

# Royal Borough of Windsor and Maidenhead

Customer Service Centres,  
St Ives Road, Maidenhead and  
York House, Sheet Street, Windsor  
Telephone: 01628 796036  
Website: www.rbwm.gov.uk



For office use only

Date form was requested  
/ /

Date form was issued  
/ /

Date received at office (date stamp)

Initials

## A claim form for Housing Benefit and Council Tax Benefit

There are help notes at the back of the form.

If you are just claiming Second Adult Rebate, only fill in Parts 1, 3, 14, 15, 16 and 17 of this form.

Are you (please tick one box)

a council tenant?  an owner-occupier?

a private tenant?  a housing association or social landlord tenant?

## Part 1 About you and your partner

Do you have a partner who normally lives with you?

We use partner to mean:

- a person you are married to or a person you live with as if you are married to them; or
- a civil partner or a person you live with as if you are civil partners.

No

Yes  If you have a partner, you must answer all the questions about them, as well as yourself.

|   | You   | Your partner   |
|---|---|--|
| <b>Surname or family name</b>   | <input type="text"/>  | <input type="text"/>   |
| <b>Other names</b>  | <input type="text"/>  | <input type="text"/>   |
| <b>Any other names you have used</b>  | <input type="text"/>  | <input type="text"/>   |
| <b>Title (Mr, Mrs, Ms, other)</b>   | <input type="text"/>  | <input type="text"/>   |
| <b>Address, including room number if you have one</b><br>Do not tell us your partner's address if it is the same as yours.  | <input type="text"/><br><input type="text"/><br><input type="text"/><br><input type="text"/>  | <input type="text"/><br><input type="text"/><br><input type="text"/><br><input type="text"/>   |
| <b>What date did you move to this address?</b>  | <input type="text"/> / <input type="text"/> / <input type="text"/>  | <input type="text"/> / <input type="text"/> / <input type="text"/>   |
| <b>Your daytime phone number</b>  | <input type="text"/> Code <input type="text"/> Number   | <input type="text"/> Code <input type="text"/> Number  |
| <b>What is this number?</b><br>Please tick.   | Home <input type="checkbox"/> Work <input type="checkbox"/> Mobile <input type="checkbox"/> Textphone <input type="checkbox"/>  | Home <input type="checkbox"/> Work <input type="checkbox"/> Mobile <input type="checkbox"/> Textphone <input type="checkbox"/>   |
| <b>Date of birth</b>  | <input type="text"/> / <input type="text"/> / <input type="text"/>  | <input type="text"/> / <input type="text"/> / <input type="text"/>   |
| <b>National Insurance (NI) number</b><br>You can find this on payslips or letters from the Department for Work and Pensions or the tax office. We cannot normally decide your claim if we do not have your NI number. We need to see proof of this. | Letters <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Numbers <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Letter <input type="text"/><br>If you do not have a National Insurance number, or cannot find it, tick this box. <input type="checkbox"/> | Letters <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Numbers <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Letter <input type="text"/><br>If your partner does not have a National Insurance number, or cannot find it, tick this box. <input type="checkbox"/> |

**You**

**Your partner**

Have you or your partner claimed Housing Benefit or Council Tax Benefit before?

No   
 Yes  Please tell us about it below.

No   
 Yes  Please tell us about it below.

When did you last claim?

 /  / 
 /  / 

Which council did you claim from?



What name did you use for the claim?



What address did you claim for?

  
  
  
 Postcode

  
  
  
 Postcode

If you have moved from this address, have you told the council you claimed from?

No   
 Yes

No   
 Yes

If you or your partner have moved home in the last 12 months, tell us your last address if it is different from above.

  
  
  
 Postcode

  
  
  
 Postcode

Tell us whether you were the homeowner, a private tenant, a council tenant or a lodger at this address.



**We need to see proof of your and your partner's identity and NI number. See the checklist at Part 15.**

Have you or your partner come to live in England, Northern Ireland, Scotland, Wales, the Republic of Ireland, the Channel Islands or the Isle of Man in the last two years?

No   
 Yes  We may write to you about this.

No   
 Yes  We may write to you about this.

What is your nationality?



If your nationality is not British, on what date did you last enter and apply to stay in the UK?

 /  / 
 /  / 

The UK is England, Northern Ireland, Scotland and Wales.

Are you or your partner in hospital at the moment?

No   
 Yes  Please tell us about it below.

No   
 Yes  Please tell us about it below.

When did you go in?

 /  / 
 /  / 

When will you come out, if you know?

 /  / 
 /  / 

Do you or your partner get Disability Living Allowance?

No   
 Yes  How much?

No   
 Yes  How much?

Care  £

Care  £

Mobility  £

Mobility  £

**You**

**Your partner**

**Do you or your partner get Attendance Allowance?**

No   
 Yes  We need to see proof of this.

No   
 Yes  We need to see proof of this.

**Does anyone get Carer's Allowance for looking after you or your partner?**

No   
 Yes  We need to see proof of this.

No   
 Yes  We need to see proof of this.

**Have you or your partner been told that you are entitled to Carer's Allowance, even if you do not receive it, because you are getting another benefit instead?**

No   
 Yes  We need to see proof of this.

No   
 Yes  We need to see proof of this.

**Do you or your partner pay towards the upkeep of a student?**

No   
 Yes  How much do you pay and how often?

No   
 Yes  How much do they pay and how often?

£  every

£  every

**Are you or your partner a student?**

By *student* we mean anyone who is on a course of study at an educational establishment, including student nurses.

No   
 Yes  Tell us if this is full- or part-time.

No   
 Yes  Tell us if this is full- or part-time.

Full-time  Part-time

Full-time  Part-time

**Please tick if you or your partner are:**

- an apprentice
- on youth training
- in legal custody
- severely mentally impaired
- registered blind
- long-term sick or disabled

- 
- 
- 
- 
- 
- 

**Do you or your partner have a vehicle from a Mobility scheme?**

No   
 Yes

No   
 Yes

**We will contact you if we need any more information.**

We need to know about any children in your household who are:

- under 16;
- aged 16 or 17 and registered for work or youth training; or
- aged 16 and over but still under 20 and in education doing a course not higher than GCE A-level, SCE Higher level or GNVQ (advanced).

Are there any children in your household as described above?

No  Go to Part 3.

Yes  If there are more than three children, use a separate sheet of paper to tell us all the information we ask for on this page and send it with the form.

If you are sending a separate sheet of paper, tick this box.

|  | First child  | Second child   | Third child  |
|--|--|--|--|
| Surname or family name                   | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| Other names                              | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| Date of birth                            | <input type="text"/> / <input type="text"/> / <input type="text"/> | <input type="text"/> / <input type="text"/> / <input type="text"/> | <input type="text"/> / <input type="text"/> / <input type="text"/> |
| What is the child's sex?                 | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| The child's relationship to you          | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| The child's relationship to your partner | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| Usual address, if different from yours   | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
|  | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
|  | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| Child Benefit number                     | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| Who gets the Child Benefit for them?     | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |

We need to see proof of this.

|  |   |   |   |
|--|---|---|---|
| Is the child registered blind?   | No <input type="checkbox"/>                                 | No <input type="checkbox"/>                                 | No <input type="checkbox"/>                                 |
|  | Yes <input type="checkbox"/> We need to see proof of this.  | Yes <input type="checkbox"/> We need to see proof of this.  | Yes <input type="checkbox"/> We need to see proof of this.  |
| Does the child get Disability Living Allowance?  | No <input type="checkbox"/>                                 | No <input type="checkbox"/>                                 | No <input type="checkbox"/>                                 |
|  | Yes <input type="checkbox"/> How much?                      | Yes <input type="checkbox"/> How much?                      | Yes <input type="checkbox"/> How much?                      |
|  | Care <input type="text"/> £                                 | Care <input type="text"/> £                                 | Care <input type="text"/> £                                 |
|  | Mobility <input type="text"/> £                             | Mobility <input type="text"/> £                             | Mobility <input type="text"/> £                             |
| Do you or your partner pay any childminding costs for this child to a registered childminder, a nursery or an after-school club? | No <input type="checkbox"/>                                 | No <input type="checkbox"/>                                 | No <input type="checkbox"/>                                 |
|  | Yes <input type="checkbox"/> Please tell us about it below. | Yes <input type="checkbox"/> Please tell us about it below. | Yes <input type="checkbox"/> Please tell us about it below. |
| Tell us the name and registration number of the minder.  | <input type="text"/>  | <input type="text"/>  | <input type="text"/>  |
| How much do you pay a week?  | <input type="text"/> £ a week                               | <input type="text"/> £ a week                               | <input type="text"/> £ a week                               |
|  | We need to see proof of this.                               | We need to see proof of this.                               | We need to see proof of this.                               |

Now tell us about all the people who usually live with you and your partner. Do not tell us about people who just share a hall, bathroom or toilet with you. If you want to tell us about more than three people, use a separate sheet of paper.

If you are sending a separate sheet of paper, tick this box.

Do any adults usually live with you and your partner?

No  Go to Part 4.

By *adults* we mean people aged 16 or over who nobody gets Child Benefit for.

Yes  Fill in this section.

|   | First person   | Second person  | Third person   |
|---|--|--|--|
| Surname or family name                    | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| Other names                               | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |
| Date of birth                             | <input type="text"/> / <input type="text"/> / <input type="text"/> | <input type="text"/> / <input type="text"/> / <input type="text"/> | <input type="text"/> / <input type="text"/> / <input type="text"/> |
| Their relationship to you or your partner | <input type="text"/>   | <input type="text"/>   | <input type="text"/>   |

Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, lodger, boarder or friend.

Do they get Income Support, income-based Jobseeker's Allowance, Pension Credit (Guarantee Credit) or income-related Employment and Support Allowance?

No

Yes

No

Yes

No

Yes

Do they get Disability Living Allowance or Attendance Allowance?

No

Yes  How much?

£  a week

No

Yes  How much?

£  a week

No

Yes  How much?

£  a week

Are they registered blind?

No

Yes

Are they a full-time student, a student nurse, a care worker, an apprentice or on youth training?

No

Yes  Tell us which.

No

Yes

No

Yes  Tell us which.

No

Yes

No

Yes  Tell us which.

Do they pay rent or money for board and lodgings to you or your partner?

No

Yes  Tell us about it below.

How much? £  a week

No

Yes  Tell us about it below.

How much? £  a week

No

Yes  Tell us about it below.

How much? £  a week

Does this include money for food?

No

Yes

No

Yes

No

Yes

Does this include money for heating?

No

Yes

No

Yes

No

Yes

Are they severely mentally impaired?

No

Yes

No

Yes

No

Yes

Are they in legal custody at the moment?

No

Yes  When are they expected to come out?

/  /

No

Yes  When are they expected to come out?

/  /

No

Yes  When are they expected to come out?

/  /

Are they in hospital at the moment?

No

Yes  Tell us about it below.

No

Yes  Tell us about it below.

No

Yes  Tell us about it below.

When did they go in?

/  /

When are they due to come out (if you know)?

/  /

/  /

/  /

/  /

/  /

Do they normally work for 16 hours or more a week?

No

Yes  Tell us their earnings before any deductions.

£

We need to see proof of their earnings.

No

Yes  Tell us their earnings before any deductions.

£

We need to see proof of their earnings.

No

Yes  Tell us their earnings before any deductions.

£

We need to see proof of their earnings.

**First person**

**Second person**

**Third person**

Do they have any other income at all?

Make sure you tell us about all other income they have.

No   
Yes  Tell us about it below.

No   
Yes  Tell us about it below.

No   
Yes  Tell us about it below.

This includes any benefits or allowances you have not told us about on this form and interest from savings and investments.

|   |   |  |  |
|---|---|--|--|
| 1 | Where does this income come from?<br>How much is it before deductions?<br>£ |  |  |
| 2 | Where does this income come from?<br>How much is it before deductions?<br>£ |  |  |
| 3 | Where does this income come from?<br>How much is it before deductions?<br>£ |  |  |

We need to see proof of their income.

Are any of the people who normally live with you married to each other, civil partners, or living together as if they are married or civil partners? We call these people partners.

No   
Yes  Tell us their names below.

is the partner of   
 is the partner of

**Part 4 About Income Support, Income-based Jobseeker's Allowance, Pension Credit (Guarantee Credit) and Income-related Employment and Support Allowance**

Are you or your partner getting, or waiting to hear about a claim for, Income Support, Income-based Jobseeker's Allowance, Pension Credit (Guarantee Credit) or Income-related Employment and Support Allowance?

No  Go to Part 5.

Yes  Which one?

Answer both the questions in this part, then go to **Part 11**.

**You**

**Your partner**

Are you or your partner actually getting Income Support, Income-based Jobseeker's Allowance, Pension Credit (Guarantee Credit) or Income-related Employment and Support Allowance at the moment?

No   
Yes  When did you start getting it?

No   
Yes  When did they start getting it?

Are you or your partner still waiting to hear about a claim for Income Support, Income-based Jobseeker's Allowance, Pension Credit (Guarantee Credit) or Income-related Employment and Support Allowance?

No   
Yes  When did you claim?

No   
Yes  When did they claim?

Which benefit are you or your partner getting or waiting to hear about?

Income Support   
Income-based Jobseeker's Allowance   
Pension Credit   
Employment and Support Allowance

Income Support   
Income-based Jobseeker's Allowance   
Pension Credit   
Employment and Support Allowance

We must see proof of your benefits, allowances or pension before we can decide how much benefit you can get. Read the checklist at **Part 15** to see what you can use as proof.

Are you or your partner self-employed?

No  Go to Part 6.

Yes  Answer the questions on this page.

You must send us your trading accounts for the last financial year. If you have only recently set up the business and do not have a full year's accounts, we will need to see some other proof of your income. We will write to you about this.

|  | You  | Your partner   |
|--|--|--|
| What kind of work do you do?               | <input type="text"/>   | <input type="text"/>   |
| When did the business start?               | <input type="text" value="/ /"/>                             | <input type="text" value="/ /"/>                             |
| What is the business address?              | <input type="text"/>   | <input type="text"/>   |
|  | <input type="text"/>   | <input type="text"/>   |
|  | <input type="text"/>   | <input type="text"/>   |
|  | <input type="text" value="Postcode"/>                        | <input type="text" value="Postcode"/>                        |
| Do you have any business partners?         | No <input type="checkbox"/>                                  | No <input type="checkbox"/>                                  |
|  | Yes <input type="checkbox"/> Tell us their name and address. | Yes <input type="checkbox"/> Tell us their name and address. |
|  | <input type="text"/>   | <input type="text"/>   |
|  | <input type="text"/>   | <input type="text"/>   |
|  | <input type="text"/>   | <input type="text"/>   |
|  | <input type="text" value="Postcode"/>                        | <input type="text" value="Postcode"/>                        |
| How many hours a week do you usually work? | <input type="text"/>   | <input type="text"/>   |
| Do you get a Business Start-up Allowance?  | No <input type="checkbox"/>                                  | No <input type="checkbox"/>                                  |
|  | Yes <input type="checkbox"/> How much and how often?         | Yes <input type="checkbox"/> How much and how often?         |
|  | <input type="text" value="£ every"/>                         | <input type="text" value="£ every"/>                         |
| Do you pay into a private pension scheme?  | No <input type="checkbox"/>                                  | No <input type="checkbox"/>                                  |
|  | Yes <input type="checkbox"/> How much and how often?         | Yes <input type="checkbox"/> How much and how often?         |
|  | <input type="text" value="£ every"/>                         | <input type="text" value="£ every"/>                         |

**We must see proof of your earnings before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof.**

Do you or your partner work for an employer?

No  Go to Part 7.

Yes  Answer the questions on this page. If you or your partner work for more than one employer, tell us about all the employers on a separate sheet of paper and send it with this form.

If you are sending a separate sheet of paper, tick this box.

|  | You   | Your partner  |
|--|---|---|
| What kind of work do you do?   | <input type="text"/>  | <input type="text"/>  |
| What is your employer's name and address?  | <input type="text"/><br><input type="text"/><br><input type="text"/><br><input type="text"/>  | <input type="text"/><br><input type="text"/><br><input type="text"/><br><input type="text"/>  |
|  | Postcode  | Postcode  |
| When did you start this job?   | <input type="text"/> / <input type="text"/> / <input type="text"/>  | <input type="text"/> / <input type="text"/> / <input type="text"/>  |
| What is your payroll, employee or staff number?  | <input type="text"/>  | <input type="text"/>  |
| Are you employed for a limited period?   | No <input type="checkbox"/><br>Yes <input type="checkbox"/> When will you finish?<br><input type="text"/> / <input type="text"/> / <input type="text"/> | No <input type="checkbox"/><br>Yes <input type="checkbox"/> When will you finish?<br><input type="text"/> / <input type="text"/> / <input type="text"/> |
| How much do you get paid and how often?  | £ <input type="text"/> every <input type="text"/>   | £ <input type="text"/> every <input type="text"/>   |
| How are you paid, for example, in cash, by cheque or straight into a bank or building society account?   | <input type="text"/>  | <input type="text"/>  |
| When was your last pay rise?   | <input type="text"/> / <input type="text"/> / <input type="text"/>  | <input type="text"/> / <input type="text"/> / <input type="text"/>  |
| When will your next pay rise be?   | <input type="text"/> / <input type="text"/> / <input type="text"/>  | <input type="text"/> / <input type="text"/> / <input type="text"/>  |
| How many hours a week do you usually work?   | <input type="text"/>  | <input type="text"/>  |
| Are you getting Statutory Sick Pay (SSP), Statutory Paternity Pay (SPP), Adoption Pay or Statutory Maternity Pay (SMP) from your employer at the moment? | No <input type="checkbox"/><br>Yes <input type="checkbox"/>   | No <input type="checkbox"/><br>Yes <input type="checkbox"/>   |
| Are you getting any other sick pay or maternity pay from your employer at the moment?  | No <input type="checkbox"/><br>Yes <input type="checkbox"/>   | No <input type="checkbox"/><br>Yes <input type="checkbox"/>   |
| Do you pay into a private or company pension scheme?   | No <input type="checkbox"/><br>Yes <input type="checkbox"/> How much and how often?<br>£ <input type="text"/> every <input type="text"/>                | No <input type="checkbox"/><br>Yes <input type="checkbox"/> How much and how often?<br>£ <input type="text"/> every <input type="text"/>                |

**We must see proof of any earnings before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof. If you get tips or bonuses, tell us about these in Part 14.**

**Do you or your partner do any other work at all?**  
 This could be voluntary work or any other work, even if it is not paid work.

**No**  Go to **Part 8**.  
**Yes**  Answer the questions in this section.

|  | You   | Your partner  |
|--|---|---|
| <b>What other work do you do?</b>  | <div style="border: 1px solid black; height: 60px;"></div>  | <div style="border: 1px solid black; height: 60px;"></div>  |
| <b>What is the name and address of the person you do this work for?</b>                              | <div style="border: 1px solid black; height: 20px;"></div> <div style="border: 1px solid black; height: 20px;"></div> <div style="border: 1px solid black; height: 20px;"></div> <div style="border: 1px solid black; height: 20px; text-align: center;">Postcode</div> | <div style="border: 1px solid black; height: 20px;"></div> <div style="border: 1px solid black; height: 20px;"></div> <div style="border: 1px solid black; height: 20px;"></div> <div style="border: 1px solid black; height: 20px; text-align: center;">Postcode</div> |
| <b>When did you start this work?</b>   | <div style="border: 1px solid black; padding: 2px 10px;">/ /</div>  | <div style="border: 1px solid black; padding: 2px 10px;">/ /</div>  |
| <b>How many hours a week do you usually work?</b>  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>  |
| <b>Do you get paid?</b><br>If you only get expenses or tips, still tick <b>Yes</b> and give details. | <b>No</b> <input type="checkbox"/><br><b>Yes</b> <input type="checkbox"/> Tell us about it below.   | <b>No</b> <input type="checkbox"/><br><b>Yes</b> <input type="checkbox"/> Tell us about it below.   |
| <b>How much do you get paid and how often?</b>   | <div style="border: 1px solid black; padding: 2px 10px;">£ every</div>  | <div style="border: 1px solid black; padding: 2px 10px;">£ every</div>  |

**We must see proof of any earnings before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof.**

Are you or your partner getting any benefits or waiting to hear about benefits you have claimed? **No**  Go to Part 9. **Yes**

Read the list of benefits below and tell us about any you or your partner are getting now or have claimed.

- Adoption Pay
- Armed Forces Compensation Scheme (AFCS)
- Bereavement Allowance
- Carer's Allowance
- Child Benefit
- Child Tax Credit
- Contribution-based Employment and Support Allowance
- Contribution-based Jobseeker's Allowance
- Fostering Allowance
- Guardian's Allowance
- Incapacity Benefit
- Income-based Employment and Support Allowance
- Industrial Injuries Disablement Benefit
- Industrial Death Benefit
- Maternity Allowance
- Severe Disablement Allowance
- Statutory Sick Pay
- Statutory Maternity Pay
- Statutory Paternity Pay
- State Retirement Pension
- War Disablement Benefit
- War Pension or War Widow's Pension
- Widowed Parent's Allowance
- Working Tax Credit
- Any other state benefit

If you are getting or have claimed any benefit that is not listed, tell us about it on a separate sheet of paper and send it with the form.

If you are sending a separate sheet of paper, tick this box.

|   | You   | Your partner  |
|---|---|---|
| <b>The name of the benefit or pension</b> | <input style="width: 95%;" type="text"/>  | <input style="width: 95%;" type="text"/>  |
| Waiting to hear                           | <input type="checkbox"/>  | <input type="checkbox"/>  |
| Getting now                               | <input type="checkbox"/> How much, how often and by what method?                                  | <input type="checkbox"/> How much, how often and by what method?                                  |
|   | <input style="width: 95%;" type="text" value="£                    every                    by"/> | <input style="width: 95%;" type="text" value="£                    every                    by"/> |
| <b>The name of the benefit or pension</b> | <input style="width: 95%;" type="text"/>  | <input style="width: 95%;" type="text"/>  |
| Waiting to hear                           | <input type="checkbox"/>  | <input type="checkbox"/>  |
| Getting now                               | <input type="checkbox"/> How much, how often and by what method?                                  | <input type="checkbox"/> How much, how often and by what method?                                  |
|   | <input style="width: 95%;" type="text" value="£                    every                    by"/> | <input style="width: 95%;" type="text" value="£                    every                    by"/> |
| <b>The name of the benefit or pension</b> | <input style="width: 95%;" type="text"/>  | <input style="width: 95%;" type="text"/>  |
| Waiting to hear                           | <input type="checkbox"/>  | <input type="checkbox"/>  |
| Getting now                               | <input type="checkbox"/> How much, how often and by what method?                                  | <input type="checkbox"/> How much, how often and by what method?                                  |
|   | <input style="width: 95%;" type="text" value="£                    every                    by"/> | <input style="width: 95%;" type="text" value="£                    every                    by"/> |
| <b>The name of the benefit or pension</b> | <input style="width: 95%;" type="text"/>  | <input style="width: 95%;" type="text"/>  |
| Waiting to hear                           | <input type="checkbox"/>  | <input type="checkbox"/>  |
| Getting now                               | <input type="checkbox"/> How much, how often and by what method?                                  | <input type="checkbox"/> How much, how often and by what method?                                  |
|   | <input style="width: 95%;" type="text" value="£                    every                    by"/> | <input style="width: 95%;" type="text" value="£                    every                    by"/> |
| <b>The name of the benefit or pension</b> | <input style="width: 95%;" type="text"/>  | <input style="width: 95%;" type="text"/>  |
| Waiting to hear                           | <input type="checkbox"/>  | <input type="checkbox"/>  |
| Getting now                               | <input type="checkbox"/> How much, how often and by what method?                                  | <input type="checkbox"/> How much, how often and by what method?                                  |
|   | <input style="width: 95%;" type="text" value="£                    every                    by"/> | <input style="width: 95%;" type="text" value="£                    every                    by"/> |

**Do you or your partner:**

- have any money coming in that you have not already told us about?
  - expect to have any other money coming in?
- Have you or your partner delayed receiving any other money?**

This includes occupational pensions, work pensions, and private pensions, pension protection fund payments, maintenance or child support for you, your partner or any of the children you have told us about on this form, money from a trust fund, training allowances, a student grant or loan, and any cash payments. Also tell us about any money you get from people living in your house as boarders, lodgers or subtenants.

No  Go to **Part 10**.

Yes  Answer the questions on this page.

You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust, the MacFarlane Trust or the Skipton Fund.

|  | <b>Other money 1</b>  | <b>Other money 2</b>  | <b>Other money 3</b>  |
|--|---|---|---|
| <b>What is the money for?</b>  | <input type="text"/>  | <input type="text"/>  | <input type="text"/>  |
| <b>Who gets it?</b>  | <input type="text"/>  | <input type="text"/>  | <input type="text"/>  |
| <b>How much do they get?</b>   | £ <input type="text"/>  | £ <input type="text"/>  | £ <input type="text"/>  |
| <b>How often?</b>  | Every <input type="text"/>  | Every <input type="text"/>  | Every <input type="text"/>  |
| <b>How is this paid?</b>   | <input type="text"/>  | <input type="text"/>  | <input type="text"/>  |
| <b>When did they start getting this income?</b>                                  | <input type="text"/> / <input type="text"/> / <input type="text"/>                  | <input type="text"/> / <input type="text"/> / <input type="text"/>                  | <input type="text"/> / <input type="text"/> / <input type="text"/>                  |
| <b>When is the income likely to go up?</b>                                       | <input type="text"/> / <input type="text"/> / <input type="text"/>                  | <input type="text"/> / <input type="text"/> / <input type="text"/>                  | <input type="text"/> / <input type="text"/> / <input type="text"/>                  |
| <b>Does anyone owe money to you or your partner?</b>                             | No <input type="checkbox"/><br>Yes <input type="checkbox"/> Tell us about it below. | No <input type="checkbox"/><br>Yes <input type="checkbox"/> Tell us about it below. | No <input type="checkbox"/><br>Yes <input type="checkbox"/> Tell us about it below. |
| <b>What for?</b>   | <input type="text"/>  | <input type="text"/>  | <input type="text"/>  |
| <b>How much?</b>   | £ <input type="text"/>  | £ <input type="text"/>  | £ <input type="text"/>  |
| <b>Who is it owed to?</b>  | <input type="text"/>  | <input type="text"/>  | <input type="text"/>  |
| <b>Are you or your partner expecting to get any money in the next 12 months?</b> | No <input type="checkbox"/><br>Yes <input type="checkbox"/> Tell us about it below. | No <input type="checkbox"/><br>Yes <input type="checkbox"/> Tell us about it below. | No <input type="checkbox"/><br>Yes <input type="checkbox"/> Tell us about it below. |
| For example, a redundancy payment or a payment instead of notice or holiday.     |   |   |   |
| <b>What for?</b>   | <input type="text"/>  | <input type="text"/>  | <input type="text"/>  |
| <b>How much?</b>   | £ <input type="text"/>  | £ <input type="text"/>  | £ <input type="text"/>  |

**We must see proof of any money coming in before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof.**

We need to know if you or your partner have any bank accounts, savings, investments or property in the UK or abroad?

This includes cash, current accounts and savings accounts with a bank or building society, Post Office® accounts, Premium Bonds, National Savings Certificates, and stocks and shares.

Do you or your partner have any of the following?

|  |                             |                              |   |              |                                |
|--|-----------------------------|------------------------------|---|--------------|--------------------------------|
| Bank accounts  | No <input type="checkbox"/> | Yes <input type="checkbox"/> | How many accounts? <input type="checkbox"/> | Total amount | <input type="text" value="£"/> |
| Building society accounts                                    | No <input type="checkbox"/> | Yes <input type="checkbox"/> | How many accounts? <input type="checkbox"/> | Total amount | <input type="text" value="£"/> |
| Post Office® accounts  | No <input type="checkbox"/> | Yes <input type="checkbox"/> | How many accounts? <input type="checkbox"/> | Total amount | <input type="text" value="£"/> |
| Premium Bonds  | No <input type="checkbox"/> | Yes <input type="checkbox"/> | How many bonds? <input type="checkbox"/>    | Total amount | <input type="text" value="£"/> |
| Unit trusts, ISAs, PEPs, TESSAs, TOISAs or other investments | No <input type="checkbox"/> | Yes <input type="checkbox"/> | How many? <input type="checkbox"/>          | Total amount | <input type="text" value="£"/> |
| Income bonds or capital bonds                                | No <input type="checkbox"/> | Yes <input type="checkbox"/> | How many bonds? <input type="checkbox"/>    | Total amount | <input type="text" value="£"/> |
| Money or property held in trust                              | No <input type="checkbox"/> | Yes <input type="checkbox"/> | How many? <input type="checkbox"/>          | Total amount | <input type="text" value="£"/> |
| Any other savings or investments?                            | No <input type="checkbox"/> | Yes <input type="checkbox"/> | How many? <input type="checkbox"/>          | Total amount | <input type="text" value="£"/> |

Type of other savings or investment

Shares – approximate value

|  |                       |
|--|-----------------------|
| Name of the company the shares are held in | Number of shares held |
| <input type="text"/>                       | <input type="text"/>  |

Shares – approximate value

|  |                       |
|--|-----------------------|
| Name of the company the shares are held in | Number of shares held |
| <input type="text"/>                       | <input type="text"/>  |

Have you or your partner received any backdated benefit or deferred payments, for example, State Pension, which you have added to your savings?

No

Yes  If 'Yes' please give details.

What for?  How much was this before tax was deducted?

**We must see proof of any savings, investments or property before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof.**

|   |                             |   |
|---|-----------------------------|---|
| Do you or your partner have any National Savings Certificates?  | No <input type="checkbox"/> | Yes <input type="checkbox"/> Please send us the <b>original</b> certificates as proof. We will return the certificates to you.  |
| Do any of your or your partner's savings or investments include:<br>• money from the sale of a house; or<br>• money from a charity?   | No <input type="checkbox"/> | Yes <input type="checkbox"/> We will write to you about it.   |
| Apart from your home, do you or your partner own any other property or land in this country or abroad?<br>If it is on a mortgage or a loan, still tick Yes.   | No <input type="checkbox"/> | Yes <input type="checkbox"/> We will write to you about it.   |
| Do any children you are claiming for:<br>• own property or land in this country; or<br>• have any money or property held in trust?  | No <input type="checkbox"/> | Yes <input type="checkbox"/> We will write to you about it.   |
| Have you or your partner received:<br>• a Far Eastern Prisoner of War Compensation payment; or<br>• a compensation payment made to victims of atrocities that happened during the Second World War? | No <input type="checkbox"/> | Yes <input type="checkbox"/> What payment did you receive? Who received the payment?<br>A Far Eastern Prisoner of War Compensation payment <input type="checkbox"/><br>You <input type="checkbox"/> Your partner <input type="checkbox"/> |
| We need to know this to make sure we do not count it as part of your savings.   |                             | A compensation payment made to victims of atrocities that happened during the Second World War <input type="checkbox"/><br>You <input type="checkbox"/> Your partner <input type="checkbox"/>   |
| Have you or your partner received payment from the vCJD (Creutzfeldt-Jakob Disease) Trust?  | No <input type="checkbox"/> | Yes <input type="checkbox"/> We will write to you about it.   |



**How many rooms are there in the building?**

Living rooms

Bedsitting rooms

Bedrooms

Bathrooms or shower rooms

Toilets

Kitchens

Other rooms

**In the whole building**

**Just for you and your household**

**That you share with other people**

|                      |                      |                      |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

**Part 12 About rent**

**Who has to pay the Council Tax bill for your home?**

Tick the box that applies.

You or your partner   
 Your landlord   
 Someone else  Tell us who it is.

**What is the Council Tax reference number?**

**Do you or your partner pay rent for your home?**

Tick **Yes** if you would pay rent but you already get Housing Benefit.

No  Go to **Part 13**.  
 Yes  Answer the next question.

**Do you pay rent to the council?**

No  Answer the questions below.  
 Yes  Go to **Part 13**.

**What is your landlord's full name and business address?**

By *landlord* we mean the person or organisation who owns the property you live in.

Postcode

**If your landlord has an agent, tell us their full name and address.**

By *agent* we mean the person or organisation you actually pay your rent to.

Postcode

**Is your landlord or agent, or your landlord's or the agent's partner:**

- your former partner;
- your partner's former partner;
- related to you or your partner;
- related to your children; or
- related to your partner's children?

*Related* includes related through marriage or civil partnership, even if it has ended. For example, ex-wife, ex-husband, ex-civil partner, aunt, brother, daughter, father, grandson, grandmother, son-in-law or stepdaughter.

No   
 Yes  What is the relationship?

is my landlord's  or agent's

**When did you or your partner start renting your home?**

/  /

**When did you move to this address?**

If you have not moved in yet, tell us when you expect to move in, then tell us when you have actually moved in.

 /  / 

**What sort of tenancy do you have?**

For example, shorthold, assured tied rent or something like this.

**How long is the tenancy for?**

 /  /  to  /  / 

**What is the property let as?**

Tick the box that applies.

- Furnished
- Partly furnished
- Hardly any furniture
- Unfurnished

**How much rent do you or your partner pay and how often?**

For example, every week, every fortnight, every four weeks or monthly.

 £  every 

**Does anyone else share the rent with you and your partner?**

No

Yes  Tell us the details below.

Tell us their names and their relationship to you and your partner.

**How much of the rent do they pay and how often?**

For example, every week, every fortnight, every four weeks or monthly.

 £  every 

**Has your rent changed in the last 12 months?**

No

Yes

Send us proof of the date it changed and how much it changed.

**When is the next rent increase due?**

 /  / 

**We must see proof of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof.**

**Has your rent been registered as a fair rent by a rent officer?**

No

Yes  Please send us the notice of registration form RO5.

**Do you have any weeks when you do not have to pay rent?**

No

Yes  How many in a year?

**Are you behind with your rent?**

No

Yes  By how many weeks?

**Does your rent include money for the following?**

Tick the boxes that apply.

Meals  How much?  £  every

For which meals? Breakfast  Lunch  Evening meal   
Please tick.

Water authority charges  How much?  £  every

Heating  How much?  £  every

|                           |                                    |   |       |
|---------------------------|------------------------------------|---|-------|
| Lighting                  | <input type="checkbox"/> How much? | £ | every |
| Hot water                 | <input type="checkbox"/> How much? | £ | every |
| Electricity               | <input type="checkbox"/> How much? | £ | every |
| Fuel for cooking          | <input type="checkbox"/> How much? | £ | every |
| Laundry                   | <input type="checkbox"/> How much? | £ | every |
| Cleaning rooms or windows | <input type="checkbox"/> How much? | £ | every |
| Gardening                 | <input type="checkbox"/> How much? | £ | every |
| Garage or parking space   | <input type="checkbox"/> How much? | £ | every |

Do you have to rent the garage as part of your tenancy agreement? **No**   
**Yes**

Personal care and support  How much? £ every

**Do you pay any service charges separate from your rent, for example, for cleaning or lighting in shared areas, an alarm system, a warden, general counselling or support, meals, or lift maintenance?**

**No**

**Yes**  How much? £ every

What for?

**Are you living away from home at the moment?** **No**

**Yes**  Tell us about it below.

Why are you not living at home?

When did you last live at home? 

/ /

When do you expect to go back home? 

/ /

What is the address of where you are living at the moment?

Postcode

Have you sublet your home? **No**

**Yes**  Who lives there now?

**We must see proof of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof.**

- If you are awarded Housing Benefit, in most cases you can choose where to have your money paid. We can arrange to pay your money:
  - straight into a bank, building society or National Savings Bank account;
  - by cheque; or
  - in some cases, direct to your landlord. If you are a private tenant you cannot choose to have payment to your landlord. But if there is a reason why you cannot manage your own rent payments you should contact us.
- If you are awarded Council Tax Benefit, we will pay this into your Council Tax account.

### Payment direct into an account

This is the safest way to pay you and lets you choose how and when you get your money. You can use a bank, building society or other account provider. Most accounts allow you to make savings on some of your bills by paying them by direct debit. You may be able to use a cash machine, which will usually mean you can get your money at any time of the day or night. You can use most of these machines for free, but some of them will charge you to take your money out. If so, you will be warned by a message on the screen. This will give you the opportunity to cancel your transaction without being charged. There are arrangements with some banks and building societies to let you collect cash from many of their accounts over the counter at post offices.

If we cannot pay you direct, we will pay you by cheque.

### Finding out how much is paid into the account

We will tell you whenever we know there is going to be a change in the amount we pay into your account.

You can check your Housing Benefit payments on your account statements. If you think your payment is wrong, get in touch with the office that pays you.

### Getting someone to collect your Housing Benefit

You may be able to get someone else to collect your Housing Benefit for you regularly if you want. For help with this, please contact your bank, building society or other account provider, such as Credit Union.

## About the account you want to use

**You must tick one of these boxes.**

Tick this box if you agree to be paid direct into an account.

- Please give your account details on the next page. You must fill in all the boxes, including the building society roll or reference number if you have one. You can find the account details on the chequebook, passbook or statements. If you are not sure about the details, ask the bank, building society or other account provider.

Tick this box if you would like to be paid by cheque.

- Go to Part 14.

If you are not a private tenant we may be able to pay Housing Benefit direct to your landlord. Tick here if you would like us to pay in this way.

- Go to Part 14.

Do not forget to fill in the authorisation sheet at the end of this claim form. Then tear it off and give it to your landlord to sign.

**Whose name or names is the account in?**

**Please note:**

- We use *partner* to mean:
  - a person you are married to or a person you live with as if you are married to them; or
  - a civil partner or a person you live with as if you are civil partners.
- By ticking the box for an account that includes the name of the person acting on your behalf, you confirm that you will authorise them to use the money in the way you tell them, or you are an appointee acting on behalf of the customer.

**Please tick one box.**

- In your name
- In the name of your partner
- In both the names of you and your partner
- In the name of the person acting on your behalf
- In both the names of you and the person acting on your behalf.

**What name or names is the account in?**  
Please write the name or names as they appear on the chequebook, passbook or statement.

**Full name of bank or building society**

**Sort code** – of the bank, building society or other account provider. Please tell us all six numbers, for example, 12-34-56.

   –    –  

**Account number**  
This is seven to 10 numbers long.

**More information if it is a building society account**

**Building society roll or reference number**  
Some building society accounts use a roll or reference number. The number is on the passbook. The roll or reference can contain letters and numbers, and can be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

**Part 14 Anything else you need to tell us**

**Please use this space to tell us anything else you think we should know about.**  
Use a separate sheet of paper and attach it to this form if you need to.

**If you are sending any separate sheets of paper with this form, tell us how many.**

I am enclosing a filled-in *Paying benefit to your landlord* form.

I will send you a filled-in *Paying benefit to your landlord* form later.

**Do not delay sending this form in.**

Please tick to say what proof you are sending with this form. We must see **original documents**, not copies.

Please do not send valuable items through the post. If you can, bring them into our reception. We will take the details we need and give you the documents back straight away. If you cannot get into the office, phone us for more advice.

**If you do not provide all the proof we need, we might not be able to pay you any benefit. We need the same proof for your partner, if you have one.**

If you cannot send the proof we need at the moment, send the form back to us now and send the proof later. We can start to process your claim, **but we will not be able to pay you any benefit until we have all the proof.**

- **Proof of identity**

Such as a birth certificate, marriage or civil partnership certificate, passport, medical card, driving licence, UK residence permit, EEC identity card or recent gas or electricity bill. We may need to see several of these documents for each person. You do not have to provide this if you receive Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance or the guaranteed part of the Pension Credit.

- **Proof of your address**

Such as a recent gas or electricity bill or a TV licence.

- **Proof of National Insurance number**

Such as a National Insurance number card, payslips or letters from the Department for Work and Pensions or the tax office.

- **Proof of savings and investments**

Such as all your bank, building society or post office books, full bank statements, or certificates for Premium Bonds, National Savings Certificates, ISAs, stocks, shares and unit trusts. We need to see proof of any interest or dividends you get on investments and savings. The proof you send must show details for at least the last three months.

- **Proof of earnings**

*We also need this for any other adults living in your home.*

This means your last five payslips if you are paid every week, your last three payslips if you are paid every two weeks, or your last two payslips if you are paid every month. If you or your partner are self-employed, we need to see your accounts for the last financial year or, if you have been trading for less than six months, a summary of your trading records so far.

- **Proof of other income**

*We also need this for any other adults living in your home.*

Such as pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see proof of any money people pay you for board and lodgings.

- **Proof of benefits, allowances or pensions**

*We also need this for any other adults living in your home.*

Such as current award notices or letters from your JobcentrePlus office, Jobcentre, Department for Work and Pensions office or Pension Centre confirming how much you get. If you do not have proof, let us know straight away.

- **Proof of private rent and tenancy**

Such as a rent book, rent receipts, a tenancy agreement or a letter from your landlord.

- **Proof of other money paid out**

Such as letters about student grants, maintenance agreements or receipts from registered childcarers.

**Evidence needs to be provided within one month of making a claim.**

**Make sure you read and sign the declaration on page 20.**

We can usually award benefit from the Monday after the day we receive your claim. Sometimes we can pay benefit from an earlier date if you have a good reason for not claiming earlier. If you want us to consider paying your benefit from an earlier date, tell us when you want benefit from and why you did not claim earlier.

Date you want to claim benefit from

During this earlier period, were your circumstances different to those you have told us about on this form? No  Yes  Please tell us about it below.

What has changed?  
We need proof of change of your circumstances for this period.

Why have you not claimed before?

**Part 17 Declaration**

Even if someone else has filled in this form for you, you must sign this declaration if you can. If you have a partner, getting them to sign this form should allow us to process your claim more quickly, but they do not have to sign.

Please read this declaration carefully before you sign and date it.

- I understand that this claim is made to you, my local Housing Benefit and Council Tax Benefit Department.
- I declare that the information I have given on this form is correct and complete as far as I know and believe.
- I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action.
- I agree that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Benefit, or both. You may check some of the information with other sources as allowed by the law.
- I understand that you may use any information I have provided in connection with this and any other claim for state benefits that I have made or may make. You may give some information to other organisations, such as government departments, local authorities and private-sector companies such as banks and organisations that may lend me money, if the law allows this.
- I know that I have legal obligation to let you know in writing straightaway of ALL changes in my circumstances. Failure to do so may lead to action being taken against me. This may include prosecution or other action.

Signature of person claiming

Partner's signature

Date

Date

If this form has been filled in by someone other than the person claiming

Please tell us, your local Housing Benefit and Council Tax Benefit Department why you are filling in this form for the person claiming.

I declare that as far as possible, I have confirmed with the person claiming that the answers I have written on this form are correct.

Name of the person who filled in the form

Signature

Relationship to the person claiming

Date

**Part 18 What to do next**

You should now have:

- filled in and signed the claim form for Housing Benefit and Council Tax Benefit;
- collected any proof to support your claim – but remember not to send valuable items; and
- filled in the *Paying benefit to your landlord* form – if you want any benefit you may be entitled to paid to your landlord.

Send the above documents to us, your local Housing Benefit and Council Tax Benefit Department straight away. You can find our address on the front of this form.

If you are going to send proof or a filled-in *Paying benefit to your landlord* form at a later date, send these to us. You can find our address on the front of this form.



If you are not a private tenant and you want us, your local Housing Benefit and Council Tax Benefit Department to pay your benefit straight to your landlord, you must sign this declaration.

## Your declaration

Please pay my Housing Benefit straight to my landlord.

- I understand that I must always tell you, my local housing and council tax benefit office, about any change in my circumstances.
- I understand that if I do not tell you about any change of circumstances and you pay me too much benefit because of this, I may have to pay back the extra benefit.
- I understand that I may be prosecuted if I do not tell you about any change of circumstances.

Signature

Full name  
(in CAPITAL  
LETTERS)

Date

---

## Your landlord's declaration

I agree to accept Housing Benefit payments for the tenant named in this form.

I understand that by law:

- I must tell you straight away if I find out about any change in the tenant's circumstances;
- you can stop paying benefit to me if I do not tell you about any change of circumstances;
- I can be prosecuted if I accept Housing Benefit which I know I am not entitled to; and
- if you pay me too much Housing Benefit for any tenant, I may have to repay it. You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.

Signature

Date

Full name  
(in CAPITAL  
LETTERS)

Under the Race Relations Act, we have a responsibility to collect details of our clients' backgrounds. We use this information to help us with our equal opportunities policies.

This information is confidential and will be used only to improve access to our services and help provide equal opportunities for everyone.

You do not have to fill in this survey.

**A** Please say which background you feel you belong to.

**Asian**

Bangladeshi

Indian

Pakistani

Other Asian background  Please give details.

**Black**

African

Caribbean

Other black background  Please give details.

**Chinese**

Any Chinese background

**Mixed ethnic background**

Asian and white

Black African and white

Black Caribbean and white

Other mixed ethnic background  Please give details.

**White**

Any white background

**Any other ethnic background**

Any other ethnic background  Please give details.

**B** Please tell us your nationality.

British or mixed British

Scottish

English

Welsh

Irish

Any other nationality  Please give details.

## Notes

### Notes for filling in the claim form for Housing Benefit and Council Tax Benefit

- About this form
- About Local Housing Allowance
- About Housing Benefit and Council Tax Benefit
- Second Adult Rebate
- Employment and Support Allowance
- Proof
- Filling in the form
- If you need help to fill in the form
- What to do next
- How we collect and use information
- Changes you must tell us about

#### About this form

We have designed this claim form to be easy to fill in. It may look rather long, but there needs to be enough questions to make sure that everyone who claims gets the right amount of benefit.

You may not have to fill in all parts of the form (for example, a few questions would not apply to most pensioners) but you must fill in any part that is relevant to you. Every part starts with a question to help you decide if you need to fill in that part.

#### About Local Housing Allowance

From April 2008 we have introduced a new way of working out Housing Benefit for private tenants, called the Local Housing Allowance (LHA).

Under this new system, you will receive a standard allowance based on the size of your household. We will publish these allowances in advance so that you can find out how much rent Housing Benefit could pay before you rent a property.

As well as changing the way we work out Housing Benefit, this new system changes the way we pay it to private tenants. You will no longer be able to choose to have payments made to your landlord. However, if you feel there is a reason why you could not manage your own rent payments, you should contact us to explain why.

If you do not have a bank account and would like help to open one, please contact us.

Local Housing Allowance will not apply to you if:

- you are a local authority tenant;
- you live in supported accommodation provided by a social landlord, charity or voluntary organisation;
- your rent has been registered as a fair rent; or
- your landlord is a housing association;
- your tenancy started before 1989.

#### About Housing Benefit and Council Tax Benefit

Housing Benefit can pay all or part of your rent. It may also give you some extra money towards things you have to pay for, like cleaning shared areas. Council Tax Benefit can pay all or part of your Council Tax. It cannot help with water charges.

#### Second Adult Rebate

Second Adult Rebate is Council Tax Benefit for people who may not have a partner but who share their home with someone who:

- is 18 or over;
- is on a low income; and
- does not pay them rent.

If you are just claiming *Second Adult Rebate*, only fill in **Part 1, 3, 14, 15, 16** and **Part 17** of this form.

#### Employment and Support Allowance

From 27 October 2008 Employment and Support Allowance replaces Incapacity Benefit, Severe Disablement Allowance and Income Support (paid because of incapacity) for new customers only.

Any customers already receiving Incapacity Benefit, Severe Disablement Allowance or Income Support (due to incapacity) will continue to receive these benefits, as long as they meet the conditions for those benefits, until 2010. There are two parts to Employment and Support Allowance, an income related part which depends on your personal circumstances and a contribution part which is not affected by other income but will only be awarded to customers who have paid enough National Insurance contributions.

Customers can claim ESA from the age of 16 up to pensionable age and may be awarded Income Related ESA, and Contributory based ESA or both.

#### Proof

We will need to see proof of some of the things you write about on the form. There is a checklist in **Part 15** of the form to help you. If you are not sure if we need to see proof of something, get in touch with us. We will tell you what we need to see. We cannot pay you benefit until we have seen the proof we need. Evidence needs to be provided within one month of making a claim.

#### Filling in the form

Use black ink to fill in the form. Do not use pencil. If you make a mistake, just cross it out and put the right answer next to it. Do not use correction fluid or tape.

Answer **No** or **Yes** questions by putting a **tick** in the relevant box. If you are picking an answer from a list of answers, **tick** the box which applies to you. Do not put a cross in any boxes. If you answer a question with a cross, we may have to send the form back, and this will delay the claim.

If someone else fills in the form for you, there is a special space for them to sign.

### If you need help to fill in the form

If you need any help, contact us. You can find our phone number and address on the front of this form.

Or, you can get in touch with an organisation like your local citizens advice bureau. You can find their phone number and address in the business numbers section of your local phone book.

### What to do next

When you have filled in the form, sign it and send it to us, your local Housing Benefit and Council Tax Benefit Department with the proof we need to see.

Or, you can take the form and proof to our offices. Do not send valuable items such as benefit order books, bank books or passports in the post. Take them to our reception and we will get the information we need and give them back to you.

If you cannot get the proof we need straight away, do not worry. Send the form to us with the proof you do have and let us know that you will be sending some proof later. If you do not send the form to us straight away, you might lose money.

Do not send valuable items such as bank books or passports in the post.

### How we collect and use information

We will use the information you give in this form, and in any supporting proof you send, to process your claim for Housing Benefit and Council Tax Benefit.

We may pass the information to other agencies or organisations such as the Department for Work and Pensions and HM Revenue and Customs, as allowed by the law.

They may check information you have provided, or information about you that someone else has provided, with other information they hold. We may also get information about you from certain third parties, or give information to them to:

- make sure the information is accurate;
- prevent or detect crime; **and**
- protect public funds.

These third parties include government departments, other local authorities and private-sector organisations such as banks and organisations that may lend you money.

We will not give information about you to anyone else, or use information about you for other purposes, unless the law allows this.

We are the data controller for the purposes of the Data Protection Act.

If you want to know more about what information we have about you, or the way we use that information, please ask us.

### Changes you must tell us about

For example:

- any of your children leave school or leave home;
- anyone moves into or out of your home, including lodgers and subtenants;
- your income or the income of anyone living with you, including benefits, changes;
- your capital or savings change;
- you or anyone living with you becomes a student, goes on a Youth Training Scheme, goes into hospital or a nursing home, goes into prison, or changes or leaves a job;
- your rent changes;
- you move;
- you or your partner are going to be away from home for more than a month;
- you or anyone living with you starts work;
- you receive any decision from the Home Office; **or**
- anything you have told us about changes.

This is not a full list. If you are not sure, ask us for advice. You must tell us, your local Housing Benefit and Council Tax Benefit Department about any changes in writing – a phone call is not enough. If you do not tell us about any changes, you may lose money you are entitled to or you may get too much benefit. You must make sure that you tell us about any changes. Do not rely on someone else to pass the message on. It is an offence not to tell us about any changes that may affect your benefit. We may take court action against you and if we pay you too much benefit, you will probably have to pay it back.