

# Submit social housing lettings and sales data (CORE)

2024/25 Lettings Official sensitive when completed (personal data)



Department for Levelling Up,  
Housing & Communities

You must submit this data online at

[submit-social-housing-data.levellingup.gov.uk](https://submit-social-housing-data.levellingup.gov.uk). It might be quicker to complete the form directly online.

Select only one answer, unless it says otherwise.

Complete a log when a new tenancy agreement is signed for a property being used as social housing.

Do not complete a log for a general needs social or affordable rent letting shorter than 2 years.

Complete logs at the beginning of any introductory period or starter tenancy. You do not complete another log at the end of that period.

## Set up this lettings log

**Q1 - Which organisation owns this property?**

**Q2 - Which organisation manages this letting?**

**Q3 - What is the needs type?**

General needs housing includes both self-contained and shared housing without support or specific adaptations. Supported housing includes direct access hostels, group homes, residential care and nursing homes.

- General needs
- Supported housing

### SUPPORTED HOUSING ONLY

**Q4 - What scheme is this log for?**

A supported housing scheme provides shared or self-contained housing for a particular client group, for example younger or vulnerable people.

**Q5 - Which location is this letting for?**

A location is a postcode area where supported housing is provided under a scheme. A scheme can have multiple locations, and a location can have multiple units at the same postcode.

If location name or code unknown, provide postcode

**Q6 - Is this letting a renewal of social housing to the same tenant in the same property?**

If the property was previously being used as temporary accommodation, then answer 'no'.

- Yes
- No

**Q7 - What is the tenancy start date?**

**Q8 - What is the rent type?**

- Social Rent  
Where target rents are determined through the national rent regime. Sometimes known as 'formula rent'.
- Affordable Rent  
Where up to 80% of market rent can be charged. A new supply agreement is signed with Homes England or the GLA.
- London Affordable Rent  
Specific type of affordable housing available in London by GLA.
- Rent to Buy  
A discount of up to 20% of market rent for up to 5 years. The tenant is offered first chance to buy the property at full value.
- London Living Rent  
Specific type of affordable housing available in London by GLA.
- Other intermediate rent product:

**Q9 - What is the tenant code?** Optional

This is how you usually refer to this tenancy on your own systems.

**Q10 - What is the property reference?** Optional

This is how you usually refer to this property on your own systems.

**Q11 - Has the tenant seen or been given access to the DLUHC privacy notice?**

Make sure the lead tenant has seen or been given access to the Department for Levelling Up, Housing and Communities (DLUHC) privacy notice before completing this log. This is a legal requirement under data protection legislation.

- Yes

## Property information

### GENERAL NEEDS ONLY

**Q12 - If known, provide this property's UPRN**

The Unique Property Reference Number (UPRN) is a unique number system created by Ordnance Survey and used by housing providers and various industries across the UK. An example UPRN is 10010457355.

The UPRN may not be the same as the property reference assigned by your organisation.

**Q13 - If UPRN is not known, enter property's address****Address line 1****Address line 2** Optional**Town or City****County** Optional**Postcode****Q14 - What is the property's local authority?****Q15 - Is this the first time the property has been let as social housing?** Skip if letting is a renewal

Yes - This property was previously used for other purposes or is a new-build

**Q16 - What is the reason for the property being vacant?**

- 6 First let of conversion, rehabilitation or acquired property
- 17 First let of leased property
- 15 First let of new-build property

No - This is a re-let of existing social housing

**Q17 - What type was the property most recently let as?**

This is the rent type of the previous tenancy in this property.

- 1 Social rent basis
- 2 Affordable rent basis
- 5 London Affordable Rent basis
- 6 Rent to Buy basis
- 7 London Living Rent basis
- 8 Another Intermediate Rent basis
- 3 Don't know

**Q18 - What is the reason for the property being vacant?**

- 14 Renewal of fixed-term tenancy  
To the same tenant in the same property, except if it was previously used as temporary accommodation.
- 9 Re-let to tenant who occupied same property as temporary accommodation
- 13 Internal transfer, not renewals of a fixed term tenancy  
Where a tenant moved from one social housing property to another property. Their landlord may be the same or new.
- 12 Tenant moved to other social housing provider
- 8 Tenant moved to private sector or other accommodation
- 18 Tenant moved to care home
- 20 Tenant moved to a long-stay hospital or similar institution
- 5 Tenant died with no succession
- 19 Tenant involved in a succession downsize

- 6 Tenant abandoned property
- 10 Tenant was evicted due to rent arrears
- 11 Tenant was evicted due to anti-social behaviour (ASB)
- 21 Tenant was evicted due to both rent arrears and anti-social behaviour (ASB)
- 22 Any other reason

## GENERAL NEEDS ONLY

**Q19 - What type of unit is the property?**

- 2 Bedsit
- 8 Bungalow  10 Shared bungalow
- 1 Flat or maisonette  4 Shared flat or maisonette
- 7 House  9 Shared house
- 6 Other:

**Q20 - Which type of building is the property?**

- 2 Converted from previous residential/non-residential property
- 1 Purpose built

**Q21 - Is the property built or adapted to wheelchair-user standards?**

This is whether someone who uses a wheelchair is able to make full use of all the property's rooms and facilities, including use of both inside and outside space, and entering and exiting the property.

- 1 Yes
- 2 No

**Q22 - How many bedrooms does the property have?**

If shared accommodation, enter the number of bedrooms occupied by this household. A bedsit has 1 bedroom.

**Q23 - What is the void date?** Skip if the letting is a renewal

Date the property was (legally or contractually) available to let, or for:

- re-lets: the day after previous tenant's contract ended
- new builds: the day the landlord legally first owned the property ('completion date')
- new conversions or acquisitions: completion date, or the day after rehabilitation work ended
- new leases: the day the landlord got contractual property rights and could let it out to tenants.

**Q24 - Were any major repairs carried out during the void period?** Skip if the letting is a renewal or new build

Major repairs are works that could not be reasonably carried out with a tenant living at the property. For example, structural repairs.

- Yes, completed on:
- No

## Tenancy information

### Q25 - Is this a joint tenancy?

Where two or more people are named on the tenancy agreement.

- 1  Yes
- 2  No
- 3  Don't know

### Q26 - Is this a starter tenancy?

If the tenancy has an 'introductory period' answer 'yes'.

You should submit a CORE log at the beginning of the starter tenancy or introductory period, with the best information you have at the time. You do not need to submit a log when a tenant later rolls onto the main tenancy.

- 1  Yes
- 2  No

### Q27 - What is the type of tenancy?

This is for the main tenancy after any starter or introductory period.

- 4  **Assured Shorthold Tenancy (AST) – fixed term**  
Mostly provided by housing associations. Fixed term tenancies are intended to be for a set amount of time up to 20 years.
- 6  **Secure – fixed term**  
Mostly provided by local authorities. Fixed term tenancies are intended to be for a set amount of time up to 20 years.
- 2  **Assured – lifetime**
- 7  **Secure – lifetime**
- 8  **Periodic**  
These are rolling tenancies with no fixed end date. They may have an initial fixed term and then become rolling.
- 5  **Licence agreement**  
Mostly used for Supported Housing and work on a rolling basis.
- 3  **Other:**

### Q28 - What is the length of the fixed term tenancy to the nearest year?

Do not include the starter or introductory period.

The minimum period is 2 years for social or affordable rent general needs logs. You do not need to submit CORE logs for these types of tenancies if they are shorter than 2 years.

years

#### SUPPORTED HOUSING ONLY

### Q29 - Is this letting in sheltered accommodation?

Extra care housing is for tenants with medium to high care and support needs, often with 24 hour access to support staff provided by an agency registered with the Care Quality Commission.

Sheltered housing and special retirement housing are for tenants with low-level care and support needs. This typically provides some limited support to enable independent living, such as alarm-based assistance or a scheme manager.

- 2  **Yes – extra care housing**
- 1  **Yes – specialist retirement housing**
- 5  **Yes - sheltered housing for adults aged under 55 years**
- 6  **Yes - sheltered housing for adults aged 55 years or over who are not retired**
- 3  No
- 4  Don't know

## Household characteristics

### Q30 - How many people live in the household at this letting?

You can provide details for a maximum of 8 people.

### Q31 - What is the lead tenant's age?

This is the household member who does the most paid work. If several people do the same amount of paid work, it's the oldest household member.

years

### Q32 - Which of these best describes the lead tenant's gender identity?

This should be however they personally choose to identify from the options below. This may or may not be the same as their biological sex or the sex they were assigned at birth.

Use code for other occupants in Box A.

- |                                    |   |
|------------------------------------|---|
| F <input type="radio"/> Female     | M <input type="radio"/> Male                      |
| X <input type="radio"/> Non-binary | R <input type="radio"/> Tenant prefers not to say |

### Q33 - What is the lead tenant's ethnic group?

- White
- Mixed or Multiple ethnic groups
- Asian or Asian British
- Black, African, Caribbean or Black British
- Arab or other ethnic group
- Tenant prefers not to say

### Q34 - Which of these best describes the lead tenant's ethnic background?

Select an option for the ethnic group you selected in Q33

#### White

- 1  English, Welsh, Scottish, Northern Irish or British
- 2  Irish
- 18  Gypsy or Irish Traveller
- 20  Roma
- 3  Other White background

#### Mixed or Multiple ethnic groups

- 4  White and Black Caribbean
- 5  White and Black African
- 6  White and Asian
- 7  Other mixed background

#### Asian or Asian British

- 10  Bangladeshi
- 15  Chinese
- 8  Indian
- 9  Pakistani
- 11  Other Asian or Asian British background

#### Black, African, Caribbean or Black British

- 13  African
- 12  Caribbean
- 14  Other Black or Black British background

#### Arab or other ethnic group

- 19  Arab
- 16  Other ethnic group
- 17  Tenant prefers not to say

**Q35 - What is the lead tenant's nationality?**

If the lead tenant is a dual national of the United Kingdom and another country, enter 'United Kingdom'. If they are a dual national of two other countries, the tenant should decide which country to enter.

826 ○ United Kingdom

000 ○ Tenant prefers not to say

004 ○	Afghanistan	196 ○	Cyprus
008 ○	Albania	203 ○	Czechia
012 ○	Algeria	180 ○	Democratic Republic of the Congo
020 ○	Andorra	208 ○	Denmark
024 ○	Angola	262 ○	Djibouti
028 ○	Antigua and Barbuda	212 ○	Dominica
032 ○	Argentina	214 ○	Dominican Republic
051 ○	Armenia	218 ○	Ecuador
036 ○	Australia	818 ○	Egypt
040 ○	Austria	222 ○	El Salvador
031 ○	Azerbaijan	226 ○	Equatorial Guinea
044 ○	Bahamas	232 ○	Eritrea
048 ○	Bahrain	233 ○	Estonia
050 ○	Bangladesh	748 ○	Eswatini
052 ○	Barbados	231 ○	Ethiopia
112 ○	Belarus	238 ○	Falkland Islands
056 ○	Belgium	242 ○	Fiji
084 ○	Belize	246 ○	Finland
204 ○	Benin	250 ○	France
064 ○	Bhutan	266 ○	Gabon
068 ○	Bolivia	270 ○	Gambia
070 ○	Bosnia and Herzegovina	268 ○	Georgia
072 ○	Botswana	276 ○	Germany
076 ○	Brazil	288 ○	Ghana
096 ○	Brunei	292 ○	Gibraltar
100 ○	Bulgaria	300 ○	Greece
854 ○	Burkina Faso	308 ○	Grenada
108 ○	Burundi	320 ○	Guatemala
132 ○	Cabo Verde	831 ○	Guernsey
116 ○	Cambodia	324 ○	Guinea
120 ○	Cameroon	624 ○	Guinea-Bissau
124 ○	Canada	328 ○	Guyana
140 ○	Central African Republic	332 ○	Haiti
148 ○	Chad	340 ○	Honduras
152 ○	Chile	344 ○	Hong Kong
156 ○	China	348 ○	Hungary
170 ○	Colombia	352 ○	Iceland
174 ○	Comoros	356 ○	India
178 ○	Congo	360 ○	Indonesia
188 ○	Costa Rica	364 ○	Iran
384 ○	Côte d'Ivoire	368 ○	Iraq
191 ○	Croatia	372 ○	Ireland
192 ○	Cuba	833 ○	Isle of Man

376 ○	Israel	585 ○	Palau
380 ○	Italy	275 ○	Palestine, State of
388 ○	Jamaica	591 ○	Panama
392 ○	Japan	598 ○	Papua New Guinea
832 ○	Jersey	600 ○	Paraguay
400 ○	Jordan	604 ○	Peru
398 ○	Kazakhstan	608 ○	Philippines
404 ○	Kenya	616 ○	Poland
296 ○	Kiribati	620 ○	Portugal
414 ○	Kuwait	634 ○	Qatar
417 ○	Kyrgyzstan	642 ○	Romania
418 ○	Laos	643 ○	Russia
428 ○	Latvia	646 ○	Rwanda
422 ○	Lebanon	659 ○	Saint Kitts and Nevis
426 ○	Lesotho	662 ○	Saint Lucia
430 ○	Liberia	670 ○	Saint Vincent and the Grenadines
434 ○	Libya	882 ○	Samoa
438 ○	Liechtenstein	674 ○	San Marino
440 ○	Lithuania	678 ○	Sao Tome and Principe
442 ○	Luxembourg	682 ○	Saudi Arabia
450 ○	Madagascar	686 ○	Senegal
454 ○	Malawi	688 ○	Serbia
458 ○	Malaysia	690 ○	Seychelles
462 ○	Maldives	694 ○	Sierra Leone
466 ○	Mali	702 ○	Singapore
470 ○	Malta	703 ○	Slovakia
584 ○	Marshall Islands	705 ○	Slovenia
478 ○	Mauritania	090 ○	Solomon Islands
480 ○	Mauritius	706 ○	Somalia
484 ○	Mexico	710 ○	South Africa
583 ○	Micronesia (Federated States)	410 ○	South Korea
498 ○	Moldova	728 ○	South Sudan
492 ○	Monaco	724 ○	Spain
496 ○	Mongolia	144 ○	Sri Lanka
499 ○	Montenegro	729 ○	Sudan
504 ○	Morocco	740 ○	Suriname
508 ○	Mozambique	752 ○	Sweden
104 ○	Myanmar	756 ○	Switzerland
516 ○	Namibia	760 ○	Syria
520 ○	Nauru	158 ○	Taiwan
524 ○	Nepal	762 ○	Tajikistan
528 ○	Netherlands	834 ○	Tanzania
554 ○	New Zealand	764 ○	Thailand
558 ○	Nicaragua	626 ○	Timor-Leste
562 ○	Niger	768 ○	Togo
566 ○	Nigeria	776 ○	Tonga
807 ○	North Macedonia	780 ○	Trinidad and Tobago
408 ○	North Korea	788 ○	Tunisia
578 ○	Norway	792 ○	Turkey
512 ○	Oman	795 ○	Turkmenistan
586 ○	Pakistan	798 ○	Tuvalu

- 800  Uganda
- 804  Ukraine
- 784  United Arab Emirates
- 840  United States of America
- 858  Uruguay
- 860  Uzbekistan
- 548  Vanuatu
- 336  Vatican City
- 862  Venezuela
- 704  Vietnam
- 887  Yemen
- 894  Zambia
- 716  Zimbabwe

**Q36 - Which of these best describes the lead tenant's working situation?**

This is the household member who does the most paid work. If several people do the same amount of paid work, it's the oldest household member.

Use these codes for the other occupants in Box B.

- 1  Full-time (30 hours or more)
- 2  Part-time (less than 30 hours)
- 7  Full-time student
- 3  In government training into work
- 4  Jobseeker
- 6  Not seeking work
- 8  Unable to work because of long-term sickness or disability
- 5  Retired
- 9  Child under 16
- 0  Other
- 10  Tenant prefers not to say

**Q37-Q64 - Other occupants** If known

A child is anyone eligible for child benefit: under age 16 or under 20 if still in full-time education. Answer 1 for children aged under 1 year old.

	Relationship to lead tenant				Age Years	Gender Box A	Work Box B
	Child	Partner	Other	Prefers not to say			
2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>
8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input style="width: 40px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 40px; height: 20px;" type="text"/>

**Household needs**

**Q65 - Does anybody in the household have links to the UK armed forces?**

This excludes national service.

If several household members have these links, answer for regular first. If no regular, answer for reserve. If no reserve, answer for spouses or civil partners.

- 1  Yes – person is a current or former regular
- 4  Yes – person is a current or former reserve
- 5  Yes – person is a spouse or civil partner of a UK armed forces member and bereaved or separated within the last 2 years
- 2  No
- 3  Person prefers not to say
- 6  Don't know

**Q66 - If regular, is this person still serving?**

- 6  Yes
- 4  No - person left up to and including 5 years ago
- 5  No - person left more than 5 years ago
- 3  Person prefers not to say

**Q67 - If regular or reserve, was this person seriously injured or ill as a result of serving?**

- 1  Yes
- 2  No
- 3  Person prefers not to say

**Q68 - Is anybody in the household pregnant?**

- 1  Yes
- 2  No
- 3  Tenant prefers not to say

**Q69 - Does anybody in the household have any disabled access needs?**

Yes

**Q70 - What access needs do they have?**

- Fully wheelchair-accessible housing
- Level access housing
- Wheelchair access to essential rooms

**Q71 - Do they have any other disabled access needs?**

- Yes
- No
- Don't know
- No
- Don't know

**Q72 - Does anybody in the household have a physical or mental health condition (or other illness) expected to last 12 months or more?**1  Yes**Q73 - How is this person affected by their condition or illness?**

Tick all that apply.

- Dexterity**  
For example, lifting and carrying objects, or using a keyboard
- Learning or understanding or concentrating**
- Hearing**  
For example, deafness or partial hearing
- Memory**
- Mental health**  
For example, depression or anxiety
- Mobility**  
For example, walking short distances or climbing stairs
- Socially or behaviourally**  
For example, anything associated with autism spectrum disorder (ASD), including Asperger's or attention deficit hyperactivity disorder (ADHD)
- Stamina or breathing or fatigue**
- Vision**  
For example, blindness or partial sight
- Other**
- Tenant prefers not to say**

2  No3  Tenant prefers not to say**Household situation****Q74 - How long has the household continuously lived in the local authority area of the new letting?**

- 1  Just moved to local authority area with this new let
- 2  Under 1 year
- 7  1 year but under 2 years
- 8  2 years but under 3 years
- 9  3 years but under 4 years
- 10  4 years but under 5 years
- 11  5 years but under 10 years
- 12  10 years or more
- 6  Don't know

**Q75 - How long has the household been on the local authority waiting list for the area of the new letting?**

Skip if letting is a renewal

- 2  Under 1 year
- 7  1 year but under 2 years
- 8  2 years but under 3 years
- 9  3 years but under 4 years
- 10  4 years but under 5 years
- 11  5 years but under 10 years
- 12  10 years or more
- 6  Don't know

**Q76- What is the tenant's main reason for the household leaving their last settled home?**

First option block only if letting is a renewal

The tenant's 'last settled home' is their last long-standing home. For tenants who had temporary accommodation, sleeping rough or otherwise homeless, their last settled home is where they were living previously.

- 50  End of social housing tenancy - no fault
- 51  End of social housing tenancy - evicted due to anti-social behaviour (ASB)
- 52  End of social housing tenancy - evicted due to rent arrears
- 53  End of social housing tenancy - evicted for any other reason

- 1  Permanently decanted from another property owned by this landlord
- 2  Left home country as a refugee
- 45  Discharged from prison
- 46  Discharged from long-stay hospital or similar institution
- 4  Loss of tied accommodation
- 9  Asked to leave by family or friends
- 8  Relationship breakdown (non-violent) with partner
- 44  Death of household member in last settled home
- 16  To move nearer to family, friends or school
- 17  To move nearer to work
- 48  Domestic abuse - previous joint tenancy with partner
- 49  Domestic abuse - other
- 10  Racial harassment
- 31  Hate crime
- 11  Other problems with neighbours
- 34  Repossession
- 54  Could no longer afford rent or mortgage
- 12  Property unsuitable - overcrowding
- 13  Property unsuitable - ill health or disability
- 14  Property unsuitable - poor condition
- 29  Under occupation - offered incentive to downsize
- 30  Under occupation - no incentive
- 18  To move to accommodation with support
- 19  To move to independent accommodation
- 28  Don't know
- 47  Tenant prefers not to say
- 20  Other:

**Q77 - Where was the household immediately before this letting?** First two option blocks only if letting is a renewal

This is where the household was the night before they moved into this new let.

- 30  Fixed-term local authority general needs tenancy
- 32  Fixed-term private registered provider (PRP) general needs tenancy
- 31  Lifetime local authority general needs tenancy
- 33  Lifetime private registered provider (PRP) general needs tenancy
- 35  Extra care housing
- 34  Specialist retirement housing
- 36  Sheltered housing for adults under 55 years
- 6  Other supported housing
- 28  Living with friends or family
- 27  Owner occupation (low-cost home ownership)
- 26  Owner occupation (private)
- 3  Private sector tenancy
- 14  Bed and breakfast
- 7  Direct access hostel

- 10  Hospital  
 29  Prison or approved probation hostel  
 18  Any other temporary accommodation  
 -----  
 13  Children's home or foster care  
 24  Home Office asylum support  
 37  Host family or similar refugee accommodation  
 23  Mobile home or caravan  
 21  Refuge  
 9  Residential care home  
 19  Rough sleeping  
 4  Tied housing or rented with job  
 25  Any other accommodation

**Q78 - Did the household experience homelessness immediately before this letting?**

- 11  Yes – assessed by a local authority as homeless  
 1  No

**Q79 - What is the postcode of the household's last settled home (if known)?** Skip if letting is a renewal

This is the tenant's last long-standing home. It is where the tenant was living before any period in temporary accommodation, sleeping rough or otherwise homeless.

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**Q80 - What is the local authority of the household's last settled home (if postcode unknown)?** Skip if letting is a renewal

This is the tenant's last long-standing home. It is where the tenant was living before any period in temporary accommodation, sleeping rough or otherwise homeless.

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**Q81 - Was the household given 'reasonable preference' by the local authority?**

Households may be given 'reasonable preference' for social housing under one or more specific category by the local authority. This is also known as 'priority need'.

- 1  Yes

**Q82 - Why was the household given 'reasonable preference'?**

Tick all that apply

- Homeless or about to lose their home (within 56 days)  
 Housing was insanitary, overcrowded or unsatisfactory  
 Medical and welfare reasons (including disability)  
 To avoid hardship to themselves or others  
 Don't know
- 2  No  
 3  Don't know

**Q83 - How was this letting allocated?**

Tick all that apply

Choice-based lettings (CBL)

Where available vacant properties are advertised and applicants are able to bid for specific properties.

Common Allocation Policy (CAP)

Where a common system agreed between a group of housing providers is used to determine applicants' priority for housing.

Common housing register (CHR)

Where a single waiting list is used by a group of housing providers to receive and process housing applications. Providers may use different approaches to determine priority.

Accessible housing register

Where the 'access category' or another descriptor of whether an available vacant property meets a range of access needs is displayed to applicants during the allocations process.

None of these allocation systems

**Q84 - What was the source of referral for this letting?**

Skip if letting is a renewal

- 1  Internal transfer  
 2  Tenant applied directly (no referral or nomination)  
 3  Private registered provider (PRP) lettings only  
     – nominated by a local housing authority  
 4  Private registered provider (PRP) supported lettings only  
     – referred by local authority  
 8  Re-located through official housing mobility scheme  
 10  Other social landlord  
 -----  
 9  Community learning disability team  
 14  Community mental health team  
 15  Health service  
 18  Police, probation or prison or youth offending team -  
     tenant had custodial sentence  
 19  Police, probation or prison or youth offending team -  
     no custodial sentence  
 7  Voluntary agency  
 17  Children's social care  
 16  Other

**Income, benefits and outgoings**

**Q85 - Do you know the household's combined total income after tax?**

- 1  Yes

**Q86 - How often does the household receive income?**

- 1  Weekly  
 2  Monthly  
 3  Annually

**Q87 - How much income does the household have in total?**

Income after tax from employment, pensions or Universal Credit. Exclude NI contributions and tax, housing benefit, child benefit or council tax support

£									
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- 2  No  
 3  Tenant prefers not to say

**Q88 - Is the tenant likely to be receiving any of these housing-related benefits?**

This is about when the tenant is in their new let. If they are unsure and their financial and working situation has not changed significantly, answer based on the housing-related benefits they currently receive.

- 1  Housing benefit
- 6  Universal Credit housing element
- 9  Neither
- 3  Don't know
- 10  Tenant prefers not to say

**Q89 - How much of the household's income is from Universal Credit, state pensions or benefits?**

- 1  All
- 2  Some
- 3  None
- 4  Don't know

## SUPPORTED HOUSING ONLY

**Q90 - Does the household pay rent or other charges for the accommodation?**

If rent is charged on the property then answer Yes, even if tenants do not pay it themselves.

- 0  Yes
- 1  No

**Q91 - How often does the household pay rent and other charges?**

- 2  Every 2 weeks
- 3  Every 4 weeks
- 4  Every calendar month
- 9  Weekly for 46 weeks
- 8  Weekly for 47 weeks
- 7  Weekly for 48 weeks
- 6  Weekly for 49 weeks
- 5  Weekly for 50 weeks
- 1  Weekly for 52 weeks
- 10  Weekly for 53 weeks

## SUPPORTED HOUSING ONLY

**Q92 - Is this accommodation a care home?**

- Yes

**Q93 - How much does the household pay?**

Answer amount paid for frequency selected in Q91

- No

**Household rent and charges**

Skip if property is a care home

**Q94 - What is the basic rent?**

This is the amount paid before any charges are added for services (for example, hot water or cleaning). Households may receive housing benefit or Universal Credit towards basic rent.

**Q95 - What is the service charge?**

For example, cleaning. Households may get housing benefit or Universal Credit towards the service charge.

**Q96 - What is the personal service charge?**

For example, heating or hot water. These are not eligible for housing benefit or Universal Credit.

**Q97 - What is the support charge?**

Any charges made to fund support services included in the tenancy agreement

**Q98 - After the household has received any housing-related benefits, will they still need to pay for rent and charges?**

- 1  Yes

**Q99 - Can you estimate the outstanding amount?**

Approximate figure only

- Yes, enter amount:

- No

- 2  No
- 3  Don't know





## Privacy notice - new social housing tenants and buyers

### How do we use your information?

If your household enters a new social housing tenancy or purchases a social housing property, social housing providers will share your personal information with the Department for Levelling Up, Housing & Communities (DLUHC) for research and statistical purposes only.

### How do we get this information?

The information is provided via '[Submit social housing lettings and sales data \(CORE\)](#)', a service funded and managed by DLUHC. It collects information on the tenants or residents, tenancy or sale, and the dwelling itself. Some of this data is personal and sensitive, so DLUHC is responsible for ensuring it's processed in line with data protection legislation.

### Why do we share this information?

Information collected via CORE is shared with other government departments and agencies such as the Greater London Authority and the Regulator of Social Housing. Data providers can also access data for their organisations via the CORE service. Data is only shared for research and statistical purposes.

### How does this affect you?

Information sharing will not affect your benefits, services or any treatments you receive. It's anonymous and handled in accordance with the law. We collect and share your information to help us better understand the social housing market and inform social housing policy.

### To find out more...

Social housing lettings and sales data is collected on DLUHC's behalf. Data providers do not require the tenant or buyer's consent to provide this information, but tenants and buyers have the right to know how and for what purpose data is being collected, held and used.

Data processing must have a lawful basis. In this case it's necessary for a task carried out in the public interest meeting a function of the Crown, a Minister of the Crown, or government department.

You have the right to object, and obtain confirmation that your data is being processed, as well as access your personal data, and have any incorrect personal data corrected.

Information collected via CORE relates to your tenancy, the dwelling you are living in or buying, and your household. Some information may have been provided by you (as a tenant or buyer) when signing the new tenancy or buying your property. Other information has been gathered from the housing management systems of social housing providers.

Collected data will be held for as long as necessary for research and statistical purposes. When no longer needed, data will be deleted in a safe manner. We're aware some collected data is particularly sensitive. For example:

- ethnic group
- if previous tenure is a hospital, prison or approved probation hostel support
- if household left last settled home because discharged from prison, a long stay hospital or other institution
- if referral source is probation or prison, youth offending or community mental health team, or health service

DLUHC publishes data annually, in aggregate form, as part of a report and complementary tables.

- For annual lettings data, visit: [www.gov.uk/government/collections/rents-lettings-and-tenancies](http://www.gov.uk/government/collections/rents-lettings-and-tenancies)
- For annual sales data, visit: [gov.uk/government/collections/social-housing-sales-including-right-to-buy-and-transfers](http://gov.uk/government/collections/social-housing-sales-including-right-to-buy-and-transfers)

Detail-level data is anonymised and protected, minimising identification risk. It's held with the UK Data Archive.

### Complaints

If you're unhappy with any privacy notice aspect, or how we process your information, contact the Department Data Protection Officer: [dataprotection@levellingup.gov.uk](mailto:dataprotection@levellingup.gov.uk)

You also have the right to complain to the Information Commissioner's Office (ICO): [ico.org.uk/concern](http://ico.org.uk/concern)