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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