

Name
Address

Housing & Regeneration

Housing Options Service
Housing Management & Procurement

Enquiries to:
Email:
Telephone:

www.towerhamlets.gov.uk

Date:

Housing Reference:

Dear XXXXXX

Subject: Tenancy Audit and Property Inspection

We are writing to inform you that the Housing Options Service will shortly be undertaking a tenancy audit across all temporary accommodation placements. This is a routine but essential part of our housing management responsibilities, carried out under your licence agreement and in accordance with Part VII of the Housing Act 1996.

Purpose of the Audit

These visits are required to confirm that the property is being used as your main and only residence. The audit and visit will also enable us to;

- Confirm there are no unauthorised occupants
- Verify and update your household composition and housing application
- Assess the condition of the property and identify any necessary repairs
- Safeguard public funds and ensure accommodation is used appropriately

Given the extreme shortage of temporary accommodation and the significant financial pressures faced by local authorities across the country, it is vital that we maintain accurate records and ensure properties are occupied by those with a genuine housing need.

What to Expect

Visits may be pre-booked or **unannounced**, depending on operational requirements. Where possible, we will contact you in advance.



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Tower Hamlets Council
Tower Hamlets Town Hall
160 Whitechapel Road
London
E1 1BJ

For unannounced visits, we will take household circumstances into account. For example, if you have school-age children, we will avoid visiting during typical school run times (e.g. 8:00–9:30am and 3:00–4:30pm) to minimise disruption.

If we are unable to make contact after two separate visits, and there is reasonable concern that the property may be unoccupied, we may enter the accommodation jointly with the managing agent, as permitted under your licence agreement.

Please be assured that any such entry will be, conducted only with the managing agent present, fully documented, with the date, time, and purpose recorded for audit and accountability purposes.

This step is taken only when necessary to confirm occupancy and protect public finances.

We understand that circumstances vary and will approach this process with professionalism and sensitivity

Identification and Verification

Officers will carry official ID and present it upon arrival. Officers will request proof of identity and residency, such as;

- Your current licence agreement
- A recent utility bill, bank statement or official correspondence
- Valid photo ID (e.g. passport, driving licence)

Repairs and Property Condition

During the visit, we will carry out a visual inspection to ensure the property is in a good state of repair. If you have any current repairs to raise, including any mould or damp, please report them directly to your managing agent. Prompt reporting helps ensure your accommodation remains safe and suitable.

Managing agent/landlord:
Contact Details:

Absences and Your Responsibilities

If you plan to be away from the property for an extended period or holiday, you must notify both your Housing Officer and Housing Benefit team. Failure to do so may result in your accommodation being considered abandoned, which could affect your housing entitlement, including your housing benefit entitlement, which would then risk you accruing rent arrears.

We appreciate your cooperation and understanding. These audits are a necessary part of ensuring fairness, accountability, and the responsible use of public resources. If you have any questions or concerns, please contact your Housing Officer, who's details are at the top of this letter.

Yours faithfully,

Abul Kalam

Head of Temporary Accommodation & Private Rented Sector