Notification of Performance Measurement visit

About our appointment with you

Dear <Title> <Surname>,

I am writing to you because our records show that you act for (Insert name).

My name is (insert name). I need to visit you at the home of (insert name) on (insert date) between ?? and ??., I am sorry that I cannot give a specific time. For your security, I carry an identity card to prove I am from the Department for Work and Pensions. Please ask to see it.

The purpose of my visit is to review (Insert name) benefit claim and to check that the Department for Work and Pensions/Local Authority is paying them the correct amount of (insert benefit).

It is essential that you are available for this visit and provide the relevant documents as detailed on the back of this letter.

If you cannot keep this appointment

If you cannot keep this appointment, please contact me straight away. My phone number is at the top of this letter.

If you cannot keep the appointment and do not contact me, (Insert name) entitlement to benefit may be in doubt and the payments may stop.

Further information

If you would like to discuss the visit, please contact me. My numbers are at the top of this letter.

Someone from the Department for Work and Pensions may phone you after my visit so you can tell us what you think of the service you have received.

Yours sincerely,

MRO Name
Performance Measurement

What you need at the visit

I need to check your and (**insert claimant’s name**) identity before I review their benefit, to make sure I am speaking to the right person. I need to see any two of the following forms of identification:

- Original full or short birth certificate
- Current passport
- Full or provisional driving license
- Marriage or civil partnership certificate/ EU identity card
- Travel document issued by UKBA
- Divorce or annulment papers
- Standard acknowledgement letter (SAL) from the Home Office
- EL3 (similar to SAL from the Home Office)
- Adoption certificate
- GV3 (issued to foreign nationals visiting the UK)
- Biometric residence permit or residence permit with supporting documentation
- Application registration card (ARC)
- Certificate of employment in HM Forces, Merchant Navy or under the Crown
- Registration certificate for EA nationals or naturalisation as a British citizen
- Wage slip from current or recent employer
- Paid fuel or telephone bill in claimant’s name
- Travel pass with photograph attached
- Life assurance or insurance policies
- Mortgage repayment documents
- P714 (tax certificate)
- A solicitor’s letter containing information helping to establish identity
- Cheque guarantee card, chequebook, bank card, debit card, store cards, credit cards
- Occupational or private pension slips
- TU membership card
- Apprentice indentures
- Vehicle registration or motor insurance documents
- NHS card

Other documents I need to see

If you have any of the following documents for (**insert claimant’s name**), please let me see them during my visit:

About money
- Payslips
- Details of any pension
- Details of payments from a Trade Union
- Child Benefit award notice letters *(delete if Pension Credit)*
- Child tax credit award notice *(delete if Pension Credit)*
- Working tax credit award notice
- Details of sick pay
- Details of any other money coming in.

About savings
- Bank statements
- POCA statements
- Building Society books
- National Savings Bank or Post Office books
- Premium Bonds and National Savings Certificates
- Share certificates
- Details of endowment insurance policies
- Details of any other savings or property

About rent and tenancy
- Tenancy agreement and evidence of current rent payable
- Details of any service charges paid