



Our Ref: **CSA/SEPT26**

September 2026

Dear Applicant

CUSTOMER SERVICES ADVISOR

Thank you for your interest in the above position. I have enclosed a copy of our Recruitment Pack which includes;

- Job description and Person Specification
- Summary of conditions of service
- Statement of Equalities and Diversity (a full copy of our policy is available on request)
- Background summary information on East Lothian Housing Association
- Proof of Eligibility to Work in the UK Information

Please consider the person specification along with the job description before completing the application form. Please note that we do not accept CVs.

The closing date for applications is: Noon Wednesday 14 October 2026

Interviews are expected to take place during week commencing 19 October 2026.

If you are chosen for interview, we will contact you by 16 October 2026.

Please note that East Lothian Housing Association will only give feedback to applicants who have been shortlisted for an interview.

Further information about the Association can be found on elha.com.

Yours sincerely

Karen Barry

Karen Barry
Director of Housing





Role: Customer Services Adviser
Salary: EVH Grade 5 £31,792 - £35,322
Contract: Full time
Hours: 35 hours (across 5 days)
Location: 18-20 Market Street, Haddington

Are you passionate about delivering excellent customer service and keen to make a real difference in people's lives by supporting them with the services that help turn a house a home?

We are a growing organisation that builds and manages a range of homes to meet a variety of needs in East Lothian, and we are looking for an enthusiastic and motivated individual to join our Customer Services team.

This is an exciting opportunity to be part of a team that supports our tenants and customers by providing professional and accurate information and advice, helping them to resolve issues, access services and feel confident that they are being listened to and supported.

If you enjoy helping people, solving problems and working in a role where your contribution genuinely matters, we would love to hear from you.

The Role

As a Customer Services Adviser, you will be responsible for providing quality housing information and advice to internal and external customers, with a focus on first point of contact resolution. You will ensure customers receive accurate, accessible information, advice and assistance on issues such as repairs and maintenance, tenancy management, rent payments, neighbour nuisance and anti-social behaviour.

You will handle customer complaints and promote take up of our digital services.

As part of a Team, you will also be responsible for the administration of our Digital Lettings Service, and for implementing our These Homes (Allocations) Policy, ensuring our homes are let in line with targets. You will provide administrative support to both our Housing & Asset Management Teams and will be expected to work collaboratively across all departments.

About You

You will be a compassionate, patient and respectful person with strong communication skills, committed to delivering high standards of customer care and continuous improvement.

The role will be challenging and varied, and will require an eye for detail, the ability to multi-task and flexibility to prioritise workload depending on the demands of the service, to meet the needs of our customers.

You will also be a collaborative team player with a proactive and solution-focussed mindset and must have a 'can-do' attitude.

Why Join Us

We are a values-led organisation where customer experience truly matters, and if you like helping others, this role provides an opportunity to make a real and positive difference to the lives of our tenants and other service users.

We are a friendly and supportive organisation that offers generous conditions and a great work/life balance. Some of the benefits include:

- 30 days annual leave plus public holidays
- Flexible working
- A Defined Benefit Pension Scheme with employer contributions
- Employee Advice Service including counselling
- Simply Health Care Plan

How to Apply

If you feel you have the necessary skills and experience and you would like to work in an innovative and fast moving environment, please complete our online application form.

For more information about ELHA and the role, please click [here](#).

If you would like a printed application pack, please telephone 01620 825032.

Please note that CV's will not be accepted for this post.

If you would like an informal chat about the job, please contact Karen Barry, our Director of Housing & Customer Services or email her at enquiries@elha.com

Closing date for applications: Noon Wednesday 14 October 2026

Interviews are expected to take place during week commencing 19 October 2026.

As a Disability Confident Employer, we'll interview all disabled candidates who meet all of the essential requirements for the post. If you tell us that you're disabled, we'll ensure that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.

ELHA is committed to Equal Opportunities.

Scottish Charity No: SC028900.

Customer Service Adviser

Job Description

Accountable to: Customer Services Manager

Post Outline

The Customer Service Team is responsible for providing excellent levels of customer service across our housing and maintenance functions, ensuring that all tenants and other customers get accurate information and progress on issues affecting their tenancies, repairs, their community, and other housing and/or maintenance related issues. The capturing of data is pivotal, especially in driving continuous improvement.

The Customer Services Adviser plays a key role in the delivery of a professional, effective and responsive housing information and advice service to internal and external customers, with a focus on first point of contact resolution and ensuring a high level of customer satisfaction is achieved.

As part of a Team, the Customer Services Adviser is also responsible for the administration of our Digital Lettings Service, for implementing the These Homes (Allocations) Policy and letting our homes in line with targets. They provide administrative support to both our Housing & Asset Management Teams and are expected to work collaboratively across departments.

Key Activities

- Promote a customer-first culture, ensuring all enquiries, whether via My Home, telephone, email, Live Help or face to face are responded in an efficient, helpful and sensitive manner, in line with our Customer Service Charter and with a focus on first point of contact resolution and customer satisfaction.
- Provide a quality Housing Information and Advice service ensuring that customers receive accurate, accessible information, advice and assistance on issues such as repairs and maintenance, alterations & improvements, tenancy management, rent payments, neighbour nuisance & antisocial behaviour, allocations, shared ownership and factoring.
- Promote take up of our digital services, Rent Collector, the Key Tenant Scheme and Housing Perks at every opportunity.
- Administering our Digital Lettings Service, in line with our These Homes (Allocations) policy and KPI's.
- Monitor and control voids to minimise rent loss.



- Administer tenancy changes such as mutual exchanges, successions, assignments and joint tenancy requests and terminations
- Ensure repairs, including defect repairs in new developments, are instructed and followed up to ensure timely completion, inspection requests are issued where necessary, and satisfaction survey results are collated and praise logged.
- Ensure that alteration & improvement requests are processed and responded to within the legal timeframe.
- Record and respond to all Stage 1 complaints, or complex matters professionally and sensitively, collaborating with other departments to resolve customer issues, and in line with policy.

Examples of Typical Areas of Responsibility

Service Delivery

- Provide a professional and accurate Housing Information and Advice Service to our customers in accordance with Policy and the National Standards, taking a supportive approach to customers' needs.
- Develop and maintain collaborative working relationships with all teams and functions, working closely with colleagues to ensure that all administrative tasks are processed within agreed timescales. Build relationships with all stakeholders.
- Maintain our Housing Register and manage workflows ensuring it is administered in accordance with our These Homes (Allocations) Policy.
- Assess applications for priority for housing, produce short lists of applicants and make allocations in accordance with the Allocation's Policy
- Prepare and distribute property adverts timeously, including up loading information online and posting on social media.
- Monitor and control voids by ensuring that our vacant properties are advertised timeously and appropriately; and are relet within target timescales to minimise rent loss.
- On request, arrange refunds for current and former tenant rent credits.
- Respond to rent payment enquiries, agree repayment agreements with tenants to repay tenancy debt to an agreed level and stage of the arrears process, and escalate to the Housing Officer where appropriate. Promote the services of our Money & Home Energy Adviser and make referrals so that our tenants receive the right support and specialist advice they need.



- Calculate Housing Benefit adjustments and update tenant accounts. Through the DWP Landlord Portal provide essential information to ensure that Universal Credit Housing Costs are awarded.
- Promote take up of our digital services, Rent Collector and the Key Tenant Scheme, providing information to tenants on eligibility for rent and Housing Perks discounts.
- Ensure that administrative support is provided in all aspects of tenancy management, sharing owner and factoring requirements, repairs and maintenance, in accordance with law and good practice in customer care.
- Process complaints of antisocial behaviour, neighbour disputes and estate management issues; making referrals to the Housing Officers or signposting tenants to appropriate agency / local authority where issues are not the responsibility of ELHA and updating records as required
- Assist with coordinating the HMO License application process to ensure compliance with submission deadline dates
- Ensure that repairs requests and defect repairs are managed effectively, that they are ordered to appropriate contractors and followed up where necessary to ensure they are carried out within required timescales and to customer satisfaction. Ensure that chargeable repairs are processed in line with policy and that these are passed to the Housing Team for pursual.
- Issue inspection requests to the Property Officers and liaise with customers with regards to access arrangements. Order work as required, under the instruction from Property Officers and the Asset Manager.
- Process alteration and improvement requests, ensuring any investigation is carried out by an appropriate officer, and that the tenant receives a written decision within the legal timescale.
- Log and respond to Stage 1 Complaints in line with the Associations Complaints Handling Procedures.
- Ensure corporate mailboxes are monitored, daily incoming & outgoing post is processed, and that all contact and relevant correspondence are consistently logged, answered or appropriately referred to specialist staff in a timely manner, in accordance with policies and procedures.
- Manage the reception area and visitors to the office, ensuring the timely opening and closing of the front door, that the area is not left unattended and it, along with the interview room, is kept neat and tidy.
- Collate information for Subject Access and Freedom of Information requests when required.



- With the Customer Services Manager, consider feedback to help support continuous improvement in service delivery

Record Keeping

- Ensure accurate records are maintained and effective audit trails exist for all aspects of the service. This includes ensuring the Case Management System is used effectively to record all customer interactions and that the Records Management Policy and Data Retention Schedule is adhered to.

Procedure

- With the Customer Services Manager, develop and review procedures to ensure delivery of an effective service in line with current good practice, legislation, the expectations of our service users and our regulators and to accomplish the Group's objective.
- To keep abreast of current issues, legislation and good practice and ensure that relevant information is communicated to the Customer Services Manager.

General

- Ensure consideration of the Association's vision and values when delivering services.
- Participate in the attainment or maintenance of accreditations to benefit the Group
- At all times, comply with Health & Safety Policy and procedures to promote a positive safety culture, reporting any unsafe conditions or working practices
- Attend relevant job related training/conferences
- Comply with our Dignity at Work policy and staff code of conduct at all times.
- Understand and respect the diversity of customers and colleagues, ensuring that the letter and spirit of our Equalities and Diversity policy is observed in all respects, and at all times.
- Where required, support the Customers Services Manager to develop procurement options for contractors, suppliers and consultants that ensure the delivery of high-quality service or works that deliver exception customer satisfaction.
- Work flexibly within the Customer Services Team to maximise our ability to provide an excellent service, carrying out other tasks as required that can be reasonable expected in line with the grading and overall responsibilities of this post.

Customer Services Adviser

Person Specification

We are a growing organisation that builds and manages a wide range of properties to meet a variety of needs within East Lothian. From our Head Office in Haddington, we currently manage around 1500 properties for rent and shared ownership throughout the area. Our subsidiary company, R3, provides a repair and maintenance service for our homes and other customers. We also operate a Care & Repair service across East Lothian for private tenants and homeowners.

The Job

The Customer Service Team is responsible for providing excellent levels of customer service across our housing and maintenance functions, ensuring that all tenants and other customers get accurate information and progress on issues affecting their tenancies, repairs, their community, and other housing and/or maintenance related issues.

The Customer Services Adviser plays a key role in the delivery of a professional, effective and responsive housing information and advice service to internal and external customers, with a focus on first point of contact resolution and ensuring a high level of customer satisfaction is achieved.

As part of a Team, the Customer Services Adviser will also be responsible for the administration of our Digital Lettings Service, and for implementing our These Homes (Allocations) Policy, ensuring our homes are let in line with targets. They will provide administrative support to both our Housing & Asset Management Teams and will be expected to work collaboratively across departments.

Reporting to: Customer Services Manager

Personnel Requirements

The job is challenging and varied. It will require an eye for detail, the ability to multi-task and flexibility to prioritise workload depending on the demands of the service, to meet the needs of our customers.

Committed to delivering high standards of customer care and continuous improvement, the successful candidate will be compassionate, patient and respectful in all interactions with internal and external customers, and will embrace ELHA's values as a professional, honest, reliable, and friendly individual. They will be a collaborative team player with a proactive and solution-focussed mindset and have a 'can-do' attitude. The successful candidate will also be reliable and punctual, always demonstrate integrity and professionalism and committed to continuous personal and professional development.

	Essential	Desirable
PERSONAL ATTRIBUTES/SKILLS		
• Excellent communication skills	√	
• Excellent interpersonal skills, with the ability to engage empathetically and sensitively with customers from diverse backgrounds, including the need to maintain confidentiality	√	
• Ability to manage a varied workload, prioritise work and manage time effectively to meet deadlines, in a fast paced environment	√	
• Efficient and effective administrative skills	√	
• Ability to remain calm under pressure and deal with challenging situations	√	
• Ability to work on own initiative and as part of an effective team	√	
• The confidence to negotiate, liaise and to make decisions	√	
• Proficient in Microsoft Office applications (Word, Excel, Outlook and Teams) and comfortable using a range of digital communications tools	√	
• Enjoying and adapting well to change	√	
EXPERIENCE	Essential	Desirable
• Proven experience of working in a customer service environment	√	
• Experience in Housing Management functions including allocations, void management, arrears control, reactive maintenance, anti-social behaviour, estate and tenancy management	√	
• Experience of handling customer complaints and resolving complex or sensitive issues promptly and professionally	√	
• Experience of working to a high degree of accuracy, paying close attention to detail, and maintaining accurate records	√	
• Competence using customer relationship management (CRM) systems or similar software.		√
• Experience of developing and implementing procedures		√

KNOWLEDGE	Essential	Desirable
• A knowledge of Housing Law and good practice	√	
• Awareness of key housing issues, including tenancy rights, rent arrears, repair processes and safeguarding concerns	√	
• Knowledge of welfare benefits and how they relate to rent		√
• Understanding of Data Protection, confidentiality, and equality and diversity in service delivery	√	
• Familiarity with social housing policies and regulatory standards		√
QUALIFICATIONS		
Educated to Higher level	√	
Customer Service or Housing related qualifications		√

Please consider the Person Specification in conjunction with the Job Description requirements and your suitability to fulfil the post prior to completing the application form.

Customer Services Adviser

Summary of Terms & Conditions of Service

Basic Salary £31,792 - £35,322
(EVH Grade 5, PA13 – PA16)

Plus allowances, Final Salary Pension Scheme and Salary Sacrifice Schemes

Pension:	SHAPS Final Salary Pension Scheme (Other options available including CARE and 10% Employer Defined Contributions)
Holidays:	40 days per year, including 15 days public holiday In addition, up to two flexitime leave days per month
Fees:	One set of relevant professional fees paid annually
Health:	Simply Health Cash Plan - covering benefits such as support with dental, optical, physiotherapy, osteopathy, chiropractic, acupuncture, health assessments and prescription costs, as well as a new child payment for new parents.
Salary Sacrifice:	Available for Pension Contributions, Electric Vehicle Leasing, Bike Purchase
Other Benefits:	Enhanced Maternity, Paternity and Adoption Leave and Pay Generous Occupational sick pay that increases with length of service Discounted shopping vouchers for supermarkets, high street retailers, leisure and entertainment providers
Hours of Work:	35 hours per week, 5 days per week, flexitime Core hours are 10.00am to 12.00 noon and 2.00pm to 4.00pm daily

Place of Work: East Lothian Housing Association
18-20 Market Street
Haddington
East Lothian
EH41 3JL
(Or any other location required to carry out your duties)

Pay Day: 28th of each month

All other terms and conditions of employment are as per EVH Conditions of Service.

Useful links

You can find out all about us on our website www.elha.com

For example:

About our performance

[Performance 365 - East Lothian Housing Association](#)

Privacy Policy

[ELHA Privacy Policy - East Lothian Housing Association](#)

GDPR Fair Processing Notice – how we use your personal information

[How ELHA Use Your Personal Information - East Lothian Housing Association](#)

ELHA Landlord Performance & Other Public Information

[East Lothian Housing Association Ltd | Scottish Housing Regulator](#)

**EQUALITY & DIVERSITY POLICY
SUMMARY FOR ISSUE AS A PUBLIC STATEMENT**

We are committed to promoting an environment of respect and understanding; encouraging diversity and eliminating discrimination by providing equality of opportunity for all in the following activities:

- Admission to the housing register
- Allocating housing
- Provision of all services to tenants and other customers
- Appointment of Consultants and Contractors
- Handling of comments and complaints
- Recruitment of Association members
- Recruitment of Management Committee / Board Members
- Recruitment and employment of staff, and all aspects of their Terms and Conditions of Employment

We are committed to complying with all current anti-discrimination law, regulation and good practice.

We aim to ensure that in all our policies, procedures and management decisions there is no discrimination on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex and sexual orientation or on any other grounds.

We will provide information in alternative forms for those requiring it, for example translation into other languages where required.

As part of our commitment to Equality & Diversity, and in compliance with the Equality Act 2010, we have adopted a Disability Policy Statement and have been recognised by the Employment Service as a Disability Symbol User.

A full copy of our Equality & Diversity Policy may be obtained from the Association's offices at the address above.

Brian Logan

Brian Logan, Chair

Martin Pollhammer

Martin Pollhammer, Chief Executive

EAST LOTHIAN HOUSING ASSOCIATION LIMITED

BACKGROUND INFORMATION FOR APPLICANTS FOR EMPLOYMENT

The following information has been provided in order to give you an insight into the Association, its structure and activities.

The Job Description (enclosed) outlines the duties and responsibilities of the post for which you are applying. The Person Specification (enclosed) indicates the professional and personal skills and attributes required of applicants for the post.

THE ASSOCIATION

East Lothian Housing Association builds and manages a wide range of properties to meet a variety of needs within East Lothian. From our office in Haddington, we currently manage around 1,500 properties for rent and shared ownership throughout East Lothian.

The Association

- is a non-profit distributing charitable organisation registered with The Scottish Housing Regulator and is committed to serving the housing needs of the residents of East Lothian.
- is run by a voluntary Board of up to 15 members drawn from people with experience in all walks of life, who live, work or have some other interest or connection to East Lothian.
- was established in February 1988 by a steering group of local people concerned about the growing housing needs within the District and particularly in rural areas.
- provides accommodation for families, single people, the elderly and people with physical disabilities and special needs.
- manages East Lothian Care & Repair, who provide help and advice to disabled and elderly home owners and private tenants on financing and carrying out housing improvements, repairs and adaptations.

Our vision is:



MANAGEMENT OF THE ASSOCIATION

The ELHA Board delegates operational responsibilities to a professional team of staff headed by the Chief Executive, Martin Pollhammer. The role of Secretary is delegated to the Director of Housing & Customer Services.

The management structure is as follows:

Function/Department	Headed by	Name
Finance & Digital Services	Director of Finance & Digital Services	Gary Alison
Housing & Customer Services	Director of Housing & Customer Services	Karen Barry
Asset Management & R3 Repairs	Director of R3 & Asset Management	Charlie Cooley

Executive Support

Rosie Gill

Senior Executive Support
Officer

Care & Repair

Care & Repair Manager

Angela Bunton

DEPARTMENT FUNCTIONS

◆ Customer Services

The department is primarily responsible for providing an information and advice service to our internal and external customers. They are also responsible for the administration of our Digital Lettings Service, ensuring our homes are let in line with targets, for complaints handling and providing administrative support to both our Housing and Asset Management Teams.

◆ Housing Management

This department is responsible for the general management of the Association's housing stock and the provision of services to our tenants and other customers including; the allocation of housing and management of shared ownership; tenancy management, estate management, which includes looking after the areas around our housing; tenant participation and support; rent arrears management and dealing with anti-social behaviour. The department also provides a Money & Home Energy Advice Service.

◆ Asset Management

The Asset Management Department is responsible for the planning and implementation of the Association's cyclical and planned maintenance programmes to ensure that the properties are maintained in good order with a view to maximising the life expectancy of the houses. In order to improve the effectiveness of this process, the management, delivery and monitoring of reactive maintenance is also carried out by Asset Management. Asset Management also provides advice to tenants on all aspects of maintenance including, for example, alterations and medical adaptations.

◆ Care & Repair

Care & Repair provides assistance to elderly and disabled homeowners and private tenants to carry out necessary repairs and adaptations to their homes to enable them to maintain their independence. The service was established in 1987 and is managed by East Lothian Housing Association and funded by East Lothian Council.

◆ Finance & Corporate Services

The functions undertaken cover all aspects of Group financial and management accounting services including inter-group transactions. The department is also

primarily responsible for managing the Association IT and office administration systems.

♦ **Executive Support**

The Executive Support team is responsible for supporting the work of our Senior Management Team and the ELHA / R3 Board in our Management of the ELHA Group of companies. This involves the responsibility for administering and providing general advice on Human Resources (HR) services, as well as a variety of administrative tasks such as arranging and facilitating meeting but also involves undertaking projects and specific pieces of work for the Senior Management Team.

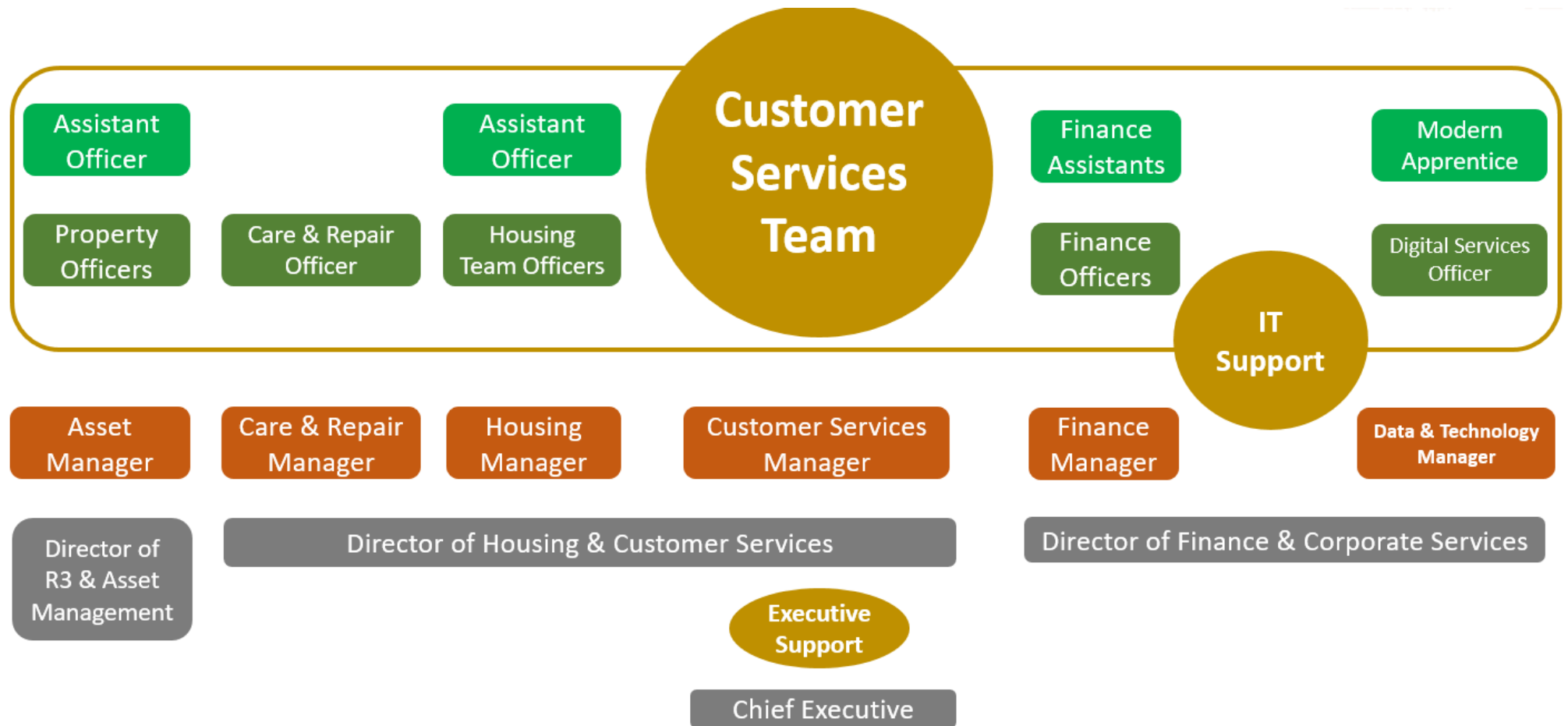
♦ **Development**

The Development Programme is delivered through a Strategic Alliance with the Places for People Scotland Group. The Association aims to target its investment to provide high quality affordable homes for rent throughout East Lothian. The Development Programme is funded through Housing Association Grant (HAG) and private finance.

♦ **R3 Repairs Limited**

The Association has a subsidiary company, R3 Repairs Limited, which provides maintenance services. It is governed by its own Board which is responsible for recruiting and managing its staff.

ELHA GROUP STRUCTURE



Proof of Eligibility to Work in the UK

The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006, section 24B of the Immigration Act 1971, and Schedule 6 of the Immigration Act 2016.

Under this law, it is a criminal offence for East Lothian Housing Association Ltd to employ a person who is not entitled to work in the UK. If you are short listed, then on the day of your interview, you **must** either:

- provide documents from List A or List B – Group 1 or List B – Group 2 so we can manually check your eligibility to work in the UK status (all), or;
- provide us with a Share Code so that we can check your eligibility to work in the UK status online (non-British and non-Irish citizens)

If you are a British or Irish citizen and do not have a passport (current or expired), please refer to points 3, 5, 6, 7 and 8 of List A.

If you are a non-British or non-Irish citizen and cannot show your original documents or your online immigration status, we will contact the Home Office to check your immigration status.

LIST A	
1.	A passport (current or expired) showing you are a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2.	A passport or passport card (in either case, whether current or expired) showing you are an Irish Citizen.
3.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4.	A current passport endorsed to show that you are exempt from immigration control, are allowed to stay indefinitely in the UK, have the right of abode in the UK, or have no time limit on your stay in the UK
5.	A current Immigration Status Document issued by the Home Office to you with an endorsement indicating that you are allowed to stay indefinitely in the UK or have no time limit on your stay in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
6.	A birth or adoption certificate issued in the UK, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer
7.	A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.
8.	A certificate of registration or naturalisation as a British citizen, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 1

1. A current passport endorsed to show that you are allowed to stay in the UK and are currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that you have been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to you with a valid endorsement indicating that you may stay in the UK and are allowed to do the type of work in question, together with an official document giving your permanent National Insurance number and your name issued by a government agency or a previous employer.

LIST B – Group 2

1. A document issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that you have made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that you have made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that you are permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that you may stay in the UK and are permitted to do the work in question.