



# Housing Benefit and/or Council Tax Support Change of Address form

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

Tell us about changes in your circumstances by visiting [www.north-norfolk.gov.uk/coc](http://www.north-norfolk.gov.uk/coc)

Reference Number:

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

Date Sent

Return by

Officer's Initials

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 and are already in receipt of Housing Benefit and/or Council Tax Support from North Norfolk District Council. Please complete and return this form by the above date or your benefit may be terminated. 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.gov.uk](http://www.northnorfolk.gov.uk) or The Valuation Office Agency website [www.voa.gov.uk](http://www.voa.gov.uk)

This form **cannot** be used to make a new claim for Housing Benefit, Council Tax Support or Alternative Maximum Benefit.

If you wish to add Housing Benefit, Council Tax Support or Alternative Maximum Benefit to an existing claim please contact our offices to receive a new claim form to apply.

Similarly, if you are moving in with a partner you will need to make a joint claim by completing a new claim form.

## 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 7 for a list of evidence that is required.**

## If you need help filling in the 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](http://www.north-norfolk.gov.uk)

Organisations like the Citizens Advice can also offer support and advice. 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.

## When you are in receipt of 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 online 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.

Your personal information will be kept in accordance with the [Council's Retention Policy](#).

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](mailto: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/>.

## Part 1 Change of address details

You can us about changes in your circumstances online by visiting [www.north-norfolk.gov.uk/coc](http://www.north-norfolk.gov.uk/coc)

Old Address

New Address

Date moved out:

Tenancy end date:

Date moved in:

Tenancy start date:

## Part 2 About you and your partner

Your partner

Surname

First name/s

Any other surname  
you have used

Title  
(Mr, Mrs, Ms etc.)

Date of birth  
(day/month/year)

National Insurance  
number

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"/>

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"/>

Your contact details

Landline:
Mobile:
Email

Landline:
Mobile:
Email

If you would like your  
letters via email please  
tick in the email box

**Tell us who else will be living with you at your new address. If they have recently moved in or out please tell us the date they moved in/out and their previous or forwarding address.**

<b>Name</b>	<b>Date of birth</b>	<b>Date moved in/out</b>	<b>If moved in Previous Address</b>	<b>If moved out Forwarding Address</b>

Are any of the people living with you partners? If so, please tell us who:

For any new adults that have moved in, you will need to provide evidence of their ID, National Insurance number and income together with this form. If you or anyone in your household has had a baby that we are not already aware of, you will need to provide their birth certificate with this form.

What evidence are you sending with this form?

Who is it for?

## 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?

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

Flat in a house

Board and Lodgings

Semi-detached house

Flat in block

Hotel

Terraced House

Flat over shop

Caravan

Annexe

Bedsit or rooms

Mobile Home

Bungalow

Hostel

House Boat

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							

Does your home have	Central Heating	Garage	Garden	Parking
Please tick				

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?

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

You must complete this.

**If your landlord has an 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

**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	Other
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"/>	<input type="text"/>
Water charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Heating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Hot water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Fuel for cooking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Garage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Personal care and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Other, what is it?	<input type="text"/>		<input type="text"/>

**Who will receive 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.

You can download a copy of the [Housing Benefit payment calendar](#) which tells you when each payment is due.

**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 5a 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 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	

## Part 5b 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:**

### 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 Person claiming		Date	
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.**

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

You can tell us about changes in your circumstances online by visiting [www.north-norfolk.gov.uk/coc](http://www.north-norfolk.gov.uk/coc)