Exceptional

Hardship

Procedure

**Help guide and**

**application form**

**November 2017**

Contact us

Call: **0800 9178845**  
*Independent Advisory Service is available weekdays 9:00am to 5:30pm outside these hours please phone our Helpline on 08000 30 80 80 and we will arrange to call you back, or email:* info@tidewayias.co.uk

Visit: **www.tideway.london**

Email: **helpdesk@tideway.london**

For our language interpretation service call: **08000 30 80 80**

For information in Braille or large print call: **08000 30 80 80**

Further information is on our website or available on request.

Introduction

If you are trying to sell your property and feel that buyers are being put off because of the Thames Tideway Tunnel please take time to read this information about our Exceptional Hardship Procedure (EHP) which is available throughout the construction of the Thames Tideway Tunnel. Business occupiers who may be temporarily displaced during construction may also be covered by this procedure.

We would recommend that you speak with the Independent Advisory Service (IAS) if you want advice about EHP.

The EHP is a discretionary procedure, and supplements the statutory rights of property owners. It recognises the importance of providing assistance for those property owners who are most severely affected by the Thames Tideway Tunnel.

All applications shall be managed by our Compensation Coordinator and every application under the provisions of this procedure will be subject to assessment by the Independent Compensation Panel (ICP).

Our EHP is modelled on those in place for similar scale infrastructure projects such as Crossrail and HS2.

The EHP is available to eligible property owners who can demonstrate that they have a pressing need to sell but have been unable to do so, other than at a substantially reduced price, as a direct result of the Thames Tideway Tunnel.

Those property owners who apply to the EHP and meet the eligibility criteria can then have their property purchased at its unaffected fair market value (that is, what the value of the property would have been without any adverse effect arising from the Thames Tideway Tunnel).

The EHP is also available to eligible occupiers of premises that are to be used temporarily as part of a construction worksite. Occupiers of premises to be used who apply to the EHP and meet the eligibility criteria can have their leasehold interest purchased at its unaffected fair market value and will also be entitled to claim compensation for disturbance in accordance with the Statutory Code. If you own a business or you occupy a property that we are using for a temporary period, please contact us directly to discuss your situation before beginning your application. You can speak to the IAS or the Tideway team by calling the Helpdesk on 08000 30 80 80.

Independent advice and support

We recognise that, in order to give confidence that the process is impartial and transparent in every respect regarding compensation, we have set up the following services:

* + Independent Advisory Service (IAS);
  + Independent Compensation Panel (ICP); and
  + Independent Complaints Commissioner (ICC).

Independent Advisory Service (IAS)

The IAS is there to advise individuals and other affected parties about our compensation policies, how to apply, whether an EHP application may be appropriate and explain the role of the ICP and the ICC.

The IAS will run until construction of the Thames Tideway Tunnel is completed. The IAS can be contacted, during office hours on 0800 9178845 or by email info@tidewayias.co.uk.

Independent Compensation Panel (ICP)

The ICP consists of an independent chairperson with experience in the field of compensation and valuation and two additional members. These members will have expertise in the field of the claim and be chosen from the expert advisory panel on the basis of their speciality field.

Independent Complaints Commissioner (ICC)

Where you are not satisfied with the response of the ICP the Independent Complaints Commissioner (ICC) will ensure that the correct process has been followed. In such circumstances, you can refer the matter for review by the ICC, who will then evaluate the ICP’s decision-making process in that case. Should the ICC find that due process has not been followed, then the application will be returned for re-evaluation by the ICP.

Exceptional hardship criteria

To apply to have your property purchased under the EHP you should seek to provide evidence that you meet **all five of the scheme’s criteria:**

1. Property interest;

2. Location of property;

3. Efforts to sell;

4. No prior knowledge; and

5. Exceptional hardship.

The application form includes an explanation of what information and documentation might be used as evidence to prove eligibility under these criteria.

Criteria 1 – Property interest

Do you have a qualifying interest in the property which you wish Thames Water to buy?

The definition of a qualifying interest covers:

* + owner-occupiers (to include freeholders and long leaseholders) of private residential properties;
  + owner-occupiers of business premises with an annual rateable value not exceeding £34,800;
  + occupiers of premises which are identified for temporary use as a construction worksite;
  + mortgagees (i.e. banks and building societies) with a right to sell a property and who can give immediate vacant possession; and
  + personal representatives of a deceased person who had a qualifying interest at the time of death.

### Residential owner-occupiers

You must either be living in the property at the date on which the application is received and must have owned it and lived in it as your main residence for at least six months before that date; or

if the property is empty, you must have lived there for at least six months prior to it being empty, so long as it has not been empty for more than 12 months.

If you are a long leaseholder, the tenancy must be granted for a certain term of years, not less than three years of which remain unexpired on the date of an application under the EHP.

### Owner-occupiers of business premises

### You must hold a freehold or long leasehold interest in the premises at the date on which the application is received and must have owned it for at least six months before that date, and have operated a business of which you are the sole proprietor or principal shareholder from there throughout this time; or

### if the property is empty, you must have operated a business, of which you are the sole proprietor or principal shareholder, from there for at least six months prior to it being empty, so long as it has not been empty for more than 12 months.

### Occupiers of premises identified for temporary use

### You must hold a leasehold interest in the premises which has at least three years to run at the date on which the application is received.

### You must be in occupation of the premises or, if it is empty, be able to show that you have occupied it for at least six months prior to it being empty, so long as it has not been empty for more than 12 months.

**Reluctant landlords**

Owners who have had to rent out their property to facilitate an essential relocation (e.g. due to their employment circumstances) or because they would have suffered financial hardship if they were to have remained in the property.

To be eligible under the reluctant landlord criteria you must own only one property which you have been forced to rent and you must have not become owner-occupier of a separate property following the letting of the application property.

You must have lived in the application property for at least six months prior to it being let, so long as it has not been let for more than 12 months. Owners of property that has been let out for longer than 12 months you would not be eligible.

Criteria 2 – Location of property

Is your property directly affected by the Thames Tideway Tunnel, or in such close proximity to the Thames Tideway Tunnel that it would likely be substantially adversely affected by the construction or operation of the new infrastructure?

Any property must be situated within 100 metres of the limits of land to be acquired or used (LLAU) by the Thames Tideway Tunnel in order to qualify under the EHP. Outside this limit the ICP may be prepared to exercise it discretion based on the particular circumstances of the case.

However, in considering the question above, the particular characteristics of the property, including its position and its surroundings (for example, whether there is other built development between the property and the Thames Tideway Tunnel construction site), will be considered when forming a view as to the degree to which it would be affected by the Thames Tideway Tunnel.

Occupiers of premises identified for temporary use must show that all or a significant proportion of the premises are identified within the LLAU and are not identified for permanent acquisition in the Development Consent Order.

Criteria 3 – Efforts to sell

Have you made all reasonable efforts to sell your property and still not received an offer within 15 per cent of its unaffected fair market value (that is the price it would most likely have achieved other than for the Thames Tideway Tunnel)?

The purpose of this criterion is to identify whether or not and, if so, the extent to which, the reason a property has not sold is because of the effect of the Thames Tideway Tunnel on its sale prospects, rather than any other factor.

The requirement that all reasonable efforts should have been made to sell a property and that, despite those efforts, no offers have been received within 15 per cent of its unaffected fair market value helps to demonstrate any such effect.

This is because if a property is appropriately priced and marketed, it should ordinarily (i.e., without the effect of our works) receive an offer and that offer should be within 15 per cent of its market value. Coupled with this, there is an expectation that applicants should accept an offer within 15 per cent of their property’s unaffected market value because it is not uncommon for there to be a difference between the asking price of a property and offers made for it, and because you have a pressing need to sell.

The ICP will take into account the performance of the current housing market and the efforts that sellers would ordinarily have to make in such circumstances, particularly if you have a pressing need to sell.

With this context in mind, ‘all reasonable efforts to sell’ is defined as including:

* having made reasonable attempts to obtain the current unaffected market value for the property (that is the price it would most likely have achieved if it were not for the Thames Tideway Tunnel);
* ensuring the asking price reflects professional advice (proof of which must be provided) as to the value and is competitive for the market it is in;
* actively marketing the property, with at least one recognised estate agent, for a minimum of three months; and
* being able to demonstrate, through positive actions, a willingness to review and, where appropriate, revise the asking price and marketing strategy for the property, particularly in the light of advice from the estate agent and/or feedback from potential buyers.

Occupiers of premises identified for temporary use will not be required to go through or meet the Efforts to Sell criteria.

Criteria 4 – No prior knowledge

Did you buy your property before you could be reasonably expected to have been aware of the Thames Tideway Tunnel?

Provided you purchased your property before 27 March 2013 (the date the application for development consent was accepted), you will meet this criterion.

If you bought the property after the 27 March 2013 and were not aware of the Thames Tideway Tunnel, we would need further information to assess your application. This should include a statement on why at the time of purchase you could not reasonably have known about the Thames Tideway Tunnel such that they were going to affect your property.

Criteria 5 – Exceptional hardship

Do you have a pressing need to sell your property and would you suffer exceptional hardship if you are unable to sell your property

There is no definitive list of circumstances which might potentially give rise to such a need, but examples include as follows:

* **Domestic –** there is an need to move to a larger or different house due to changed family circumstances;
* **Employment –** you need to relocate to take up a new or different job, outside reasonable commuting distance;
* **Financial –** you face significant external financial pressure that necessitates a sale, for example, the need to realise assets in conjunction with a divorce, dissolution of a civil partnership or other individual personal circumstances, to release capital in connection with a business, or to avoid threatened repossession;
* **Medical condition –** where you or a dependant living in the property, has developed a medical condition which necessitates selling. Examples would include a severe disability causing inability to negotiate stairs, loss of mobility, or a requirement to go into sheltered accommodation, to move in with family members, or to move to a long-term nursing home due to infirmity or ill health; and
* **Winding up of an Estate –** you are the personal representative of a deceased person who had a qualifying interest in the property at the time of death.

In relation to what constitutes exceptional hardship, we cannot pre-define what this means for individuals, or give examples of specific situations. Experience shows that it is not helpful to give a checklist of the reasons why people might apply to the scheme, as individual circumstances and their effects vary for each case.

For occupiers of premises identified for temporary use, the hardship criteria will be met in the event that the planned temporary occupation of the premises by the Thames Tideway Tunnel extends beyond a period of 24 months.

Any application from an occupier of premises identified for temporary use for a period shorter than 24 months will be considered on its merits and determined at the absolute discretion of the ICP.

The application process

Now that you have read the criteria that we ask you to consider before submitting an application, please take time to read through the application process before completing the form.

The Compensation Coordinator will be looking after your application. The information you provide with your application will not be shared with the IAS, so if you would like further advice from the IAS about how the process works they will be able to help, but they will not be part of decision making process.

The Compensation Coordinator is unable to give you guidance on what should be included in your application, as each case will depend on the precise circumstances.

**It is your responsibility to supply all relevant evidence to support an application; it is not the responsibility of the Compensation Coordinator to ensure this.**

The ICP will be provided with extracts of the Environmental Statement and plans from the application for development consent that are relevant to your property and nearby Thames Tideway Tunnel construction sites.

Stage one – Submitting the application and supporting evidence

* Complete the application form and submit it together with as much supporting evidence as you can, we would recommend your evidence covers a period of at least six months to help support your application.
* Examples of suitable documents that may be submitted as evidence are listed in the application form below.
* Your property must have been on the market for at least three months and you must have made reasonable efforts to sell it during that time. During the application process you must continue to actively market your property with an estate agent and keep marketing progress, and the asking price of your property, under review.

Stage two – Receipt of application

* The Compensation Coordinator will acknowledge receipt of your application and notify you of the timescales for its determination by the ICP.
* In addition, it is likely that your estate agents or others nominated as part of your evidence will be contacted, while other information regarding your application may be independently verified.

Stage three – Determination by the ICP

* Applications will be submitted to the ICP for its consideration within 10 working days of receipt of a complete application subject to availability of panel members.
* The ICP will make a decision based on the information you have provided.
* A determination by the ICP will be final and binding on Thames Water.
* You will be notified by the Compensation Coordinator if you are successful or unsuccessful, detailing the reasons why (in the case of an unsuccessful application).

**Successful applications**

* If you are successful, two independent valuations of your property by RICS registered valuers will be arranged to establish an offer. If the valuations are within ten per cent of each other, then the price which we will offer to pay you would be the average of the two. In the event that the opinions differ by more than 10%, a third valuation would be obtained and the offer made on the average of the closest two.
* The Compensation Coordinator will then write to you with a formal offer to buy your property.
* The offer Thames Water makes to purchase your property will be open for acceptance for six months after which Thames Water reserves the right to carry out a re-valuation or withdraw the offer.
* Should you choose to accept the offer the purchase process will be handled in the same way as a normal property purchase and we expect the whole process for domestic properties it may take up to 12 weeks from the date that solicitors are appointed. The process may be quicker than this depending on the circumstances. Following your acceptance of the offer we will start the legal formalities and will also appoint surveyors to undertake structural and condition surveys.
* In a straightforward purchase we would expect contracts to be exchanged within eight weeks and completion to take place two to four weeks later.
* Please note that if Thames Water become aware of any information, or a material change in circumstances, that would affect the decision already made by the ICP to approve an application and prior to exchange of contracts Thames Water reserve the right to review the decision. This could result in the retraction of the acceptance/offer.
* If this is the case, applicants are entitled to submit a new EHP application three months after the date of the initial ICP determination to reflect their change in circumstances or additional information.

**Unsuccessful applications**

* If your application is not successful the Compensation Coordinator will write to you explaining why and to give you information about the next steps available to you.
* Generally you may submit a new application three months after the date of the ICP’s decision.
* You may ask for a review by the ICC who would evaluate the ICP’s decision making process. If the process has not been followed correctly the application will be referred back to the ICP. The ICC does not review the application itself, only the process that has been followed.

Temporary use

If you are an occupier of premises which are identified for temporary use as a construction worksite, you will be invited to submit a detailed claim for compensation in accordance with the Statutory Code. There will then ensue a period of negotiation of the compensation claim with the Compensation Coordinator under the guidance of the ICP. If negotiations are not concluded to the satisfaction of the applicant, a complaint may be made to the ICC.

Application Form – Exceptional Hardship Procedure

Every application under the EHP will be assessed by the Independent Compensation Panel (ICP). If you have any questions at all before completing an application form please contact our Independent Advisory Service (IAS). They will give impartial advice on compensation and are ready to help those affected by the construction works.

Call 0800 9178845 during office hours

Email [info@tidewayias.co.uk](mailto:info@tidewayias.co.uk)

When completing this application form, please provide as much information and evidence as you can. This will help ensure the ICP have everything they need to make an informed decision on your application. When sending supporting documentation, please send originals or copies certified by a solicitor or other appropriately qualified person. Documents must be provided in English, if any original document requires translation into English this must be certified by a solicitor as a true and fair translation. All original documents will be returned to you by recorded delivery.

All evidence submitted should be able to be understood by a competent professional person.

**Please do not bind your application.**

Details of all applicants (i.e. owner(s) of property subject to this application) and a means of contacting each and every applicant must be provided.

|  |  |
| --- | --- |
|  | **First Applicant** |
| Title | Click here to enter text. |
| First Name | Click here to enter text. |
| Surname | Click here to enter text. |
| Telephone | Click here to enter text. |
| Telephone | Click here to enter text. |
| Email | Click here to enter text. |
|  | **Second Applicant** |
| Title | Click here to enter text. |
| First Name | Click here to enter text. |
| Surname | Click here to enter text. |
| Telephone | Click here to enter text. |
| Telephone | Click here to enter text. |
| Email | Click here to enter text. |

**Email will be used as the primary means of contact**. Please ensure that you check any email accounts you list regularly, or inform us if you only want to be contacted by post and telephone.

Where multiple applicants cannot both/all be contacted using the same contact details, please provide contact details for each and every applicant. This is essential where one or more of the applicants are not in contact with each other or need to communicate with us separately.

Address including postcode of the property which you are applying for.

|  |
| --- |
| Click here to enter text. |

Contact Address(es) including postcode (if different from the address above).

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| Click here to enter text. |

Representation throughout the application process from professionals or others

The application process is designed in a way that does not require a third party to act on behalf of applicants. We endeavour to provide you with as much information as possible in this document and once an application is submitted, you are welcome to contact us with questions at any point in the process using the contact details provided in the acknowledgement of the application.

You are welcome to use a third party to help with your application if you wish to do so. This might include a friend, relative or a professional; **however please note that any costs incurred in doing so will not be reimbursed.** The relationship between the applicant(s) and the representative must be made clear in the application.

If assistance is sought the applicant(s) (i.e. the person(s) with the qualifying interest in the property) must sign and date the declaration page and read and understand each and every page of the completed application form and each and every page of evidence being submitted on their behalf.

Representatives will be copied in to all correspondence, but it will always be sent directly to the applicant(s) for security, transparency and speed.

Criteria 1 – Property interest

Please include with this application evidence to support your answers. Evidence provided should be originals or certified copies, and may include one or several of the following:

All applicants:

**Proof of ownership** – title documents (if the property contains more than one title all titles should be provided), conveyance to current owner or Land Registry Office Copy entry;

**Proof of residency at the property** for the required duration by submitting at least two documents dated at least six months apart within the last eighteen months. One of these documents must be dated within the last six months. In relation to this criterion all documentary proof must show the applicants’ name and property address and must be original or certified copies of paper statements – i.e. not printed out from the internet. We acknowledge that this may mean you need to request a paper copy of statements from relevant organisations.

The following types of documentation should be provided:

* utility bills e.g. gas, electricity, water or fixed line telephones;
* notification letter from a relevant government benefits agency confirming the right to benefits or state pension;
* home contents insurance certificate;
* bank, building society, mortgage or credit card statements; and
* local authority tax bill (e.g. council tax).

Examples of evidence that is not acceptable because this would **NOT** provide a reliable verification of residency:

* Provisional and Full driving licenses;
* National Insurance cards;
* mobile phone bills;
* proof of being on the electoral role at the address in question; and
* letter from a GP, dentist or equivalent.

Owner-occupier of business premises:

Business rates bill for small businesses which meet the criteria.

Mortgagees:

Details of any mortgage, roll or reference number with contact details for the bank/mortgagee.

Proof of being a mortgagee and proof of ability to sell the property with vacant possession.

Personal representatives of a deceased person:

Death certificate, power of attorney, grant of probate or letters of administration and last will and testament if available.

Criteria 2 – Location of property

Briefly, describe the location and nature of the property and its surroundings, with reference to the location of the Thames Tideway Tunnel construction site.

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| Click here to enter text. |

Evidence should be originals or certified copies and may include for example:

* a copy of sales particulars of the property; and
* the filed plan held at the Land Registry.

Criteria 3 – Efforts to sell

Please provide details of the marketing proposals that you received for your property prior to selecting the estate agent(s) currently marketing your property.

| **Estate Agency name and address details/website** | **Date of Advice** | **Proposed Price** |
| --- | --- | --- |
| Click here to enter text. | Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | Click here to enter text. |
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| When was the property first placed on the market? | Click here to enter text. |
| What was the initial asking price for the property? | Click here to enter text. |
| What is the current asking price for the property and when was it last changed?  (If the asking price has been revised more than once please list all of the changes and when they were made) | Click here to enter text. |
| How has the property been marketed? | Click here to enter text. |
| How many times has the property has been viewed?  (Please provide feedback from viewings in your supporting documentation) | Click here to enter text. |

Please provide details of any offers you have received for the property.

| **Date of offer** | **Via (estate agent, or if privately please state)** | **Offer amount** | **Outcome and details** |
| --- | --- | --- | --- |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |
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| Click here to enter text. | Click here to enter text. | Click here to enter text. | Click here to enter text. |

Please provide contact name, company name, address, email address and telephone number of agent(s) currently marketing the property.

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| Click here to enter text (box will expand). |

Please include with this application evidence to support your answers. Evidence provided should be originals or certified copies and **MUST** include:

* instruction letter from an estate agent, or estate agents if joint or multiple agency appointments;
* **three** guide price recommendations and marketing proposal letters from prospective estate agents you took advice from prior to placing the property on the market with your appointed agency;
  + proof of date on which marketing commenced – mailshot, newspaper advert, internet entry;
  + sales particulars produced by current and previous marketing agents for your property;
  + evidence of marketing activity, such as advertisements in local/national media, internet marketing using national or local websites, evidence of ‘for sale’ board;
  + feedback from viewings of the property and/or from those who chose not to view, directly from viewers and/or from current and previous marketing agents; and
* other letters and any other relevant documentation held by your agent(s) marketing the property, including evidence and outcome of offers received.

**You must continue to actively market your property throughout the exceptional hardship application process.** If requested we will assist with any questions raised in connection with the Thames Tideway Tunnel.

Criteria 4 – No prior knowledge

Provided the property was acquired prior to **27 March 2013** (the date the application for development consent was accepted) you will meet this criterion.

* On what date did you purchase the property?

|  |
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| Click here to enter text (box will expand). |

* On what date did you move into the property (if different from above)?

|  |
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| Click here to enter text (box will expand). |

Criteria 5 – Exceptional hardship

Describe the reason(s) why you consider that you would suffer from exceptional hardship because you are unable to sell your property due to the Thames Tideway Tunnel.

It is important that applicants stating exceptional financial hardship provide a full picture of their financial situation, including as much documentary evidence as possible

Please include with this application relevant supporting evidence, all of which should be originals or certified copies. Depending on the reason(s) put forward, examples of supporting evidence can include, but in no way should be restricted to:

* documentation confirming a change in employment location or job offer;
* proof of additional dependents;
* legal documentation setting out the terms of divorce or change in marital status;
* medical report(s) explaining illness or state of health and if applicable reason for need to relocate without delay; and
* financial documentation such as letters from lenders or accounts setting out financial difficulties and how pressing they are.

Depending on the reason(s) put forward, examples of documentary evidence can include, but is not restricted to:

* birth certificates, benefits statements, correspondence with schools/nurseries;
* passports;
* official Divorce documents;
* court orders, including court orders to sell the property;
* utility bills;
* bills such as council tax, telephone, fuel and other essential services;
* bank/building society statements;
* credit card statements/bills;
* payslips;
* HM Revenue and Customs issued statements such as P60, P45;
* HM Revenue & Customs tax documents e.g. tax assessment, statement of account, notice of coding or a SA 302 tax calculation;
* mortgage statements and other correspondence from mortgage providers;
* letters from health authorities and trusts, hospitals, medical consultants, GPs, dentists;
* audited/auditable company accounts;
* letters from employers regarding redundancy, employment contracts etc.;
* receipts, invoices or other documentation evidencing financial expenditure;
* statements of account regarding savings, ISAs, shares, bonds, share options and other financial products representing assets;
* death certificates, wills, grant of probate, letters of administration;
* correspondence from Government departments (e.g. evidencing receipt of benefits or other entitlements); and
* letters and other documentation from qualified solicitors, accountants, barristers, chartered surveyors and other professionals.

Where bank, building society or credit card account statements are downloaded from an internet banking facility and as a result do not contain applicant’s name, account number, details of the bank, the logo etc; please provide evidence that this documentation was produced by/sourced from the bank, credit card company or building society.

Documentation, including that suggested in the examples above would need to be used to evidence each and every statement that you make in relation to why you consider that you have a pressing need to sell your property due to, or to avoid exceptional hardship. Three simple illustrative examples of the evidencing of individual statements in an application might be:

* P45, offer letter from new employer and copy of employment contract confirming a job offer or a change in employment including a significant change in location and/or salary;
* child benefit statements proving the existence of children in the household and that they are dependents of the applicants; and
* signed and dated letters from lenders and/or an accountant, a number of recent months’ bank, building society (savings accounts) and mortgage statements, pay slips, HM Revenue and Customs statements and a summary of income and outgoings as evidenced, all showing the financial difficulties described and how pressing the resolution of them is.

Please use the box below to set out **in as much detail as possible** the reasons why you consider you would suffer from exceptional hardship because you are unable to sell your property due to the Thames Tideway Tunnel.

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| Click here to enter text (box will expand). |

**Please confirm in the boxes below that you have completed and provided evidence for each criterion.**

|  |  |
| --- | --- |
| Criteria One – Property interest | Click here to enter text. |
| Criteria Two – Location of property | Click here to enter text. |
| Criteria Three – Efforts to sell | Click here to enter text. |
| Criteria Four – No prior knowledge | Click here to enter text. |
| Criteria Five – Exceptional hardship | Click here to enter text. |

Please list all the supporting evidence that you are sending along with this application form, using additional sheets as necessary.

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| --- |
| Click here to enter text (box will expand). |

Please provide any other information that you think is relevant to your application. If necessary, enter additional details on a separate sheet or in the appropriate section at the end of the form.

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| Click here to enter text (box will expand). |

**How your personal information will be used**

Thames Water and its agents will use your personal information solely for the purposes of processing your application under the Exceptional Hardship Procedure.

The personal information you have provided in your responses to this questionnaire will be used only for the purpose of the Thames Tideway Tunnel and in accordance with General Data Protection Regulation.

We will not disclose your information to other organisations except to prevent fraud or if required to do so by law. While we are considering the application we will make a copy of your documents and supporting evidence. We will return your original documents to you by recorded delivery.

Please tick the following box:

I consent that the information provided may be used for the purposes of processing my claim for compensation or mitigation. I acknowledge that Tideway will use and store the information provided in accordance with GDPR, and that I may withdraw my consent at any time by writing to Dataprotection@Tideway.London

**Your Declaration**

I/we understand that you will use the information provided on this form to determine a claim under the exceptional hardship procedure and that you may check some of that information with third parties, including those whose details are included.

I/we declare that the information given on this form is correct and complete.

I/we understand that if the information given is knowingly incorrect in order to secure financial gain I may have court action taken against me/us.

**Signature(s) of the applicants and date:**

|  |  |
| --- | --- |
| Applicant 1: | Date |
| Applicant 2: | Date |

**Submitting your application**

Send completed application forms, along with all supporting evidence, in hard copy/paper format to the address below. Please do not bind your application.

We do not insist on applications being sent using recorded or special delivery, but this is strongly recommended to ensure the safe receipt of applications.

All documents will be returned by recorded delivery

**Mitigation and Compensation Manager**

Property Department

Tideway

Cottons Centre

Cottons Lane

London

SE1 2QG