

Making a Claim

If you are already getting housing benefit at your old address and the only difference is that you are moving home, you only need to fill in a short Change of Address form. You will need to provide proof of your new rental liability plus a completed landlord direct form if you do not want to receive your housing benefit directly.

If you are not getting housing benefit you will need to complete the council's benefit claim form as soon as possible.

If you need help with the form, please call 01628 796036 or visit one of our Customer Service Centres (CSC). Our staff will be happy to help you. IF IN DOUBT – ASK FOR HELP.

Some do's and don'ts

Do provide original documents

Do complete and send in your claim form as soon as possible

Do provide the evidence as quickly as possible and within 1 month at the latest.

Don't delay sending in your claim if you can't provide all the evidence.

Don't send valuable items through the post. Take them to your nearest CSC where they can be copied and verified. They can also give you a receipt to confirm that you have provided the evidence.

Acceptable Forms of Proof of National Insurance Numbers

- P45 or P60
- Wage slip
- Tax letter
- Letters you may have already received from the DWP
- RD3 National Insurance card
- Bank statement for self-employed persons who pay Class 2 National Insurance contributions

Acceptable forms of Identification

- Passport (current)
- Driving Licence - inc. counterpart
- Marriage Certificate
- Child Benefit award letter
- UK residence permit
- Medical card
- Birth Certificate (the original as, copies do not confirm identity)
- Current utility bill (gas, electricity, water rates)
- Bank Statement up to 4 weeks old
- Identification card with photo or issued by on EC/EEA member state
- Life assurance or insurance policy
- Letter from solicitor / social worker / probation officer / Inland Revenue / Home Office / Benefits Agency



Get your housing or council tax benefit claim off to a good start

Our goal is to make sure we pay your benefits as soon as possible.

This is a guide to the documents and information we need to make sure that happens.

Don't be put off
– it is easier than it seems!

TYPES OF PROOF WE NEED OF YOUR INCOME, IDENTITY AND CIRCUMSTANCES

Unless you have been on housing or council tax benefit previously, you will need to supply:

What we need

What you need to supply (original documents only)

National Insurance Number

One piece of evidence that confirms your National Insurance Number. If you have a partner you will have to provide evidence of their National Insurance Number
(See back page for acceptable forms of proof)

Proof of Identity

One form of identity each for the claimant (and partner where applicable)
(See back page for acceptable forms of proof)

If you are getting Income Support, Income-Based Job Seekers Allowance or Pension Credit, you will also need to supply:

Proof of income

DWP letter giving your entitlement to income support or Job Seekers Allowance (Income based).

Pension Credit letters

If you are NOT on Income Support, Jobseekers Allowance (Income Based), or Pension Credits

What we need

What you need to supply (original documents only)

Proof of earnings

For each job: wage slips covering the past 5 weeks, i.e. 5 if paid weekly; 2 if paid monthly, or 3 if paid fortnightly. They must be **current and consecutive**. If you do not have these, ask for a 'Certificate of Earnings' form from the council and give it to your employer to complete.

IF YOU ARE SELF EMPLOYED
Latest certified Profit and Loss accounts (unless they are over 12 months old). If you do not have these, ask for a 'Certificate of self-employed earnings' from the council.

Proof of other income

State Benefits & Pensions

Department for Work & Pensions notification letter for the current award and amount
A bank statement showing the payments going in

Occupational pensions

Pay slips
Letter from your former employer

Tax Credits

HMRC notification letter (all pages)

If you are NOT on Income Support, Jobseekers Allowance (Income Based), or Pension Credits

What we need

What you need to supply (original documents only)

Proof of other income

Maintenance received

Letter from Child Support Agency **or** a Court Order **or** a letter from the payer

Other income

Letters from payer showing amount and frequency

Student grants/loans

Current grant award letter/proof of loan

Proof of payments to a childminder

Proof from the childminder of the amount and frequency of payments made **and** copy of childminder's registration document

Proof of your capital (ie savings and investments)

Current bank statement (mini bank statements are not acceptable). They must cover the last 2 months
Building society passbook. Must cover the last 2 months.

Share certificates
National Savings Certificates
Premium Bonds

Documentary evidence confirming other capital declared
'Valuation of Interest' form for other properties owned

Details of other adults living in your home (non-dependants)

Documentary proof of your non-dependants' gross income (covering the last 2 months). Documentary proof of non-dependants' capital (only if the non-dependant is working over 16 hours).

