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Date received at:

First Contact

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Issue Date

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A claim form for Housing Benefit and Council Tax Benefit

Please read the help notes at the back of the form before you begin.

Reference

If you are just claiming Second Adult Rebate, only fill in Part 1, Part 3 and Part 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? No

By 'partner' we mean a person you are married to or have a civil partnership with, or a person you live with as if you were their husband, wife or civil partner.

(A civil partnership is a formal arrangement that gives same-sex partners the same legal status as a married couple.)

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

	You	Your partner
Surname or family name	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>
Any other names you have used	<input type="text"/>	<input type="text"/>
Title (Mr, Mrs, Ms, other)	<input type="text"/>	<input type="text"/>
Address, including room number if you have one	<input type="text"/>	<input type="text"/>
Do not tell us your partner's address if it is the same as yours.		
	<input type="text"/> Postcode	<input type="text"/> Postcode
What date did you move to this address?	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Your daytime phone number	Code <input type="text"/> Number <input type="text"/>	Code <input type="text"/> Number <input type="text"/>
What is this number? 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"/>
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
National Insurance (NI) number	Letters <input type="text"/> <input type="text"/> Numbers <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Letter <input type="text"/>	Letters <input type="text"/> <input type="text"/> Numbers <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Letter <input type="text"/>
You can find this on payslips or letters from social security 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.	If you do not have a National Insurance number, or cannot find it, tick this box. <input type="checkbox"/>	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 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 will write to you about this.

No
 Yes We will 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 this?

 / /
 / /

Do you or your partner get Disability Living Allowance?

No
 Yes How much?

No
 Yes How much?

Care £

Care £

Mobility £

Mobility £

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

No
 Yes

No
 Yes

Have you or your partner been unable to work because of sickness for the last 52 weeks?

No
 Yes

No
 Yes

You

Your partner

Do you or your partner get Attendance Allowance?

No
 Yes We will write to you about this.

No
 Yes We will write to you about this.

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

No
 Yes We will write to you about this.

No
 Yes We will write to you about 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 will write to you about this.

No
 Yes We will write to you about 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 attending 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

If Yes, please provide loan certificates and start and end dates.

How much of your income is taken into account when working out your grant?

£ a year

£ a year

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

-
-
-
-
-
-

We will contact you if we need any more information.

Do you or your partner pay towards a private pension other than by money being taken from your salary or wages?
 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; or
- aged 16, 17, 18 or 19 and Child Benefit is still being paid for them.

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
Last 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"/>
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"/> £	<input type="text"/> £	<input type="text"/> £
Mobility	<input type="text"/> £	<input type="text"/> £	<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"/> £ <input type="text"/> a week	<input type="text"/> £ <input type="text"/> a week	<input type="text"/> £ <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.

Have any of the children been in hospital for more than 12 months? No

Yes Which child?

Are any childminding costs paid by social services or any other agency? No

Yes How much £ every

If you have more than three children and are sending in a separate sheet of paper with their details, please give their names here.

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 over 16 who nobody gets Child Benefit for.

Yes Fill in this section.

	First person	Second person	Third person
Last 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 or Pension Credit (the guaranteed part)?

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

No

Yes

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 Tell us which.

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)?

/ /

/ /

/ /

	First person	Second person	Third person
Do they normally work for 16 hours or more a week?	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us their earnings before any deductions. £ <input type="text"/> We need to see proof of their earnings.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us their earnings before any deductions. £ <input type="text"/> We need to see proof of their earnings.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us their earnings before any deductions. £ <input type="text"/> We need to see proof of their earnings.
Do they have any other income at all? Make sure you tell us about all other income they have. This includes any benefits or allowances you have not told us about on this form and interest from savings and investments.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.
1 Where does this income come from? How much is it before deductions?	<input type="text"/> £ <input type="text"/>	<input type="text"/> £ <input type="text"/>	<input type="text"/> £ <input type="text"/>
2 Where does this income come from? How much is it before deductions?	<input type="text"/> £ <input type="text"/>	<input type="text"/> £ <input type="text"/>	<input type="text"/> £ <input type="text"/>
3 Where does this income come from? How much is it before deductions?	<input type="text"/> £ <input type="text"/> We need to see proof of their income.	<input type="text"/> £ <input type="text"/> We need to see proof of their income.	<input type="text"/> £ <input type="text"/> We need to see proof of their income.
Are any of the people who normally live with you married to each other or living together as if they were married? We call these people <i>partners</i> .	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us their names below. <input type="text"/> is the partner of <input type="text"/> <input type="text"/> is the partner of <input type="text"/>		

Part 4 About Income Support, income-based Jobseeker's Allowance and guaranteed Pension Credit

Are you or your partner getting or waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance or guaranteed Pension Credit?

No Go to Part 5.
Yes Answer both the questions in this part.

	You	Your partner
Are you or your partner actually getting Income Support, income-based Jobseeker's Allowance or guaranteed Pension Credit at the moment?	No <input type="checkbox"/> Yes <input type="checkbox"/> When did you start getting it? <input type="text"/> / <input type="text"/> / <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> When did they start getting it? <input type="text"/> / <input type="text"/> / <input type="text"/>
Are you or your partner still waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance or guaranteed Pension Credit?	No <input type="checkbox"/> Yes <input type="checkbox"/> When did you claim? <input type="text"/> / <input type="text"/> / <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> When did they claim? <input type="text"/> / <input type="text"/> / <input type="text"/>
Which benefit are you getting or waiting to hear about?	Income Support <input type="checkbox"/> Income-based Jobseeker's Allowance <input type="checkbox"/> Pension Credit (guaranteed) <input type="checkbox"/>	Income Support <input type="checkbox"/> Income-based Jobseeker's Allowance <input type="checkbox"/> Pension Credit (guaranteed) <input type="checkbox"/>

We must see evidence 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 evidence.

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 evidence of your income and expenditure. 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"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
What is the business address?	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/> Postcode	<input type="text"/> 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"/> Postcode	<input type="text"/> Postcode
What is your share of the business?	<input type="text"/> %	<input type="text"/> %
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"/> £ every <input type="text"/>	<input type="text"/> £ every <input type="text"/>
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"/> £ every <input type="text"/>	<input type="text"/> £ every <input type="text"/>

We must see evidence 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 evidence.

Part 6 About working for an employer

Do you or your partner work for an employer?

No Go to **Part 7**.

Yes Answer the questions on this page. If you work for more than one employer, give all their names at the end of this part. Use a separate sheet of paper to tell us all the information we ask for in this part about your other employers.

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

	You	Your partner
When did you start this job?	<input type="text" value=" / /"/>	<input type="text" value=" / /"/>
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"/> Yes <input type="checkbox"/> When will you finish? <input type="text" value=" / /"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> When will you finish? <input type="text" value=" / /"/>
How often do you get paid?	<input type="text" value="Every"/>	<input type="text" value="Every"/>
How much do you get paid before tax and National Insurance are taken off?	<input type="text" value="£"/>	<input type="text" value="£"/>
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" value=" / /"/>	<input type="text" value=" / /"/>
When will your next pay rise be?	<input type="text" value=" / /"/>	<input type="text" value=" / /"/>
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"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Are you getting any other sick pay or maternity pay from your employer at the moment?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Do you pay into a private or company pension scheme?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much and how often? <input type="text" value="£ every"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> How much and how often? <input type="text" value="£ every"/>

We must see evidence 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 evidence. If you get tips or bonuses, tell us about these in Part 14.

If you have any other employers you have not mentioned above, please give the employers' names here and attach the information we need.

Part 7 About any other work

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
What other work do you do?	<input type="text"/>	<input type="text"/>

	You	Your partner
What is the name and address of the person you do this work for?	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
	Postcode	Postcode
When did you start this work?	<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"/>
Do you get paid? If you only get expenses or tips, still tick Yes and give details.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.
How much do you get before any deductions?	£ <input type="text"/>	£ <input type="text"/>
How often are you paid?	<input type="text"/> Every	<input type="text"/> Every

We must see evidence 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 evidence.

Part 8 About benefits and pensions

Are you or your partner getting any benefits or waiting to hear about benefits you have claimed? No Go to Part 9. Yes Tell us about the benefits below. Tell us the full rate of the benefits before any deductions.

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

- Child Benefit
- Child Tax Credit
- Fostering Allowance
- Contribution-based Jobseeker's Allowance
- Maternity/Paternity Allowance
- Working Tax Credit
- Incapacity Benefit/ Employment & Support Allowance
- Industrial Injuries Disablement Benefit
- Industrial Death Benefit
- Carer's Allowance
- Severe Disablement Allowance
- Statutory Sick Pay
- Statutory Maternity Pay
- Statutory Paternity Pay
- Adoption Pay
- Reduced Earnings Allowance
- Widowed parent's allowance
- Bereavement Allowance
- Guardian's Allowance
- Pension Credit (including the savings part)
- State Retirement Pension
- War Disablement Benefit
- War Pension or War Widow's Pension
- Widow's or Widower's Benefit

If you are getting or have claimed more than three benefits, or 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
The name of the benefit or pension	<input type="text"/>	<input 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 type="text"/> every <input type="text"/> by <input type="text"/>	£ <input type="text"/> every <input type="text"/> by <input type="text"/>
The name of the benefit or pension	<input type="text"/>	<input 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 type="text"/> every <input type="text"/> by <input type="text"/>	£ <input type="text"/> every <input type="text"/> by <input type="text"/>
The name of the benefit or pension	<input type="text"/>	<input 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 type="text"/> every <input type="text"/> by <input type="text"/>	£ <input type="text"/> every <input type="text"/> by <input type="text"/>

If you have ticked that you are 'waiting to hear', you must tell us as soon as you are given a decision on the claim, and provide details of the start date and amount you are entitled to.

Do you or your partner have any money coming in (or expect to have some money coming in) that you have not already told us about on THIS FORM?

This includes occupational pensions, work pensions and private pensions, 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 Skipton Fund or the MacFarlane Trust.

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

We must see evidence 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 evidence.

Do you pay rent for where you live?

No Go to Part 12.

Yes Go to the next question.

Are you a council tenant?

No Answer the questions below.

Yes Go to Part 12.

How many rooms are there in the building?

Living rooms

Just for you and your household

That you share with other people

Bedsitting rooms

Bedrooms

Bathrooms or shower rooms

Toilets

Kitchens

Other rooms

Do you use your home for business?

No

Yes

Do you have a main home somewhere else?

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

No

Yes Tell us about it below.

What is the address?

Postcode

Do you pay rent on this home?

No

Yes How much?

£

Part 11 About rent

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

--

If your landlord is a previous partner, did you live at this address together?

No

Yes

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	/ /
-----	----	-----

Do you or any member of your household get money from a trust that also owns your home?

No

Yes

How much rent do you pay and how often?

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

£	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 every month.

£ 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 evidence 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.

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?

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?

Does your rent include money for the following?

Meals

No

Yes How much? £ every

For which meals? Breakfast

Please tick. Lunch

Evening meal

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 evidence 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 evidence.

Do you or your partner have any savings, bank accounts, 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, stocks and shares and so on.

No Go to Part 13.

Yes Answer the questions in this part.

Do you or your partner have any bank accounts, building society accounts or post office accounts? (This includes savings and girobank accounts.)

No

Yes Tell us about the accounts below.

	Account 1	Account 2	Account 3
Name of bank, building society and so on and type of account.	<input type="text"/>	<input type="text"/>	<input type="text"/>
Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>
How much is in the account?	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
Whose name is the account in?	<input type="text"/>	<input type="text"/>	<input type="text"/>

	Account 4	Account 5	Account 6
Name of bank, building society and so on and type of account.	<input type="text"/>	<input type="text"/>	<input type="text"/>
Account number	<input type="text"/>	<input type="text"/>	<input type="text"/>
How much is in the account?	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
Whose name is the account in?	<input type="text"/>	<input type="text"/>	<input type="text"/>

Do you or your partner have any premium bonds?

No

Yes Total value £

Do you or your partner have any National Savings Certificates or National Savings Bonds?

No

Yes Tell us about them below.

Issue number	Value	How many?
<input type="text"/>	£ <input type="text"/>	<input type="text"/>
Issue number	Value	How many?
<input type="text"/>	£ <input type="text"/>	<input type="text"/>
Issue number	Value	How many?
<input type="text"/>	£ <input type="text"/>	<input type="text"/>

Do you or your partner have any stocks, shares, bonds or unit trusts?

No

Yes Tell us about them below.

Company name	How many?
<input type="text"/>	<input type="text"/>
Company name	How many?
<input type="text"/>	<input type="text"/>

Do you or your partner have any other savings or investments? For example, cash, ISAs, TOISAs, compensation or any other money you have not told us about.

No

Yes Tell us about them below.

Do any of your savings or investments include:

money from the sale of a house?

No

Yes We will write to you about this.

money from a charity?

No

Yes We will write to you about this.

Apart from your home, do you or your partner any children you are have any any property or land in this country or abroad?

No

Yes If Yes, give the address below. We will write to you for more details.

Tick Yes even if you have a mortgage or loan for the property, land or timeshare.

Have you or your partner received:

- a Far Eastern Prisoner of War Compensation payment; or
- a compensation payment made to victims of atrocities that happened during the Second World War?
- A one-off lump sum from The Pension Service because you delayed claiming your State Pension?

We need to know this to make sure we do not count it as part of your savings.

No

Yes What payment did you receive?

A Far Eastern Prisoner of War Compensation payment

A compensation payment made to victims of atrocities that happened during the Second World War

A one-off lump sum from The Pension Service because you delayed claiming your State Pension

Who received the payment?

You

Your partner

Have you or your partner received a payment from the vCJD Trust?

No

Yes If Yes, we will write to you about this.

We must see evidence of savings, investments and 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.

Part 13 How you will be paid and the choices you have

- If you are a council tenant, we will pay any Housing Benefit you are awarded into your rent account.
- If you are **not** a council tenant and are awarded Housing Benefit, in some cases you can choose where to have your money paid. We can arrange to pay your money:
 - straight into a bank or building society account;
 - or
 - direct to your landlord but only if your landlord is a Housing Association or Registered Social Landlord.
- If you are awarded Council Tax Benefit, we will pay this into your Council Tax account.

Are you a council tenant? No Fill in this part.

Yes Go to Part 8.

Paying your Housing Benefit

Direct to your Housing Association or Registered Social Landlord

Into a current account or savings account Fill in details below..

Payment into an account

What name or names is the account in?

Name of bank or building society	<input type="text"/>	Account number	<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"/>
Sort code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Type of account - (for example, a deposit or current account)	<input type="text"/>

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.

Please tick to say what evidence 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 evidence we need, we might not be able to pay you any benefit. We need the same evidence for your partner, if you have one.

If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence within 14 days. We can start to process your claim, **but we will not be able to pay you any benefit until we have all the evidence.**

- | | Enclosed | To follow |
|--|----------|-----------|
| <ul style="list-style-type: none"> • Evidence of identity <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;">Such as a birth certificate, marriage certificate, passport, National Insurance number card, 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.</p> | | |
| <ul style="list-style-type: none"> • Evidence of your address <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;">Such as a recent gas or electricity bill or a TV licence.</p> | | |
| <ul style="list-style-type: none"> • Evidence of National Insurance number <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;">Such as a National Insurance number card, payslips or letters from social security or the tax office.</p> | | |
| <ul style="list-style-type: none"> • Evidence of capital, savings and investments <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;">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 evidence of any interest or dividends you get on investments and savings. The evidence you send must show details for at least the last two months.</p> | | |
| <ul style="list-style-type: none"> • Evidence of earnings <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;"><i>We also need this for any other adults living in your home.</i></p> <p style="margin-left: 20px;">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 do not have these payslips, please ask your employer to fill in one of the proof of earnings certificates at the back of this form. If you or your partner are self-employed, we need to see your accounts for the last financial year. If you have been trading for less than six months, we need to see a summary of your trading accounts so far.</p> | | |
| <ul style="list-style-type: none"> • Evidence of other income <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;"><i>We also need this for any other adults living in your home.</i></p> <p style="margin-left: 20px;">Such as pension slips from a former employer showing that you receive an occupational pension, or a letter from the court or from the Child Support Agency showing maintenance. If you are receiving any training allowances, student loans or grants, we will need the award letter or financial assessment form. We need to see evidence of any money people pay you for board and lodgings.</p> | | |
| <ul style="list-style-type: none"> • Evidence of benefits, allowances or pensions <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;"><i>We also need this for any other adults living in your home.</i></p> <p style="margin-left: 20px;">Such as current award notices or letters from social security confirming how much you get. If you do not have evidence, let us know straight away. Please do not send order books through the post.</p> | | |
| <ul style="list-style-type: none"> • Evidence of private rent and tenancy <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;">Such as a rent book, rent receipts, a tenancy agreement or a letter from your landlord. Or you can ask your landlord to fill in the 'Proof of rent' form at the back of this form.</p> | | |
| <ul style="list-style-type: none"> • Evidence of other money paid out <input type="checkbox"/> <input type="checkbox"/> <p style="margin-left: 20px;">Such as letters about student grants or maintenance, agreements or receipts from registered child carers, or proof of payments made into a pension scheme.</p> | | |

Make sure you read and sign the declaration on Page 19.

Make sure your name and address is on everything you send.

If you are receiving benefits, pensions or allowances and are claiming for a new address, make sure you tell the Department for Work and Pensions, the Pension Service or Jobcentre Plus.

We can usually award benefit from the Monday after you contact us, provided we receive your completed form within one month of it being issued to you. 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

 / /

For this earlier period, were your circumstances the same as on this form?

No Yes

Tell us why you have 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 declare that the information I have given on this form is correct and complete.
- I understand that if I give information that is incorrect or incomplete, you may take action against me. This may include court action and a prison sentence of up to 10 years.
- 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 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 promptly and in writing about any change in my circumstances which might affect my claim.

Signature of person claiming

Date / /

Partner's signature

Date / /

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

Please tell us 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

 / /

Sharing information with your 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 by signing this form, we will only share information with your landlord if:

- you have agreed that your Housing Benefit can be paid direct to your landlord; or
- you are a council tenant (where your home is managed by Golden Gates Housing).

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

- you have claimed or renewed your claim for Housing Benefit;
- 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 you, Warrington Borough Council, permission to share information about the progress of my Housing Benefit claim with my landlord or their representative.

Signature

Part 19 About equal opportunities

We have an equal opportunities policy. It will help us to carry out this policy if you give us the following information. **You do not have to fill in this section if you do not want to.**

This information is confidential and we will only use it to help us improve access to our services.

I would describe myself and my partner as (please tick one box each):

	You	Your partner		You	Your partner
Asian or Asian British			Mixed		
Bangladeshi (A)	<input type="checkbox"/>	<input type="checkbox"/>	White and Asian (J)	<input type="checkbox"/>	<input type="checkbox"/>
Indian (B)	<input type="checkbox"/>	<input type="checkbox"/>	White and black African (K)	<input type="checkbox"/>	<input type="checkbox"/>
Kashmiri (C)	<input type="checkbox"/>	<input type="checkbox"/>	White and black Caribbean (L)	<input type="checkbox"/>	<input type="checkbox"/>
Pakistani (D)	<input type="checkbox"/>	<input type="checkbox"/>	Any other mixed background (M)	<input type="checkbox"/>	<input type="checkbox"/>
Any other Asian (E)	<input type="checkbox"/>	<input type="checkbox"/>	White		
Black or black British			English (N)	<input type="checkbox"/>	<input type="checkbox"/>
African (F)	<input type="checkbox"/>	<input type="checkbox"/>	Irish (O)	<input type="checkbox"/>	<input type="checkbox"/>
Caribbean (G)	<input type="checkbox"/>	<input type="checkbox"/>	Scottish (P)	<input type="checkbox"/>	<input type="checkbox"/>
Any other black background (H)	<input type="checkbox"/>	<input type="checkbox"/>	Welsh (Q)	<input type="checkbox"/>	<input type="checkbox"/>
Chinese (I)	<input type="checkbox"/>	<input type="checkbox"/>	Any other white background (R)	<input type="checkbox"/>	<input type="checkbox"/>
			Any other ethnic group (S)	<input type="checkbox"/>	<input type="checkbox"/>

If you want us to pay your benefit straight to your Housing Association or Registered Social 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 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

Date

Full name
(in CAPITAL LETTERS)

Address

Postcode

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

Housing Benefit will be paid into my current or savings account. My account details are

Payment into an account			
What name or names is the account in?	<input type="text"/>		
Name of bank or building society	<input type="text"/>	Account number	<input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>
Sort code	<input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>	Type of account - (for example, a deposit or current account)	<input type="text"/>

Proof of rent

(To be filled in by the landlord or their agent in place of other proof)

Name of your tenant

Address (including flat number)

Postcode

	Owner's details	Agent's details (if none, write 'None')
Owner's full name	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	Postcode <input type="text"/>	Postcode <input type="text"/>
Phone number	<input type="text"/>	<input type="text"/>
Are you the owner or the agent?	<input type="text"/>	
What date did the tenancy start?	<input type="text"/>	
How much is the rent?	£ <input type="text"/>	How often (every week, four weeks, month and so on)? <input type="text"/>

What does the rent include? (Please tick the correct box and say how much is included, if any.)

	Yes	No	£	p
Heating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Hot water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Cooking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Porter or estate staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Gardening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Emergency alarms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Garage or parking space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
If 'Yes' to garage, did the tenant have a choice?			<input type="text"/>	

	Yes	No	£	p
Cleaning and lighting the accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Cleaning and lighting shared areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
General counselling, care and other support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

If 'Yes' to meals, please give details of the number of meals each day.

Any other services? £ p

If 'Yes', please give details.

Who pays the water rates bill?

Declaration

I declare that the information I have given on this form is correct and complete. I understand that I may be prosecuted if I knowingly make a false or incomplete statement. I understand I have a duty to tell the Benefits Office immediately in writing if my tenant leaves the accommodation or if their circumstances change. I may be prosecuted if I fail to tell you.

Signature

Date

Full name (in CAPITAL LETTERS)

Agent or owner

(To be filled in by the employer)

Mr Mrs Miss Ms

Employee's name

Employee's home address

Postcode

Employee's reference number

National Insurance number

Occupation

Gross earnings, including overtime and any extra payments for the past five weeks if they are paid weekly, or past two months if they are paid every month

Paid weekly

Hours worked

Week ending (write the date)	Hours worked	Gross pay £	Income tax £	National Insurance £	Superannuation or personal pension scheme £	Working Tax Credit £	Other deductions £	Pay after deductions £
1								
2								
3								
4								
5								

Paid monthly

Hours worked

Calendar month ending (write the date)	Hours worked	Gross pay £	Income tax £	National Insurance £	Superannuation or personal pension scheme £	Working Tax Credit £	Other deductions £	Pay after deductions £
1								
2								

Method of payment Cash BACS Cheque Other

If you have given this employee a pay rise in the last six months, please give the dates and the amount of the rise.

I confirm that the information I have given on this form is correct.

Name

Address

Postcode

Phone number

Signature

Position in firm

Date / /

Official stamp

If there is no official stamp, please provide a supporting letter on headed paper.

This form must be signed by a company director, company secretary, personnel officer or the person in charge.

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 appropriate box again. 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.

About this form

We have designed this claim form to be easy to fill in. It may look rather long, but we need to ask 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 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 children's play areas and 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 claiming *Second Adult Rebate*, only fill in **Part 1**, **Part 3** and **Part 17** of this form.

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.

If you need help to fill in the form

If you need help to fill in this form, you can call into Warrington's Contact Centre at 26-30 Horsemarket Street in the town centre. We are open from 9am to 5pm Monday to Friday and from 9am to 1pm on Saturday.

You can also get help and advice by phoning 01925 443210 between 8am - 6pm Monday - Friday and 9am - 1pm on Saturday. You can fax us on 01925 442333 or write to us at this address.

PO BOX 5
Business Support Centre
New Town House
Buttermarket Street
Warrington
WA1 2FG
E-mail: Revenues&Benefits@warrington.gov.uk

We also offer a home-visiting service for people who cannot come to the Revenues and Benefits reception because of ill health, old age or disability. If your circumstances make it difficult for you to visit our offices, you can make an appointment for a home visit by phoning 01925 443210.

For independent advice, you can phone Warrington Community Law Centre on 01925 651104 or Warrington Citizens Advice Bureau on 01925 246970.

What to do next

When you have filled in the form sign it and send it to us 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.

Changes you must tell us about

If any of the details you have told us about on this form change, you must tell the Housing Benefit section immediately in writing – a phone call is not enough. Here are some examples of changes you must report.

- 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.
- Anything you have told us about changes.

This is not a full list. If you are not sure, ask us for advice. If you do not tell us about any change, you may lose money you are entitled to or you may get too much benefit and you will probably have to pay it back. It is an offence not to tell us about any changes that may affect your benefit and we may take court action against you.

How we collect and use information

We will use the information you give in this form, and in any supporting evidence 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 law.

We may check information you have provided, or information about you that someone else has provided, with other information we 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.

Warrington Borough Council

The Council's vision is to make Warrington an outstanding town in the North-West with opportunities for all

Benefits Service

Our mission statement

We aim to provide a modern, efficient, effective and secure service that we are continuously looking to improve. We will build on our solid foundation and improve the existing standards we deliver to make sure that the services we provide are good quality, cost-effective, responsive and meet your needs. We will make sure that we deliver a professional and polite service to you at all times.

Our standards

- We will be fair, responsive and polite when delivering quality services.
- We will respect your confidentiality at all times.
- We will be professional and take pride in what we do.
- We will be positive and provide services which meet your needs.
- We will aim to get things right first time.
- We will help you to tell us when we fail.
- We will respond to your complaints and use customer feedback to continuously review and improve our service.

We will aim to:

- process your application for benefits within 14 days of you providing all the information we need; and
- reply to your letters within 14 days.

Anti-fraud mission statement

The Benefit Fraud Team will aim to protect and secure how we handle Housing and Council Tax Benefit. By providing a professional service, it will aim to prevent, detect and put off those who would commit fraud against our benefits system.

New Claims for Private Tenants Local Housing Allowance

From April 2008, a new way of calculating Housing Benefit has been introduced called Local Housing Allowance.

Local Housing Allowance is a new way of working out Housing Benefit for tenants renting accommodation from a private landlord.

If you live in Golden Gates accommodation or other social housing, Local Housing Allowance will not affect you.

Local Housing Allowance is not based on the property in which you live. It is based on:

- who lives with you
- how much money you have coming in
- what savings you have.

You can get an idea of how much benefit we can pay before you make your claim by checking the Local Housing Allowance rates.

These are available on our website:

<http://www.warrington.gov.uk>

and on display in

Warrington's Contact Centre
26-30 Horsemarket Street.

You can also check the monthly rates by calling (01925) 443210

We will use Local Housing Allowance rates to calculate how much benefit you qualify for. The rate you are entitled to may reduce depending on your income, savings and circumstances. The Local Housing Allowance is the maximum amount that you can receive.

Contact us:

PO BOX 5
Business Support Centre
New Town House
Buttermarket Street
Warrington
WA1 2FG

Tel: 01925 443210

Fax: 01925 442333

Email: revenues&benefits@warrington.gov.uk.