REPRESENTATION MANDATE

This mandate will allow someone to talk to us on your behalf

This includes, for example, reporting repairs on your behalf, discussing your rent account with us, raising concerns or requests for service, and communicating with us about the areas authorised in this mandate.

A mandate does not allow someone to act on your behalf, for example, they cannot end your tenancy. For someone to act on your behalf like this, they must have the relevant Power of Attorney.

To be represented by an individual, or a support organisation, this mandate should be completed and returned to us by post or email along with proof of identification for you and the person, or support organisation, who will be representing you.

Where possible, a clear copy of photo ID should be provided from both parties. Examples of photo identification can be:

-a UK passport

- a UK photocard driving licence (full or provisional)

We can accept alternative forms of identification in the event that you, or the individual representing you, do not hold a valid form of photo identification. We will also accept alternative forms of identification from support organisations, such as a letter on headed paper confirming they are supporting you, and that you have agreed we can speak to them on your behalf.

You can complete this mandate online or on paper.

Instructions on how to send this mandate to us are at the end of this form.

If you need an alternative format or language or need help to complete this mandate please contact us on 0141 889 7105 or email admin@paisleyha.org.uk

Section 1

Representation Mandate

Details of the Person being represented	
Enter your details here. Please complete in full	
Full Name	
Address	
Postcode	
Email address	
Preferred Phone Number	
Date of Birth	

Details of the Person or support organisation to be your representative	
Enter full details of the person, or support organisation who will be acting as your representative. Please complete in full	
Full Name	
Address	
Postcode	
Email address	
Preferred Phone Number	

Section 2

Representation Mandate

Please specify the area(s) where you want to be represented
Without this instruction, we are unable to discuss anything with your representative. We need to know what areas you wish us to discuss with your representative. Tick the relevant box for each area. **You can tick as many as you want.**

Tick to select ✓	Category	Tick to select ✓	Category
	Repairs & maintenance		Rent Account payments and arrears
	Complaints		Tenancy issues/changes
	Anti -Social Behaviour		Housing Application
	Estate Management		Request for Services
	Tenancy Support		

	All matters relating to my tenancy

	I wish for all my tenancy correspondence to be sent to my representative instead of my tenancy address ***(please note that if you select this option, correspondence will be sent only to your representative, including emails, letters and texts where relevant contact information has been provided. If they do not engage with us regarding tenancy matters we will contact you.*** Please note that Paisley Housing Association may still send certain statutory, legal or tenancy-related notices directly to you where required by law or where we consider it appropriate to do so.

Section 3

Duration of Mandate

This mandate will remain in place for 12 months. At the end of this period, we will notify you and your representative of the expiry of the mandate with the option to renew.

Section 4

Withdrawal of Consent

You may withdraw this mandate at any time by contacting Paisley Housing Association in writing, by email, by telephone or in person. Once withdrawn, we will stop sharing information with your representative except where required by law. Paisley Housing Association reserves the right to contact the person being represented at any time to verify that the mandate remains valid and reflects their wishes.

Section 5

Declaration to be completed by both parties

- We confirm that the information provided in this mandate is accurate to the best of our knowledge.
- We understand that it is necessary for you to confirm our identities and that it may be necessary to contact us for further information to allow this mandate to be processed.
- We understand that the information contained in this form may be used to update records held by Paisley Housing Association.

By signing this mandate, you authorise Paisley Housing Association to share relevant personal information with your nominated representative in relation to the categories selected on this form. Information will only be shared where necessary and in accordance with data protection legislation.

Signature of party **being** represented	
Date	

Signature of representative	
Date	

Please return this completed mandate along with photographic identification to Paisley Housing Association.

You can return by;

Post/in person : Paisley Housing Association, 2 Lawn Street, Paisley PA1 1HA
Email: admin@paisleyha.org.uk