

# Representation Mandate

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

This includes for example, raising a repair for you. A mandate **does not allow someone to act on your behalf**, for example end your tenancy. For someone to act on your behalf, they must have the relevant Power of Attorney.

See the notes at the end of this form for more information on who can represent your account or visit our website here:

[www.wheatley-group.com/aboutwheatley/governance/representation-mandate](http://www.wheatley-group.com/aboutwheatley/governance/representation-mandate)

To be represented by an individual, or a support organisation, this mandate should be completed and sent 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 that 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.**

We can produce this mandate on request at no cost, translated, in large print, in Braille, on tape, or in another non-written format.

If you need an alternative format or need help to complete this mandate please call us on 0800 561 6666 or if you're a tenant, email [info@lowtherhomes.com](mailto:info@lowtherhomes.com)

If you're a homeowner you can email [talk@lowther-owner.com](mailto:talk@lowther-owner.com)

## 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 **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	
Date of birth (if applicable)	

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## Section 2

### Representation Mandate

#### Please specify the area(s) where you want to be represented

➤ Remember, a mandate does not allow a person to act on your behalf.

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 more than one.**

If you do NOT want your representative to change information we hold about you, please make sure you tick the relevant box.

You should speak with your Lowther agent as to whether you or your Representative want to receive correspondence relating to the areas ticked on this form.

- |  |  |
|--|--|
| <input type="checkbox"/> Repairs and maintenance                           | <input type="checkbox"/> Care services               |
| <input type="checkbox"/> Payments  | <input type="checkbox"/> Insurance                   |
| <input type="checkbox"/> Complaints  | <input type="checkbox"/> Tenancy / estate management |
| <input type="checkbox"/> Debt recovery                                     | <input type="checkbox"/> Common charges              |
| <input type="checkbox"/> Tenancy options                                   | <input type="checkbox"/> Request for service         |
| <input type="checkbox"/> Anti-social behaviour / neighbourhood management  |  |
| <input type="checkbox"/> Other: (e.g. property address, account reference) |  |

- ☐ I **DO NOT** wish amendments to be made to my information by my representative.
- ☐ I **DO NOT** wish for my representative to receive any communication from Lowther (letter, email) on my behalf.

Please note that all automated repair communications will go to the person being represented using their preferred method of contact, not the representative.

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## Section 3

### Representation Mandate

#### Please indicate how long you want this representation to last

Beyond 18 months, you will need to complete and send us an updated mandate form and copy of identification. At the end of this period, we will notify you and your representative of the expiry of the mandate with the option to renew.

☐ Six months

☐ One year

☐ 18 months

#### Declaration to be completed by both parties

We certify that the information given on this mandate is true. 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 Wheatley Group.**

**You can sign this form using signature or electronic signature.**

Signature of party being represented	
Date	

Signature of representative	
Date	

## **Representation mandate – notes**

You can also find information about mandates on our website here:  
[www.wheatley-group.com/about-wheatley/governance/representationmandate](http://www.wheatley-group.com/about-wheatley/governance/representationmandate)

## **Collecting and retaining personal information**

For more information how we collect and retain your personal information, please visit the privacy notices on our website:  
[www.lowtherhomes.com/home/privacy-notice](http://www.lowtherhomes.com/home/privacy-notice)

## **What does a mandate allow?**

There are some representatives who due to their position can represent your account without a Representation Mandate being in place.

Other representatives can represent your account; however, there must be an authenticated, signed mandate held.

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## Section 5

### Representation Mandate

**Full details of who does or does not require a Representation Mandate are listed below:**

Representation	Mandate	Full details
Solicitor	No	Any application for information from a solicitor may be accepted at face value as they are regulated by Law Society of Scotland Rules of Professional Practice, and do not need to have a representation mandate. If they make a telephone request for personal data they will be asked to re-submit in writing on original letterhead.
Elected members - MP/MSP/MEP/ Councillor	No	<p>Any application for information may be accepted at face value as they are regulated by either the Scottish Executive or the UK Parliament, therefore a mandate is not compulsory. No telephone requests for personal data can be accepted though and they will be advised to submit the request in writing on original letterhead with a personal signature.</p> <p>NOTE – If the request from a Councillor is for someone outwith their ward, a mandate will be required.</p>
Partner / Family member	Yes / No	If the application for information is from a partner / family member who is named on the account e.g. as a joint tenant, no mandate is required. If they are not named on the account and an application for information is received, this must be accompanied by an authenticated, signed mandate from the property owner.
Representative	Yes	All applications for information must be accompanied by an authenticated, signed mandate. If there is no mandate then the application will be refused.

Requests for personal data such as access to copies of customer files, any other personal data or CCTV imagery, will be processed through a **Subject Access Request**.

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## Section 6

### Representation Mandate

Requests for non-personal information such as housing repairs, central heating, etc. can be dealt with over the telephone as long as the person enquiring meets the mandate requirements listed above.

### Representation mandate – checklist

Before returning this form, please make sure you have done the following:

- ☐ Completed all sections of the form
- ☐ Supply proof of identification (for **you** and your **representative**)
- ☐ Signed and dated on pg.4

Photo identification should be in the form of a copy of valid, in date photo identification. A copy can include a screenshot or a picture – just make sure that the image is clear and person identifiable. Do not send us original documents. Once we have verified your copy of identification, we will securely destroy this.

### How to return your form

A copy of proof of identity should be forwarded with the completed form:

- By posting to **Lowther, Wheatley House, 25 Cochrane Street, Glasgow, G1 1HL**
- By email from the person being represented to: **info@lowtherhomes.com** (for tenants) OR **talk@lowther-owner.com** (for homeowners)

If there is any part of this form you need assistance with then please contact us on:  
**0800 561 6666**

Lowther Homes Limited is a company registered in Scotland under the Companies Acts (SC 402836) having its Registered office at Wheatley House, 25 Cochrane Street, Glasgow G1 1HL. Lowther Homes is a registered landlord with 12 local authorities. Full details on our website: [www.lowtherhomes.com/about-us/who-we-are/about-lowther](http://www.lowtherhomes.com/about-us/who-we-are/about-lowther)

Lowther Homes is also a registered property factor under the Property Factors (Scotland) Act (PF000785). Lowther Homes Limited carries out property management services on behalf of other registered property factors: Wheatley Homes Glasgow number PF000287, Wheatley Homes East Limited number PF000378, Loretto Housing Association Limited number PF000402, and Wheatley Homes South Limited number PF000358. **Part of Wheatley Group**