

## **NEW IMMIGRATION SPECIFICATION - FREQUENTLY ASKED QUESTIONS:**

### **1. UNIQUE CLIENT NUMBER**

#### **What is the UCN?**

- The Home Office Reference Number Rule 12.2.1 (2)

The Unique Client Number (UCN) is the Home Office reference number which is allocated by the Home Office to an individual when they make an immigration application.

The number consists of a letter followed by a series of number (usually 7).

The number should be allocated on the Home Office decision letter, at the latest. The number may also be cited on documents or correspondence from the Home Office to a client or his representative.

#### **How does the LSC use the UCN?**

- Applications and claims for costs Rule 12.2.1 (5)

The UCN was introduced to establish new arrangements whereby the cost limits in public funding will apply to a client rather than the supplier. That is why the same UCN should be used when the client makes multiple applications or when the client changes supplier. We will use the UCN to track the costs and progress of each publicly funded immigration matter. You must provide the UCN (as soon as it is available) on all applications or claims for costs to us.

#### **What if the client does not have a UCN?**

- LSC reference Rule 12.2.1 (6)

If the Home Office has not allocated a reference number, the case should be reported to us using the reference A0000000. A client may not have a Home Office reference number where, for example, they decide not to submit an application after receiving legal advice. The Home Office may not allocate a reference number where, for example, the application relates to entry clearance to the UK.

### **2. PREVIOUS LEGAL ADVICE**

#### **Can a client change representatives?**

- Legal Help (General Civil Contract) Rule 3.7

You cannot provide Legal Help to a client who has received Legal Help for the same matter from another supplier within the six months preceding the application unless there is a gap in time and circumstances have changed

materially or the client has reasonable cause or the first supplier has confirmed they will make no claim for payment for Legal Help.

Reasonable cause includes where a client is justified in being dissatisfied with the service provided by the previous supplier. It will also include a situation where a client is dispersed and it reasonable to instruct a more local supplier.

- CLR Rule 12.5

There is no provision to prohibit a change of supplier where a client has received assistance under CLR by another supplier however the new supplier will need to apply to us for a grant of CLR (if they do not have a devolved power) to carry out any further work before an Immigration Adjudicator or the Immigration Appeal Tribunal.

- Cost Limits Legal Help and CLR Rules 12.2.2 (1) (2)

The same cost limit will apply where a client changes supplier so that we can monitor costs, eliminate unnecessary duplication of work and wasted expenditure of public funds. Although a client can change suppliers, they cannot repeatedly obtain the same services from a number of different suppliers at significant cost to the public purse. Where justified, a new supplier can apply for an extension to the cost limit in order to continue work for a client.

- Application to extend the Cost Limit Rule 12.2.2 (7)  
Rule 12.2.12 (8)

Where a client has changed supplier, the new supplier must provide the name and address of the previous supplier on an application for an extension to the cost limit. We can therefore continue to monitor costs and (where applicable) allegations of poor or negligent advice.

### **How do I know if the client has received previous legal advice?**

- Reasonable enquiries Rule 12.2.2 (3)

Suppliers are under a duty to make reasonable enquiries. In many cases where a client decides to change supplier, that client will have correspondence from the previous supplier, documents from the Home Office or documents from the IAA in his possession. It will be reasonable for you to consider those documents for a reference to the previous supplier.

### **What happens when the previous representatives fail to give me the costs information or the client's file?**

- Contract sanctions Rule 12.2.2 (9)

The previous representatives are under a duty to provide this information within 7 days of a written request (See Rule 12.2.2(5) and (6)). If they fail to do this, then we may disallow their costs or serve a contract notice.

You should apply for an extension to the cost limit (or start a new cost limit if the work is urgent – see below) in accordance with the criteria set out in Rule 12.2.12. You must provide the previous representative's name and address (See Rule 12.2.12 (8)).

**What if I need to do urgent work and have not yet received the costs information or the client's file from the previous representatives?**

- Exceptions Rule 12.2.2 (12)

Where urgent work is required and you have not yet received the costs information from the previous representatives, then you may exceptionally start a new Legal Help Cost Limit. However, the work must genuinely be urgent, ie to comply with a time limit, and you must still contact the previous representatives to request the relevant information (See Rule 12.2.2 (5)). Applications for extensions to the cost limit should be made in the normal way (See Rule 12.2.12).

**If I take over the conduct of a case from another contracted supplier then do I also take over the previous supplier's cost limit on the case even where this exceeds the Legal Help Cost Limit? This may occur where an extension has been granted to the Legal Help Cost Limit or the previous supplier has devolved powers.**

Where a supplier has been granted an extension from the LSC, this will continue to apply to the client's case despite a change of supplier. The new supplier will therefore inherit the extension and can continue work up to the extended cost limit. This will also apply to extensions granted by the LSC before 1 April even where the costs will exceed the previous Upper Financial Limit of £2,000. In these cases, you may continue work up to the level of the existing extension before seeking any further extension from the LSC.

Where a supplier has higher cost limits due to their devolved powers, this will NOT apply to a client's case when there is a change of supplier. You should apply to the LSC for an extension for any further work beyond your Legal Help Cost Limit.

If it is not clear whether the previous supplier's cost limit is due to an extension or devolved powers, then you should apply to the LSC for an extension to cover any further work you think is reasonable and necessary.

**If a new client is detained, will the outward travel still be claimable if on taking full instructions from the client I then discover that previous Legal Help has been provided and the relevant cost limit exhausted?**

Before travelling to see a new client, you should make reasonable attempts to establish whether any previous legal advice has been provided and contact the previous supplier in accordance with the provisions in Rule 12.2.2. However, if the work is urgent (ie to protect the client against removal or to comply with a time limit), then you may carry out the urgent work under the exception (See Rule (12.2.2 (12))).

### **3. NASS**

#### **May I carry out NASS work under a different category, for example, Welfare Benefits or Public Law?**

- NASS Rule 12.2.7

If your firm has a contract in the immigration category, then any NASS work beyond initial advice and assistance (30 minutes) should be opened as a separate non-asylum immigration matter even if you have contracts in other categories of law. However, there will be an exception to the accreditation requirements to allow non-immigration specialists to carry out NASS work if they have the relevant expertise.

### **4. DISBURSEMENTS**

- Disbursements Rule 2.13  
Rule 12.2.9
- Experts Rule 12.2.10
- Guidance on Costs Extensions

#### **Can I spend £400 on an expert report to submit to the Home Office with my clients SEF?**

In rare cases and on application to the LSC only. This is pre-decision and it is generally considered premature to incur this level of disbursement before the Home Office have made a decision regarding a case. In many cases where the Home Office refuses an asylum claim the reasons for refusal would form part of the substance of an expert report.

#### **Can I spend £400 on a medical report to submit to the Home Office with my clients SEF?**

On application to the LSC only. You should provide the following information:  
You need to provide justification for the need for an expert report.  
You need to provide a breakdown of costs  
You need to give details of the expert (name, experience, competence)  
You need to give information on what factual and legal relevance the report would add to the application.

You should consider obtaining confirmation of a medical condition (which is material to the case) by way of a letter or copies of medical records from a treating doctor where this provides more value for money pre-Home Office decision. You can claim the costs of this information without an application to the LSC if the sum is within the Legal Help Maximum Disbursement Limit.

**Can I spend £400 on an expert or medical report to submit to the IAA? If so what do I have to submit to the LSC to obtain such an extension to my CLR-UCL?**

Yes if the sum is within the CLR Cost Limit or granted on application to the LSC. You should provide the following information:

You need to provide justification for the need for an expert report.

You need to provide a breakdown of costs

You need to give details of the expert (name, experience, competence)

You need to give information on what factual and legal relevance the report would add to the proceedings.

You must show that the report is to comment on issues which are within the remit of the expert and which are not beyond dispute, settled in law or would make no material difference to the outcome of the proceedings. For country, regional or issue-based reports, you should confirm that the issues in dispute are not covered in existing precedents, country reports or other material available on the internet.

It would be helpful to include your letter of instruction giving details of exactly what you are requesting in the report and only the necessary documents for the expert to make an assessment. This ensures that the expert does not have to spend unnecessary time reading through the background evidence.

**Will the LSC pay for the costs of translating the SEF?**

- Maximum Disbursement Limit under Legal Help                      Rule 12.3.3

The new Immigration Specification – Guidance at paragraph 3(g) gives further examples of when it may be appropriate to request an extension to cover the costs of translating a document. In general it will not be reasonable to incur the costs of translating a SEF. Costs will be allowed to enable the representative and the client to complete the SEF with the assistance of an interpreter.

**May I incur the cost of an expert report where the proposed expert refuses to provide a breakdown of how they have calculated their costs?**

Incurring the disbursement must be reasonable and the amount of the disbursement must be reasonable (Rule 2.13). The requirement for a breakdown of the expert's fees will depend on the level of costs. For example, if the fees are over £500.00 it will normally be reasonable to expect an expert to justify more fully this level of costs for publicly-funded work.

For further information on expert evidence, see the Immigration Specification – Guidance at paragraph 4.

## **5. LEGAL HELP**

### **What work do you expect to be completed within the initial asylum limit under Legal Help?**

- Time Standards Rule 12.8 (1)

Five hours should often be sufficient to provide initial advice and assistance to a client regarding an asylum matter who is not detained. This should cover the preliminary interview, perusal of documents, assessment of status and advice to the client on the relevant procedures and availability of funding. This limit should also be sufficient to assist the client in completing a SEF or preparing a written statement in support of an application.

At this stage you should be in a position to assess whether the case has merit and whether further work can be justified in accordance with the criteria set out in Rule 12.2.12. Legal Help should cease where the case has a poor prospect of success and you should advise your client of the position, including the outcome of a Home Office decision, as part of the initial advice and assistance.

### **Will additional time be allowed under Legal Help to advise on issues of bail/ temporary admission?**

- Legal Help Cost Limit Rule 12.3.1

Additional costs/ time is allowed under Legal Help where the client is in detention and this could include time for advising on the availability of bail and temporary admission. Advice regarding the bail hearing itself should be conducted under CLR.

### **What costs limits apply to a case once the client has left detention or the fast track process?**

- Legal Help Cost Limit Rule 12.3.1

You may continue work under Legal Help for a client who is no longer in detention or subject to the fast track process up to the higher limits in Rule 12.3.1.

## **6. ATTENDANCE AT INTERVIEWS**

### **I need to attend the asylum screening interview with my client can you grant me an extension?**

- Attendance at interviews Rule 12.3.2

We will not pay for attendance at interviews conducted by the Home Office by you or any agent of yours unless you are authorised by us or we have granted you an extension to the Legal Help Casework Limit for this purpose.(13.3.2)

You are authorised to claim reasonable time in addition to the Legal Help Casework Limit for time spent, including travel and waiting, in accompanying a client to a substantive interview where:

- (a) The client is subject to a Home Office fast track process (see paragraph 13.2.11); or
- (b) The client is to be interviewed by an Immigration Officer under PACE (usually in relation to offences connected with illegal entry); or
- (c) Where it is alleged that the client may pose a threat to national security.

2. You may apply for an extension to the Legal Help Cost Limit to cover the costs for time spent, including travel and waiting, in accompanying a client to an interview where:

- (a) The client is a minor or claims on reasonable grounds to be a minor; or
- (b) The client suffers from a “mental incapacity”. A person lacks capacity in relation to a matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of or a disturbance in the functioning of the mind or brain; and
- (c) In either case, the Home Office nevertheless intends to proceed with an interview.

### **I need to attend the substantive asylum interview can I attend?**

See question above.

### **In the case of a minor where age or mental incapacity is disputed by the Home Office, will the LSC pay for a representative to attend an interview?**

- Attendance at interviews Rule 12.3.2 (2)

You may apply for an extension to the Legal Help Cost Limit to cover the costs for time spent in accompanying a client who is a minor or who claims on reasonable grounds to be a minor, or where the client suffers or appears to suffer from a mental incapacity. This will cover situations where there is a dispute and it will be for the supplier to assess whether the client’s claims are based on reasonable grounds.

We will not require expert reports to confirm minor status or mental incapacity on applications for extensions to cover an interview and we will grant applications on the basis of the information provided by the supplier.

Where a supplier obtains extensions under this Rule on a frequent or disproportionate basis, we may investigate the matter and costs can be reduced or disallowed on audit in the normal way.

**My client is traumatised and suffering from PTSD – I want to accompany him to the asylum interview – would an extension be authorised to cover me for this work?**

- Attendance at interviews Rule 12.3.2

Generally no. You would need to demonstrate that your client suffers from a “mental incapacity”. A person lacks capacity in relation to a matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of or a disturbance in the functioning of the mind or brain. A diagnosis of PTSD alone will not amount to mental incapacity.

You should be aware of published Home Office policy on interviewing vulnerable applicants, including those who are traumatised, and advise the client accordingly.

**What if the Home Office directs that a representative attend an interview?**

If this direction is in writing then we will consider the extension request.

**Can I act privately for a client in order to attend at a Home Office interview?**

- Payment outside the Contract Rule 1.9

Yes. Interviews conducted by the Home Office are likely to be taken out of scope of public funding. Rule 1.9 of the General Civil Contract allows you to accept instructions to act privately where you have been carrying out Contract Work on behalf of a client as long as you have advised the client in writing of the consequences of ceasing to be in receipt of services and as to the further services which may be available under the Community Legal Service, whether from you or another supplier and the client elects to instruct you privately.

Where the client is a minor or otherwise falls within the criteria under Rule 12.3.2 attending an interview will be within the scope of public funding and you cannot charge a fee to the client for the services provided under the Contract.

**Can I send an interpreter/outdoor clerk to my client’s substantive asylum interview?**

- Attendance at interviews Rule 12.3.2 (4)

No. If a representative is authorised to attend an interview conducted by the Home Office then that representative must be an experienced or accredited adviser employed by you under a contract of service (see the relevant criteria 13.2.3). We will not pay for a less experienced adviser such as an outdoor clerk to attend an interview. An interpreter can attend with an authorised representative for the purpose of interpreting only.

## **7. CLR**

### **Can I continue to assist a client under Legal Help if the case fails the CLR merits test?**

- The merits test Rule 12.5.4  
(14) and (15)

If the criteria for CLR are not satisfied, then you should not continue to provide Legal Help to the client in connection with that appeal except to inform the client of their situation and rights of appeal. Carrying on the case under Legal Help defeats the purpose of the CLR merits test.

If an application for review is filed at the London Regional Office against the decision to refuse CLR, then limited Legal Help may be provided in order to undertake urgent work pending a decision on the review.

Legal Help may also continue to be available to enable you to make representations on the client's behalf that are not connected to the appeal.

### **Do I need to re-apply to the LSC for CLR to cover appeals to the IAT?**

- Appeals to the IAT Rule 12.4.2  
Rule 12.4.3

No. If you have already obtained or granted CLR for the Adjudicator hearing, you will not need to re-apply to the LSC for further CLR to cover appeals to the IAT. You may claim a set fee of £150.00 for preparing an application for permission to appeal to the IAT and if permission is granted (to your client or the Home Office), you may claim up to £750.00 for preparing and attending at the IAT hearing. You do not need our authority for this, however applications for an extension to a cost limit should be made in the normal way (see Rule 12.2.12).

You should however consider the merits test before applying for permission to appeal to the IAT and the application should not be automatic. The Adjudicator has already considered both issues of fact and law (see Rule 12.5.4 (16 and (17))).

(If you have not already obtained or granted CLR for the Adjudicator hearing, you will need to apply for CLR in the normal way – see Rule 12.5)

### **Can I pay for an expert to attend and give evidence at a hearing?**

In very rare cases. You would need to demonstrate why attendance is needed and why a written report would not suffice.

### **Can I claim fees for Counsel's opinion under the new Immigration Specification?**

Counsel cannot be instructed to give an opinion under CLR. However Counsel can be briefed to give an opinion if there is a complex legal case and you wish to seek an advice regarding the merits of proceeding with a challenge in the Administrative Court or to the Court of Appeal where permission to appeal has been refused by the IAT or Adjudicator (certified case). It is considered within the remit of a sufficiently competent immigration solicitor that generally he/she would be able to identify any error of law with regards Statutory Review.

### **Can I complete and submit the Notice of Appeal under Legal Help to protect my client's position regardless of the CLR merits test?**

- CLR and Legal Help Rule 12.5.4 (11)

The criteria for CLR should be applied as soon as practicable after the right to appeal has arisen and before the appeal is filed provided sufficient information is available to undertake the merits test at that stage and it is practicable for the client to sign the form within the time limits allowed. An example of where it may not be practicable would be where a client is in detention and the supplier is unable to secure an appointment before the time limit to appeal has expired. In those circumstances urgent work could be carried out under Legal Help until the CLR form could be completed and the merits assessed. This will be monitored on audit and may lead to the relevant work being disallowed on assessment. Persistent failure to apply the criteria for CLR before the appeal is filed may lead to a contract sanction.

Please note this is a pre-existing contract requirement that has not changed. The LSC will not generally fund appeals work where there has been no consideration of the merits of the appeal.

### **If I refuse or withdraw CLR, what work can I do under Legal Help to advise the client?**

- CLR and Legal Help Rule 12.5.4 (14 and 15)

If the criteria for Controlled Legal Representation are not satisfied (i.e. if CLR would not be granted because the client would fail either the means or merits test) then suppliers should not continue to provide Legal Help to the client in connection with that appeal except to inform the client of their situation and advise on rights of appeal. This matches the approach taken in relation to other forms of Legal Representation (see Rule 3.9).

Carrying on the case under Legal Help defeats the purpose of the means and merits tests. If an application for review is filed at the London Regional Office against the decision to refuse CLR then only limited Legal Help may be provided in order to undertake urgent work pending a decision on the review. Legal Help may also continue to be available to enable you to make representations on the client's behalf that are not in connection with this appeal.

**Can urgent work in relation to an appeal be carried out under Legal Help?**

See answers above.

**What work do you expect to be completed within the suggested £244.80 or 4 hours to prepare the appeal?**

- Upper Cost Limit – Adjudicator Rule 12.4.1 (3)
- Time Standards Rule 12.8 (5)

This provision reflects the previous guidance on time standards in immigration and has not changed. One hour is considered reasonable to prepare and lodge a Notice of Appeal with Grounds (See Rule 12.8 (4)). A further 4 to 6 hours is normally reasonable to prepare documentation for the appeal hearing, and any work beyond 6 hours should be justified and recorded on the file. Further preparation costs may be justified, for example, in a complex case or in an asylum appeal which includes a bail application. This does not include Counsel's fees, disbursements or the costs in attending the appeal hearing.

**In light of Rule relating to the use of local Counsel can the LSC provide a list of counsel outside London that undertake immigration and asylum work?**

A list of barristers who participated in the Bar Advocacy Project was sent to all suppliers in 2003. A list of those barristers who successfully undertook the latest training will also appear in Focus and details will be sent to suppliers.

Details of barristers who specialise in asylum and immigration law can also be found in the Bar Directory on the Bar Council website at [www.barcouncil.org.uk](http://www.barcouncil.org.uk)

**Does the Rule relating to the use of local Counsel prevent me from using an in-house advocate if they have to travel to a distant hearing centre?**

- Upper Cost Limit – Adjudicator Rule 12.4.1 (8)

If the in-house advocate has had conduct of the case and/or is familiar with the case, then it may be in the best interests of the client to have the in-house advocate represent at the appeal. It may also be more cost effective and

prevent unnecessary duplication of work, particularly with regard to preparation of the appeal. However, if the in-house advocate has had no involvement in the case then you should where practicable instruct a more local Counsel unless the in-house advocate does not charge for the travel time or costs in representing at the appeal.

Where you do not use a local Counsel, you should justify the decision and keep a written record of the reasons on file.

**If I provide CLR to a client in relation to a bail application only, must I apply for CLR again (and complete a new CW2 Imm) if the client subsequently wishes to instruct me in respect of the asylum appeal?**

If you do not have devolved powers to grant CLR, then you should complete a new CW2 Imm to submit to the LSC in order to apply the CLR merits test for the asylum appeal. You should use the same Unique Client Number and use any remaining balance of the Adjudicator Cost Limit (£1200.00) before seeking an extension.

## **8. STAGE BILLING**

**Do I have to bill or close Legal Help when CLR is granted?**

- Stage billing Rule 12.6.1 (a)

No. A claim for Legal Help must be submitted “when any work under Legal Help has been completed”. If the work is not completed, then it should not be claimed until it is completed. For example, this could be after the Home Office decision, after the Adjudicator determination or after JR proceedings. As now, Legal Help can run concurrently with CLR.

**Why have the LSC removed stage billing under Legal Help?**

The LSC introduced stage billing for immigration cases only to assist suppliers’ cash flow when the Home Office was taking an extremely long time to make decisions on asylum applications and when immigration firms were expanding due to the significant increase in the number of asylum seekers. However the asylum system has since changed a great deal and immigration cases no longer require preferential treatment under the General Civil Contract.

There has been a huge turnaround in the system with around 80% of new asylum applicants receiving substantive decisions within two months. The majority of asylum applications are now decided (including final appeal) within six months. The number of asylum applicants has also fallen significantly.

There will still be stage billing for immigration cases that proceed to appeal because Legal Help and CLR will be billed separately (See Rule 12.6).

We accept however that there will be some cases under Legal Help that do not complete within an appropriate time-scale and we will consider an increase of Schedule Payment Limits on a firm-by-firm basis where there is a real issue for concern. If this is causing problems in contract reconciliation you should contact your Account Manager.

## **9. TRANSITIONAL ARRANGEMENTS**

### **Do the new cost limits apply retrospectively?**

- Transitional arrangements Rule 12.7

No. The new costs limits will apply to all work carried out after 1 March (for suppliers in London) or 1 April (suppliers outside of London). The costs limits will not apply to work carried out before those dates.

Where a case started before 1 March or 1 April, you will be entitled to carry out additional work to the sums set out in Rule 12.7 (for example: £401.25 for an asylum case in London).

For example: A client signs a Legal Help form in January 2004 (asylum case in London). The firm spends £500 before 1 March 2004. The firm can spend an additional £401.25 for work carried on or after 1 March 2004. Any further costs will be subject to an extension granted by the LSC.

### **Do the former upper financial limits apply in transitional cases?**

Yes. If you reach the previous upper cost limit of £2000 (Legal Help asylum case) you should apply for an extension before carrying out any further work.

For example: A client signs a Legal Help form in January 2003 (asylum case in London). You spend £1950 before 1 March 2004. You cannot spend an additional £401.25 for work carried out on or after 1 March 2004 without an extension granted by the LSC.

## **10. GENERAL**

### **Can I give advice after a positive Home Office decision?**

- Definition of the Immigration Category Appendix C

Yes. The Immigration Category (defined at Appendix C of the General Civil Contract) includes Legal Help for the terms of entry or stay in the United Kingdom.

This will be the same matter and an application to extend the cost limit can be made in accordance with the criteria set out in Rule 12.2.12. The exception is family reunion following a grant of refugee status. The family reunion

application will be a separate matter start under the non-asylum category and therefore subject to a new cost limit. (See Rule 12.2.6 (3))

**My client has a hearing in Scotland or has been disbursed by NASS to Scotland – can I continue to represent him?**

- Funding appeals Section 13.5.8

No. Section 19 (1) of the Access to Justice Act prevents the Commission from funding proceedings outside of the England and Wales, save in limited circumstances.

**My client has been moved to a detention centre in the North – can I go and take instructions from him?**

Generally no. You should be representing clients in your own bid zone. If a client moves you would need to justify why you believe that a local representative would not be better placed to represent your client.

**If my client is refused CLR and/or an extension of Legal Help/CLR, may I accept payment directly from my client for further work?**

- Payment other than through the Contract Rule 1.9

In a case where a grant of CLR or a request for an extension of Legal Help/CLR is refused then a supplier must undertake the following steps before agreeing to accept payment for any work undertaken.

A supplier must

- a) notify the client of the reasons for refusal to grant CLR or an extension; and
- b) notify them of any right of appeal against this decision and any further services which may be available under the Community Legal Service whether from you or another supplier.

**Where I submit an application for an extension that the LSC grants in part, may I still claim 30 minutes for completing the application form?**

- Applying to extend the Cost Limits Rule 12.2.12 (2)

Yes. You can claim for a reasonable period (up to 30 minutes) for completing the form even if the application is only granted in part. However you cannot claim the costs twice for completing the same form or for applying for the same items of work (ie because it was not properly completed on the first occasion).

**When I do I claim the 30 minutes for completing the application form?**

On an application for an extension to a cost limit, the 30 minutes should be included as further work which will be funded if the application is successful.

On an application for CLR, the 30 minutes should be included under Legal Help (and not at CLR rates) because CLR has not yet been granted. The 30 minutes can be added to the Legal Help claim even if the application is unsuccessful. However you cannot claim the costs twice for completing the same form or for applying for the same grant of CLR (ie because it was not properly completed on the first occasion).

**How do I submit an urgent application for an extension or CLR to the London Regional Office and how will I be notified of the decision?**

If your application is genuinely urgent you should telephone the London Regional Office on 020 7759 1591 and speak to a case-worker to whom a faxed application can be sent. The named case-worker will then contact you with the decision.

**Will the keeping of electronic bundles of information comply with Rule 12.2.11 as to the keeping of relevant country of origin information?**

Yes providing that you can show evidence of membership of EIN and HJT and that you can, if requested, demonstrate how to compile bundles using these systems.