Irish			Chinese		
White Other			Mixed White/ Black Caribbean		
Black African			Mixed White/ Black African		
Black Caribbean			Mixed White / Asian		
Black Other			Mixed Other		
Asian Indian			Other		
Asian Pakistani			Question refused		

Own Description: \_\_\_\_\_

Please tick one of the following to describe which religious group you consider you belong? Please ask any joint applicant to do the same.

Religion	You	Joint applicant	Religion	You	Joint applicant
Christian			Jewish		
Hindu			Sikh		
Islam			No Religion		
Buddhist			Any Other		

Details if 'Other' \_\_\_\_\_

Please tick one of the following for you and any joint applicant. Which of the following groups you consider you belong?

Description	You	Joint applicant	Description	You	Joint applicant
Lesbian			Gay		
Bisexual			Heterosexual		
Prefer not to say			Transgender		

Thank you for completing this section. Please refer to our Privacy Policy (section 14)





## PRIVACY POLICY (Applicants / Tenants) Section 14

### PRIVACY POLICY (Customers)

#### **Introduction**

WATMOS Community Homes aim to provide efficient housing services to all of our customers and in order to carry out this work we have to obtain, process and store personal information about our applicants, tenants, residents and suppliers.

This policy details our obligations on how we treat your personal details.

To allow us to use your personal information we require you to give consent to do so. Please read through this Privacy Policy and sign the consent section at the end if you agree to allow us to use your personal information in the way set out in this policy.

#### **What is personal information?**

Personal information is information that relates to a living individual, and allows that individual to be identified.

Certain types of personal information is categorised as 'sensitive personal data', this is information which relates to but not limited to racial or ethnic origin, political opinions, religious beliefs, membership of a trade union, physical or mental health, sexual life, alleged or real offences and proceeds from offences.

#### **How do we collect information?**

You may provide personal information to us when you communicate with us.

You may communicate with us when you make a housing application or respond to related queries, when we deal with your tenancy, when we deal with your service account, when you request repairs on your property, when you make any other contact in relation to yourself or when a member of our staff has initiated contact with you in relation to yourself, your tenancy, service account or for any other reason.

Whenever you communicate with us we may need to obtain personal details about you, to enable us to perform any actions that may be required as a result of the contact.

We will only request personal information that is appropriate for our business functions, and you may refuse to provide information if you deem any request to be inappropriate. Please note that we may not be able to carry out WATMOS Community Homes work for you if you refuse to provide information that stops us doing so.

We may also obtain your personal details from organisations you have dealt with, such as referral agencies/councils and past landlords.



## **How do we use your personal information?**

The purposes for which we process your personal details are:

- To allow us to assess housing applications
- To manage your tenancy
- To manage service accounts
- To conduct surveys and statistics on resident profiles in order to improve services
- To assist processing of housing benefit claims (if applicable)
- To assist processing of social security benefits and welfare services (if applicable)
- To conduct surveys and collate statistics when requested by The Homes and Communities Agency and other Housing Organisations or Government appointed agencies
- To provide you with information about WATMOS Community Homes or housing in general that may be of interest to you.
- To be able to provide information that meets your requirements e.g. large print
- To enable us to comply with our legal and regulatory obligations.

## **Who may we disclose your personal details to?**

We may have to provide information to The Homes and Communities Agency.

We may use third parties to carry out surveys on our behalf or we may provide relevant information about you to the Associations contractors or partners where they are providing a service to you on our behalf and where the information will affect the way that service is delivered.

Personal Information related to Tenancies, Social Security Benefits, Welfare Services, lettings, Anti Social Behaviour, Crime and urgent housing need cases may also be disclosed to third parties where information sharing protocols are in place or in accordance to government regulations. (Information sharing protocols help agencies work closely together and provide the standard of service expected by the government and the public), this could include but not limited to utility providers, benefit offices and the Police. In certain circumstances we may be required by law to disclose your personal details if related to:

- The prevention or detection of crime;
- The capture or prosecution of offenders; and
- The assessment or collection of tax or duty

Data Protection laws will be complied to at all times and the third party may only use the information provided for the specific purpose intended.

## **Storing your personal information**

We are committed to protecting your personal details. We apply restrictive measures to ensure only members of staff that need to have access to personal details, do have access.



### **Ensuring the accuracy of your personal information**

We are committed to keeping your personal details accurate. In order to do this we request you inform staff of any changes needed to update your personal details. We may require the amendment to be notified to us in writing and for documentation to be provided depending on the nature of the request. You can update your own contact details on line if you wish by following the link on the Watmos web site – ‘Do it On-line’ – you can also advise us of other personal information you want us to know about using the on line section – ‘special requirements’ – for example - if you require large print to be used when we write to you or if you have any other specific contact requirements or preferences.

You have the right under the Data Protection Act to make a request in writing for a copy of the information we hold about you on computer and in some manual filing systems.

An administration fee is payable and we would need to confirm your identity before providing you with such details.

Please make the request to:

The Data Protection Manager,  
WATMOS Community Homes,  
116 - 120, Lichfield Street,  
Walsall,  
WS1 1SZ

Or

Telephone 01922 471910 and request a Data Protection Information Request Form to complete.



**Privacy Policy – Customer Consent Form**

Please sign this form only after you have read through the Privacy policy or following a member of staff reading the Privacy policy to you and you agree to its terms.

Please note that we need this consent before we can proceed to provide services for you.

I / We	
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Please enter full name(s) in capital letters – (both parties should sign in cases of joint applications, tenancies etc.)

Hereby give consent to WATMOS Community Homes to hold and process personal information (including sensitive personal data as set out in the privacy policy) that I / we have provided or will provide in the future to perform the services of WATMOS as stated in their privacy policy.

Signed
Print:

Signed
Print:

Date:
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Please complete - if Privacy policy has been read to applicants/tenants:

Name:
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Position