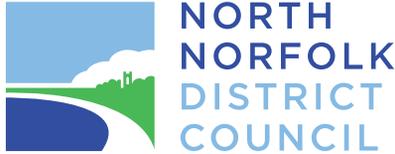


HOUSING BENEFIT AND COUNCIL TAX SUPPORT: WHAT YOU NEED TO KNOW



Report a change in your circumstances

Reporting a change is easy, just visit www.north-norfolk.gov.uk/cc and complete the online form.

You must report all changes for you and your partner (if you have one) and anyone else living with you, such as:

- A change to your income, savings, or your rent;
- A change to your address, or any absence from your main home likely to exceed 4 weeks;
- The number of people living in your household or the income of other people in your household;
- A child over 16 leaving full time education or taking up full time work.

You can send us your evidence online www.north-norfolk.gov.uk/benefitsevidence

Please do not delay in notifying us of a change as you could lose benefit if it is not reported within one month. If you are unsure, please contact us www.north-norfolk.gov.uk/contactus

Have your savings changed?

If you have over £16,000 you may not be entitled to Housing Benefit/Council Tax Support.

Your entitlement will be affected if you are working age and have over £6,000 or are pension age and have over £10,000.

Please do not delay in informing us of a change to your savings as you may be overpaid. Please visit www.north-norfolk.gov.uk/capital for more information.



How do I report benefit fraud?

If you believe that someone is claiming benefit that they are not entitled to please phone the National Benefit Fraud Hotline on **0800 854 440**, visit www.gov.uk/report-benefit-fraud or email fraud@north-norfolk.gov.uk

Please give as much information as you can to help to investigate the situation. Any information that you give will be confidential. You do not have to give your name and address if you prefer not to.

Repaying overpaid Housing Benefits

An overpayment of benefit occurs when you are paid Housing Benefit to which you have no entitlement. Whilst you remain in receipt of Housing Benefit, any overpayment will be recovered from your ongoing benefit payments.

If you are no longer entitled to Housing Benefit and you have outstanding overpayments, these will be recovered by sending you an invoice.

If you are unable to pay the full amount straight away, we may be able to consider a payment plan. Please get in touch. We are here to help and will work with you to find a solution that works for you.

Please visit www.north-norfolk.gov.uk/hbo



Discretionary Housing Payments

Struggling with your rent payments? We may be able to provide a top-up to the amount of Housing Benefit/Universal Credit Housing Element you receive if you have exceptional circumstances.

For further information please visit www.north-norfolk.gov.uk/dhp

Sanctuary Scheme

If you are experiencing or have been affected by domestic abuse and feel unsafe but want to remain living in your home, the Sanctuary Scheme could be an option for you.



For further information, please visit www.north-norfolk.gov.uk/sanctuaryscheme or scan the QR code above.

If you need advice or wish to apply, please use the contact us form on www.north-norfolk.gov.uk/contactus

If you or someone you know is in immediate danger, call the police on **999**.

GETTING HELP WITH THE COST OF LIVING



Free school meals

Children in Reception, Year 1 and Year 2 automatically receive Universal Infant Free School Meals, but if you receive certain benefits, please still register as this can bring extra Pupil Premium funding to the school.

For children in Year 3 or above, and eligible nursery pupils, you must receive a qualifying benefit to get benefit-related free school meals. You may qualify if you receive Universal Credit (earned income under £7,400 a year after tax) or support under the Immigration and Asylum Act 1999. **You must apply to receive benefit-related free school meals.**

If you are eligible for free school meals, you will receive a monthly 'cost of living' voucher (vouchers will be paid up to and including March 2026).

For more information, please visit www.norfolk.gov.uk/freeschoolmeals

Norfolk Warm Homes

Free energy efficiency grants available

North Norfolk District Council are working in partnership with Norfolk Warm Homes to offer FREE government grants for work such as Solar Panels, Insulation and Ventilation upgrades to improve your home's comfort and reduce energy bills.

Now is the ideal time to improve the energy efficiency of your home. Don't miss out, please visit norfolkwarmhomes.org.uk or scan the QR code below to find out if you qualify. Alternatively, call the Norfolk Warm Homes Team on **01603 430103** to find out if you qualify for the available funding.



Other support available

For support with wellbeing and mental health, visit www.north-norfolk.gov.uk/health-and-wellbeing

For support with cost of living, visit www.north-norfolk.gov.uk/cost-of-living

How to reduce your water tariff

Water tariffs may increase in the coming year, which may add to your household's cost of living pressures. If you are concerned about your water bill please contact your supplier as they may be able to offer payment plans, social tariffs, or other support.

Additional advice on managing rising costs is also available on www.north-norfolk.gov.uk/cost-of-living

Could you be better off?

Not sure how changes to your income or circumstances might affect your eligibility to benefits? Use our Better Off Calculator to get a quick, confidential check.

It can help you:

- See what benefits you may be entitled to
- Understand how starting work or increasing your hours could affect your income
- Compare different financial situations so you can make informed decisions
- Get personalised guidance in just a few minutes
- Quick Apply for social tariffs on your utility bills

Using our Better Off Calculator is easy and completely free. You'll need information about your savings, income, pension, childcare payments, and any benefits that you or your partner already receive. Please visit www.north-norfolk.gov.uk/benefitscalculator or scan the QR code.



Could you or someone you know be missing out on Pension Credit?

It's worth, on average, over **£4,200 a year.**

Eligibility criteria apply



Check your eligibility at gov.uk/pension-credit or by calling **0800 99 1234**.

Pension Credit. Credit where credit's due. UK Government