



Digital Correspondence Project

Property Licensing - New Ways of Working

February 2026



Introduction



As part of new ways of working and on-going service improvement work, a review of our printing and posting of letters/licences and notices, has been conducted within the Property Licensing service.

This work was carried out internally as part of a Project to upgrade our historic mailing system, which continues to cause unknown issues and errors that cannot easily be resolved. This presented a risk to our service, in the event of a system failure, so an alternative solution was required for business continuity.

Whilst reviewing alternative print solutions, we assessed how we could work more effectively and efficiently, to reduce the cost of printing and posting, whilst working in a more digital and modern way.



Property License Findings



Currently to apply and pay for a Property Licence, applicants must do the following:

- Register for a **MyNewham account** to complete an **online Licence application form**
- Provide us with **email and mobile contact details** for Interested Parties
- Upload **certificates and any supporting documents online**
- Sign **a digital declaration form** and pay for the licence **online**

In exchange we mostly communicate formally with you:

- via **print/posted letter** to request further information to be provided **via email**
- via **print/posted letter** or advise of a Licence Compliance property visit
- via **print/posted letter** to advise of a visit outcome
- via **print/posted letter** to issue a Property Licence or any other Notice

**Emails are used for some communications/correspondence but not always.*

What's Changing?



New ways of working is about working digitally, where we can, to be more efficient and cost effective, in the future.

By changing how we formally communicate with you, we will require your consent to correspond with you, by email with any documents attached as a PDF file. We will continue to post letters where no email address exists, e.g. to a property or Interested Party where we do not hold tenant contact information.

The benefits of changing to emails :

- Significant reduction in the cost of paper, printing, envelopes and postage
- Removes the need for filing and the physical storage of paper documents
- Provides us with an instant “undelivered” message for any undelivered messages
- Improves the safety and security of sending and receiving important documents

What does it mean for Landlords/MA



There will be minimal changes made to the current process to apply for a new Property License or a License renewal.

We will need to make some changes to the Application form such as making the Interested Party contact details mandatory, so we are able to provide emails, rather than post letters.

Landlords and Managing Agents will need to consider email management, so that emails and junk mail folders are checked regularly for updates, and we will need to put in place a process for you to advise us of any changes to your email and that of any Interested Party contact details.

We welcome any thoughts/suggestions which will help us to make any necessary changes going forwards.



When will the change happen



The change to us contacting you via email, rather than post will take place gradually, as we will need your consent to do this.

We are in the process of making changes to our internal systems and business processes to enable us to contact you, via post and email, which will require testing internally before we can invite any input from landlords and managing agents.

Later this year, we will be launching a pilot project where you can sign up to take part in the project to receive digital communications, so we can capture your thoughts and feedback to help shape the changes to how we engage more digitally in the future.

To register your interest please email: PHEHProjectsTeam@newham.gov.uk



Register your Interest



If you would like to take part in the Digital Communications project, where you can share your thoughts and comments to help shape the improvements to our future ways of working, please register your interest by emailing the project team at this address:

PHEHProjectsTeam@newham.gov.uk

We will keep you informed of updates to digital working projects via e-bulletins, attendance to LL Forum meetings and on the Property Licensing webpage.

Any questions or queries?