



## 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 questions 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.

## The 2022/23 Lettings questions

### Set up your lettings log

Which organisation owns this property?

[Enter name or code]

Which organisation manages this property?

[Enter name or code]

What is the needs type?

- 1 General Needs
- 2 Supported Housing

If supported housing, what management group does this letting belong to?

[Enter management group name or code]

If supported housing, what scheme does this letting belong to?

[Enter scheme name or code]

Is this letting a renewal?

(A renewal is a letting to the same tenant in the same property)

- 1 Yes
- 2 No

What is the tenancy start date?

[Day / Month / Year] e.g. 02 04 2022

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

If 'other' intermediate rent product, what is the product?

[Enter text]

What is the tenant code?

(This is how you usually refer to this tenancy on your own systems)

[Enter code]

What is the property reference?

(This is how you usually refer to this property on your own systems)

[Enter code]

### Household characteristics

How many people live in the household for this letting?

[Enter number]

For all people in the household, what is the person's age?  
[Enter age] R No

For all people in the household, which of these best describes the person's gender identity?

- M Male
- F Female
- X Non-binary
- R Person prefers not to say

For the lead tenant only, what is the lead tenant's ethnic group?

- White
- 1 English, Scottish, Welsh, Northern Irish, British
- 2 Irish
- 18 Gypsy, Irish traveller
- 3 Other White
  
- Mixed or Multiple ethnic groups
- 4 White & Black Caribbean
- 5 White & Black African
- 6 White & Asian
- 7 Other Mixed
  
- Asian or Asian British
- 8 Indian
- 9 Pakistani
- 10 Bangladeshi
- 15 Chinese
- 11 Other Asian
  
- Black, African, Caribbean or Black British
- 12 Caribbean
- 13 African
- 14 Other Black
  
- Other ethnic group
- 19 Arab
- 16 Other
  
- 17 Tenant prefers not to say

For lead tenant only, what is the lead tenant's nationality?

- 18 United Kingdom
- 17 Republic of Ireland
- 19 European Economic Area (EEA) country, excluding Ireland
- 12 Any other country
- 13 Tenant prefers not to say

For all people in the household, which of these best describes the person's working situation?

- 1 Full-time – 30 hours a week or more
- 2 Part-time – Less than 30 hours a week
- 3 In government training into work, such as New Deal
- 4 Jobseeker

- 5 Retired
- 6 Not seeking work
- 7 Full-time student
- 8 Unable to work because of long-term sickness or disability
- 9 Child under 16
- 0 Other
- 10 Person prefers not to say

For persons 2-8, what is the [person's] relationship to the lead tenant?

- P Partner
- C Child
- X Other
- R Person prefers not to say

### Household situation

How long has the household continuously lived in the local authority area of the new letting?

- 1 Just moved to 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

How long has the household been on the local authority waiting list for the new letting?

- 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

What is the tenant's main reason for the household leaving their last settled home?  
(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)

- End of previous social housing tenancy
- 40 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

- Previous accommodation no longer available
- 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

- Household or relationship changes
- 9 Asked to leave by family or friends
  - 8 Relationship breakdown (non-violent) with partner
  - 44 Death of household member in last settled accommodation

- Location change
- 16 To move nearer to family, friends or school
  - 17 To move nearer to work

- Domestic abuse and harassment
- 7 Domestic abuse
  - 10 Racial harassment
  - 31 Hate crime
  - 11 Other problems with neighbours

- Financial reasons
- 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

- Property no longer suitable
- 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

- Other
- 20 Other
  - 28 Don't know
  - 47 Tenant prefers not to say

If 'other', what was the main reason for leaving their settled home?  
[Enter text]

Where was the household immediately before this letting?  
(This is where the household was the night before they moved)

- Social housing
- 30 Fixed-term local authority general needs tenancy
  - 31 Lifetime local authority general needs tenancy
  - 32 Fixed-term private registered provider (PRP) general needs tenancy
  - 33 Lifetime private registered provider (PRP) general needs tenancy
  - 34 Specialist retirement housing
  - 35 Extra care housing
  - 6 Other supported housing
- 3 Private sector tenancy

- Owner occupation
- 26 Owner occupation (private)
  - 27 Owner occupation (low-cost home ownership)

28 Living with friends or family

- Temporary accommodation
- 7 Direct access hostel
  - 14 Bed and breakfast
  - 29 Prison or approved probation hostel
  - 10 Hospital
  - 18 Any other temporary accommodation

19 Rough sleeping

- Other
- 4 Tied housing or rented with job
  - 23 Mobile home or caravan
  - 21 Refuge
  - 13 Children's home or foster care
  - 9 Residential care home
  - 24 Home Office asylum support
  - 34 Any other accommodation

Was the tenant homeless directly before this tenancy?

- 11 Yes, assessed by a local authority as threatened with homelessness or homeless
- 1 No

What is the postcode of the household's last settled home?

[Enter postcode]

What is the local authority of the household's last settled home?

[Enter local authority]

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)

- 1 Yes
- 2 No
- 3 Don't know

Why was the household given 'reasonable preference'? Select all that apply

- 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

How was this letting allocated? Select all that apply

- Choice-based lettings (CBL)
- Common housing register (CHR)
- Common Allocation Policy (CAP)

None of these allocation systems

What was the source of referral for this letting?

- 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
- 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

Does anybody in the household have links to the UK armed forces?

(This excludes national service)

- 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

Is the person still serving in the UK armed forces?

- 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

Was the person seriously injured or ill as a result of serving in the UK armed forces?

- 1 Yes
- 2 No
- 3 Person prefers not to say

Is anybody in the household pregnant?

- 1 Yes
- 2 No
- 3 Tenant prefers not to say

Does anybody in the household have any disabled access needs? Select all that apply

- (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

Does anybody in the household have a physical or mental health condition (or other illness) expected to last 12 months or more?

- 1 Yes
- 2 No
- 3 Tenant prefers not to say

How is the person affected by their condition or illness? Select all that apply

- 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

### Tenancy information

Is this a joint tenancy?

- 1 Yes
- 2 No
- 3 Don't know

Is this a starter tenancy?

(This is also known as an 'introductory period')

- 1 Yes
- 2 No

What is the tenancy type, after any starter period has ended?

- 4 Assured Shorthold Tenancy (AST) – fixed-term
- 2 Assured – lifetime
- 6 Secure – fixed-term
- 7 Secure – lifetime
- 5 Licence agreement
- 3 Other

If 'other', what is the tenancy type?

[Enter free text]

If fixed-term, what is the length of the fixed-term tenancy to the nearest year?

(Don't include any starter period)

[Enter number]

If supported housing, is this letting in sheltered accommodation?

- 1 Yes – specialist retirement housing
- 2 Yes – extra care housing



- 3 No
- 4 Don't know

Property information

If general needs, what is the postcode of the property?  
[Enter postcode]

If general needs, what is the local authority of the property?  
[Enter local authority]

Is this the first time the property has been let as social housing?

- 1 Yes – this is a new let
- 2 No – this is a re-let of existing social housing

What is the reason for the property being vacant?

First let

- 15 First let of new build property
- 16 First let of conversion, rehabilitation or acquired property
- 17 First let of leased property

Re-let

- 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

Since becoming available, how many times has the property been previously offered?  
[Enter number]

If re-let, what type was the property most recently let as?

- 1 Social rent basis
- 2 Affordable rent basis
- 3 Intermediate rent basis
- 4 Don't know

If general needs, what type of unit is the property?

- 1 Flat or maisonette
- 2 Bedsit
- 7 House
- 8 Bungalow
- 4 Shared flat or maisonette
- 9 Shared house
- 10 Shared bungalow
- 6 Other

If general needs, which type of building is the property?

- 1 Purpose built
- 2 Converted from previous residential or non-residential property

If general needs, is the property built or adapted to wheelchair-user standards?

- 1 Yes
- 2 No

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]

What is the void or renewal date?

[Day / Month / Year] e.g. 02 04 2022

Were any major repairs carried out during the void period?

[Day / Month / Year] No

### Income, benefits and outgoings

(You should include any income after tax from:

- employment
- pensions
- Universal Credit

Don't include:

- National Insurance (NI) contributions and tax
- housing benefit
- child benefit
- council tax support)

Do you know the household's combined income?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Tenant prefers not to say

How much income does the household have in total?

[Enter £ value]

How often does the household receive this amount?

- 1 Weekly
- 2 Monthly
- 3 Annually

Is the household likely to be receiving benefits relating to housing?

- 1 Housing benefit
- 6 Universal Credit housing element
- 9 Neither
- 3 Don't know
- 10 Tenant prefers not to say

How much of the household's income is from Universal Credit, state pensions or benefits?

- 1 All
- 2 Some
- 3 None
- 4 Don't know

If supported housing, does the household pay rent or other charges for the accommodation?

- 0 Yes
- 1 No

How often does the household pay rent and other charges?

- 1 Weekly for 52 weeks
- 2 Every 2 weeks
- 3 Every 4 weeks
- 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

If supported housing, how much is the care home charge over [time period]?

[Enter £ value]

No, property is not a care home

What is the basic rent?

(This is the amount paid before any charges are added for services (for example, hot water of cleaning). Households may receive housing benefit or Universal Credit towards basic rent)

[Enter £ value]

What is the service charge?

(For example, for cleaning. Households may receive housing benefit or Universal Credit towards basic rent)

[Enter £ value]

What is the personal service charge?

(For example, for heating or hot water. This doesn't include housing benefit or Universal Credit)

[Enter £ value]

What is the support charge?

(These are any charges made to fund housing-related support services included in the tenancy agreement)

[Enter £ value]

After the household has received any housing-related benefits, will they still need to pay for rent and charges?

- 1 Yes
- 2 No
- 3 Don't know

What do you expect the outstanding amount to be?

Estimate if you don't know

[Enter £ value]

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?