

Customer's name and address

Our phone number is

Code	Number	Ext
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Textphone users with speech or hearing difficulties call

Code	Number
------	--------

If you get in touch with us, tell us this reference number

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Date

	/		/	
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We need more information

Please answer all the questions on this form. Then read and sign the Declaration.

Do not delay sending in your claim form. If you wait, you could lose money.

About care

Do you or your partner have a carer who lives somewhere else, but provides care overnight in your home?

- No** We may write to you about this.
Yes

About where you live

Are you a council tenant?

- No** Go to the next question.
Yes Go to **Declaration**.

Do you own your home or have a mortgage?

- No** Answer the questions below.
Yes Go to **About rent**.

What sort of building do you live in?

Tick one box only.

- Bedsit or rooms or a studio flat
- Hostel
- Caravan, mobile home or houseboat
- Board and lodgings
- Hotel
- Residential nursing home
- Residential care home
- Other – give details

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Please turn over ►

About where you live continued

Does your home have central heating? No
Yes

Does your home have a garden? No
Yes

Does your home have a garage? No
Yes

Does your home have a parking space? No
Yes

How many rooms are there in the building?	Just for you and your household	That you share with other people
Living rooms	<input type="text"/>	<input type="text"/>
Bedsitting rooms	<input type="text"/>	<input type="text"/>
Bedrooms	<input type="text"/>	<input type="text"/>
Bathrooms or shower rooms	<input type="text"/>	<input type="text"/>
Toilets	<input type="text"/>	<input type="text"/>
Kitchens	<input type="text"/>	<input type="text"/>
Other rooms	<input type="text"/>	<input type="text"/>

Do you use your home for business? No
Yes

Do you have a main home somewhere else? No
Yes Tell us about it below.

If your main home is somewhere else in the UK or abroad, tick Yes, even if you do not pay rent for it.

What is the address?

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

Postcode

Do you pay rent on this home? No
Yes How much? £

About rent

Do you pay rent for your home?

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

No Go to **Declaration**.

Yes Answer the next question.

Do you pay rent to the council?

No Answer the questions below.

Yes Go to **Declaration**.

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

Are you, your partner, or any of your or your partner's children related to your landlord or agent, or to your landlord's partner or the agent's partner?

Related includes related through marriage, even if the marriage has ended. Some examples are ex-wife, ex-husband, 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 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

About rent continued

How much rent do you 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?

/ /

Before we can decide how much you can get, we must see proof of your rent and tenancy.

For example, your rent book, tenancy agreement or a letter from your landlord.

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

No

Yes Please send us the notice of registration form R05.

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?

What is the total amount of rent that you owe?

About rent continued

Does your rent include money for the following?

Meals **No** **Yes** How much? £ every

For which meals? Please tick.
 Breakfast
 Lunch
 Evening meal

Water authority charges **No** **Yes** How much? £ every

Heating **No** **Yes** How much? £ every

Lighting **No** **Yes** How much? £ every

Hot water **No** **Yes** How much? £ every

Fuel for cooking **No** **Yes** How much? £ every

Laundry **No** **Yes** How much? £ every

Cleaning rooms or windows **No** **Yes** How much? £ every

Gardening **No** **Yes** How much? £ every

Garage or parking space **No** **Yes** How much? £ every

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

Personal care and support **No** **Yes** How much? £ every

Do you pay any service charges separate from your rent? **No** **Yes** How much? £ every

For example, for
 ● general counselling or support
 ● an emergency alarm system
 ● window cleaning, or
 ● lift maintenance.
 What for?

About rent continued

Are you living away from home at the moment?

- No** Go to the section **How we pay you** below.
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?

Have you sublet your home?

- No**
Yes Who lives there now?

Before we can decide how much you can get, we must see proof of your rent and tenancy.
For example, your rent book, tenancy agreement or a letter from your landlord.

How we pay you

If you are a council tenant

Your council will pay any Housing Benefit you are awarded into your rent account.

If you rent your home from a private landlord

Your council will usually pay your benefit to you. Your council can pay your money

- straight into a bank or building society
- by cheque.

It is then your responsibility to pay your rent to your landlord.

In some cases, your council can pay your money direct to your landlord.

If you are unable to manage your rent payments, contact your council and ask them to pay your benefit direct to your landlord. Your local council may ask you for more information.

If you rent your home from a housing association

You can choose how your council pays your benefit. Your council can pay your money

- straight into a bank or building society
- by cheque, or
- direct to your landlord.

If you are awarded Council Tax Benefit

Your council will pay your Council Tax Benefit into your Council Tax account.

Your council will normally pay your money into an account

Many banks and building societies will let you collect your money at the post office.

Your council will tell you if the amount they pay into the account is going to change.

Finding out how much your council has paid into the account

You can check your payments on account statements. If you think a payment is wrong, get in touch with your council straight away.

How we pay you continued

You must tick one of these boxes.

Tick this box if you would like to be paid into an account

Tell us about the account you want to use on the next page. By giving us your account details you agree that your council will pay you into an account.

If you are going to open an account, please tell your council your account details as soon as you get them.

Fill in the rest of this form. You do not have to wait until you have opened an account or contacted us.

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

Go to the next page.

Tick this box if you have rented your home since before 14 January 1989, and would like your Housing Benefit to be paid straight to your landlord.

Go to the next page.

About the account you want to use

- You can use an **account in your name**, or a **joint account**.
- You can use **someone else's account** if:
 - the terms and conditions of their account allow this, and
 - they agree to let you use their account, and
 - you are sure they will use your money in the way you tell them.
- You can use a **credit union account**. You must tell us the credit union's account details. Your credit union will be able to help you with this.
- If you are an **appointee** or a **legal representative** acting on behalf of the customer, the account should be in your name only.

Please tell us your account details below.

It is very important you fill in all the boxes correctly, including the building society roll or reference number, if you have one. If you tell us the wrong account details your payment may be delayed or you may lose money.

You can find the account details on your chequebook or bank statements. If you do not know the account details, ask the bank or building society.

Name of the account holder

Please write the name or names as they appear on the cheque book, passbook or statement.

Full name of bank or building society

Sort Code

Please tell us all 6 numbers, for example: 12-34-56

 - -

Account number

Most account numbers are 8 numbers long. If your account number has fewer than 10 numbers, please fill in the numbers from the left.

Building society roll or reference number

Some building societies 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.

Declaration

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

- **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 social security 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 must let you know in writing about any change in my circumstances which might affect my claim.

Signature of person claiming

Date

What to do next

You should now have:

- filled in the claim form
- collected any proof to support your claim, and
- filled in the *Sharing information with your landlord* form

Send the above documents to us. You can find our address in the phone book under **Council**, or at **mycouncil.direct.gov.uk**

If you are going to send evidence at a later date, also send this to us. .

Sharing information with your landlord

Sharing information with your private landlord could help us deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being delayed.

We may need to confirm information with your landlord before we can make a decision on your claim, for example, the start date of your tenancy. In these circumstances, we can contact your landlord without your permission.

Under the Data Protection Act 1998 we need your permission to discuss anything else.

If you give us permission, we would be able to tell your landlord whether:

- you have claimed Housing Benefit, or
- we have made a decision on your claim, or
- we need more information to make a decision on your claim, and what that information may be.

We will not give your landlord any information about:

- **your personal or household circumstances, or**
- **your financial circumstances.**

You can withdraw your permission at any time.

It will not affect your claim if you do not give us permission to discuss your claim with your landlord.

If you want to give us permission to discuss your claim with your landlord, please sign below.

I give my local council permission to share information about the progress of my Housing Benefit claim with my landlord or their representative.

Signature

Full name
(in CAPITAL
LETTERS)

Date

Address

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

Postcode

Paying benefit to your landlord

If you want us to pay your benefit straight to your landlord, you must sign this declaration. Then tear this page off and give it to your landlord to sign.

Your declaration

Please pay my Housing Benefit straight to my landlord.

- **I understand** that I must always tell you 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