

Claim form for Housing Benefit and/or Council Tax Support

Benefit Department, North Norfolk District Council, Holt Road, Cromer, Norfolk, NR27 9EN
Telephone (01263) 516349 Email: benefits@north-norfolk.gov.uk

Name & Address:

Reference Number:
You will need to quote this number when you contact us.

| | |
|--|-------------------------|
| Date Sent | Officer's Initials |
| Return by | |
| <input type="checkbox"/> New Claim | Date received in office |
| <input type="checkbox"/> Change of Circs | |

About Housing Benefit and/or Council Tax Support

Housing Benefit (Social Security Contributions & Benefits Act 1992 & The Child Support, Pensions & Social Security Act 2000) can pay all or part of your rent. It may also give you some extra money towards communal services you have to pay for. It cannot help with personal or support charges. From 1st April 2013 Council Tax Support (Section 13A & Schedule 1A of the Local Government Finance Act 1992) can pay up to 91.5% of your Council Tax if you are working age and up to 100% if you are of pensionable age. **If you are in receipt of Universal Credit and you live in supported housing, a hostel or temporary accommodation arranged via our Housing Department then you should use this form to claim Housing Benefit. You should also use this form to claim Housing Benefit if you have a severe disability premium included in your Jobseeker's Allowance, Employment and Support Allowance or Income Support Award.**

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.gov.uk or The Valuation Office Agency website www.voa.gov.uk

Universal Credit

If you are working age you should claim Universal Credit to help with your rent. You will still need to complete this form if you wish to claim Council Tax Support. For more information and to claim Universal Credit visit <https://www.gov.uk/universal-credit> or telephone 0800 328 9344

Alternative Maximum Benefit – Please request an Alternative Maximum Benefit claim form

Alternative Maximum Benefit is a type of benefit for people who are liable to pay Council Tax and who do not have a partner (unless that partner is disregarded for Council Tax purposes) but who share their home with someone who: is 18 or over; **and** is on a low income; **and** does not pay them rent.

Filling in the form

- 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.
- 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. If you leave any relevant questions blank, we may have to send your form back to you. This will delay your claim. All evidence must reach us within one month of the date we receive this form. Please see part 16 on page 23 for a list of evidence that is required.

If you need help completing this form

If you need any help please contact us. Our main office contact information can be found at the top of this page or you can visit our Fakenham office which is based at Fakenham Connect, Oak Street, Fakenham. Our offices are open Monday, Tuesday & Thursday 8.30am to 5pm, Wednesday 10am to 5pm and Friday 8.30am to 4.30pm. Please note Fakenham Connect is closed from 12:30pm to 1:30pm.

If you have difficulties visiting our offices because of a disability or personal circumstances, it may be possible for someone to visit you in your own home to assist you. Please contact us to discuss an appointment. Additional information is also available on the Council's website. Details about Housing Benefit and/or Council Tax Support and other benefits can be found by accessing www.north-norfolk.gov.uk

Organisations like the Citizens Advice can also offer support and advice. Please see the back of this claim form.

For help with understanding this document, or to receive it in a different format or language, please contact us.

What to do next

When you have filled in the form, sign it and send it to us with the evidence we need to see. 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. 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.

The start date of your claim

We will usually start your benefit from the Monday after we get your form. If you return this form within a month of us issuing it to you, we will start your benefit from the Monday after the date of issue. In certain circumstances we may be able to pay from earlier than this – please see Part 15 on page 22 of this form about Backdating.

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, Universal Credit 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 are going to be away from home for more than four weeks;
- 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 can accept certain changes over the phone. To report changes on line visit <https://www.north-norfolk.gov.uk/coc> Do not rely on the Department for Work and Pensions (DWP), Tax Credit Office or Her Majesty's Revenues and Customs (HMRC) 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

North Norfolk District Council is committed to keeping your personal information secure, in compliance with the Data Protection legislation, which here means the Data Protection Act 1998 as long as it is in force and thereafter the General Data Protection Regulations (EC) 2016/679 (GDPR) which comes into force in the UK on 25 May 2018. This includes any national implementing laws, regulations and secondary legislation, as amended or updated from time to time. (Data Protection Legislation).

We will use the information you provide us with to process your claim for any Housing Benefit and/or Council Tax Support. The processing of this information is necessary for the Council to undertake a public task, i.e. the processing is necessary for the Council to perform a task in the public interest or for its official functions, and the task or function has a clear basis in law, in this case the Social Security Administration Act 1992 as amended The Welfare Reform Act 2012 as amended and section 13A of the Local Government Finance Act 1992. 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.

Your information will be kept strictly confidential and will be stored separately from other information in a restricted, secure, password protected, IT system.

North Norfolk District Council is data controller for the purposes of the Data Protection Legislation. 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.north-norfolk.gov.uk/info/website/privacy-notice/

Your personal information will be kept in accordance with the Council's Retention Policy, which can be located www.north-norfolk.gov.uk/media/4176/data_retention_guidelines.pdf

The Council will only use your data within the terms of the Data Protection Legislation and will delete your data securely and only keep it for as long as necessary. The Council will review dates for keeping personal data in the future and if necessary update this form to reflect any change

You may request details of personal information which we hold about you under the Data Protection Legislation. 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 or email on dataprotection@north-norfolk.gov.uk If you have reason to believe that the data the Council holds on you is incorrect, you may request for this information to be amended. 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, details of which can be found at <https://ico.org.uk/global/contact-us/>.

- Do you wish to claim Council Tax Support? Yes No
- Do you wish to claim Housing Benefit? Yes No

*If you are working age or in receipt of Universal Credit please ensure you have read the sections on the front of this form 'About Housing and/or Council Tax Support' and 'Universal Credit' before claiming Housing Benefit.

Part 1 About you and your partner

Do you have a partner who normally lives with you? Yes If you have a partner, you must answer all the questions about them, as well as yourself.

No

You ▼

Your partner ▼

Surname

First name/s

Any other surname you have used

Title (Mr, Mrs, Ms etc.)

Address including Postcode Please include your room number if you have one

Date of birth (day/month/year)

National Insurance number We cannot decide your claim if we do not have your National Insurance number/s

| | | | | | |
|---|---|----------------------|---|---|----------------------|
| Letters | Numbers | Letter | Letters | Numbers | Letter |
| <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"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> |

If you do not have a National Insurance number, or you have applied for one, tick this box

If you do not have a National Insurance number, or you have applied for one, tick this box

When did you move to this address? If you have not moved in yet, tell us when you expect to move in. You **must** tell us once you have actually moved in.

Your contact details This may help us deal with your claim more quickly.

| | | | |
|-----------|----------------------|-----------|----------------------|
| Landline: | <input type="text"/> | Landline: | <input type="text"/> |
| Mobile: | <input type="text"/> | Mobile: | <input type="text"/> |
| Email: | <input type="text"/> | Email: | <input type="text"/> |

If you would like to receive your benefit notification letters via email please tick here

Part 1 About you and your partner - continued

You ▼

Your partner ▼

Have you or your partner claimed Housing Benefit and/or Council Tax Support before?

Yes
No

Yes
No

When did you claim?

Which council did you claim from?

What name did you claim in?

What address did you claim for?

Postcode

Postcode

Did your Housing Benefit award include a Severe Disability Premium?

Yes
No

Yes
No

If you or your partner have moved home in the last 12 months, tell us your last address (if it is different from the one above)

Postcode

Postcode

Dates you lived there

To

to

Were you a home owner, tenant, boarder or lodger at this address?

Have you or your partner come to live in the United Kingdom (UK) in the last two years?

Yes
No

Yes
No

What is your nationality?

If your nationality is not British, on what date did you last enter the UK?

Are you claiming asylum?

Yes
No

Yes
No

Part 1 About you and your partner - continued

| | You ▼ | Your partner ▼ |
|--|--|--|
| Are you or your partner in hospital at the moment? | Yes No | Yes No |
| If 'Yes', when did you go in? | <input type="text"/> | <input type="text"/> |
| When will you come out (if you know this)? | <input type="text"/> | <input type="text"/> |
| Are you or your partner registered blind? | Yes No | Yes No |
| Does anyone get Carer's Allowance for looking after you or your partner | Yes No | Yes No |
| If 'Yes', what is their name? | <input type="text"/> | <input type="text"/> |
| Are you or your partner claiming Carer's Allowance? | Yes No | Yes No |
| If 'Yes', what is the name of the person you are caring for? | <input type="text"/> | <input type="text"/> |
| Do you or your partner pay towards the upkeep of a student? | Yes No | Yes No |
| Are you or your partner a student? (By student, we mean a person who is undertaking a course of study) | Yes No | Yes No |
| If 'Yes', do you study full or part time? | Full Time (16 hours or more per wk) Part Time | Full Time (16 hours or more per wk) Part Time |
| Please tick if you or your partner are: | | |
| <input type="checkbox"/> severely mentally impaired | | |
| <input type="checkbox"/> in legal custody | | |
| <input type="checkbox"/> a care leaver | | |
| <input type="checkbox"/> pregnant | | |
| If you are pregnant, what is your baby's due date? | <input type="text"/> | |
| Are you over 25, but under 35 & have spent three months or more in a hostel specialising in rehabilitation & resettlement and accepted a support service? | If 'Yes' give the name of the person, address of hostel and dates of stay: <input type="text"/> | |

Part 2 About children

We need to know about any children in your household who are:

- under 16
- aged 16 or 17 and are registered with their local careers service or in approved training
- aged 16 to 19 and in full time education, but not advanced education, for example a university degree

Are there any children in your household as described above?

Yes

No

Go to **Part 3**

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.

If you are sending a separate sheet of paper, tick this box.

First Child ▼

Second Child ▼

Third Child ▼

Surname

First name/s

Date of birth (day/month/year)

What is the child's sex?

The child's relationship to you or your partner

Usual address if different from yours

Who gets the Child Benefit for them?

Does the child have a medical condition that requires regular care during the night preventing them from sharing a bedroom?

If 'Yes' we will need to see supporting medical evidence.

Yes

Yes

Yes

No

No

No

Does the child get Disability Living Allowance or Personal Independence Payment?

Please tick 'Yes' if you or someone else is paid on their behalf.

Yes

Yes

Yes

No

No

No

Is the child registered blind?

Yes

Yes

Yes

No

No

No

Part 2 About children - continued

| | First Child ▼ | Second Child ▼ | Third Child ▼ |
|---|---|---|---|
| Do you or your partner pay any child-minding costs? | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If 'Yes' please give their name and address. | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Part 3 About other people who live with you

Do any adults usually live with you and your partner?
(By adults we mean people over 16 who nobody gets Child Benefit for).

Yes

No

Go to Part 4

Are they a member of the Armed Forces Personnel currently deployed on operations?

Yes

No

If 'Yes' what is their name?

If you have more than 3 people living with you, please use a separate sheet of paper & tick this box.

| | First Person ▼ | Second Person ▼ | Third Person ▼ |
|---|----------------------|------------------------------------|----------------------|
| Surname | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| First name/s | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Date of birth (day/month/year) | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Their relationship to you or your partner (e.g. daughter/son, friend, lodger, joint owner) | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Do they pay rent to you or your partner? | Yes No | Yes <input type="checkbox"/> No | Yes No |
| If 'Yes' does this money include food and/or heating? | Yes No | Yes No | Yes No |
| National Insurance Number | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| What date did they move in with you? | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| What was their previous address? | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Part 3 About other people who live with you - continued

| | First Person ▼ | Second Person ▼ | Third Person ▼ |
|--|------------------------|---|---|
| Do they get Disability Living Allowance, PIP or Attendance Allowance? | Yes No | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Are they registered blind? | Yes No | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Do they get Income Support, Jobseeker's Allowance (income-based), Employment & Support Allowance (income related), Pension Credit or Universal Credit? | Yes No | Yes No | Yes No |
| Are they a full-time student? If 'Yes' please provide evidence of the dates and the course they are attending. | Yes No | Yes No | Yes No |
| Are they severely mentally impaired? | Yes No | Yes No | Yes No |
| Are they temporarily absent from home at the moment? (e.g. in hospital, prison or student) | Yes No | Yes No | Yes No |
| If 'Yes', where are they? | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| When did the absence start? | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| When do they intend to return? | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Do they normally work for 16 hours or more per week? | Yes No | Yes No | Yes No |
| Please give their employer's name and address | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| What is their weekly earnings before any deductions? | £ <input type="text"/> | £ <input type="text"/> | £ <input type="text"/> |
| You will need to provide either their last two monthly or five weekly wage slips. | | | |

Part 3 About other people who live with you - continued

First Person ▼

Second Person ▼

Third Person ▼

Do they have any other income?

Yes
No

Yes
No

Yes
No

Name of other income

How much is it per week before deductions?

Name of any other income

How much is it per week before deductions?

If there are any other incomes, please tick this box and provide evidence of them on a separate piece of paper.

Yes
No

Yes
No

Yes
No

Do they have savings/capital over £6000?

Yes
No

Yes
No

Yes
No

If 'Yes', how much are their savings?

£

£

£

Are any of the people who normally live with living together as a couple?

Yes
No

If 'Yes', tell us their names

is the partner of

is the partner of

Part 4 About Income Support, Income-Based Jobseekers Allowance, Pension Credit and Income Related Employment Support Allowance

You ▼

Your partner ▼

Are you or your partner receiving or waiting to hear about a claim for Income Support, Income-Based Jobseeker's Allowance, Pension Credit or Income Related Employment & Support Allowance?

Yes

Yes

No

No

Which of the above benefits are you or your partner getting or waiting to hear about?

Part 5 About being self-employed

Are you or your partner self-employed?

Yes

Yes

No

No

If 'Yes', You will have to fill in a Self-Employed Form. Please also 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 account you will need to fill in your income and expenditure details on the form. Please request a form.

Part 6 About working for an employer

Do you or your partner work for an employer?

Yes

Yes

No

No

Tick 'Yes' even if you are not attending work at the moment (eg maternity or sick leave).

If 'Yes', answer the questions in this part.

You ▼

Your partner ▼

What is the job title?

What is the employer's name and address?

Part 6 About working for an employer - continued

You ▼

Your partner ▼

How many hours per week do you usually work?

When did you start this job?

Are you employed for a limited period?

Yes
No

Yes
No

If 'Yes', when will you finish?

How often do you get paid?

Every

Every

How much do you get paid before any deductions?
(including any tips or bonuses)

How are you paid?
(e.g in cash or straight into a bank account).

When will your next pay rise be?

Are you getting Sick Pay, Maternity Pay, Paternity Pay or Adoption Pay from your employer at the moment?

Yes
No

Yes
No

If 'Yes' what are you receiving and when did it start?

Do you pay into a private or company pension scheme?

Yes
No

Yes
No

If 'Yes', how much?

£ every

£ every

Part 7 About any other work

You ▼

Your partner ▼

Do you or your partner do any other work at all?
(This includes voluntary work).

Yes

Yes

No

No

What other work do you do?

What is the name and address of the person you work for?

When did you start this work?

How many hours per week do you usually work?

Do you get paid?

If you only get expenses or tips still tick 'Yes' and give details below.

Yes

Yes

No

No

If 'Yes', please tell us how much you get before deductions and how often?

Part 8 About Benefits, State Pensions or Allowances

Are you or your partner getting any benefits, state pensions or allowances or waiting to hear about any benefits, pensions or allowances that you have claimed?

Yes

Tell us about this on the next page

No

Go to **Part 9**

Part 8 About Benefits, State Pensions or Allowances - continued

**Tell us about any of the incomes from the list below that you and your partner are in receipt of.
If you have claimed one of these benefits but have not received a decision write 'Applied for'.**

| | You ▼ | | | | Your partner ▼ | | | |
|---|----------|---------|--------------|---------------|----------------|---------|--------------|---------------|
| | Yes ✓ | No ✓ | How Much? | How often? | Yes ✓ | No ✓ | How Much? | How Often? |
| Adoption Pay | | | | | | | | |
| Armed Forces Independence Payment (AFIP) | | | | | | | | |
| Attendance Allowance | | | | | | | | |
| Bereavement Support Payment | | | | | | | | |
| Carer's Allowance | | | | | | | | |
| Child Benefit | | | | | | | | |
| Child Tax Credit | | | | | | | | |
| Disability Living Allowance - Care | | | | | | | | |
| Disability Living Allowance - Mobility | | | | | | | | |
| Employment & Support Allowance (Contribution Based) | | | | | | | | |
| Fostering Allowance | | | | | | | | |
| Industrial Death Benefit | | | | | | | | |
| Industrial Injuries Disablement Benefit | | | | | | | | |
| Jobseeker's Allowance (Contribution Based) | | | | | | | | |
| Maternity Allowance | | | | | | | | |
| Pension Credit | | | | | | | | |
| Personal Independence Payment (PIP) - | | | | | | | | |
| - Daily Living | | | | | | | | |
| - Mobility | | | | | | | | |
| Severe Disablement Allowance | | | | | | | | |
| State Retirement Pension | | | | | | | | |
| Statutory Maternity/Paternity Pay (HMRC) | | | | | | | | |
| Statutory Sick Pay (HMRC) | | | | | | | | |
| Universal Credit | | | | | | | | |
| War Pension | | | | | | | | |
| War Dependant's Pension | | | | | | | | |
| War Widow's Pension | | | | | | | | |
| Widow's Benefit | | | | | | | | |
| Widowed Parent's Allowance | | | | | | | | |
| Working Tax Credit | | | | | | | | |

How are you paid these benefits?
(e.g into a bank, Post Office account).

Part 9 About other money received

This includes occupational & private pensions, annuities, maintenance, money from trust funds, student grants and loans etc. Also tell us about any money you receive from people living in your house such as boarders, lodgers or subtenants.

You ▼

Your partner ▼

Do you or your partner receive or expect to receive any other money that you have not already told us?

Yes

Tell us about it below

Yes

Tell us about it below

No

No

This includes if you are aged 55yrs or over and are/have received income or capital drawn from a pension fund.

Other money 1

You ▼

Your partner ▼

Who is it paid by?

What is it for?

How much is it and how often is it paid?

When did the income start?

When is the income likely to go up?

Other money 2

Who is it paid by?

What is it for?

How much is it and how often is it paid?

When did the income start?

When is the income likely to go up?

If you have any further income then please tell us about it on a separate sheet of paper.

If you are sending a separate sheet of paper, please tick this box

Part 9 About other money coming in - continued

| | You ▼ | Your partner ▼ |
|---|-----------|----------------|
| Does anyone owe money to you or your partner? | Yes No | Yes No |
| If 'Yes', what for? | | |
| How much? | | |
| Are you expecting to get any money in the next 12 months? (e.g a redundancy payment or a payment instead of notice). | Yes No | Yes No |
| If 'Yes', what for? | | |
| How much? | | |

Part 10 About banking, capital, savings, investments and property

Please tell us about any accounts you have with a bank, building society or the Post Office. Please answer these questions for yourself and your partner. Please include empty and overdrawn accounts, whether in a single name or jointly held.

Do you and/or your partner have any bank, building society or Post Office accounts?

Yes

Please list these below

No

All Bank, Building Society or Post Office accounts

| Bank name | Sort Code | Account number | Name of account holder | Balance |
|-----------|-----------|----------------|------------------------|---------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Part 10 About banking, capital, savings, investments and property - continued

Do you or your partner own any property or land in this country or abroad (other than the property you live in)?

Yes

No

Please give details and the address of any additional land or property

We will write to you about this.

Have you or your partner received a personal injury compensation payment?

Yes

No

Do you or your partner have any Premium Bonds, Bonds, Stocks and/or Shares or National Savings certificates?

Yes

No

| Type of saving or Investment | Name of company held in | Number of shares/Units held | Approximate value |
|------------------------------|-------------------------|-----------------------------|-------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Part 11 About where you live – if you wish to claim Housing Benefit

*If you are working age or in receipt of Universal Credit please ensure you have read the sections on the front of this form 'About Housing and/or Council Tax Support' and 'Universal Credit' before completing this section.

Do you own your own home or have a mortgage? If 'Yes' go to Part 13.

Yes No

Do you rent your home from a Private landlord?

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?

Tick one box only.

Detached house

Flat in a house

Board and Lodgings

Semi-detached house

Flat in a block

Hotel

Terraced house

Flat over a shop

Caravan

Annexe

Bedsit or rooms

Mobile Home

Bungalow

Hostel

House Boat

Other

Which floors do you live on?

(e.g the ground floor and the first floor).

Has there been a change in the number of people in your household in the last twelve months, or are you expecting a change soon?

Yes

No

If 'Yes' tell us about it, stating the exact date the change happened. (e.g a person has moved out or passed away).

Are you or your partner an approved foster carer & you have a child placed with you or you are expecting a placement in the next 52 weeks?

Yes

No

OR

Are you or your partner a newly approved foster carer expecting a placement in the next 52 weeks?

Yes

No

If 'Yes', please tell us the child's name, date of birth and the expected dates of the placement.

Part 11 About where you live continued

| How many rooms are there in the building? | In the whole building | Just for you and your household | That you share with other people |
|---|-----------------------|---------------------------------|----------------------------------|
| Bedrooms | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Kitchens | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Bathrooms or shower rooms | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Toilets | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Living rooms | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Bedsitting rooms | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Other rooms | <input type="text"/> | <input type="text"/> | <input type="text"/> |

There is 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?

Yes

No

Does your home have a garage?

Yes

No

Is your landlord a resident in your home?

Yes

No

Do you have a main home somewhere else?

Yes

No

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

What is the address?

Part 11 About where you live - continued

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

You must complete this.

If your landlord has an agent, such as an estate agent, tell us their full name and address.

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. as shown on your tenancy agreement.

How long is the tenancy for?

From

To

What is the property let as?

Fully Furnished

Minimally Furnished

Partly 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

(e.g every calendar month, week etc).

How do you pay your rent?

Please tick

| | |
|--------|--------------------------|
| Cash | <input type="checkbox"/> |
| Cheque | <input type="checkbox"/> |

| | |
|--------------|--------------------------|
| Direct debit | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

Part 11 About where you live - continued

Hot water

Yes

How much each week? £

No

Fuel for cooking

Yes

How much each week? £

No

Lighting

Yes

How much each week? £

No

Other

Yes

What is this for?

No

How much each week? £

Personal care and support

Yes

How much each week? £

No

Are you living away from home at the moment? (The property you are claiming benefit for).

Yes

No

Why are you not living at home?

When did you last live at home?

When do you expect to go back home?

Tell us the address where you are living at the moment.

Have you sublet your home?

Yes

If 'Yes' who lives there now?

No

Part 12 Payment of Benefit

If you are awarded Council Tax Support 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.

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 13a Sharing information with your landlord

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 Benefits and/or Council Tax Support.

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.

| | |
|------------------------------------|--|
| Landlord's Name and Address | |
|------------------------------------|--|

| | | |
|------------------------------|------|--|
| Signature of Person claiming | Date | |
| Signature of Partner | Date | |

Part 13b Sharing information with a third party

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.).

| |
|---|
| Name and address of third party: |
| |
| Contact number: |
| |

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 and/or Council Tax Support. 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.

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

| | | |
|------------------------------|------|--|
| Signature of Person claiming | Date | |
| Signature of Partner | Date | |

Part 14 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.

If you are sending us separate pieces of paper, tell us how many:

Part 15 Backdating

If you wish to claim from an earlier date, “backdated benefit”, please tick this box We will write to you about this.

You can request backdated benefit for a period of one month for Housing Benefit and a period of six months for Council Tax Support if you are under pensionable age; and three months for both Housing Benefit and Council Tax Support if you are over pensionable age.

You must provide evidence of income, capital etc exactly as you would have done had you made a claim at the time. You must show “**continuous good cause**” as to why you did not claim earlier.

Note: “**continuous good cause**” – You must show that the situation which prevented you from making your claim, at a particular time, continued for the whole of the backdate period. Failure to show “**continuous good cause**” is the most common reason why backdate requests are refused.

Part 16 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 either our Cromer or Fakenham offices. We will take the details we need and give you the documents back straightaway. If you cannot get into one of our offices, 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.**

You ▼

Your partner ▼

Evidence of identity

Such as a birth certificate, marriage certificate, passport, medical card, driving licence, recently paid utility bill, UK residence permit. We need to see **two** of these documents each for both you and your partner.

Evidence of National Insurance number

Such as a National Insurance number card, payslips, or benefit letters from the DWP or HMRC/Inland Revenue.

Evidence of capital, savings and investments

Such as all your Bank, Building Society or Post Office statements, certificates for Premium Bonds, National Savings Certificates, ISAs, stocks, shares and unit trusts. We need to see evidence of any interest or dividends on any investments and savings. The evidence you send must show details for at least the last **two** months.

Evidence of earnings

This means your last five weekly payslips, your last three fortnightly payslips or your last two monthly payslips. Handwritten payslips are not acceptable. If you do not have payslips please tell us and we will send an Employer's Certificate to your employer for completion.

If you or your partner are self-employed you will need to complete a self-employed form which you can obtain from our offices. We also need to see your accounts for the last financial year or, if you have been trading for less than a year you will need to fill in your income and expenditure details on the self-employed form.

Evidence of other income

Such as pension pay advice letters, proof of any money people pay you for board and lodgings, evidence of any other income.

Evidence of benefit, allowances or pensions

Such as all pages of current award notices.

Evidence of rent and tenancy

Such as a tenancy agreement, a rent book, rent receipts, or a letter from your landlord. If you do not have evidence of rent we have a form that your landlord can fill in. Please ask us to send your landlord a copy.

Evidence of other money received or paid out

Such as letters about student courses, student grants or loans. If you pay a child care provider please ask us to send them a form.

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, 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. 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.

Signature of person claiming

Date

Name of person who filled in
this form (Please print)

Signature of the person who
filled in this form

Date

Relationship to the person
claiming

Part 18 Ethnic Monitoring

The government has asked us to gather information about our customers' ethnic backgrounds. This will help us to make sure that our services are being used by all sections of the community.

It's your choice whether to fill in this section, and not filling it in will not affect your benefit claim in any way.

Please show which of the following groups you and your partner (if you have one) consider you belong to by ticking one box for you and one for your partner.

You ▼ **Your partner ▼**

A

White

| |
|--|
| |
| |
| |

| |
|--|
| |
| |
| |

British

Irish

Any other White background, please write in

| |
|--|
| |
|--|

B

Mixed

| |
|--|
| |
| |
| |
| |

| |
|--|
| |
| |
| |
| |

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background, please write in

| |
|--|
| |
|--|

C

Asian or Asian British

| |
|--|
| |
| |
| |
| |

| |
|--|
| |
| |
| |
| |

Indian

Pakistani

Bangladeshi

Any other Asian background, please write in

| |
|--|
| |
|--|

D

Black or Black British

| |
|--|
| |
| |
| |

| |
|--|
| |
| |
| |

Caribbean

African

Any other Black background, please write in

| |
|--|
| |
|--|

E

Chinese or other ethnic group

| |
|--|
| |
| |

| |
|--|
| |
| |

Chinese

Any other, please write in

| |
|--|
| |
|--|

Help and Advice

If you have difficulties visiting our offices because of a disability or personal circumstances, we can arrange a home visit for advice on Housing Benefit, Council Tax Support, Council Tax Discounts and Exemptions.

Contact us on 01263 516349 to discuss an appointment.

Please contact Jobcentre Plus on 0800 055 6688 for new claims or 0800 169 0310 for existing claims if you need help or advice with:

- Income Support
- Jobseeker's Allowance
- Employment & Support Allowance

If you need advice on Universal Credit call 0800 3289344 or visit www.gov.uk/universal-credit

Please contact The Department for Work & Pensions for help or advice on:

- Disability Living Allowance (if you were born on or after 08/04/1948) call 0800 121 4600
- Disability Living Allowance (if your were born before 08/04/1948) call 0800 731 0122
- Attendance Allowance call 0800 731 012
- Personal Independence Payment call 0800 121 4433

Please contact The Pension Service on for help or advice on:

- Pension Credit call 0800 991234
- State Retirement Pension new claims call 0800 731 7898 or 0800 731 0469 to report a change.

Further information can also be found at: www.gov.uk/browse/benefits or www.north-norfolk.gov.uk/benefits

To register for instant access to your Housing Benefit, Council Tax or Business rate account please visit www.north-norfolk.gov.uk/bb

National Benefit Fraud Hotline call 0800 854 4400

Council Tax Enquiries

For all Council Tax enquiries including:

- Moving home
- Discounts and exemptions
- Payment problems or arrears

Tel: 01263 516071

Email: ctax@north-norfolk.gov.uk

Visit: www.north-norfolk.gov.uk/counciltax

Payment Line (24hr): 0300 123 1109

Housing Options Team

NNDC Housing Options team offers free and confidential advice to anyone who has a housing problem, this can include, working with you to prevent homelessness, at risk of domestic abuse, joining the Housing List.

Tel: 01263 516375

Email: housing@north-norfolk.gov.uk

Visit: www.north-norfolk.gov.uk/housing

Victory Housing Trust Tenants

Victory Housing Trust can provide its residents with help and advice on claiming benefits, budgeting and put you in touch with services which can help you deal with debts. Advice can be provided over the phone, or appointments can be arranged either at an office or at your home, at a time convenient to you.

Tel: 0330 123 1860

Email: info@victoryhousing.co.uk

Visit: www.victoryhousing.co.uk/managing-your-money

Help Hub (based at NNDC)

Multi-agency early help services working together to offer help, advice and support to children, families and adults of all ages.

Tel: 01263 516173 or 516248

Email: northnorfolkhelp@north-norfolk.gov.uk

Citizens Advice

Citizens Advice helps people resolve their legal, money and other problems by providing free independent and confidential advice.

Tel: 03444 111 444

Visit: www.citizensadvice.org.uk