

**GOV.UK****Continuous REcording of Lettings and Sales in Social Housing in England**

Dear CORE Colleagues,

Welcome to the first e-bulletin since the DCLG CORE website went live in October 2015.

We would like to thank you all for your support and patience over this initial transition period. We are continuing to refine and improve areas of the website to help meet your needs and ease the data entry process. Your feedback over this period has been incredibly useful and we look forward to continuing to work with you in shaping the new DCLG CORE website.

Please take note of the following announcements below regarding website updates, key dates and important information about future communications from the DCLG CORE team.

Supported Housing specific updates

Unfortunately we are still experiencing some issues with Supported Housing logs. If you have been encountering bugs and submission issues when submitting supported housing logs please do not attempt to re-submit them. We are working hard to fix the issues related to this area of the website and will updated the [Alerts](#) page of the DCLG CORE website with further information as soon as possible.

General Needs specific updates

Override functions on the General Needs form that had previously prevented submission are now fully functional. This fix allows you to return to saved or submitted invalid logs and click to submit them as valid logs.

Sales specific updates

A host of Sales form-specific updates have been put in place. These include overrides for purchase prices and postcodes for new build properties, mortgage values, rental values in older person shared ownership schemes, and an updated list of ethnicities. The overrides are in place for newly created forms, and we will send further updates on when this function is available for existing forms.

General Website Updates

- Log IDs, labelled "FORM" in the download of data, also used to refer to institution CORE codes, are now available to view on each form and under 'Your Logs'.
- Timeouts - our timeout settings have been adjusted to allow for at least 2 hours of activity before you are automatically logged off of the website.
- Coordinators are now able to reassign logs to managed providers and can now activate/reactivate users without experiencing errors.
- Postcodes – the latest ONS directory has been uploaded to the website. Logs will also now be accepted for more new build properties, and where previous postcodes were entered from outside of England, but still in the UK. Users will also have greater override capabilities for new build postcodes that are still unrecognised or updated on the website.

- *Please note that the website requires users to leave a space between the two sections of the postcode for submission to be valid, for example **AB12 2CD**.*

Users who have experienced problems when submitting data related to any of the above issues are encouraged to revisit and update or complete any logs remaining invalid under their profile to ensure they are submitted correctly.

Helpdesk service over the Christmas period

Please note that **the CORE Helpdesk will be closed from midday on Thursday 24th December 2015 and will reopen at 9:00am on Monday 4th January 2016**. During this period telephone calls and emails to the CORE Helpdesk will not be answered. We encourage all users needing assistance to contact the Helpdesk ahead of this period. The team will respond to email queries and voicemails as soon as we can once the Helpdesk re-opens in the New Year.

Scheduled change of Helpdesk email address

From **January 4th 2016**, we plan to change the Helpdesk contact email address to core.helpdesk@dclgdatamart.co.uk to bring this service in line with other DCLG website applications. Please note that all emails sent to helpdesk.CORE@communities.gsi.gov.uk will not be received by the Helpdesk team after January 4th 2016, but emails sent before this date should be received. Users will need to resend queries to the new email address as of the New Year for support and assistance. Our Helpdesk telephone number will remain unchanged – 0303 444 2001.

Problems receiving CORE emails?

If you are experiencing problems receiving emails from the DCLG CORE team, please contact your internal IT team and ask them if they can allow your organisation to receive emails from core.helpdesk@dclgdatamart.co.uk and No.reply@dclgdatamart.co.uk (commonly referred to as 'white listing'). This will help ensure that emails do not find their way to your spam or junk email folders, and allow emails from the team to pass your organisations internet security measures. If you need any further help or support with this, or similar issues, please get in touch with the team or ask your internal IT colleagues to contact us directly.

Q3 Cut-off

The cut-off for Quarter 3 2015/16 submissions is January 15th 2016.

Further updates will also be published on the [Alerts](#) page of the **DCLG CORE website** and documented on the [Guidance and Manuals](#) page.

The DCLG CORE Team



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