



Standard letters — gaps against the schedule

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11 letters · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No letter is corrected.** A standard letter binds the department on what it requires.

Standard letter	Last updated	Documents asked for in excess	Documents omitted
Social support application	2023	1 — employment certificate	0
Housing application	2022	1 — 6-month proof	1
After-school registration	2025	0	0
Travel allowance	2023	1 — school certificate, year —1	0
Façade renovation grant	2021	0	1

Standard letter	Last updated	Documents asked for in excess	Documents omitted
6 other letters	2024-2026	0	0

Three letters ask for a document no longer required; two omit one that has become required. The first waste the resident's time; the second bring the file back after assessment, which costs more.

Why the gap is invisible

Element	Where it lives	Who updates it
Schedule of required documents	Business system	Scheme owner
Standard request letter	Letter templates	Assessing department
Website information page	Website	Communications

Three documents, three owners, no automatic link. A change to the schedule triggers nothing on the other two — that is the cause, and it is structural rather than individual.

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