

About this form

We have provided you with the enclosed claim form on behalf of your local council. The form and these notes are produced nationally. This form is designed to be a quick and easy form to complete for most people applying for Pension Credit. Sometimes we may need you to complete another form as well, for example when you pay rent to a private landlord or where other people live with you or your partner.

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 or, if you live in Scotland, the Scottish Water Authority water and sewerage 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 claiming Second Adult Rebate you will also need to complete the form **HCTB1(PC)ND**.

Proof

Your local council may need to see proof of your identity and your National Insurance Number. They may also need to see other proof, including proof requested on any other forms you need to complete. If you are not sure if your council needs to see proof of something, get in touch with them. They will tell you what they need to see. They cannot pay you benefit until they have seen the proof they need.

Completing the form

Use black ink to complete the form. Do not use pencil. If some or all of the form has been completed for you, you will need to check that it has been completed correctly, if not you should correct any mistakes and then sign the form. If there is 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, your local council may have to send the form back, and this will delay the claim.

If you need help to complete the form

If you need any help, contact your local council. You can find their phone number and address in the phone book under **Council**, or at **mycouncil.direct.gov.uk**

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 the form is completed, sign it and send it to your local council with any other forms and the proof they need to see. Or you can take the form and proof to your council's nearest benefit office. Do not send valuable items such as bank books or passports in the post. Take them to your council's nearest benefit office and they will get the information they need and give them back to you. If you cannot get to the council's nearest benefit office, phone them and they will advise you what to do next.

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

How your local council collects and uses information

Your local council will use the information you give in this form, and in any proof you send, to process your claim for Housing Benefit and Council Tax Benefit. They may pass the information to other agencies or organisations such as the Department for Work and Pensions and HM Revenue & 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. They 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.

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

Your local council is the data controller for the purposes of the Data Protection Act.

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

Changes you must tell your local council about

For example:

- 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 Training Scheme, goes into hospital or a residential 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 your council for advice. You must tell them about any changes in writing – a phone call is not enough. If you do not tell them 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 them about any changes straight away.

Do not rely on someone else to pass the message on.

It is an offence not to tell your council about any changes that may affect your benefit. They may take court action against you and if they pay you too much benefit, you will probably have to pay it back.