

Please complete and return this form to:

L&Q Direct
Cray House, 3 Maidstone Road
Sidcup, Kent, DA14 5HU
Tel: 0800 015 6536
Email: L&QDirect@lqgroup.org.uk



Subject Access Request Form

Please complete this form if you wish to make a formal request to view personal information held by L&Q. All day to day enquiries (e.g. maintenance requests, tenancy and rent queries) can be handled by L&Q Direct at the number above.

For further details on making a Subject Access Request, please refer to the additional information on page 3.

Section A: Your Details (person making request)

Full name	Tenancy reference	
Address		
		Postcode
Tel	Mobile	Fax
Email		

Are you:	A current or former L&Q resident <input type="checkbox"/>	A current or former staff member <input type="checkbox"/>
	Another individual (please tell us your connection with L&Q) _____ <input type="checkbox"/>	

Section B: The Data Subject

The Data Subject is the person whose personal information you are requesting

Are you the Data Subject?	<input type="checkbox"/> YES (please go to Section C)	<input type="checkbox"/> NO (please continue below)
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If no, you must enclose written authority from the Data Subject, to show you are acting on their behalf (see page 3). Please also describe your relationship with the Data Subject, which leads you to make a request on their behalf:

Details of the Data Subject (if different to Section A):

Full name	Tenancy reference	
Address		
		Postcode
Tel	Mobile	Fax
Email		

Is the Data Subject:	A current or former L&Q resident <input type="checkbox"/>	A current or former staff member <input type="checkbox"/>
	Another individual (please tell us your connection with L&Q) _____ <input type="checkbox"/>	

Section C: Personal information you are requesting

Please use this section to tell us what personal data you would like to see. 'Personal data' means information relating to the Data Subject as an individual and covers things like their tenancy details and rent payments. It does not routinely cover information relating to maintenance orders or property condition, as these do not usually contain personal data.

Please be specific as this will help speed up our response.

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Please indicate under which service/s your request falls and what data / documents you would like to see.

Service	Information / documents you would like to request
Lettings and transfers	
Anti-social behaviour	
Collection of rent or service charge	
Setting of rent or service charge	
Customer relations (a complaint you have made)	
Tenancy	
Other (please specify)	

Please use this space to include any notes to help us locate the information you are requesting:

<i>Note: If CCTV search wanted, please specify date(s), time(s) and location:</i>

Section D: Declaration

I certify that the information given on this form is true. I understand that it may be necessary to confirm my/the Data Subject's identity and provide more detailed information before disclosing any data.

Signed	
Name (please print)	Date

Please return completed form to:
The Customer Relations Team, L&Q Direct, Cray House, 3 Maidstone Road, Sidcup, Kent, DA14 5HU.

Office use only

Request received:
Date completed:
Notes:

Additional information

Please note:

- Information requested on behalf of the Data Subject can only be processed if written consent is enclosed with this form.
- Information can only be sent to current L&Q residents at the listed address.
- Non L&Q residents and representatives must produce evidence of identity and address before viewing information (see Fig 1.0 below).
- The requestor will be contacted to discuss what the most suitable option is for viewing data.
- If another request to view the Data Subject's personal information has been made in the last 12 months, you may be charged a £10 administration fee.
- L&Q reserves the right to obscure or suppress information that relates to third parties (under the terms of Section 7 of the Data Protection Act 1998).
- Personal information collected on this form is required to enable your Subject Access Request to be processed, and will only be used in connection with this request.

For further details, a Data Protection leaflet is available on request from L&Q Direct.

Fig 1.0 : Table of Acceptable forms of Identification to confirm Identify and Address

Personal Identity	Address verification
Current valid (signed) full UK Passport	Recent Utility Bill – Gas, Electricity, Water, Telephone (Not mobile phones)
Current valid (signed) overseas Passport	Mortgage Statement or Mortgage Redemption Statement
Current valid EEA Member State ID card	Council Tax Bill
Current Residency Permit issued by Home Office	Current Full UK Driving Licence (Paper document)
Current Full UK Driving Licence	Current UK/EU Photo card Driving Licence
Current UK/EU Photo card Driving Licence	House or motor insurance certificate
Current State Pension book/notification letter	Current State Pension book/notification letter
Current Benefits Agency Book/letter	Current Benefits Agency Book/letter
Current years Inland Revenue Tax Code Notification	Current Local Authority Rent Card, Rent Book or Tenancy Agreement
	Bank / Building Society / Credit Union Statement or passbook
	Solicitor letter confirming completion of house purchase or land registration
	Credit Card Statement