

Task Sheet:	Liaison with the Rent Service <i>Note: The Rent Service includes English, Scottish and Welsh</i>
Number	Task Sheet LA13
Timeline	Start October 07– complete by March 08
Purpose:	To ensure that early and effective liaison with the Rent Service is maintained
Composition:	<ul style="list-style-type: none"> ▪ Start early: <ul style="list-style-type: none"> 13.1 Liaison with The Rent Service should begin 6 months prior to go-live date. 13.2 Agree a Service Level Agreement – you will already have a Service Level Agreement for your current practice and procedures, this will need replacing.
	<ul style="list-style-type: none"> ▪ Liaison: <ul style="list-style-type: none"> 13.3 LA's to communicate with the Rent Service re: BRMA's. 13.4 Check with the rent service for a contact person, re providing postcodes, cross checking and clarify the formats to be used and the procedures to be used if any postcodes are omitted or new ones arise. 13.5 Ask for 'dummy' LHA rates – this will give you something to work with and an idea of future LHA rates – testing. 13.6 Secure process for the ongoing receipt of revised rates and procedure to request more than the '6 room' rate etc, alongside the ongoing referral of any existing PTEN cases.
	<ul style="list-style-type: none"> ▪ Communication: <ul style="list-style-type: none"> 13.7 Task Sheet LA06 and 07. Covers the activity required to publicise LHA rates when decided. 13.8 Invite Rent Officer to any Landlord forums that are to take place (see Task Sheet LA04).

	<p>13.9 Ongoing communication with the Rent Service re: Both LHA and ongoing PTEN referrals.</p> <p>13.10 New claim data to be supplied for the Rent Service</p> <p>13.11 Ask the Rent Service for a map of the BRMA's.</p> <p>13.12 Arrange data for the Rent Service to supply BRMA code.</p>
Notes:	<ul style="list-style-type: none">•