

Benefits

HELP AND ADVICE TEAM



North Norfolk District Council has a group of advisors called the **Benefits Help and Advice Team**, and they're here to help you.

The Team is available by appointment for help and advice on Housing and Council Tax Benefit. If you have difficulties visiting our offices, we will help you over the phone, or even arrange a home visit if appropriate.

Some of the benefits we can advise on are as follows:

- ▶ Housing Benefit and Council Tax Benefit
- ▶ Council Tax Discounts and Exemptions
- ▶ Income Support
- ▶ Job Seekers Allowance (IB/CB)
- ▶ Incapacity Benefit
- ▶ Disability Living Allowance
- ▶ Attendance Allowance

To make an appointment call the **Benefits Help and Advice Team** on 01263 516245.

Further information about Benefits can also be found on www.northnorfolk.org

OPENING TIMES FOR REVENUES & BENEFITS

Cromer Council Office, Holt Road, Cromer, NR27 9EN
Tel 01263 516349
Email: benefits@north-norfolk.gov.uk

Fakenham Connect, Oak Street, Fakenham, NR21 9DY
Tel 01328 850100
Email: benefits@north-norfolk.gov.uk

Mondays, Tuesdays, Thursdays – 8.30am to 5pm
Wednesdays – 10am to 5pm, Fridays – 8.30am to 4.30pm
Note: all other services are accessible on Wednesdays 8.30am to 5pm.
Saturdays and Sundays – Closed

Housing and Council Tax Benefit



Guide to reporting changes of circumstances

While you are in receipt of Housing and Council Tax Benefit you must tell us straight away about any change of circumstance that could affect your Benefit. **It may be a criminal offence not to notify such changes in circumstances.**

Changes of Circumstances include:

- ▶ **Changes in Income or Savings for you and any household member** – Increases or decreases of Earnings, Tax Credits, Incapacity Benefit, Maintenance, Capital, Pensions
- ▶ **Changes in number of Occupants** – Someone moves in or out
- ▶ **Changes of Address** – Including room changes
- ▶ **Changes in Rent** – Increase, decrease, change in service charges or landlord details
- ▶ **Absence from property for any reason** – Admittance into hospital or residential home, staying with friends/relatives
- ▶ **Change in child care costs**

These are only some examples

If you are in receipt of Pension Credit (Guaranteed Credit) or Income Support/Job Seekers Allowance (Income Based)/Employment Support Allowance (Income Related) you will only need to inform us of a change in:

- ▶ **Income Support/Job Seekers Allowance/Employment Support Allowance stopping**
- ▶ **Changes in Rent** – Increases, decreases, changes in service charges or landlord details
- ▶ **Changes in number of Occupants** – Someone moves in or out
- ▶ **Changes that affect other adults that live with you** – Income or capital
- ▶ **Absence from home for more than 13 weeks**

You must inform your local Pension Service of all other changes

Reporting a change in circumstances

If you have applied for, or are already getting, Housing Benefit or Council Tax Benefit (or both) and you would like to report a change of circumstance please complete this form.

About you

Title (Mr, Mrs, Miss, Ms) _____

First names _____

Surname _____

National Insurance number _____

Address _____

Postcode _____

Your daytime phone numbers
(including mobile) _____

Your Housing and Council Tax Benefit
Reference number (if known) _____

Changes of circumstances must be reported to the Housing and Council Tax Benefits Department within one calendar month of the date of the change. If you fail to report changes of your circumstances within one month, which would increase your benefit, your benefit will only be re-assessed from the Monday following the date you told us and not from the date of the change.

Failure to report change of circumstances promptly may be an offence under Social Security legislation.

What is the change that you need to report?

Please say who it affects, for example whose income has changed, who's started work, who's moved? Please give as much detail as possible.

What date did this change happen?

What proof are you sending with this form?

For example, a letter showing the new amount of a benefit or pension, a letter from your landlord about the rent, a Tax Credit award letter or wage slips. *These must be original documents.* If you don't have proof to send now, don't delay, send this form to us now.

Your signature

Partners signature (if applicable)

Date

Please return this form to:

North Norfolk District Council
Housing Benefit and Council Tax Benefit Section
Holt Road, Cromer, Norfolk, NR27 9EN

You will receive a notification letter once your Housing and Council Tax Benefit entitlement has been re-assessed taking the details you have provided into consideration.