

# Housing Benefit and Council Tax Support Change of Address form

Benefit Department, North Norfolk District Council, Holt Road, Cromer, Norfolk, NR27 9EN

Telephone (01263) 516349 Minicom (01263) 516005 Fax: (01263) 515042



Reference Number: You will need to quote this number when you contact us.	
Date Sent	Officer's Initials
Return by	
	Date received in office

## About this form

Please complete this form if you are moving to a new property within the North Norfolk District Council area. The details you give must be accurate as this could affect your benefit entitlement.

**Please complete and return this form by the above date or your benefit application will be cancelled. In the event that you are unable to do so, please contact the number at the top of this form.**

**Please note that photocopies are unacceptable and we are not able to take this information over the telephone.**

## Local Housing Allowance

Local Housing Allowance (LHA) can pay all or part of your contractual rent. Local Housing Allowance cannot be paid on Housing Association properties. If you wish to check the current Local Housing Allowance rates visit our website [www.northnorfolk.org](http://www.northnorfolk.org) or The Valuation Office Agency website [www.voa.gov.uk](http://www.voa.gov.uk)

## Filling in the form

- Please complete this form using black ink. Do not use pencil. If you make a mistake, just cross it out and put the right answer next to it. You will also need to initial any correction. Do not use correction fluid or tape.
- Answer 'Yes' or 'No' questions by putting a tick in the relevant box. If you are picking an answer from a list of answers, put a tick in the relevant box. Do not put a cross in any boxes. If you answer a question with a cross, or leave any relevant questions blank, we may have to send your form back to you to make sure we understand what you mean. This will delay your claim. All evidence must reach us within one month of the date we receive this form. Please see part 7 for a list of evidence that is required.

## If you need help filling in the form

If you need any help, please call our Benefit Department on 01263 516349 located at our Holt Road, Cromer offices or Fakenham Connect, Oak Street, Fakenham on 01328 853697. Our offices are open Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm. Our minicom number for people who are hard of hearing and use minicom services is 01263 516005, or email [benefits@north-norfolk.gov.uk](mailto:benefits@north-norfolk.gov.uk)

If you have any difficulties visiting our offices, it may be possible for someone from our Visiting Team to visit you in your own home to assist you. Please telephone 01263 516349 for more details.

Additional information is also available on the Council's website. Details about Housing Benefit, Council Tax Benefit and other benefits can be found by accessing [www.northnorfolk.org](http://www.northnorfolk.org)

Organisations like the Citizens Advice Bureau can also offer support and advice. General advice is available by visiting [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). For help with understanding this document, or to receive it in a different format or language, please phone 01263 516349 or email [benefits@north-norfolk.gov.uk](mailto:benefits@north-norfolk.gov.uk)

## What to do next

When you have filled in the form, sign it and send it to us with all pages of your new tenancy agreement if you are claiming Housing Benefit. Your new tenancy agreement **must** be signed by your landlord and show how much rent you are liable to pay. We cannot accept photocopies. If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later, but we must receive the evidence within one month of the date we receive this form.

Any original documents we receive will be scanned onto our system and returned to you immediately.

The completed form and evidence can be posted or taken into The Benefit Department, North Norfolk District Council, Holt Road, Cromer, Norfolk, NR27 9EN or taken into Fakenham Connect, Oak Street, Fakenham, NR21 9DY.

## When you start to receive Housing Benefit and/or Council Tax Support you must tell us about changes in your circumstances

Tell us straightaway if:

- There is any change in your income or the income of anyone living with you;
- Income Support, Jobseeker's Allowance, Employment & Support Allowance, or Pension Credit starts, changes or stops for you or anyone living with you;
- There is any change in your earnings or the earnings of anyone living with you;
- Anyone moves in or out of your home (including lodgers and subtenants);
- There is any change in your savings/capital or that of anyone living with you;
- Any of your children leave school or leave home;
- Anyone goes into hospital, nursing home, prison, stops or starts work;
- Your rent changes or you move;
- You or your partner is going to be away from home for more than a month;
- You or your partner receive a decision from the home office;
- Your child care costs change.

**Please note: The above list is not exhaustive. You must tell the Benefit Department about any changes in writing, we cannot accept information over the phone. Do not rely on the Department for Work and Pensions (DWP) or anyone else to pass the information on. It is an offence not to promptly tell us about any change in circumstances that affect your benefit. Court action could be taken against you. If we pay you too much benefit, you will probably have to pay it back.**

## How we collect and use information

We will use the information we hold about you to process your claim for any Housing Benefit and/or Council Tax Support or Alternative Maximum Benefit. We may pass the information to other Council departments, agencies or organisations such as the Department for Work and Pensions (DWP) or Her Majesty's Revenues and Customs (HMRC) as allowed by law.

We may check information you have provided, or information about you that someone else has provided, with other information held by us. We may also get information about you from certain third parties, or give them information, in order to:

- prevent or detect crime;
- protect public funds; and
- make sure the information is correct.

These third parties include employers, landlords, government departments, local authorities and private-sector companies such as banks, as well as companies that assist us in fraud detection and prevention such as credit reference agencies. We will not give information about you to anyone else, or use information about you for other purposes, unless the law permits or you have given us written consent.

North Norfolk District Council is committed to keeping your personal information secure, in compliance with the Data Protection principles.

North Norfolk District Council is 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 this information, then please ask. You can access our Data Protection policy via our website [www.northnorfolk.org/council/791.asp](http://www.northnorfolk.org/council/791.asp)

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee may be payable. If you would like a copy of the information held on you, or if you have a Data Protection issue, please write to the Data Protection Officer at North Norfolk District Council.

If you have a complaint regarding the information we have about you or the way we hold it, you have the right to complain to the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or telephone 01625 545745.

## Part 1 Change of address details

Old Address

New Address

Date moved out

Tenancy end date

Date moved in

Tenancy start date

## Part 2 About you and your partner

**You ▼**

**Your partner ▼**

**Surname or Family name**

**First name or names**

**Any other surname  
you have used**

**Title**

(Mr, Mrs, Ms etc.)

**Date of birth**

(day/month/year)

**National Insurance  
number**

Letters

Numbers

Letter

Letters

Numbers

Letter

**Have there been any  
other changes to  
your household?**

**Yes**

If 'Yes' please tell us about it in Part 6

**No**

**Your contact details**

This may help us deal with  
your claim more quickly.

Landline:

Mobile:

Email:

  
  

Landline:

Mobile:

Email:

## Part 3 About where you live

Do you own your own home or have a mortgage? If 'Yes' go to Part 8.

Yes  No

Do you rent your home from a Private landlord?  
(this may be an individual or a company such as an estate agent)

Yes  No

Do you rent your home from a Housing Association?

Please give your Housing Association Tenancy reference number

### What sort of building do you live in?

- |                     |                          |                 |                          |                    |                          |
|---------------------|--------------------------|-----------------|--------------------------|--------------------|--------------------------|
| Detached House      | <input type="checkbox"/> | Flat in a house | <input type="checkbox"/> | Board and Lodgings | <input type="checkbox"/> |
| Semi-detached house | <input type="checkbox"/> | Flat in block   | <input type="checkbox"/> | Hotel              | <input type="checkbox"/> |
| Terraced House      | <input type="checkbox"/> | Flat over shop  | <input type="checkbox"/> | Caravan            | <input type="checkbox"/> |
| Maisonette          | <input type="checkbox"/> | Bedsit or rooms | <input type="checkbox"/> | Mobile Home        | <input type="checkbox"/> |
| Bungalow            | <input type="checkbox"/> | Hostel          | <input type="checkbox"/> | House Boat         | <input type="checkbox"/> |

Other

Which floors do you live on?

How many rooms are there in the building?	Bedrooms	Kitchens	Bathrooms	Toilets	Living Rooms	Other	Total
Sole use for you and Your household							
That you share with other people							

From April 2011 there can be extra help for disabled people to have a carer who stays overnight, but who does not normally live with them. This means Housing Benefit could take into account an additional bedroom, providing the property being rented has a bedroom for the carer.

Does the number of bedrooms include an additional bedroom for a carer who does not normally live with you?

Yes  No

If 'Yes' what is their name and address?

Does your home have	Central Heating	Garage	Garden	Parking
Please tick				

**What is your landlord's full name and address including postcode?**

(By **landlord**, we mean the person or organisation who owns the property you live in). You must complete this.

**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).

**Are you, or any member of your household related to, or friends with, 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).

**Yes**  What is the relationship? Tell us about it below.

**No**

is my landlord's or agent's

**Have you previously owned the property you are living in within the last 5 years?**

**Yes**

**No**

**What sort of tenancy do you have?**

For example: shorthold, assured etc. – this should be on your tenancy agreement if you are not sure.

**How long is the tenancy for?**

From

To

**What is the property let as?**

Tick only one box

Fully Furnished

Partly Furnished

Minimally Furnished

Unfurnished

**How much rent do you pay and how often?**

(By this we mean the full rent charged before any benefit you get is awarded).

£

every

**Does anyone else share the rent with you and your partner?**

Yes  Tell us about it below

No

Tell us their names and their relationship to you and your partner.

**Name(s):**

**Relationship to you/your partner:**

How much of the rent do they pay and how often?

every

**How do/will you pay your rent?**

	Cash	Cheque	Direct debit	Standing Order
Please tick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does your rent include the following?	Yes	No	£ per week
Meals	<input type="checkbox"/>	<input type="checkbox"/>	
Water charges	<input type="checkbox"/>	<input type="checkbox"/>	
Heating	<input type="checkbox"/>	<input type="checkbox"/>	
Hot water	<input type="checkbox"/>	<input type="checkbox"/>	
Fuel for cooking	<input type="checkbox"/>	<input type="checkbox"/>	
Laundry	<input type="checkbox"/>	<input type="checkbox"/>	
Cleaning rooms or windows	<input type="checkbox"/>	<input type="checkbox"/>	
Gardening	<input type="checkbox"/>	<input type="checkbox"/>	
Garage or parking space	<input type="checkbox"/>	<input type="checkbox"/>	
Personal care and support	<input type="checkbox"/>	<input type="checkbox"/>	

**Who receives the Council Tax Bill for your home?**

You or your partner

Your landlord

Someone else

who?

## Part 4 Payment of Benefit

If you are awarded **Council Tax Support or Alternative Maximum Benefit**, we will credit this direct to your Council Tax account.

### Payment of Housing Benefit

We will pay your Housing Benefit straight into your bank or building society account. However, if you are a Housing Association tenant, you can ask us to pay your landlord – please see the bottom of this page for details.

**Please note that we cannot pay into Post Office Card Accounts.**

Please complete details of your account to be credited:

Account holder's name	Sort code	Bank account number

**Name of bank/building society**

**Branch address**

Please note that the Council cannot change this method without written instructions and any amendment will be applied to your claim within twenty-eight days.

If you have not got a current account and have previously been unable to open one, please ask for our leaflet giving details of the new Basic Bank Accounts that are available to you.

Please tick here if you would like us to send you a leaflet.

We will normally pay Housing Benefit direct to the tenant and the tenant will be responsible for their rent to their landlord. However, we will consider making payments to landlords in respect of tenants who are unable to manage their financial affairs, or who are not capable of taking responsibility for the payment of their own rent, or if they are eight or more weeks in arrears with their rent.

Please tick here if you wish to be considered for payments to go direct to your landlord.  We will write to you about this.

## Housing Association tenants only

Tenants of Housing Associations can opt to have their benefit paid direct to the Housing Association.

If you want us to pay your benefit straight to your landlord you must sign the declaration below.

**Please pay my Housing Benefit straight to my landlord. I understand that:**

- I must always tell the Benefit Department about any changes in circumstances;
- If I do not tell the Benefit Department about any change in circumstances and you pay me too much benefit because of this, I will have to pay back the extra benefit;
- I may be prosecuted if I do not tell the Benefit Department about any change in circumstances.

**Signature:**

**Date:**

## Part 5 Sharing information with your landlord or third party

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

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

- you have claimed Housing Benefit;
- we have made a decision on your claim;
- we have made a payment to you; or
- we need more information to make a decision on your claim.

Not signing this consent will in no way affect the final result of your application for Housing Benefit and/or Council Tax Support and/or Alternative Maximum Benefit.

I understand I can write to the Authority and withdraw this consent at any time. This consent will continue until the council or my landlord or I choose to withdraw it.

I consent to the Authority disclosing relevant information concerning my claim to Housing Benefit.

<b>Landlord's Name and Address</b>	
------------------------------------	--

Signature of Person claiming	Date	
Signature of Partner	Date	

### Third party consent

Please complete this section if you would like to give us permission to discuss your claim with a third party (e.g. a support worker, relative, friend, carer, etc.).

<b>Name and address of third party:</b>
<b>Contact number:</b>

#### Consent Declaration

I agree that the Benefits department at North Norfolk District Council can disclose relevant information when requested by the third party listed above concerning my claim for Housing Benefit, Council Tax Support and or Alternative Maximum Benefit. The information provided will be limited to:

- The progress of my claim.
- The assessment of my claim.
- The calculation of my entitlement.

I understand I can withdraw this consent at any time. This consent will continue until either the Council, the third party listed above or I choose to withdraw it.

Where further information is required to make a decision on my claim, the Council can advise the third party listed above that the information has been requested to speed up the collection of any such information.

Signing or failing to sign this consent will in no way affect the final result of my application for Housing Benefit and/or council Tax Support and/or Alternative Maximum Benefit.

I consent to the disclosing of relevant information concerning my claim for Housing Benefit and/or Council Tax Support and/or Alternative Maximum Benefit by the council to the third party named on this form.

Signature of claimant: ..... Signature of partner: ..... Date: .....



## Part 6 Anything else you need to tell us

Use the box below 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.

## Part 7 Checklist

Please tick to tell us 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 one of our receptions. We will take the details we need and give you the documents back straightaway. If you cannot get into one of our receptions, you can phone us for more advice. (See the front of this form for contact details).

**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, and for any other adults living in your home.**

If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later. We can start to process your claim, **but we will not be able to pay you any benefit until we have all the evidence. All evidence must reach us within one month of the date we receive this form.**

### Evidence of rent and tenancy

All pages of your tenancy agreement which **must** be signed by your landlord and show how much rent you are liable to pay. If you do not have your tenancy agreement we have a form that your landlord can fill in. Please ask us to send your landlord a copy.

### Evidence of any other changes you have told us about

Please list:

## Part 8 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, they must also sign below to confirm all the details about them are correct.

**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.
- I know that I **must** let you know in writing about any change in my circumstances which might affect my claim.
- I agree that you will use the information I have provided to process my claim for Housing Benefit and/or Council Tax Support and/or Alternative Maximum Benefit. 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 DWP benefits that I have made or may make. You may give some information to third parties who include employers, landlords, government departments, local authorities and private sector companies such as banks, as well as companies that assist us in fraud detection and prevention such as credit reference agencies. You may contact my employer to obtain evidence of my earnings.
- I authorise you to use the information I have given on this form and on any supporting documents to manage Council Tax and other council activities.

**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 have read or had read to me all entries on this form and confirm that they are as stated by myself and are correct.**