



MARK
PRICHARD
SOCIAL HOUSING CONSULTANT

Homelessness letters for English councils

Index



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markprichard.co.uk



About this guide

This guide provides a list of letters you can use to administer homeless applications if you work for a local authority in England. The letters are available online to download.

How to download the letters

You will need to create an account at markprichard.co.uk/customers/login with a council or housing association email address to access the letters.

Use the hyperlinks to access the individual letters if you're using the pdf version of this guide.

If you've printed out this guide you can access each letter by searching for it at markprichard.co.uk/resources. Enter the title of the letter (as used in this guide) into the search box on the [Resources](#) page.

How to use this guide

Each chapter of this guide deals with a particular issue. Use the [contents](#) on [page 3](#) to find the relevant issue. For example, go to [Chapter 8](#) if you're notifying an applicant of what duty they're owed under the homelessness legislation.

You can return to the contents page at any time by clicking on the contents icon in the top right hand corner of the page, if you're using the pdf version of this guide.

Please note that a letter may be listed in more than one chapter. This hopefully makes them easier to find.

Download this guide

An electronic version (pdf) of this guide is available at:

markprichard.co.uk/documents/homelessness-letters-england-index

Comments and corrections:

The author welcomes comments about the letters, suggested amendments, or suggestions for additional letters or forms that homeless officers would find useful.

Please email feedback to mark@markprichard.co.uk.

Disclaimer

Every effort has been made to ensure this guide and the documents referred to herein are accurate at the date of publication. However, the author cannot guarantee the accuracy of the letters and does not accept responsibility for any loss or damage. Please note the law changes over time. You should obtain legal advice before using the resources.

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1. MOST COMMON LETTERS

This chapter contains a selection of the most commonly used letters from the following chapters.

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

INITIAL APPOINTMENT

 **Confirming housing options appointment**

See [Chapter 2](#) for more appointment letters.

HOUSING PLANS AND INITIAL ASSESSMENTS

Go to [Chapter 5](#).

ENDING PREVENTION AND ACCEPTING RELIEF

 **Interim accommodation duty owed**

 **Interim accommodation duty NOT owed**

See [Chapter 12](#) for more prevention discharge letters.

See [Chapter 5](#) for accepting the relief duty.

VULNERABILITY INQUIRY

 **Questionnaire for doctor**

 **Covering letter to doctor**

See [Chapter 6](#) for more inquiry letters

SECTION 184 DECISION LETTERS

 **Accepting main duty because priority need, unintentionally homeless and relief duty ended because 56 days passed**

 **Not homeless or threatened with homelessness**

 **Not in priority need / relief duty continues / withdrawing temporary accommodation**





- ✉ **Priority need but intentionally homeless / relief duty ended because 56 days passed**

See [Chapter 8](#) for more section 184 decision letters.

See [Chapter 5](#) if you're accepting the prevention or relief duty.

LOCAL CONNECTION REFERRAL

- ✉ **Notifying the receiving council that s.198 referral conditions met (referral request)**
- ✉ **1st notification to applicant / relief duty would otherwise be owed / interim accommodation duty NOT owed**
- ✉ **1st notification to applicant / relief duty would otherwise be owed / interim accommodation duty owed**

See [Chapter 9](#) for more local connection referral letters.

FINAL OFFERS

- ✉ **Final Part 6 offer of social housing to end the relief duty**
- ✉ **Final offer of 6-month assured shorthold tenancy to end the relief duty**
- ✉ **Final Part 6 offer of social housing to end the main housing duty**

See [Chapter 10](#) for more letters offering accommodation.

See [Chapter 13](#) for more relief discharge letters.

See [Chapter 14](#) for more main duty discharge letters.

ENDING RELIEF DUTY

- ✉ **No priority need / 56 days passed / not occupying temporary accommodation**
- ✉ **No priority need / 56 days passed / withdrawing temporary accommodation**
- ✉ **Accepting main duty / priority need and unintentionally homeless**

See [Chapter 13](#) for more relief discharge letters.





See [Chapter 8](#) for more s.184 decision letters.

ENDING MAIN DUTY

- [Accepted Part 6 offer of social housing from housing register](#)
- [Refused final Part 6 offer of social housing from housing register](#)

See [Chapter 14](#) for more main duty discharge letters.





2. INITIAL ADVICE AND APPOINTMENTS

Note: This chapter concerns housing advice given to housing applicants on a *non-statutory* basis, i.e. where a homelessness application has not been taken (or is yet to be taken), or where it has been decided the applicant is not homeless or threatened with homelessness.

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

CONFIRMING APPOINTMENT

-  [Housing options appointment confirmation](#)

ADVICE



-  [Confirming advice \(where there's not a homeless application\)](#)

PLAN



-  [Housing plan \(not issued under HA 1996, s.189A\)](#)

See [Chapter 5](#) for housing plans issued under s.189A, i.e. where you are *satisfied* the applicant *is* eligible and either homeless or threatened with homelessness.

CLOSING CASE

-  [Confirming advice case closed – no homeless application or housing register application](#)
-  [Confirming advice case closed – no homeless application but housing register application outstanding](#)

CONTINUING ADVICE WHEN CLOSING HOMELESS APPLICATION

-  [Covering letter for 'not homeless' decision where non-statutory prevention casework will continue](#)
-  [Section 184 decision – not homeless or threatened with homelessness](#)

See [Chapter 8](#) for more section 184 decision letters.






3. REFERRAL FROM A PUBLIC AUTHORITY

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).


REFERRAL RECEIVED

-  **Requesting contact from applicant following s.213B referral from public authority**

NO CONTACT

-  **Warning applicant that case may be closed because of no contact following s.213B referral** (see **Chapter 7** for more 'minded to find' letters)

CLOSING CASE BECAUSE APPLICATION WITHDRAWN

-  **Homeless application withdrawn before s.189A assessment - letter to applicant confirming s.184(1) inquiry duty has ended** (see **Chapter 17** for more letters about withdrawn applications)







4. ACCEPTING OR REFUSING A HOMELESS APPLICATION

Go to [markprichard.co.uk/resources](https://www.markprichard.co.uk/resources) and search for the following (or click on the links if you're using the pdf version of this guide).

REFUSING APPLICATION

-  **Homeless application not accepted / repeat application / circumstances not changed**

ACCEPTING APPLICATION

-  **Acknowledging homeless application / not yet satisfied eligible and homeless or threatened / interim s.188 TA duty NOT owed**
-  **Acknowledging homeless application / not yet satisfied eligible and homeless or threatened / interim s.188 TA duty owed**

See **Chapter 5** for section 189A assessments and housing plans.

See **Chapter 8** for section 184 decisions.
















5. ASSESSMENTS AND HOUSING PLANS

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).



PERSONAL HOUSING PLAN

-  [Housing plan \(not issued under HA 1996, s.189A\)](#)
-  [Covering letter for initial s.189A assessment and housing plan](#)
-  [Housing plan – generic template](#)
-  [Housing plan – with extra inserts](#)

ASSESSMENT (S.189A)

-  [Covering letter for enclosing initial s.189A assessment and housing plan](#)
-  [Assessment – threatened with homelessness](#)
-  [Assessment – threatened with homelessness / valid s.21 notice expired / reasonable to continue to occupy](#)
-  [Assessment – homeless / interim s.188 accommodation duty NOT owed](#)
-  [Assessment – homeless / interim s.188 accommodation duty owed](#)
-  [Assessment – homeless / local connection referral conditions met / interim s.199A\(2\) accommodation duty NOT owed](#)
-  [Assessment – homeless / local connection referral conditions met / interim s.199A\(2\) accommodation duty owed](#)



REVIEWING HOUSING PLAN

-  [Change to housing plan \(cover letter & new plan\)](#)
-  [Change to both housing plan and homelessness assessment \(cover letter & forms\)](#)





REVIEWING ASSESSMENT

-  **Change to homelessness assessment
(cover letter & new assessment)**
-  **Change to both homelessness assessment and housing plan
(cover letter & forms)**







6. INQUIRIES

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).



CHECKING A SECTION 21 NOTICE

-  [Section 21 notice validity checker tool](#)
-  [Section 21 notice inquiry record / file note](#)

TO LANDLORD

-  [Requesting contact from private landlord after receiving a homeless application](#)
-  [Requesting information from landlord about protection of deposit where section 21 notice NOT served](#)
-  [Requesting contact from landlord where applicant has received a section 21 notice](#)
-  [Requesting contact from landlord because section 21 notice is invalid](#)

TO DOCTOR

-  [Requesting information from GP about a homeless applicant – covering letter](#)
-  [Medical questionnaire](#)

AFTER CARE DUTY

-  [Requesting Mental Health Act 1983 section 117 information](#)





7. 'MINDED TO FIND' LETTERS

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).



INELIGIBLE FOR ASSISTANCE

-  **Minded to decide applicant is ineligible for assistance**


NOT HOMELESS OR THREATENED WITH HOMELESSNESS

-  **Minded to decide applicant is not homeless or threatened with homelessness**

NOT IN PRIORITY NEED

-  **Minded to decide applicant is not in priority need and won't be owed the main housing duty when the relief duty ends**
-  **Insert for non-priority decision / not vulnerable / considered equality duties**

INTENTIONALLY HOMELESS

-  **Minded to decide applicant became homeless intentionally and won't be owed the main housing duty when the relief duty ends**

See [Chapter 8](#) for section 184 decisions.

WITHDRAWING APPLICATION

-  **Minded to decide applicant has withdrawn homeless application because no contact**

See [Chapter 17](#) for more letters about withdrawn applications.








SECTION 202 REVIEW

-  **Notifying applicant of deficiencies in original decision and offering opportunity to make further oral and/or written submissions**



See [Chapter 20](#) for more s.202 review letters.

NON-COOPERATION WARNING NOTICES

-  **Prevention duty may end because of non-cooperation**
-  **Relief duty may end because of non-cooperation / applicant NOT occupying s.188 interim accommodation**
-  **Relief duty may end because of non-cooperation / applicant occupying s.188 interim accommodation**

See [Chapter 15](#) for more non-cooperation letters.

PROTECTION OF BELONGINGS

-  **Minded to end section 211 protection of belongings duty because no longer danger of loss or damage to possessions**
-  **Minded to end section 211 protection of belongings duty because applicant failed to make payments**

See [Chapter 19](#) for more letters about protecting belongings.







8. SECTION 184 DECISIONS

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).



ACCEPTING MAIN HOUSING DUTY

-  [Priority need / unintentionally homeless / main s.193 housing duty owed](#)
-  [Accepting main duty because local connection referral request withdrawn](#)

INELIGIBLE

-  [Ineligible for assistance](#)

NOT HOMELESS

-  [Not homeless or threatened with homelessness](#)
-  [Covering letter for not homeless decision / non-statutory prevention casework will continue](#)

HOMELESS OR THREATENED WITH HOMELESSNESS



See [Chapter 5](#) (section 189A assessments).

NOT IN PRIORITY NEED

Not vulnerable

-  [Insert for non-priority decision / not vulnerable / considered equality duties](#)

After 56 days

-  [Not in priority need / end of relief duty because 56 days passed / NOT in temporary accommodation](#)
-  [Not in priority need / end of relief duty because 56 days passed / withdrawing temporary accommodation](#)





During 56-day relief period / relief duty continues

- ✉ **Not in priority need / relief duty continues / NOT in temporary accommodation**
- ✉ **Not in priority need/ relief duty continues / withdrawing interim temporary accommodation**

See **Chapter 13** for letters you'll subsequently need for ending the relief duty (if you've notified a s.184 decision during the 56-day relief period and the relief duty continues for the time being), e.g. **56 days passed / non-priority decision previously notified**.

Ending relief duty for other reasons

- ✉ **Refused suitable accommodation / not a final offer / not in priority need / NOT in temporary accommodation**
- ✉ **Refused suitable accommodation / not a final offer / not in priority need / withdrawing s188 interim accommodation**
- ✉ **Refused to co-operate / not in priority need / applicant NOT occupying interim accommodation / no duty now owed**
- ✉ **Refused to co-operate / not in priority need / withdrawing interim accommodation / no duty now owed**

INTENTIONALLY HOMELESS

After 56 days

- ✉ **Priority need but intentionally homeless / end of relief duty because 56 days passed**

During 56-day relief period

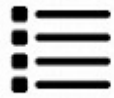
- ✉ **Priority need but intentionally homeless / relief duty and s.188 accommodation duty continues / s.190 will be owed when relief duty ends**

See **Chapter 13** for letters you'll subsequently need to end the relief duty (if you've notified a s.184 decision during the 56-day relief period and the relief duty continues for the time being), e.g. **56 days passed / intentional decision previously notified**



Ending relief duty on other grounds involving intentionality

- ✉ **Refused suitable accommodation / not a final offer / priority need but**





intentionally homeless

-  **Refused to co-operate / priority need but intentionally homeless**
-  **Intentionally homeless from relief duty accommodation secured with authority's help**

Other intentional homelessness decisions:

See the following chapters if the applicant has become intentionally homeless from accommodation secured by the authority, but not under the relief duty:

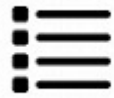
- **Chapter 12** – ending prevention duty
- **Chapter 14** – ending main duty

ACCEPTING S.193C(4) NON-COOPERATION HOUSING DUTY

-  **Refused to co-operate / ending relief duty / priority need / unintentionally homeless**

See **Chapter 15** for more non-cooperation letters.









9. LOCAL CONNECTION REFERRAL





Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

OUTGOING REFERRAL




To other council

-  Referral request / notifying receiving authority that s.198 referral conditions are met
-  Standard notification form
-  Sending copy of homeless assessment to receiving authority
-  Requesting reimbursement of temporary accommodation costs from receiving authority

To applicant – avoiding relief duty

-  1st notification to applicant / relief duty would otherwise be owed / no interim accommodation duty
-  1st notification to applicant / relief duty would otherwise be owed / accepting interim accommodation duty
-  2nd notification to applicant / referral accepted / relief duty owed by other authority / not in temporary accommodation
-  2nd notification to applicant / referral accepted / relief duty owed by other authority / withdrawing temporary accommodation




To applicant – after receiving council has received referral request

-  Referral request withdrawn / notifying applicant that relief duty now owed by this council / NOT accepting interim accommodation duty
-  Referral request withdrawn / notifying applicant that relief duty and interim accommodation duty now owed by this council
-  Referral request withdrawn / notifying applicant that main housing duty now owed by this council





To applicant – avoiding main housing duty

-  **1st notification to applicant / main duty would otherwise be owed**
-  **2nd notification to applicant / referral accepted / main duty owed by other authority**
-  **Referral request withdrawn / notifying applicant that main duty now owed by this council**

INCOMING REFERRAL

Accepting referral

-  **Accepting referral / notifying the referring authority**

Refusing referral

-  **Refusing referral / notifying the referring authority**







10. OFFERING ACCOMMODATION

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

S.188 INTERIM DUTY




-  [Offer of temporary accommodation to perform the s.188 interim duty](#)

RELIEF DUTY

-  [Final Part 6 offer of social housing to end the relief duty](#)
-  [Final offer of 6-month assured shorthold tenancy to end the relief duty](#)

See [Chapter 13](#) for letters ending the relief duty.

MAIN HOUSING DUTY

-  [Offer of temporary accommodation to perform the main housing duty](#)
-  [Final Part 6 offer of social housing to end the main housing duty](#)
-  [Private rented sector offer \(12-month fixed term AST\) to end the main housing duty](#)

See [Chapter 14](#) for letters ending the main housing duty.

NON-COOPERATION DUTY

-  [Final Part 6 offer of social housing to end the s.193C\(4\) non-cooperation housing duty](#)

See [Chapter 15](#) for other letters about non-cooperation.

See [Chapter 16](#) for letters ending the non-cooperation housing duty.

ACCOMMODATION PENDING REVIEW

-  [Confirming temporary accommodation pending review will be provided](#)

See [Chapter 16](#) for more letters about section 202 reviews.





11. WITHDRAWING S.188 ACCOMMODATION

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

REFUSED OFFER OF INTERIM ACCOMMODATION

- ✉ [Ending s.188 interim accommodation duty / refused offer of suitable temporary accommodation / s.189B relief duty continues](#)

EXCLUDED FROM INTERIM ACCOMMODATION

- ✉ [Ending s.188 interim accommodation duty / applicant lost accommodation because of own actions / s.189B relief duty continues](#)

NON-PRIORITY DECISION

- ✉ [Not in priority need / decision made during 56-day relief period / relief duty continues / withdrawing interim temporary accommodation](#)
- ✉ [Not in priority need / end of relief duty because 56 days passed / withdrawing temporary accommodation](#)

See also the letters in the “*Other letters...*” section below, some of which incorporate a non-priority decision.

INTENTIONALLY HOMELESS

- ✉ [56 days passed / intentional decision previously notified / confirming period for which s.190 accommodation will be provided](#)
- ✉ [Priority need but intentionally homeless / end of relief duty because 56 days passed / Confirming period for which s.190 accommodation will be provided](#)
- ✉ [Priority need but intentionally homeless / applicant refused offer of suitable accommodation with reasonable prospect of six months / not a final offer](#)
- ✉ [Priority need but intentionally homeless from relief duty accommodation](#)





OTHER LETTERS ENDING THE RELIEF & S.188 INTERIM DUTY

Accommodation available or refused

- ✉ Refused final offer of accommodation at relief stage
- ✉ Refused suitable accommodation with reasonable prospect of six months / not a final offer / not in priority need / withdrawing s188 interim accommodation
- ✉ Applicant has suitable accommodation available with reasonable prospect of six months / not a final offer

Local connection referral

- ✉ Referral accepted by other authority / relief duty owed by other authority / withdrawing temporary accommodation

See [Chapter 9](#) for more local connection referral letters.

Refusal to cooperate

- ✉ Refused to co-operate / not in priority need
- ✉ Refused to co-operate / priority need but intentionally homeless / confirming period for which s.190 accommodation will be provided

See [Chapter 15](#) for more non-cooperation letters.

See [Chapter 16](#) for letters ending the non-cooperation housing duty.

Other

- ✉ No longer eligible for assistance
- ✉ Priority need but intentionally homeless from relief duty accommodation














12. ENDING PREVENTION DUTY

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

ENDING PREVENTION / ACCEPTING RELIEF DUTY

-  **Accepting the s.189B relief duty but NOT accepting the interim s.188 interim accommodation duty**
-  **Accepting both the s.189B relief duty and the interim s.188 accommodation duty**

ENDING PREVENTION / NO OTHER DUTY NOW OWED

-  **56 days passed since duty prevention duty accepted and reasonable steps taken**
-  **Applicant has accommodation available with reasonable prospect of six months**
-  **Applicant refused accommodation with reasonable prospect of six months**
-  **Withdrawn application**
-  **Deliberately and unreasonably refused to cooperate**
-  **No longer eligible for assistance**
-  **Homeless intentionally from accommodation secured under the prevention duty**





13. ENDING RELIEF DUTY

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

ENDING RELIEF DUTY / APPLICANT NOT OCCUPYING INTERIM ACCOMMODATION

No priority need / 56 days passed since relief duty accepted

See [Chapter 8](#) for more section 184 decisions, including those taken within the 56-day relief period where the relief duty continues.

56 days passed / non-priority decision previously notified

Refused final offer

Applicant has accommodation available with reasonable prospect of six months

Applicant refused accommodation with reasonable prospect of six months / no priority need

Refused to cooperate / no priority need / no duty owed

Withdrawn application

No longer eligible for assistance

Intentionally homeless from accommodation secured under relief duty / no priority need

ENDING RELIEF DUTY AND INTERIM S.188 ACCOMMODATION DUTY

Final offer

Refused final offer




No longer homeless

Applicant has accommodation available with reasonable prospect of six months









Section 184 decision


-  **No priority need / 56 days passed since relief duty accepted**
-  **Priority need but intentionally homeless / s.190 duty owed**
-  **Accepting main housing duty / priority need and unintentionally homeless**

See **Chapter 8** for more section 184 decisions, including those taken *during* the 56-day relief period, where the relief duty continues.



Other discharge grounds incorporating a s.184 decision

-  **Applicant refused accommodation with reasonable prospect of six months / no priority need**
-  **Applicant refused accommodation with reasonable prospect of six months / priority need but intentionally homeless**
-  **Refused to cooperate / priority need / intentionally homeless / s.190 duty owed**
-  **Refused to cooperate / priority need / unintentionally homeless / s.193C(4) duty owed**

Section 184 decision previously notified during 56-day relief period

-  **56 days passed / non-priority decision previously notified**
-  **56 days passed / intentional decision previously notified**

Other reasons

-  **No longer eligible for assistance**
-  **Intentionally homeless from accommodation secured under relief duty**








14. ENDING MAIN HOUSING DUTY

Go to [markprichard.co.uk/resources](https://www.markprichard.co.uk/resources) and search for the following (or click on the links if you're using the pdf version of this guide).





ACCEPTED ACCOMMODATION

-  Accepted Part 6 offer from housing register
-  Accepted a private rented sector offer
-  Accepted non-shorthold assured tenancy

REFUSED ACCOMMODATION

-  Refused final Part 6 offer of accommodation from housing register
-  Refused private rented sector offer
-  Refused offer of main duty temporary accommodation

OTHER DISCHARGE GROUNDS

-  Voluntarily ceased to occupy main duty accommodation
-  Intentionally homeless from main duty accommodation
-  Withdrawn application
-  No longer eligible for assistance








15. NON-COOPERATION

Go to markprichard.co.uk/resources and search for the following (or click on the link if you're using the pdf version of this guide).

WARNING NOTICE

-  **Prevention duty may end because of non-cooperation**
-  **Relief duty may end because of non-cooperation / applicant NOT occupying s.188 interim accommodation**
-  **Relief duty may end because of non-cooperation / applicant occupying s.188 interim accommodation**



PROCEDURE

-  **Non cooperation procedure (£)**


ENDING PREVENTION DUTY

-  **Ending prevention duty because applicant refused to cooperate**

ENDING RELIEF DUTY / NO DUTY NOW OWED

-  **Ending relief duty because applicant refused to cooperate / no priority need / applicant NOT occupying interim accommodation / no duty owed**
-  **Ending relief duty because applicant refused to cooperate / no priority need / applicant occupying interim accommodation / no duty owed**

ENDING RELIEF DUTY / S.190 DUTY NOW OWED

-  **Ending relief duty because applicant refused to cooperate / priority need but intentionally homeless / applicant occupying interim accommodation / s.190 duty now owed**



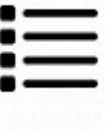


ENDING RELIEF DUTY / S.193C(4) DUTY NOW OWED

-  **Ending relief duty because applicant refused to cooperate / priority need / unintentionally homeless / applicant occupying interim accommodation / s.193C(4) duty now owed**







See **Chapter 16** for letters ending the non-cooperation housing duty.





16. ENDING S.193C(4) NON-COOPERATION ACCOMMODATION DUTY

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

-  [Refused final offer of accommodation](#)
-  [Accepted final offer](#)
-  [Accepted non-shorthold assured tenancy](#)
-  [Voluntarily ceased to occupy temporary accommodation](#)
-  [Intentionally homeless from temporary accommodation](#)
-  [No longer eligible for assistance](#)





17. WITHDRAWN APPLICATION

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

'MINDED TO FIND' LETTER

-  **Minded to decide application has been withdrawn because no contact with applicant**

BEFORE INITIAL ASSESSMENT

-  **Application withdrawn before s.189A homelessness assessment carried out**

ENDING PREVENTION DUTY

-  **Ending prevention duty because application withdrawn**

ENDING RELIEF DUTY

-  **Ending relief duty because application withdrawn**

ENDING MAIN HOUSING DUTY

-  **Ending main housing duty because application withdrawn**

QUASHING WITHDRAWAL OF APPLICATION

-  **Quashing implied withdrawal of homeless application because applicant contacted within 21 days of discharge decision**

See [Chapter 20](#) for section 202 review letters.










18. PREVENTION PAYMENTS

Go to [markprichard.co.uk/resources](https://www.markprichard.co.uk/resources) and search for the following (or click on the links if you're using the pdf version of this guide).

OFFER TO LANDLORD

-  [Offer to pay landlord tenancy deposit and enclosing contract to sign and return](#)
-  [Tenancy deposit payment contract \(£\)](#)

NON-COMPLIANCE BY LANDLORD

-  [Warning landlord that limited time remaining to protect deposit and serve prescribed information notice](#)
-  [Prescribed information notice not received within 30 days – request for refund of deposit money](#)
-  [Pre-claim letter – non-compliance with deposit protection requirements](#)







19. PROTECTING BELONGINGS

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).




NO DUTY

-  [Decision that there's no duty to protect belongings](#)




CONTRACT

-  [Agreement with applicant \(ongoing s.211 duty\) \(£\)](#)
-  [Letter to homeless applicant enclosing protection of belongings contract & confirming payments due](#)

WARNING DUTY MAY END

-  [Warning applicant who has asked for stored property to be moved to specific location that duty to protect belongings will end](#)
-  [Minded to end duty to protect belongings because no longer danger of loss or damage to possessions](#)
-  [Minded to end duty to protect belongings because applicant failed to make payments](#)

ENDING DUTY

-  [Ending duty because property moved as per applicant's request](#)
-  [Ending duty because no longer danger of loss or damage](#)
-  [Ending duty because applicant failed to make payments](#)



20. SECTION 202 REVIEWS

Go to markprichard.co.uk/resources and search for the following (or click on the links if you're using the pdf version of this guide).

GUIDE

-  [Text for leaflet or webpage giving advice about requesting a review](#)



FORM

-  [Requesting a homeless review \(pro forma\)](#)



REFUSING OUT OF TIME REVIEW

-  [Refusing an out of time review request](#)


ACKNOWLEDGING REVIEW REQUEST

-  [Confirming review procedure \(normal procedure\)](#)
-  [Confirming review procedure and giving deadline for submissions \(Expedited procedure\)](#)

ACCOMMODATION PENDING REVIEW

-  [Confirming interim accommodation will be provided until review decision](#)
-  [Refusing a request for interim accommodation pending review \(Mohammed letter\)](#)

REGULATION 7(2) / 'MINDED TO FIND' LETTER

-  [Letter notifying applicant of deficiencies in original decision and offering applicant opportunity to make oral and further written submissions](#)

Other 'minded to find' letters:

See [Chapter 7](#) for more 'minded' letters, the contents of which can



be adapted and combined with the above letter, e.g. **mindful to find the applicant does not have a priority need.**

QUASHING ORIGINAL DECISION

- ✉ **Quashing original decision & passing decision back to original decision-maker** - generic version for various types of decision
- ✉ **Quashing implied withdrawal of homeless application because applicant contacted within 21 days of discharge decision**

REQUESTING EXTENSION

- ✉ **Asking applicant to agree to an extension of the deadline for notifying review decision**

REVIEW DECISIONS – ADVERSE TO APPLICANT

Generic template

- ✉ **Review decision – upholding original decision**

Reasonable steps

- ✉ **Steps taken were reasonable**

Upholding section 184 decision

- ✉ **Ineligible for assistance**
- ✉ **Not homeless or threatened with homelessness**

Section 184 decision and discharge of relief duty

- ✉ **Not in priority need / relief duty ended because 56-day period ended and reasonable steps taken**
- ✉ **Intentionally homeless / relief duty ended because 56-day period ended and reasonable steps taken**

Discharge of duty






- ✉ **Upholding end of relief duty because applicant refused suitable final offer**





-  **Upholding end of main housing duty because applicant refused suitable final Part 6 offer**

REVIEW DECISIONS – OVERTURNING ORIGINAL DECISION

-  **Review decision – overturning original decision (generic template)**
-  **Overturning decision that applicant not homeless / accepting relief duty owed**
-  **Overturning non-priority need decision / accepting main housing duty owed**
-  **Overturning decision that final offer during relief was suitable / accepting that relief duty and s.188 interim accommodation duty still owed**
-  **Overturning decision that final offer was suitable / accepting main housing duty owed**






21. REFERRAL TO SOCIAL SERVICES

Go to [markprichard.co.uk/resources](https://www.markprichard.co.uk/resources) and search for the following (or click on the links if you're using the pdf version of this guide).

INVITING CONSENT

-  **Inviting applicant to consent to their case being referred to social services because they have children but may be ineligible or intentionally homeless (section 213A duty)**

REFERRAL WITH CONSENT

-  **Referral to social services under section 213A with applicant's consent**





22. DISCLOSING HOUSING FILE

Go to [markprichard.co.uk/resources](https://www.markprichard.co.uk/resources) and search for the following (or click on the links if you're using the pdf version of this guide).

ACKNOWLEDGMENT

 [Acknowledging request for copy of housing file](#)

DISCLOSURE

 [Sending copy of housing records – covering letter](#)





23. OUT OF AREA NOTIFICATION

Go to [markprichard.co.uk/resources](https://www.markprichard.co.uk/resources) and search for the following (or click on the link if you're using the pdf version of this guide).

 **Notifying other authority that applicant placed in their district**





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