



Department for Levelling Up,
Housing & Communities

CORE Lettings questions for 2022/23

The 2022/23 CORE lettings collection will open on **1 April 2022**.

Ahead of this, we have published the new 2022/23 lettings:

- questions
- bulk upload template
- bulk upload specification

You should use these for any new tenancies starting on or after 1 April 2022.

We have not yet provided an updated paper lettings log because we're designing a new version to make it simpler and more straightforward to use. We'll make this available before the 2022/23 collection opens.

What changes can you expect?

You may have heard that we are making improvements to CORE, to make it easier and quicker for data providers to submit valid CORE data first time.

We've done lots of research and testing with users to make sure the questions and response options are:

- clear
- easy to understand
- accessible (for example, for people who have dyslexia or use screen readers)
- presented in a logical, themed way (including the paper lettings log)

This document shows the new questions for 2022/23 alongside the 2021/22 questions so you can see the differences.

You can find this document and the bulk upload template and specification on the [Guides and Manuals](#) page of the CORE website.

Set up your lettings log

| 22/23 | 21/22 |
|--|--|
| Which organisation owns this property? [Enter name or code] | Selected before opening the online form |
| Which organisation manages this property? [Enter name or code] | Selected before opening the online form |
| What is the needs type? 1 General Needs 2 Supported Housing | New question, although relates to 1a. Type of letting |
| If supported housing, what management group does this letting belong to? [Enter group name or code] | 1c. Management group code |
| If supported housing, what scheme does this letting belong to? [Enter scheme name or code] | 1c. Scheme code |
| Is this letting a renewal? (A renewal is a letting to the same tenant in the same property) 1 Yes 2 No | New question. If yes, not all questions need to be answered later. |
| What is the tenancy start date? [Day / Month / Year] e.g. 02 04 2022 | 1. Key dates. Tenancy start date. |
| What is the rent type? 1 Affordable Rent 2 London Affordable Rent 3 London Living Rent 4 Rent to Buy 5 Social Rent 6 Other intermediate rent product | New question combining: 0a. Is this letting a London Affordable Rent letting? 0bi. Is this letting? Rent to Buy London Living Rent Other intermediate rent product 0bii. If you responded 'Other', please state product. |
| What is the tenant code? (This is how you usually refer to this tenancy on your own systems) [Enter code] | 2b. What is the tenant code? |
| What is the property reference? (This is how you usually refer to this property on your own systems) [Enter code] | 21a. What is the property reference? |

Household characteristics

| 22/23 | 21/22 |
|--|---|
| <p>How many people live in the household for this letting? [Enter number]</p> | <p>3. Household characteristics.</p> |
| <p>For all people in the household, do you know the lead tenant's age? [Enter age] R No</p> | <p>3. Household characteristics. Age.</p> |
| <p>For all people in the household, which of these best describes the lead tenant's gender identity?</p> <p>M Male F Female X Non-binary R Person prefers not to say</p> | <p>3. Household characteristics. Gender.</p> <p>M Male F Female X Other R Refused</p> |
| <p>For the lead tenant only, what is the lead tenant's ethnic group?</p> <p><u>White</u></p> <p>1 English, Scottish, Welsh, Northern Irish, British 2 Irish 18 Gypsy, Irish traveller 3 Other White</p> <p><u>Mixed or Multiple ethnic groups</u></p> <p>4 White & Black Caribbean 5 White & Black African 6 White & Asian 7 Other Mixed</p> <p><u>Asian or Asian British</u></p> <p>8 Indian 9 Pakistani 10 Bangladeshi 15 Chinese 11 Other Asian</p> <p><u>Black, African, Caribbean or Black British</u></p> <p>12 Caribbean 13 African 14 Other Black</p> <p><u>Other ethnic group</u></p> <p>19 Arab 16 Other</p> | <p>3. Household characteristics. Ethnicity.</p> <p>Same response options</p> |

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|---|---|
| <p>17 <u>Tenant prefers not to say</u></p> | |
| <p>For the lead tenant only, what is the lead tenant's nationality?</p> <p>18 United Kingdom</p> <p>17 Republic of Ireland</p> <p>19 European Economic Area (EEA) country, excluding Ireland</p> <p>12 Any other country</p> <p>13 Tenant prefers not to say</p> | <p>3. Household characteristics. Nationality.</p> <p>1 UK national resident in the UK</p> <p>2 UK national returning from residence overseas</p> <p>17 Irish</p> <p>3 Czech Republic</p> <p>4 Estonian</p> <p>5 Hungarian</p> <p>6 Latvian</p> <p>7 Lithuanian</p> <p>8 Polish</p> <p>9 Slovakian</p> <p>10 Slovenian</p> <p>14 Bulgarian</p> <p>15 Romanian</p> <p>16 Croatian</p> <p>11 Other EU European Economic Area (EEA) country</p> <p>12 Any other country</p> <p>13 Refused</p> |
| <p>For all people in the household, which of these best describes the lead tenant's working situation?</p> <p>1 Full-time – 30 hours a week or more</p> <p>2 Part-time – Less than 30 hours a week</p> <p>3 In government training into work, such as New Deal</p> <p>4 Jobseeker</p> <p>5 Retired</p> <p>6 Not seeking work</p> <p>7 Full-time student</p> <p>8 Unable to work because of long-term sickness or disability</p> <p>9 Child under 16</p> <p>0 Other</p> <p>10 Tenant prefers not to say</p> | <p>3. Household characteristic. Economic status</p> <p>Same response options</p> |
| <p>For persons 2-8, what is the person's relationship to the lead tenant?</p> <p>P Partner</p> <p>C Child</p> <p>X Other</p> <p>R Person prefers not to say</p> | <p>3. Household characteristics. Relationship to person 1</p> <p>P Partner</p> <p>C Child</p> <p>X Other</p> <p>R Refused</p> |

Household situation

| 22/23 | 21/22 |
|---|--|
| <p>How long has the household continuously lived in the local authority area of the new letting?</p> <p>1 Just moved to the local authority area 2 Less than 1 year 7 1 year but under 2 years 8 2 years but under 3 years 9 3 years but under 4 years 10 4 years but under 5 years 5 5 years or more 6 Don't know</p> | <p>12c. How long has the household continuously lived in the local authority area where the new letting is located?</p> <p>Same response options.</p> |
| <p>How long has the household been on the local authority waiting list for the new letting?</p> <p>2 Less than 1 year 7 1 year but under 2 years 8 2 years but under 3 years 9 3 years but under 4 years 10 4 years but under 5 years 5 5 years or more 6 Don't know</p> | <p>12d. How long has the household continuously lived in the local authority area where the new letting is located?</p> <p>Same response options, plus 1 Just moved to local authority area</p> |
| <p>What is the tenant's main reason for the household leaving their last settled home?</p> <p>(The tenant's 'last settled home' is their last long-standing home. For tenants who were in temporary accommodation or sleeping rough, their last settled home is where they were living previously.)</p> <p>40 <u>End of previous social housing tenancy</u> End of assured shorthold tenancy – no fault 41 End of assured shorthold tenancy – eviction or tenant at fault 42 End of fixed term tenancy – no fault 43 End of fixed term tenancy – eviction or tenant at fault 1 Permanently decanted from another property owned by this landlord</p> <p><u>Previous accommodation no longer available</u> 2 Left home country as a refugee 45 Discharged from prison 46 Discharged from long-stay hospital or similar institution 4 Loss of tied accommodation</p> | <p>9a. In the tenant's view what was the main reason the household left their last settled home?</p> <p>Same response options, different order.</p> |

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| <p>9 <u>Household or relationship changes</u> 8 Asked to leave by family or friends with partner 8 Relationship breakdown (non-violent) 44 Death of household member in last settled accommodation</p> <p>16 <u>Location change</u> To move nearer to family, friends or school 17 To move nearer to work</p> <p>7 <u>Domestic abuse and harassment</u> 7 Domestic abuse 10 Racial harassment 31 Hate crime 11 Other problems with neighbours</p> <p>34 <u>Financial reasons</u> 34 Repossession 35 Couldn't afford fees attached to renewing the tenancy 36 Couldn't afford the increase in rent 37 Couldn't afford rent or mortgage – welfare reforms 38 Couldn't afford rent or mortgage – employment 39 Couldn't afford rent or mortgage – other</p> <p>12 <u>Property no longer suitable</u> 12 Property unsuitable because of overcrowding 13 Property unsuitable because of ill health or disability 14 Property unsuitable because of poor condition 30 Under occupation – no incentive 29 Under occupation – offered incentive to downsize 18 To move to accommodation with support 19 To move to independent accommodation</p> <p>20 <u>Other</u> 20 Other 28 Don't know 47 Tenant prefers not to say</p> | |
| <p>Where was the household immediately before this letting? (This is where the household was the night before they moved)</p> <p>30 <u>Social housing</u> 30 Fixed-term local authority general needs tenancy</p> | <p>11. The housing situation for this household immediately before this letting.</p> <p>Same response options, except</p> |

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|---|---|
| <p>31 Lifetime local authority general needs tenancy</p> <p>32 Fixed-term private registered provider (PRP) general needs tenancy</p> <p>33 Lifetime private registered provider (PRP) general needs tenancy</p> <p>34 Specialist retirement housing</p> <p>35 Extra care housing</p> <p>6 Other supported housing</p> <p>3 Private sector tenancy</p> <p><u>Owner occupation</u></p> <p>26 Owner occupation (private)</p> <p>27 Owner occupation (low-cost home ownership)</p> <p>28 Living with friends or family</p> <p><u>Temporary accommodation</u></p> <p>7 Direct access hostel</p> <p>14 Bed and breakfast</p> <p>29 Prison or approved probation hostel</p> <p>10 Hospital</p> <p>18 Any other temporary accommodation</p> <p>19 Rough sleeping</p> <p><u>Other</u></p> <p>4 Tied housing or rented with job</p> <p>23 Mobile home or caravan</p> <p>21 Refuge</p> <p>13 Children's home or foster care</p> <p>9 Residential care home</p> <p>24 Home Office asylum support</p> <p>25 Any other accommodation</p> | <p>8 Sheltered accommodation</p> <p>... for 22/23 is split into...</p> <p>34 Specialist retirement housing</p> <p>35 Extra care housing</p> |
| <p>Was the tenant homeless directly before this tenancy?</p> <p>11 Yes, assessed by a local authority as threatened with homelessness or homeless</p> <p>1 No</p> | <p>13. Immediately prior to this letting, was this household...?</p> <p>11 Assessed as threatened with homelessness within 56 days by a LA and owed a homelessness duty</p> <p>1 Not homeless</p> <p>7 Other homelessness, i.e. not found statutorily homeless by a housing authority but considered to be homeless by the letting landlord</p> |
| <p>What is the postcode of the household's last settled home?</p> | <p>12b. If the household has moved from settled</p> |

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| <p>[Enter postcode]</p> | <p>accommodation, enter the full postcode for the previous accommodation</p> |
| <p>What is the local authority of the household's last settled home? [Enter local authority]</p> | <p>12a. Enter LA in which household lived immediately before this letting</p> |
| <p>Was the household given 'reasonable preference' by the local authority? (Households may be given 'reasonable preference' for social housing, also known as 'priority need', by the local authority)</p> <p>1 Yes 2 No 3 Don't know</p> | <p>14a. Was the household given Reasonable Preference (i.e. priority) for housing by the Local Authority? Same response options</p> |
| <p>Why was the household given 'reasonable preference'? Select all that apply</p> <p>They were homeless or about to lose their home (within 56 days) They were living in unsanitary, overcrowded or unsatisfactory housing They needed to move due to medical or welfare reasons (including disability) They needed to move to avoid hardship to themselves or others Don't know</p> | <p>14b. If yes, which of the following reasons for Reasonable Preference apply? Same response options</p> |
| <p>How was this letting allocated? Select all that apply</p> <p>Choice-based lettings (CBL) Common housing register (CHR) Common Allocation Policy (CAP) None of these allocation systems</p> | <p>15. Was the letting made under any of the following actions systems? (Select Yes or No for each allocation system) Same systems</p> |
| <p>What was the source of referral for this letting?</p> <p>1 Internal transfer 2 Tenant applied directly (no referral or nomination) 3 Private registered provider (PRP) lettings only – nominated by a local housing authority 4 Private registered provider (PRP) supported lettings only – referred by a local authority housing department 8 Re-located through official housing mobility scheme 10 Other social landlord</p> | <p>16. Source of referral for this letting? Same response options, different order</p> |

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| 9 | Community learning disability team | |
| 14 | Community mental health team | |
| 15 | Health service | |
| 17 | Children's social care | |
| 12 | Police, probation or prison | |
| 13 | Youth offending team | |
| 7 | Voluntary agency | |
| 16 | Other | |

Household needs

| 22/23 | 21/22 |
|--|--|
| <p>Does anybody in the household have links to the UK armed forces? (This excludes national service)</p> <p>1 Yes – the person is a current or former regular 4 Yes – the person is a current or former reserve 5 Yes – the person is a spouse or civil partner of a UK armed forces member and has been bereaved or separated from them within the last 2 years 2 No 6 Don't know 3 Person prefers not to say</p> | <p>4ai. Is anyone in the household...?</p> <p>1 A current or former regular in the UK Armed Forces (exc. National Service) 4 A current or former reserve in the UK Armed Forces (exc. National Service) 5 A spouse / civil partner of a UK Armed Forces member who has separated or been bereaved within the last 2 years 2 No 3 Refused</p> |
| <p>Is the person still serving in the UK armed forces?</p> <p>6 Yes 4 No, they left up to and including 5 years ago 5 No, they left more than 5 years ago 3 Person prefers not to say</p> | <p>4aii. If they've ever served as a regular, did they leave....?</p> <p>6 Are still serving 4 Up to and including 5 years ago 5 More than 5 years ago 3 Refused</p> |
| <p>Was the person seriously injured or ill as a result of serving in the UK armed forces?</p> <p>1 Yes 2 No 3 Person prefers not to say</p> | <p>4b. Has anyone in the household been seriously injured or ill as a direct result of their time and activities serving as a regular or a reserve?</p> <p>1 Yes 2 No 3 Refused</p> |
| <p>Is anybody in the household pregnant?</p> <p>1 Yes</p> | <p>5. Does the household contain a pregnant person?</p> <p>1 Yes</p> |

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| <p>2 No 3 Tenant prefers not to say</p> | <p>2 No 3 Refused</p> |
| <p>Does anybody in the household have any disabled access needs? Select all that apply</p> <p>(a) Fully wheelchair-accessible housing (b) Wheelchair access to essential rooms (c) Level access housing (f) Other disabled access needs (g) No disabled needs (h) Don't know</p> | <p>10. Does anyone in the household require....?</p> <p>Same response options</p> |
| <p>Does anybody in the household have a physical or mental health condition (or other illness) expected to last 12 months or more?</p> <p>1 Yes 2 No 3 Tenant prefers not to say</p> | <p>10ia. Same question and response options</p> |
| <p>How is the person affected by their condition or illness? Select all that apply</p> <p>Vision, for example blindness or partial sight Hearing, for example deafness or partial hearing Mobility, for example walking short distances or climbing staircases Dexterity, for example lifting and carrying objects or using a keyboard Learning or understanding or concentrating Memory Mental health, for example depression or anxiety Stamina or breathing or fatigue Socially or behaviourally, for example associated with autism spectrum disorder (ASD) which includes Asperger's or attention deficit hyperactivity disorder (ADHD) Other</p> | <p>10ib. Do any of these conditions or illnesses affect anyone in the household in any of the following areas? Select all that apply</p> <p>Same response options</p> |

Tenancy information

| 22/23 | 21/22 |
|---|--|
| <p>Is this a joint tenancy?</p> <p>1 Yes 2 No 3 Don't know</p> | <p>New question</p> |
| <p>Is this a starter tenancy? (This is also known as an 'introductory period')</p> <p>1 Yes 2 No</p> | <p>2a. Is this a starter / introductory tenancy?</p> <p>Same response options</p> |
| <p>What is the tenancy type, after any starter period has ended?</p> <p>4 Assured Shorthold Tenancy (AST) – fixed-term 2 Assured – lifetime 6 Secure – fixed-term 7 Secure – lifetime 5 Licence agreement 3 Other</p> | <p>2b. Type of main tenancy (after any starter / introductory period)</p> <p>4 Assured shorthold 2 Assured 1 Secure (including flexible) 5 Licence agreement 6 Other</p> |
| <p>If 'other', what is the tenancy type? [Enter free text]</p> | <p>2ba. If you responded 'Other' in question 2b, please state tenancy type</p> |
| <p>If fixed-term, what is the length of the fixed-term tenancy to the nearest year? (Don't include any starter period) [Enter number]</p> | <p>2c. If the main tenancy is a fixed term tenancy, please provide the length of the fixed term (to the nearest year excluding any starter / introductory period)</p> |
| <p>If supported housing, is this letting in sheltered accommodation?</p> <p>housing 1 Yes – specialist retirement 2 Yes – extra care housing 3 No 4 Don't know</p> | <p>1e. [supported housing only] Is this letting sheltered accommodation?</p> <p>1 Yes – sheltered housing 2 Yes – extra care housing 3 No 4 Don't know</p> |

Property information

| 22/23 | 21/22 |
|---|--|
| <p>If general needs, what is the postcode of the property? [Enter postcode]</p> | <p>28. Full postcode of property</p> |
| <p>If general needs, what is the local authority of the property? [Enter local authority]</p> | <p>28. Name of local authority</p> |
| <p>Is this the first time the property has been let as social housing?</p> <p>1 Yes – this is a new let 2 No – this is a re-let of existing social housing</p> | <p>New question, to filter response options later</p> |
| <p>What is the reason for the property being vacant?</p> <p><u>First let</u></p> <p>15 First let of new build property 16 First let of conversion, rehabilitation or acquired property 17 First let of leased property</p> <p><u>Re-let</u></p> <p>13 Internal transfer, excluding renewals of fixed-term tenancy 5 Previous tenant died with no succession 9 Re-let to tenant who occupied same property as temporary accommodation 14 Renewal of fixed-term tenancy 19 Tenant involved in a success downsize 8 Tenant moved to private sector or other accommodation 12 Tenant moved to other social housing provider 18 Tenant moved to care home 6 Tenant abandoned property 10 Tenant was evicted due to rent arrears 11 Tenant was evicted due to anti-social behaviour</p> | <p>27. Reason for vacancy</p> <p>Same response options, different order</p> |
| <p>Since becoming available, how many times has the property been previously offered? [Enter number]</p> | <p>20. How many times has the unit been previously offered since becoming available for relet when the last tenancy ended or as a first let?</p> |
| <p>If re-let, what type was the property most recently let as?</p> <p>1 Social rent basis 2 Affordable rent basis 3 Intermediate rent basis 4 Don't know</p> | <p>26. If this is a relet, was the property most recently let on...?</p> <p>Same response options</p> |

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| <p>If general needs, what type of unit is the property?</p> <p>1 Flat or maisonette 2 Bedsit 7 House 8 Bungalow 4 Shared flat or maisonette 9 Shared house 10 Shared bungalow 6 Other</p> | <p>23. Type of unit</p> <p>Same response options</p> |
| <p>If general needs, which type of building is the property?</p> <p>1 Purpose built 2 Converted from previous residential or non-residential property</p> | <p>24. Type of building</p> <p>Same response options</p> |
| <p>If general needs, is the property built or adapted to wheelchair-user standards?</p> <p>1 Yes 2 No</p> | <p>25. Is property built or adapted to wheelchair user standards?</p> <p>Same response options</p> |
| <p>If general needs, how many bedrooms does the property have? (For shared accommodation enter number for this household. For a bedsit enter 1) [Enter number]</p> | <p>22. Number of bedrooms</p> |
| <p>What is the void or renewal date? [Day / Month / Year] e.g. 02 04 2022</p> | <p>19. Key dates. Void (or new build handover / renewal date)</p> |
| <p>Were any major repairs carried out during the void period? [Day / Month / Year] No</p> | <p>19. Key dates. Major repairs completion date.</p> |

Income, benefits and outgoings

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|--|---|
| <p>You should include any income after tax from:</p> <ul style="list-style-type: none"> - employment - pensions - Universal Credit <p>Don't include:</p> <ul style="list-style-type: none"> - National Insurance (NI) contributions and tax - housing benefit - child benefit - council tax support | <p>Same income definition, worded differently</p> |
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| <p>Do you know the household's combined income?</p> <p>1 Yes 2 No 3 Don't know 4 Tenant prefers not to say</p> | <p>8a. Tenant's or tenant and partner's net income (after tax deductions).</p> <p>Please ✓ if Q8 refused.</p> |
| <p>How much income does the household have in total? [Enter £ value]</p> | <p>8a. Tenant's or tenant and partner's net income (after tax deductions).</p> |
| <p>How often does the household receive this amount?</p> <p>1 Weekly 2 Monthly 3 Annually</p> | <p>8b. Is the income....?</p> <p>Same response options</p> |
| <p>Is the household likely to be receiving benefits relating to housing?</p> <p>1 Housing benefit 6 Universal Credit housing element 9 Neither 3 Don't know 10 Tenant prefers not to say</p> | <p>6. Is the tenant in receipt of, or like to be in receipt of, the following:</p> <p>1 Housing Benefit (not in receipt of UC) 6 UC – with housing element (and not in receipt of Housing Benefit) 7 UC – without housing element (not in receipt of HB and tenant not eligible for housing support) 8 UC – without housing element (and in receipt of HB) 9 None 3 Don't know</p> |
| <p>How much of the household's income is from Universal Credit, state pensions or benefits? (This excludes child and housing benefit, council tax support and tax credits.)</p> <p>1 All 2 Some 3 None 4 Don't know</p> | <p>7. How much of your incomes from Universal Credit, state pensions or benefits (excluding child & housing benefit, UC housing element & council tax support or tax credits)?</p> <p>Same response options</p> |
| <p>If supported housing, does the household pay rent or other charges for the accommodation?</p> <p>0 Yes 1 No</p> | <p>18c. Please tick if there is neither rent nor charge to the occupant for the accommodation</p> |
| <p>How often does the household pay rent and other charges?</p> <p>1 Weekly for 52 weeks 2 Every 2 weeks 3 Every 4 weeks</p> | <p>17. Rent and other charges period</p> <p>Same response options</p> |

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| <p>4 Every calendar month 5 Weekly for 50 weeks 6 Weekly for 49 weeks 7 Weekly for 48 weeks 8 Weekly for 47 weeks 9 Weekly for 46 weeks 10 Weekly for 53 weeks</p> | |
| <p>If supported housing, how much is the care home charge over [time period]?</p> <p>[Enter £ value] No, the property is not a care home</p> | <p>18b. Charges for care homes. Total charge (for period shown in Q17).</p> |
| <p>What is the basic rent?</p> <p>(This is the amount paid before any charges are added for services (for example, hot water or cleaning). Households may receive housing benefit or Universal Credit towards basic rent)</p> <p>[Enter £ value]</p> | <p>18ai. Basic rent (eligible for HB or UC) (for period shown in Q17)</p> |
| <p>What is the service charge?</p> <p>(For example, for cleaning. Households may receive housing benefit or Universal Credit towards basic rent)</p> <p>[Enter £ value]</p> | <p>18aii. Service charge (eligible for HB or UC)</p> |
| <p>What is the personal service charge?</p> <p>(For example, for heating or hot water. This doesn't include housing benefit or Universal Credit)</p> <p>[Enter £ value]</p> | <p>18aiii. Personal service charge (not eligible for HB or UC, e.g. heating, hot water excluding water rates)</p> |
| <p>What is the support charge?</p> <p>(These are any charges made to fund housing-related support services included in the tenancy agreement)</p> <p>[Enter £ value]</p> | <p>18aiv. Support charge (charges made to fund housing related support services included in the tenancy agreement).</p> |
| <p>After the household has received any housing-related benefits, will they still need to pay for rent and charges?</p> | <p>18d. After housing benefit and/or housing element of UC payment is received, will there be an outstanding amount for basic rent (18ai) and/or benefit eligible charges (18aii).</p> |

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| 1 Yes 2 No 3 Don't know | Same response options |
| What do you expect the outstanding amount to be? (Estimate if you don't know) [Enter £ value] | 18d cont. If yes, what do you expect the amount to be (for period shown in Q17)? |

Questions removed for 2022/23

Type of letting

- Private registered provider (HA) landlord
- Local authority landlord

Who is the landlord on the tenancy agreement?

- This landlord
- Another PR (HA/LA)

Was the reason for leaving a direct result of the removal of the spare room subsidy or benefit cap introduced from 2013?