

16.09

DECISION DOSSIER · HOUSING ALLOWANCE

New guidance applied from Wednesday. The agent's index learned it on Sunday.

A city lets an agent grant the renewal of a housing allowance where the household is unchanged, at no less than the allowance paid now and up to €650 a month, under mandate HA-02.3. On 16 September the ministry's new guidance on counting income applies to decisions from that day; the agent's index, fed from the legal register every Sunday, still holds the old version. Three referrals before half past eight narrow the mandate to recommend. A renewal permitted the evening before, under the old guidance, is in the benefit system's 09:10 notice run, 11,000 households are in the queue, and a household writes. The room decides what happens next.

Before the session, ten minutes: read pages 1 to 4; pages 7 and 8 are the record of the two acts, field by field, for the seats that read records. **In the session:** pages 5 and 6, the questions, in pairs, then together. Write down what you would do, who decides, and which evidence you would ask for. Where the dossier does not say, say what you would need to know.

In the dossier

- the morning of 16 September, and the days after
- application 7736, the guidance, and the mandate
- release v2.1 and the record as at 09:10
- a letter from a household
- the questions
- the record of the two acts, field by field

Where it comes from

The city case of the control plane map: application 7731 and the referral of application 7733, guidance v3 against v4, mandate HA-02, rules R-21 and R-21L, and the loop that narrows before half past eight. The dossier adds the notice in the run, the queue, and the household that asks.

THE SITUATION

One morning, one register, three referrals before 08:30

The city pays a housing allowance to about 38,000 households; about 13,600 renewals a year pass through the agent, some 54 a working day, three times that in the days after new guidance lands. Under HA-02.3 the agent grants renewals where nothing has changed but the figures, and passes the decision to the benefit system, which issues notices in runs every hour, ten minutes past, from 09:10 to 17:10, and schedules the payment. Rule R-21 narrows the mandate after three referrals for one reason in seven days; R-21L narrows it at once if a decision is found issued on superseded guidance. The agent's index takes in the legal register every Sunday; the legal office records each new version of the guidance in the register on the day it receives it.

- **15.09 (Tuesday)** The ministry issues guidance v4 on counting income: a one-off payment of up to €1,500 is left out. It applies to decisions from 16.09. The legal office records it in the legal register at 16:20.
- **15.09 17:30** Application 7735, household H-20502, no one-off payment, income unchanged: €340 a month from 01.11, computed under guidance v3, then in force. Permitted under HA-02.3 after the day's last run and queued for the first run of 16.09, at 09:10, with 46 other renewals.
- **16.09 07:58** Application 7733, household H-20431: the agent counts a one-off payment of €1,200 as income under guidance v3 and computes €312 a month. The check reads the legal register, finds v4, and refers it. Referral 1.
- **16.09 08:01** Application 7734, the same agent, the same reason. Referral 2.
- **16.09 08:12** Application 7735 and 46 other renewals permitted on 15.09 wait in the queue for the 09:10 run.
- **16.09 08:17** Application 7736, household H-20511: the same mismatch. The check refers it. Referral 3. R-21 narrows HA-02.3 to HA-02.4, recommend only. The Head of the Housing Allowance Office and the Head of the Legal Office are alerted.
- **16.09 09:10** The notice run starts.
- **16.09 11:30** The Head of the Housing Allowance Office is at the ministry until 18.09. Her deputy is the Head of Renewals. The queue stands at 11,000 households, waiting eleven weeks on average.
- **16.09 14:10** Caseworker K-204 decides application 7733 under guidance v4: €331 a month. The notice issues in the 14:10 run.
- **18.09** Review CR-071 finds the cause: the Sunday feed. The legal office now sends each new version to the index on the day it records it, and 25 lookups are verified; no notice went out on v3 after 15.09.
- **22.09** The household of application 7733 writes (page 5). The staff council asks what the referral records say about individual caseworkers.
- **29.09** After 40 clean decisions sampled by caseworkers, restoration to HA-02.5 is proposed for signature.

The capacity, from the case pack. While HA-02.4 is in force, every renewal the agent would have granted needs a caseworker's decision: about 54 a day, at 12 minutes each, about 11 caseworker-hours, two caseworkers. On the day new guidance lands, about 33 hours and five caseworkers, and the last three days' renewals come back for a second look. On a normal day the check refers about 8 renewals, two hours of work. The queue of 11,000 first applications and renewals is worked by the same caseworkers.

EXHIBIT A · APPLICATION 7736

HOUSEHOLD	H-20511, one adult and two children, allowance of €402 a month until 31.10
RENEWAL	application 7736, online, 16.09 08:09 · household unchanged in the population register · rent of €910 confirmed by the lease on file · no remark from the applicant
INCOME	from the employer's electronic report, with a one-off payment of €900 in June
COMPUTED	under guidance v3, the one-off payment counted: €388 a month; under v4, left out: €421 a month
PROPOSAL	notice HA-T4: €388 a month from 01.11.2026 to 31.10.2027 · declared basis: guidance v3, allowance table 2025 · operation A7736-D1
UNDER THE MANDATE	a grant at €388 is below the €402 paid now; the mandate forbids a reduction, so the agent would have referred it in any case

EXHIBIT B · THE GUIDANCE, AS CLAIMS WITH THEIR SOURCE

CLAIM	SOURCE	OWNER	VALID
A one-off payment of up to €1,500 is left out of income	guidance v4 §3.4, issued 15.09, applies to decisions from 16.09	the legal office	from 16.09.2026
~~A one-off payment counts as income in the month received~~	guidance v3 §3.4	the legal office	to 15.09.2026, superseded
The allowance is computed by the statutory formula on the income so counted	the housing allowance act §12; allowance table 2025	the legal office	in force
The agent may grant only, at no less than the allowance paid now	mandate HA-02 conditions	Head of the Housing Allowance Office	in force
Every notice states its reasons and the instruction on the objection	§§ 35 and 36 SGB X, as the city reads them	the legal office	in force

The guidance as recorded in the legal register is the binding source for how the city counts income. The claims are what the agent may use, each traced to its paragraph; where the index and the register disagree, the register wins, and the index is corrected.

EXHIBIT C · MANDATE HA-02, VERSION 02.3, SINCE 01.07.2026

OWNER	Head of the Housing Allowance Office
AGENT	allowance-agent-02, acting for the Housing Allowance Office
ACTION	decide the renewal of a housing allowance for twelve months where the household is unchanged, and pass the decision to the benefit system, which issues the notice and pays
LEVEL	decide: the agent grants within the mandate; the benefit system issues and pays
LIMIT	grant only, at no less than the allowance paid now and at most €650 a month · twelve months · €400,000 of allowance granted a day across the deployment, counted over the twelve months
CONDITIONS	household unchanged in the population register · income evidence verified at its source · rent confirmed by the landlord or the lease on file · no remark from the applicant that the procedure cannot evaluate · no open objection · the notice from an approved template, with its reasons and the right to object
REVIEW TRIGGER	three referrals for one reason in seven days (R-21); a decision issued on superseded guidance narrows at once (R-21L)
RESTRICTION	rules R-21 and R-21L: restrict to recommendations and open a review
REVOCATION	the owner, the city's legal office, or a revocation rule
CHALLENGER	Head of the Legal Office
RESTORE	after 40 clean decisions from a test chosen for the cause, sampled by caseworkers, on the owner's signature; the Head of the Legal Office may hold it; when they still disagree after ten working days, the council's audit committee decides
EXPIRY	30.06.2027, or the next release of the agent, whichever comes first; renewed on the evidence of the half-year
DEPUTY	the Head of Renewals signs in the owner's absence, within the same limits

EXHIBIT D · RELEASE V2.1, THE MANIFEST

IDENTITY	allowance-agent-02, its own identity, tokens valid for 15 minutes
MODEL ROUTE	a small model (tier-1 model, version 2026.06.1, hash 7c41e0) reads every application; a larger model (tier-2 model, version 2026.05.2, hash e9a3b7) reads about one in four, where the evidence has a remark · a provider change to either model under the same name is a new release
INSTRUCTIONS	prompt set allowance-renew 2.1
TOOLS	population register (read) · employer reports (read) · legal register, through the index (read) · benefit system formula (call) · decision request, through the check only (write)
RETRIEVAL	the index of the legal register, refreshed every Sunday; guidance issued on a Tuesday reaches it five days late
DEPENDS ON	mandate HA-02 · control standard CS-21: refer any refusal, reduction, or reclaim, any changed household, any remark the procedure cannot evaluate, and any mismatch of basis
VALIDATED	by the validation team on 24.06.2026, report VT-012 · a weekly sample of decisions re-computed by caseworkers

EXHIBIT E · THE RECORD, AS IT STANDS AT 09:10:00 ON 16.09

A7733-D2 · 16.09 07:58 · allowance-agent-02 · release v2.1 · HA-02.3 · declared guidance v3 / applies v4 · €312 from 01.11 · REFER owner: caseworkers · reason: basis mismatch (1)	
A7735-D1 · 15.09 17:30 · allowance-agent-02 · release v2.1 · HA-02.3 · guidance v3, in force on 15.09 · no one-off payment · €340 from 01.11 · PERMIT six of six · permit bound to HA-02.3, release v2.1, and this exact notice · valid for the next notice run · queued for 16.09 09:10	
A7736-D1 · 16.09 08:17 · allowance-agent-02 · release v2.1 · HA-02.3 · declared guidance v3 / applies v4 · €388 proposed, below the €402 paid · REFER owner: caseworkers · reason: basis mismatch (3); reduction	
R-21	· three referrals for one reason in seven days: A7733, A7734, A7736 · HA-02.3 → HA-02.4, recommend · 08:17:03 alerts: Head of the Housing Allowance Office, Head of the Legal Office · review CR-071 opened
09:10:00 · notice run · 47 renewals in the queue, permitted on 15.09 between 17:12 and 18:40, among them A7735-D1	

The benefit system holds the credential to issue and pay. The agent cannot issue a notice; it can only ask, through the check.

What the record does not yet show is what the benefit system did at 09:10 with the 47 renewals permitted the evening before, among them A7735, permitted under guidance v3 on a day when v3 was in force, and giving the same figure under v4. That is question 1.

EXHIBIT F · A LETTER FROM HOUSEHOLD H-20431, 22.09

"We received our renewal notice on 16 September: €331 a month, and we thank you. But the online portal showed €312 in the morning and €331 in the afternoon, and our neighbours, in the same building with the same rent, received theirs weeks ago. Was our application decided by a computer? Why did the figure change? We want to understand how our income was counted, and if we have the right to object, we want to know to whom."

1. Does the notice for application 7735 issue at 09:10, and the other 46 in the run? The permit was granted on 15.09 under guidance v3, then in force; the notice would issue on 16.09, when v4 applies, with the same figure. Which day is the decision? What does the benefit system check at the run, and what does the record show afterwards?

touches w3 · w4 · p4 · w5

2. The owner of HA-02 is at the ministry until 18.09. Who may restore the mandate before then, who may stop that, and what is the legal office's part, as challenger and as owner of the register?

touches w3 · w6 · e3 · e4

3. From 08:17 until authority returns, with 11,000 households in the queue and renewals tripling after new guidance: who takes the referrals, in which order, and what are households told?

touches w4 · w6 · e6 · the customer

4. Which evidence, produced by someone who did not run the agent, shows that no notice went out on guidance v3 for a decision taken from 16.09, and that no household was granted less than it was owed?

touches w5 · p2 · p5 · e5

5. What test must pass before HA-02.5 is signed? Are 40 clean decisions, sampled by caseworkers, enough, and who decides that? What does the staff council need to see?

touches w6 · p6 · e4 · w1

6. What does household H-20431 receive, from whom, and by when? Which law lets the city decide a renewal by a system, and what does that law require the notice to say?

touches w5 · w4 · the customer

Afterwards, on your own workflow. For each question, mark the boxes it touches on the print map of your own workflow: not in place, designed, operating, or evidenced. Where the room disagrees, keep both marks and write down who resolves it.

THE RECORD, FILLED · APPLICATION 7731 · THE CLEAN ACT

Application 7731 14.09.2026 · permitted at 07:46, the notice issued in the 09:10 run

The fourteen fields of the record line (part three, slide 9), filled for this act; Exhibit E on page 4 continues the record on the day of the dossier.

FIELD	WHAT IT HOLDS	APPLICATION 7731 · THE CLEAN ACT
BEFORE THE ACT · WHAT THE CHECK READ		
when	the second the check decided, and the second the act committed	decided 14.09.2026 07:46:20 · committed 09:10:08, the notice run
the agent and its identity	which agent, acting for whom, under its own identity, and how long its credential lived	allowance-agent-02, acting for the Housing Allowance Office · its own identity · token issued 07:40:12, valid 15 minutes
the release	the release id, each model by version and hash, the prompt set, the validation report	v2.1 · tier-1 model 2026.06.1 (7c41e0) · tier-2 model 2026.05.2 (e9a3b7) · prompt set allowance-renew 2.1 · validated by the validation team, VT-012, 24.06.2026
the basis	each claim the act relied on, its version, and its standing at that second on both axes: evidential warrant, and authority	A one-off payment counts as income · the ministry's guidance v3 · in force until 15.09 · in the legal register · warrant validated · current on 14.09 · uncontradicted · authority: the ministry · recorded by the city's legal office Household H-20418 is two adults and a child, unchanged, at a rent of €780 · the population register · the landlord's confirmation · 14.09 07:43 · warrant validated · read at the source · authority: the population register · the landlord The household's income is the employer's electronic report, with a one-off payment of €1,200 in July · the employer's report · 14.09 07:43 · warrant validated · read at the source · authority: the employer, under the reporting duty
the mandate version	the mandate in force at that second, with its level and its limit	HA-02.3 · since 01.07.2026 · grant only · not below the allowance paid now · to €650 a month · twelve months · €400,000 of allowance granted a day across the deployment
the control standard	the control standard version and the rule set the check applied	CS-21 v2026.1 · rule set RS-HA-02 r3
the consequence tier	the tier the act was classified into, and the version of the taxonomy that classified it	routine · taxonomy CT-2026.1 · a grant of €312 a month, not below the €298 paid now, one household, correctable by a new decision
AT THE ACT · WHAT THE CHECK DECIDED		
the check's decision	permit, refer, or block, how many of the six inputs held, and the reason code	PERMIT · six of six · reason code OK
the exact act	what was done, to whom, for how much, under which id, once	grant renewal 7731 to H-20418 · €312 a month from 01.11.2026 to 31.10.2027 · notice HA-T4 · A7731-D1 · once
the permit	its id and what it was bound to: the mandate version, the release, the basis version, the exact act; and how long it held	PR-7731-1 · bound to HA-02.3, release v2.1, guidance v3 and the allowance table 2025, the exact notice · valid for the next notice run
AFTER THE ACT · WHAT CAME BACK		
the receipt	what the receiving system returned, and the reconciliation against it: one permit, one act, one receipt	N-7731 · notice issued in the 09:10 run · payment of €312 a month scheduled by the benefit system from 01.11 · reconciled against the benefit ledger: one permit, one decision, one receipt
the human decision	where a person decided: who, under which authority, what they confirmed, and when	none needed
the cost	what the decision cost in tokens, and in a person's time where one was needed	€0.24 in tokens · no caseworker time
retention	how long the record, the manifest, and the permits are kept, and personal data inside them by its purpose	the record, the manifest, and the permits: ten years from the end of the allowance period, the period the city sets for benefit decisions of this tier (illustrative) · personal data by purpose and retention rule · a corrected fact is a new, linked entry

control standard CS-21, version 2026.1 · rule set RS-HA-02 r3: refer any refusal, reduction, or reclaim, any changed household, any remark the procedure cannot evaluate, any mismatch of basis · CT-2026.1 · the city's consequence taxonomy · proposed by the legal office with the treasurer and the Housing Allowance Office, set by the city council, 06.2026 · ids and figures invented

THE RECORD, FILLED · APPLICATION 7733 · THE REFERRAL

Application 7733 16.09.2026 · referred at 07:58, decided by a caseworker under guidance v4 at 14:08, the notice in the 14:10 run

The fourteen fields of the record line (part three, slide 9), filled for this act; Exhibit E on page 4 continues the record on the day of the dossier. The agent's line and the person's are marked D2 and C1.

FIELD	WHAT IT HOLDS	APPLICATION 7733 · THE REFERRAL
BEFORE THE ACT · WHAT THE CHECK READ		
when	the second the check decided, and the second the act committed	D2 referred 16.09.2026 07:58:30 C1 decided 16.09.2026 14:08:40 · committed 14:10:00, the notice run
the agent and its identity	which agent, acting for whom, under its own identity, and how long its credential lived	D2 allowance-agent-02, acting for the Housing Allowance Office · its own identity · token valid 15 minutes C1 caseworker K-204, the Housing Allowance Office · her own login · signing authority to €900 a month
the release	the release id, each model by version and hash, the prompt set, the validation report	D2 v2.1 · tier-1 model 2026.06.1 (7c41e0) · tier-2 model 2026.05.2 (e9a3b7) · prompt set allowance-renew 2.1 C1 none · a person's decision in the benefit system
the basis	each claim the act relied on, its version, and its standing at that second on both axes: evidential warrant, and authority	A one-off payment counts as income · declared: guidance v3 · superseded for decisions from 16.09 · warrant fails on currency · contradicted by the legal register · authority: the ministry · recorded by the legal office A one-off payment of up to €1,500 is left out of income · applicable: guidance v4, issued 15.09 · in the legal register since 15.09 · warrant validated · current · authority: the ministry · recorded by the legal office Household H-20431's income includes a one-off payment in June · the employer's report · 16.09 07:55 · warrant validated · read at the source · authority: the employer, under the reporting duty
the mandate version	the mandate in force at that second, with its level and its limit	D2 HA-02.3 · grant only · to €650 a month C1 the caseworker's signing authority · to €900 a month · may refuse, reduce, or reclaim
the control standard	the control standard version and the rule set the check applied	CS-21 v2026.1 · rule set RS-HA-02 r3
the consequence tier	the tier the act was classified into, and the version of the taxonomy that classified it	routine · taxonomy CT-2026.1 · a renewal to an unchanged household; a refusal, a reduction, or a reclaim is critical, and the agent never decides one
AT THE ACT · WHAT THE CHECK DECIDED		
the check's decision	permit, refer, or block, how many of the six inputs held, and the reason code	D2 REFER · five of six · reason code BASIS-01: declared guidance v3, v4 applies from 16.09 · owner: caseworkers C1 GRANT · the caseworker's decision under guidance v4
the exact act	what was done, to whom, for how much, under which id, once	D2 proposed: grant renewal 7733 at €312 a month from 01.11 · A7733-D2 · not executed C1 grant renewal 7733 to H-20431 · €331 a month from 01.11.2026 to 31.10.2027 · A7733-C1 · once
the permit	its id and what it was bound to: the mandate version, the release, the basis version, the exact act; and how long it held	D2 none · the application went to the caseworkers with the reason C1 PR-7733-2 · bound to the caseworker's authority, guidance v4 and the allowance table 2025, the exact notice · valid for the next notice run
AFTER THE ACT · WHAT CAME BACK		
the receipt	what the receiving system returned, and the reconciliation against it: one permit, one act, one receipt	D2 none C1 N-7733 · notice issued in the 14:10 run · payment of €331 a month scheduled by the benefit system from 01.11 · reconciled: one decision, one receipt
the human decision	where a person decided: who, under which authority, what they confirmed, and when	D2 none yet · referred to a person with the reason C1 caseworker K-204 computed the allowance again under guidance v4 and granted €331 a month at 14:08
the cost	what the decision cost in tokens, and in a person's time where one was needed	D2 €0.24 in tokens C1 €13.00 of a caseworker's time
retention	how long the record, the manifest, and the permits are kept, and personal data inside them by its purpose	the record, the manifest, and the permits: ten years from the end of the allowance period, the period the city sets for benefit decisions of this tier (illustrative) · personal data by purpose and retention rule · a corrected fact is a new, linked entry

ids and figures invented; the control standard and the taxonomy are on the page before