

# Information for Tenants

Leaflet No. 9  
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This leaflet explains Arcon's policy on the confidentiality of information held about tenants.

Tenants have the right to inspect any information kept on them by the Association, whether held in files or on computer. Information about tenants will not be given to external bodies or organisations unless there is good reason to do so.

In addition, Arcon provides contractors and agents with a written Code of Conduct under which they must take special care to maintain confidentiality and respect the privacy of tenants and their homes.

## Tenants' Rights to inspect their files

Tenants may call at the Association's office and read their file by appointment during office hours. The file may not be taken off the premises but a copy of any document will be made on request. A tenant may challenge any information in their file, if they feel it to be irrelevant or incorrect, by contacting the Housing Director.

## Information to other organizations

Requests from outside organisations for information on tenants must be in writing and accompanied by authority signed by the tenant unless there are good reasons for the matter to be dealt with orally.

**The Police**—the Association wishes to co-operate with the police in the prevention and detection of crime. Relevant information will be given by senior staff where it is considered appropriate to do so.

**Council Tax**—the Association will give the names of tenants but not details of their household. We will also give information on the property eg. whether or not it is tenanted, squatted or empty etc.

**Gas and Electricity**—the Association will give information only on the new address or whereabouts of tenants with outstanding bills.

**Department of Work and Pensions and Housing Benefit Agencies**—the Association will normally give the relevant information from the Tenancy Agreement which is required to process a tenant's claim for benefit.

**Social Services/Probation Services etc**—The Housing Director may decide whether or not to give relevant information depending on the type of information required and the reason for asking for the information.

**Individuals**—no information is ever given to individuals without the tenant's formal consent.

No information is given on the state of an individual's rent account unless the Association has the explicit permission of the tenant.

The Association aims at all times to comply with the statutory obligations required by Data Protection legislation.

# Privacy of Information