



**MARK  
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SOCIAL HOUSING CONSULTANT

# Homelessness letters for Welsh local authorities

Index





## Purpose of this guide

This guide provides a list of template letters you can use to administer homeless applications if you work for a local housing authority in Wales.

## How to use this guide

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

Use the hyperlinks in this guide 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](https://markprichard.co.uk/resources). Enter the title of the letter (as used in this guide) into the search box on the [Resources](#) page.

Each chapter of this guide deals with a specific duty owed to people who've applied to a local authority for help because they're homeless (or at risk of becoming homeless).

Use the [contents](#) on page 3 to find the relevant duty. For example, go to [Chapter 3](#) if you need a letter for offering interim accommodation or ending the interim duty.

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.

## Access this guide online

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

[markprichard.co.uk/documents/homelessness-letters-wales-index](https://markprichard.co.uk/documents/homelessness-letters-wales-index)

## Companion to this guide

*A Guide to homelessness duties in Wales* is also available, at:

[markprichard.co.uk/documents/guide-to-homelessness-duties-in-wales](https://markprichard.co.uk/documents/guide-to-homelessness-duties-in-wales)

## Comments and corrections:

The author welcomes comments about the letters and suggested amendments. Please email any comments to [mark@markprichard.co.uk](mailto:mark@markprichard.co.uk).

## Disclaimer

Every effort has been made to ensure this document and the template letters 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 your own independent legal advice before using the resources.

## Copyright

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## OVERVIEW OF THE FOUR MAIN ACCOMMODATION AND ASSISTANCE DUTIES

Duty	Duty owed if applicant:*	Section	Chapter
Duty to <i>help</i> prevent homelessness	Threatened with homelessness	66	4
Duty to secure interim accommodation	May be homeless and may have a priority need	68	3
Duty to <i>help</i> to secure accommodation	Homeless	73	6
Duty to secure accommodation	In priority need when the s.73 duty ends	75	7

\*The descriptions of who is owed each duty are only summaries for the purpose of providing an overview. For example applicants must also be eligible for help on immigration grounds to qualify for each duty.





## 1. DUTY TO CARRY OUT A HOMELESSNESS ASSESSMENT AND ASSESS WHETHER THE APPLICANT IS ELIGIBLE FOR HELP (s.62)

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

- [✉ Ineligible for help \(limited assessment carried out\)](#)
- [✉ Ineligible for help \(full section 62 assessment carried out\)](#)
- [✉ Refusal to carry out homelessness assessment as circumstances not changed since previous s.62 assessment](#)

Note: Go to [Chapter 2](#) if the applicant is eligible for help.





## 2. ASSESSMENT DUTIES IF THE APPLICANT IS ELIGIBLE FOR HELP (s.62)

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

### *Decision covering letter*

- ✉ [Covering letter for notifying initial s.62 homelessness assessment and housing plan](#)

### *Housing plan*

- ✉ [Housing plan – generic template](#)
- ✉ [Housing plan – generic template \(with extra inserts\)](#)

### *Homelessness assessment*

- ✉ [Homeless assessment – generic template](#)
- ✉ [Homeless assessment – generic template \(with extra inserts\)](#)
- ✉ [Homeless assessment – ineligible for help](#)
- ✉ [Homeless assessment – not homeless or threatened with homelessness](#)
- ✉ [Homeless assessment – threatened with homelessness](#)
- ✉ [Homeless assessment – homeless but no reason to believe applicant may have a priority need](#)
- ✉ [Homeless assessment – homeless and reason to believe applicant may be in priority need](#)
- ✉ [Homeless assessment – homeless but local connection referral conditions met](#)





### 3. DUTY TO SECURE INTERIM TEMPORARY ACCOMMODATION (s.68)

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

*Accepting the s.68 interim accommodation duty when notifying the initial homelessness assessment*

- ✉ [Homeless assessment – homeless and reason to believe applicant may be in priority need](#)
- ✉ [Covering letter for notifying initial s.62 homelessness assessment and housing plan](#)

*Offer of accommodation to end both the s.68 interim accommodation duty and the s.73 homeless relief duty*

- ✉ [Offer of waiting list accommodation to end the s.73 homeless duty and s.68 interim accommodation duty](#)
- ✉ [Offer of private rented accommodation to end the s.73 homeless duty and s.68 interim accommodation duty](#)

*Ending the s.68 interim accommodation duty where the s.73 homeless 'relief' duty continues*

- ✉ [Ending s.68 interim duty because the applicant has refused an offer of interim accommodation \(but s.73 duty continues\)](#)
- ✉ [Ending s.68 interim duty because applicant homeless intentionally from interim accommodation \(but s.73 duty continues\)](#)
- ✉ [Ending s.68 interim duty because the applicant has voluntarily ceased to occupy the interim accommodation as their principal home \(s.73 duty continues\)](#)

*Ending both the s.68 interim accommodation duty AND the s.73 homeless 'relief' duty*

Please refer to [page 13](#).





## 4. DUTY TO HELP PREVENT HOMELESSNESS (s.66)

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

*Accepting the s.66 prevention duty when notifying the initial homelessness assessment*

- Homeless assessment – threatened with homelessness
- Covering letter for notifying initial s.62 homelessness assessment and housing plan

*Offer of accommodation to end the s.66 prevention duty*

- Offer of waiting list accommodation to end the s.66 homelessness prevention duty
- Offer of private rented accommodation to end the s.66 homelessness prevention duty

*Ending the s.66 prevention duty and NOT accepting the s.73 homeless 'relief' duty*

- Ending s.66 prevention duty because accommodation is available for 6 months
- Ending s.66 prevention duty because the applicant refused suitable accommodation that's likely to be available for 6 months
- Ending s.66 prevention duty because no longer eligible
- Ending s.66 prevention duty because of a mistake of fact
- Ending s.66 prevention duty because application withdrawn
- Ending s.66 prevention duty because applicant unreasonably failing to cooperate

*Ending the s.66 prevention duty and accepting the s.73 homeless 'relief' duty*

- Ending the s.66 prevention duty / accepting the s.73 homeless relief duty / not accepting the s.68 interim TA duty
- Ending the s.66 prevention duty / accepting the s.73 homeless relief duty and s.68 interim temporary accommodation duty (applicant already in temporary







accommodation)

- ✉ Ending the s.66 prevention duty / accepting the s.73 homeless relief duty and s.68 interim temporary accommodation duty (applicant not already in TA)





## 5. DUTY TO REVIEW THE ASSESSMENT (s.62(8)–(11))

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

*Ending the s.66 prevention duty and accepting the s.73 'relief' duty*

- ✉ [Ending the section 66 prevention duty / accepting the section 73 homeless relief duty / not accepting the section 68 interim temporary accommodation duty](#)
- ✉ [Ending the section 66 prevention duty / accepting the section 73 homeless relief duty and section 68 interim temporary accommodation duty \(applicant already in temporary accommodation\)](#)
- ✉ [Ending the section 66 prevention duty / accepting the section 73 homeless relief duty and section 68 interim temporary accommodation duty \(applicant not already in TA\)](#)

*Accepting the 'full' s.75 ongoing duty to secure accommodation*

- ✉ [Accepting full s.75 duty](#)
- ✉ [Accepting full s.75 duty \(where applicant is not currently occupying temporary accommodation\)](#)





## 6. DUTY TO HELP APPLICANTS WHO ARE HOMELESS SECURE ACCOMMODATION (THE 'RELIEF' DUTY) (s.73)

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

*Accepting the section 73 homeless 'relief' duty – when notifying the initial homelessness assessment*

- ✉ [Homeless assessment – homeless but no reason to believe applicant may have a priority need](#)
- ✉ [Homeless assessment – homeless and reason to believe applicant may be in priority need](#)
- ✉ [Covering letter for notifying initial s.62 homelessness assessment and housing plan](#)

*Accepting the section 73 homeless 'relief' duty – when reviewing the assessment*

- ✉ [Ending the s.66 prevention duty / accepting the s.73 homeless relief duty / not accepting the s.68 interim temporary accommodation duty](#)
- ✉ [Ending the s.66 prevention duty / accepting the s.73 homeless relief duty and s.68 interim temporary accommodation duty \(applicant already in temporary accommodation\)](#)
- ✉ [Ending the s.66 prevention duty / accepting the s.73 homeless relief duty and s.68 interim temporary accommodation duty \(applicant not already in TA\)](#)

*Accepting the section 73 homeless 'relief' duty – after a unsuccessful local connection referral request*

- ✉ [Notifying applicant local connection referral not being pursued / section 73 duty now owed \(2nd local connection notification\)](#)

*Offer of waiting list accommodation to end the section 73 homeless 'relief' duty*

- ✉ [Offer of waiting list accommodation to end the s.73 homeless duty](#)





- ✉ Offer of waiting list accommodation to end the s.73 homeless duty AND s.68 interim accommodation duty

*Offer of private accommodation to end the section 73 homeless 'relief' duty*

- ✉ Offer of private rented accommodation to end the s.73 homeless duty
- ✉ Offer of private rented accommodation to end the s.73 homeless duty AND s.68 interim accommodation duty

*Ending the section 73 homeless 'relief' duty where:*

- *the applicant is NOT occupying interim temporary accommodation, and*
- *you're NOT accepting the 'full' section 75 duty to secure ongoing accommodation*

- ✉ Ending s.73 homeless duty because 56 days ended and applicant not in priority need
- ✉ Ending s.73 homeless duty because 56 days ended, applicant has a priority need but is intentionally homeless
- ✉ Ending s.73 homeless duty because reasonable steps taken within 56 days and applicant does not have a priority need
- ✉ Ending s.73 homeless duty because reasonable steps taken within 56 days, applicant has a priority need but is intentionally homeless
- ✉ Ending s.73 homeless duty because suitable accommodation likely to be available for 6 months
- ✉ Ending s.73 homeless duty because the applicant has refused suitable accommodation
- ✉ Ending s.73 homeless duty because the applicant is no longer eligible for help
- ✉ Ending s.73 homeless duty because of a mistake of fact
- ✉ Ending s.73 homeless duty because application withdrawn
- ✉ Ending s.73 homeless duty because applicant unreasonably failing to cooperate





*Ending the section 73 homeless 'relief' duty where:*

- *the applicant IS occupying interim temporary accommodation, and*
- *you're NOT accepting the 'full' section 75 duty to secure ongoing accommodation*

- ☒ Ending s.73 homeless duty AND s.68 interim TA duty because 56-day period has ended and applicant not in priority need
- ☒ Ending s.73 homeless duty AND s.68 interim TA duty because 56 days ended. Applicant in priority need but intentionally homeless
- ☒ Ending s.73 homeless duty AND s.68 interim TA duty because reasonable steps taken within 56 days and applicant does not have a priority need
- ☒ Ending s.73 homeless duty AND s.68 interim TA duty because reasonable steps taken within 56 days. Applicant in priority need but intentionally homeless
- ☒ Ending s.73 homeless duty AND s.68 interim TA duty because suitable accommodation likely to be available for 6 months
- ☒ Ending s.73 homeless duty AND s.68 interim TA duty because the applicant has refused suitable accommodation
- ☒ Ending s.73 homelessness duty AND s.68 interim TA duty because the applicant is no longer eligible for help
- ☒ Ending s.73 homeless duty AND s.68 interim TA duty because of a mistake of fact
- ☒ Ending s.73 homeless duty AND s.68 interim TA duty because application withdrawn
- ☒ Ending s.73 homeless duty AND s.68 duty because applicant unreasonably failing to cooperate

*Ending the section 73 homeless 'relief' duty and accepting the 'full' section 75 duty to secure ongoing accommodation*

- ☒ Accepting full s.75 duty / applicant in interim accommodation
- ☒ Accepting full s.75 duty / applicant not in interim accommodation





## 7. THE ONGOING 'FULL' DUTY TO SECURE ACCOMMODATION FOR PRIORITY NEED APPLICANTS (s.75)

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

### *Accepting the 'full' section 75 duty to secure accommodation*

- [Accepting the full s.75 duty](#)
- [Accepting the full s.75 duty \(where applicant is not currently occupying temporary accommodation\)](#)

### *Offer of accommodation to end the 'full' section 75 duty to secure accommodation*

- [Offer of waiting list accommodation to end the full section 75 duty](#)
- [Offer of private rented accommodation to end the full s.75 duty](#)

### *Ending the 'full' section 75 duty to secure accommodation*

- [Ending full s.75 duty because accepted waiting list offer](#)
- [Ending full s.75 duty because accepted assured or assured shorthold tenancy](#)
- [Ending full s.75 duty because refused temporary s.75 accommodation](#)
- [Ending full s.75 duty because refused private rented tenancy](#)
- [Ending full s.75 duty because refused waiting list offer](#)
- [Ending full s.75 duty because applicant has become homeless intentionally from s.75 temporary accommodation](#)
- [Ending full s.75 duty because voluntarily ceased to occupy s.75 temporary accommodation](#)
- [Ending full s.75 duty because no longer eligible for help](#)
- [Ending full s.75 duty because of mistake of fact](#)
- [Ending full s.75 duty because application withdrawn](#)
- [Ending full s.75 duty because applicant unreasonably failing](#)





to co-operate





## 8. NOTIFICATION DUTIES WHEN ENDING ONE OF THE FOUR MAIN DUTIES (s.84)

There are two ways you can find letters to end a homelessness duty. See options (1) and (2) below:

- (1) Refer to another chapter
  - (a) If you want to end the s.66 prevention duty – go to [Chapter 4](#).
  - (b) If you want to end the s.68 interim accommodation duty – go to [Chapter 3](#).
  - (c) If you want to end the section 73 homeless 'relief' duty – go to Chapter 6. The discharge of duty letters start at [page 12](#).
  - (d) If you want to end the 'full' section 75 duty to secure accommodation for priority need applicants – go to [Chapter 7](#).

*OR*

- (2) Search [markprichard.co.uk/resources](http://markprichard.co.uk/resources)
  - (a) Go to [markprichard.co.uk/resources](http://markprichard.co.uk/resources)
  - (b) Enter the following words in the free-text search box:
    - (i) "end duty"
    - AND*
    - (ii) a relevant term, e.g. "section 66" if you want letters confirming that you've ended the prevention duty.
  - (c) Click on "Search" or press "Enter".







## 9. POWER TO REFER APPLICANTS TO ANOTHER LOCAL AUTHORITY BECAUSE OF LOCAL CONNECTION (s.80)

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

### *Outgoing referral – referral request to other authority*

- ✉ [Notifying another local authority \(the 'receiving' authority\) that the section 80 local connection referral conditions are met \(referral request\)](#)

### *Outgoing referral – first notification to applicant*

- ✉ [Homeless assessment – homeless but local connection referral conditions met](#)
- ✉ [Covering letter for notifying initial s.62 homelessness assessment and housing plan](#)

### *Outgoing referral – second notification to applicant*

- ✉ [Ending the section 82 interim accommodation duty because a notified council has agreed that the local connection referral conditions are met \(2nd local connection notification to applicant\)](#)

### *Outgoing referral – asking other authority to pay TA costs*

- ✉ [Requesting reimbursement of temporary accommodation costs from receiving authority](#)

### *Outgoing referral – cancelling the referral request & accepting the s.73 homeless 'relief' duty*

- ✉ [Notifying applicant local connection referral not being pursued / section 73 duty now owed \(2nd local connection notification\)](#)

### *Incoming referral – refusing to accept a referral*

- ✉ [Refusing a local connection referral request – notifying the referring authority](#)

### *Incoming referral – accepting the referral*

- ✉ [Accepting a local connection referral – notifying the referring authority](#)





## 10. APPLICANTS REFERRED FROM ANOTHER LOCAL AUTHORITY BECAUSE OF LOCAL CONNECTION (ss.82, 83)

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

*Incoming referral – refusing to accept the referral*

 [Refusing a local connection referral request – notifying the referring authority](#)

*Incoming referral – accepting the referral*


 [Accepting a local connection referral – notifying the referring authority](#)





## 11. DUTY TO NOTIFY ANOTHER LOCAL AUTHORITY WHEN ACCOMMODATION IS SECURED OUTSIDE THE DISTRICT (s.91)

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

-  [Notifying another council that a homeless applicant has been placed in their area](#)



## 12. DUTY TO PROTECT THE APPLICANT'S PERSONAL PROPERTY (ss.93,94)

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

### *Refusing to protect belongings*

- ✘ Decision that there's no duty to protect a homeless applicant's personal belongings under section 93

### *Agreement with applicant*

- ✘ (£) Protection of belongings – contract with homeless applicant
- ✘ Letter to homeless applicant enclosing protection of belongings contract & confirming payments due

### *Warning applicant about end of belongings duty*

- ✘ Minded to end the section 93 protection of belongings duty because there's no longer danger of loss or damage to the homeless applicant's property
- ✘ Minded to end the section 93 protection of belongings duty because the homeless applicant has failed to make payments
- ✘ Warning a homeless applicant who's asked for stored property to be moved to a specific location that the section 93 protection of belongings duty will end



### *Ending the belongings duty*

- ✘ Ending the section 93 protection of property duty because there's no longer danger of loss or damage to the applicant's property
- ✘ Ending the section 93 protection of property duty because the homeless applicant has failed to make payments
- ✘ Ending the section 93 protection of property duty because the property has been moved as per the homeless applicant's request



### 13. DUTY TO INVITE THE APPLICANT TO CONSENT TO A REFERRAL TO SOCIAL SERVICES (s.96)

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

-  [Inviting homeless applicant to consent to referral to social services, because they may be ineligible or not owed a housing duty \(section 96 referral duty\)](#)
-  [Referral to social services under section 96\(2\) with applicant's consent \(reason to believe applicant with children may not be owed a duty\)](#)



## 14. REVIEWING HOMELESSNESS DECISIONS

There are two ways you can find letters to administer s.85 reviews. See options (1) and (2) below:

- (1) Search [markprichard.co.uk/resources](http://markprichard.co.uk/resources)
  - (a) Go to [markprichard.co.uk/resources](http://markprichard.co.uk/resources)
  - (b) Enter “s85 review” in free-text search box
  - (c) Click on “Search” or press “Enter”.


OR

- (2) Go to [markprichard.co.uk/resources](http://markprichard.co.uk/resources) and search for one of the documents below (or click on the links if you’re using the pdf version of this document):

### *Requesting a homeless review*

-  [Asking for a homelessness review \(form\)](#)



### *Acknowledging review request*

-  [Acknowledging a s.85 homeless review request, and confirming the review procedure & deadline for submissions](#)

### *Out of time review request*

-  [Refusing an out of time s.85 homeless review request](#)

### *Request for temporary accommodation pending review*

-  [Refusing a request for temporary accommodation pending the outcome of a s.85 homelessness review](#)
-  [Approving temporary accommodation pending the outcome of a s.85 homelessness review](#)

### *Quashing the initial homelessness decision*

-  [Quashing a homelessness decision & passing the decision back to the original decision-maker](#)

### *Minded to letter & regulation 5(2) requirements*

-  [‘Minded to’ letter notifying deficiencies and offering](#)



## oral submissions

### *Extension of decision deadline*

- ✉ Asking homeless applicant to agree to an extension of the deadline for completing the s.85 review

### *Review decision*

- ✉ Adverse review decision notification letter





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