

Submit social housing lettings and sales data (CORE)

2023/24 Lettings Official sensitive when completed (personal data)



Department for Levelling Up,
Housing & Communities

You must submit this data online at

core.communities.gov.uk It might be quicker to complete the form directly online.

Select only one answer, unless it says otherwise.

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

Q4 - Is this letting a renewal?

A renewal is a letting to the same tenant in the same property. If the property was previously being used as temporary accommodation, then answer 'no'.

- Yes
- No

Q5 - What is the tenancy start date?

D	D	M	M	Y	Y	Y	Y
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Q6 - What is the rent type?

- Affordable Rent
- London Affordable Rent
- London Living Rent
- Rent to Buy
- Social Rent
- Other intermediate rent product:

Q7 - What is the tenant code? Optional

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

Q8 - What is the property reference? Optional

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

SUPPORTED HOUSING ONLY

--- FOR NEW CORE USERS ONLY ---

Q9 - What scheme does this letting belong to?

Scheme name If known

Postcode If scheme name unknown

Q10 - Which location is this letting for?

--- FOR OLD CORE USERS ONLY ---

Q9 - What scheme does this letting belong to?

Provide scheme code

Q10 - What management group does this letting belong to?

Provide management code

Property information

GENERAL NEEDS ONLY

Q11 - 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 sectors UK-wide. For example 10010457355.

Q12 - If UPRN is not known, provide this property's address

Address line 1

Address line 2 Optional

Town or City

County Optional

Postcode

Q13 - What is the property's local authority?

Q14 - Is this the first time the property has been let as social housing?

Skip if letting is a renewal

Yes - This is a new let

Q15 - What is the reason for the property being vacant?

- 16 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

Q16 - What type was the property most recently let as?

- 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

Q17 - What is the reason for the property being vacant?

- 13 Internal transfer
Excluding renewals of a fixed-term tenancy
- 5 Previous tenant died with no succession
- 9 Re-let to tenant who occupied same property as temporary accommodation
- 14 Renewal of fixed-term tenancy
- 19 Tenant involved in a succession downsize
- 8 Tenant moved to private sector or other accommodation
- 12 Tenant moved to other social housing provider
- 18 Tenant moved to care home
- 20 Tenant moved to a long-stay hospital or similar institution
- 6 Tenant abandoned property
- 10 Tenant was evicted due to rent arrears
- 11 Tenant was evicted due to anti-social behaviour

Q18 - How many times was the property offered between becoming vacant and this letting?

Do not include the offer that led to this letting. This is after the last tenancy ended. If the property is being offered for let for the first time, enter 0.

GENERAL NEEDS ONLY

Q19 - What type of unit is the property?

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

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?

- 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?**

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

Q26 - Is this a starter tenancy?

Also known as an 'introductory period'

- 1 Yes
- 2 No

Q27 - What is the type of tenancy?

Fixed-term tenancies are for a set time (up to 20 years). Licence agreements are on a rolling basis, mainly for supported housing. Local authorities mostly provide secure tenancies, and housing associations mostly provide assured (ASTs).

- 4 Assured Shorthold Tenancy (AST) – fixed term
6 Secure – fixed term

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

Not including starter or introductory period

years

- 2 Assured – lifetime
7 Secure – lifetime
5 Licence agreement
3 Other:

SUPPORTED HOUSING ONLY

Q29 - Is this letting in sheltered accommodation?

- 2 Yes – extra care housing
1 Yes – specialist retirement housing
5 Yes - sheltered housing for adults under 55 years
3 No
4 Don't know

Household characteristics**Q30 - Has the tenant seen the DLUHC privacy notice?**

Make sure the tenant has seen the attached privacy notice before completing this log

- 1 Yes
 No

Q31 - How many people live in the household at this letting?

You can provide details for a maximum of 8 people

Q32 - 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

Q33 - Which of these best describes the lead tenant's gender identity?

Use code for other occupants in Box A

- F Female M Male
X Non-binary R Tenant prefers not to say

Q34 - 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

Q35 - Which of these best describes the lead tenant's ethnic background?

Select an option for the ethnic group you selected in Q34

White

- 1 English, Welsh, Scottish, Northern Irish or British
2 Irish
18 Gypsy or Irish Traveller
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

Q36 - What is the lead tenant's nationality?

- 18 United Kingdom
17 Republic of Ireland
19 European Economic Area (EEA) country, excluding Ireland
20 Afghanistan
21 Ukraine
13 Tenant prefers not to say
12 Other

Q37 - Which of these best describes the lead tenant's working situation?

Use these codes for other the 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

Q38-Q65 - Other occupants If known

A child is anyone eligible for child benefit: under age 16 or under 20 if still in full-time education. Mark children under 1 as 1.

	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 type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Household needs

Q66 - Does anybody in the household have links to the UK armed forces?

Excluding 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

Q67 - 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

Q68 - 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
- 2 No
- 3 Person prefers not to say
- 6 Don't know

Q69 - Is anybody in the household pregnant?

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

Q70 - Does anybody in the household have any disabled access needs?

- Yes

Q71 - What access needs do they have?

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

Q72 - Do they have any other disabled access needs?

- Yes
- No
- No
- Don't know

Q73 - Does anybody in the household have a physical or mental health condition (or other illness) expected to last 12 months or more?

- 1 Yes

Q74 - 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
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 No
- 3 Tenant prefers not to say

Household situation

Q75 - How long has the household continuously lived in the local authority area of the new letting?

- 1 Just moved to local authority area
- 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
- 5 5 years or more
- 6 Don't know

Q76 - How long has the household been on the local authority waiting list for 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
- 5 5 years or more
- 6 Don't know

Q77 - What is the tenant's main reason for the household leaving their last settled home?

'Last settled home' means last long-standing home. For tenants who had temporary accommodation or slept rough, it's where they lived previously.

- 40 End of assured shorthold tenancy - no fault
- 41 End of assured shorthold tenancy - eviction or tenant at fault
- 42 End of fixed term tenancy - no fault
- 43 End of fixed term tenancy - eviction or tenant at fault
- 1 Permanently decanted from another property owned by this landlord
- 46 Discharged from long-stay hospital or similar institution
- 45 Discharged from prison
- 2 Left home country as a refugee
- 4 Loss of tied accommodation
- 9 Asked to leave by family or friends
- 44 Death of household member in last settled home
- 8 Relationship breakdown (non-violent) with partner
- 16 Moving nearer to family, friends or school
- 17 Moving nearer to work
- 48 Domestic abuse - previous joint tenancy with partner
- 49 Domestic abuse - other
- 31 Hate crime
- 10 Racial harassment
- 11 Other problems with neighbours
- 35 Couldn't afford tenancy renewal fees
- 36 Couldn't afford rent increase
- 38 Couldn't afford rent or mortgage - employment
- 37 Couldn't afford rent or mortgage - welfare reforms
- 39 Couldn't afford rent or mortgage - other
- 34 Repossession
- 12 Property unsuitable - overcrowding
- 13 Property unsuitable - ill health or disability
- 14 Property unsuitable - poor condition
- 18 Moving to supported accommodation
- 19 Moving to independent accommodation
- 30 Under occupation - no incentive
- 29 Under occupation - offered incentive to downsize
- 47 Tenant prefers not to say
- 28 Don't know
- 20 Other:

Q78 - Where was the household immediately before this letting? Skip if letting is a renewal

- 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

Q79 - Did the household experience homelessness immediately before this letting?

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

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

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Q81 - What is the local authority of the household's last settled home (if postcode unknown)?

Skip if letting is a renewal

Q82 - Was the household given 'reasonable preference' by the local authority?

Social housing 'reasonable preference' is also known as 'priority need'

- 1 Yes

Q83 - 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

Q84 - How was this letting allocated?

Tick all that apply

- Choice-based lettings (CBL)
- Common Allocation Policy (CAP)
- Common housing register (CHR)
- None of these allocation systems

Q85 - 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
- 12 Police, probation or prison
- 7 Voluntary agency
- 13 Youth offending team
- 17 Children's social care
- 16 Other

Income, benefits and outgoings

Q86 - Do you know the household's combined total income after tax?

- 1 Yes

Q87 - How often does the household receive income?

- 1 Weekly
- 2 Monthly
- 3 Annually

Q88 - 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

£

- 2 No
- 3 Tenant prefers not to say

Q89 - Is the tenant likely to be receiving any of these housing-related benefits?

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

Q90 - 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

Q91 - 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

Q92 - 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

Q93 - Is this accommodation a care home?

- Yes

Q94 - How much does the household pay?

Answer amount paid for frequency selected in Q92

£

- No

Household rent and charges

Skip if property is a care home

Q95 - What is the basic rent?

Amount paid before any service charges, for example hot water or cleaning. Households may get household benefits towards basic rent.

£

Q96 - What is the service charge?

For example, cleaning. Households may get household benefits towards service charge

£

Q97 - What is the personal service charge?

For example, heating or hot water. This doesn't include housing benefit or Universal Credit.

£

Q98 - What is the support charge?

Any support service charges included in the tenancy agreement

£

Q99 - After the household has received any housing-related benefits, will they still need to pay for rent and charges?

1 Yes

Q100 - What do you expect the outstanding amount to be?

Approximate figure only

Yes, enter amount:

£						,						.		
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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). This is 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. It's shared with the Greater London Authority and the Regulator of Social Housing. Data providers can also access data for their organisations via CORE. 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
- For annual sales data, visit: [gov.uk/government/collections/social-housing-sales-including-right-to-buy-and-transfers](https://www.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@communities.gsi.gov.uk

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