|  |
| --- |
| **Residents Change of Details form** |
|  |
| **Please complete sections A and B of the form and hand back to a member of the reception team.**  |
| **Section A – Current details of the resident** |
| Full Name |   |
| Address and post code |   |
| Landline number |   | Mobile number |   |
| Email address |   |
| Please state if the person named above is the owner or tenant of the above property |  |
|  |  |  |  |
|  |
|  |  |  |  |
| **Section B – New details/requested changes to be made to records** |
| Please complete all sections that require updating and then sign and date the form |
| Name(please note changes to surname) |  |
| Address and post code |     |
| Landline number |   | Mobile number |   |
| Email address |   |   |   |
|  |
|  |  |
| Signed |  | Name (Print) |   |
|  Date: |   |   |   |
| **If you are reporting the death of a resident please provide details of the next of kin if known.**  |   |
| Name of Next of Kin |  |  Telephone or email of Next of Kin: |  |  |

|  |
| --- |
| **Section C - For Head of Office Services or other authorised member of staff** |
| **Updates to details** |  |  |  |  | Staff initials | Date completed |
| Resident database cross check completed to verify original details |   |   |
| Address Book updated with new details (add comments where necessary) |  |  |
| Net2 system updated with new details (add memo where necessary) |   |   |
| **Removal of details (in instances of residents moving to a new house or in the case of a deceased resident)** |
| Resident details removed from primary contacts in address book if relevant  |  |  |
| In the case of a death, if next of kin details have been provided – contact the next of kin to obtain authorisation to be added to the DPML email system for property related communications only (Official comms only setting on address book) |  |  |
| Update the address book system with new contact details – set to “Official comms only” or “no permissions” until authorisation is obtained |  |  |
| Fill in the deleted Fob info below in case the resident applies for a refund in the future |  |  |
| Net2 System, Disable the Fob and delete the record  |  |  |
| File this form in the Delamere Park Residents details folder/Fobs Folder |  |  |
|  |  |  |
| Signed Head of Office Services/Trustee |   | Date |   |
|   |   |   |   |   |   |   |

|  |
| --- |
| **Fob Refund Information** |
| Resident Name |  |
| Fob Number |  |
| £5.00 refund applicable (yes/No) |  |
| £5.00 refund given (Date) |  |
| Signed Head of Office Services/Trustee |   | Date |   |
|   |   |   |   |   |   |   |