



# Riverside

# Permission Request Form

**Please fill in this form using black ink.**

**Please fill out in block capitals**

## 1. Customer Details

First name(s)

Surname

## Address

## Postcode

## County

## Are you the tenant?

Yes

No

## 2. Contractor Details

1

If you have chosen an external contractor please fill out the following below:

**Company name** \_\_\_\_\_

**Company address** .....

**ID/Reg number**

### Reason for use

### 3. Work to be done

						<input type="checkbox"/>	
<b>Room</b>	Bathroom	Bedroom	Lounge	Kitchen	<input checked="" type="checkbox"/> Hallway	<input type="checkbox"/>	
Other:	<u>BACK GARDEN</u>						
<b>Floor level</b> <input type="checkbox"/> <b>Ground Floor</b> <input type="checkbox"/> <b>First Floor</b> <input type="checkbox"/> <b>Second Floor</b> <input type="checkbox"/> <b>N/A</b>							
<b>Area of work</b>	<input type="checkbox"/> Floor	<input type="checkbox"/> Wall	<input type="checkbox"/> Ceiling	<input type="checkbox"/> Loft	<input checked="" type="checkbox"/> External	<input type="checkbox"/>	
Other:	<u></u>						
<b>Reason for work</b>	<u></u>						
Customer signature	<u></u>						Date
Witness signature	<u></u>						Date

## IMPORTANT INFORMATION

If your request is successful and you have been granted permission from Riverside to carry out your home improvement, there are factors that should be taken into consideration:

- The total cost of the approved home improvement works will be the responsibility of the requester.
- The scope of work that has been approved must be the only work you carry out (further permissions must be sought).
- On completion of the home improvement works, Riverside will inspect the works and any associated documentation. If the completed works are not in line with Riverside standards or the approved request, there may be a recharge to make good.
- On termination of your tenancy, the area of improvement must be in a good state of repair and up to the Riverside standard (you may be recharged for any corrective works that Riverside has to carry out).
- If the tenancy is terminated, the requester will not be reimbursed for any works they have undertaken.

## Housing Officer

Approved       Approved with restriction       Not approved

### Reason

#### For office use only

The information on this form must be kept

**CONFIDENTIAL**  
within Riverside unless

there is a legitimate need and lawful basis (including explicit consent) for its disclosure.

**UPRN**

### Privacy

We will record, use and sometimes share personal information about you and your family in order to provide you with our services. That may include granting you a tenancy, or giving you care and support, or selling a property to you. We will only record, use or share information that is needed for the purpose in question, and then only if we have a lawful basis for doing so. The chief basis will be that the information is necessary for creating your tenancy and maintaining it. If the information is about your health or care, or something else you can expect to be kept private, the lawful basis will be your explicit consent. However, we will share your information without your consent if that is sufficiently in the public interest. That may include sharing to keep someone safe or to combat crime, including anti-social behaviour and fraud. We will assess each disclosure separately. We may monitor and record your calls to us, to be sure we follow your instructions correctly and to improve staff training. We take security very seriously and will apply appropriate technical and organisational measures to keep your information safe. Moreover, we won't keep it for any longer than required by law or best practice. You have the right to see your information and for it to be rectified as appropriate. You have the right to portability so that your information can be used in different settings. In certain circumstances, you have the right to object to processing, for processing to be restricted, and even for the information itself to be erased. If you would like to know more about our use of your information or your rights, you can see our full privacy notice at [www.riverside.org.uk](http://www.riverside.org.uk). If you would like a paper copy, or there is anything you would like to discuss in person, please call us on 0345 111 0000.

Customer signature

Date

JULY 2019