

# Claim form for Housing Benefit and Council Tax Benefit

Benefit Department, North Norfolk District Council, Holt Road, Cromer, Norfolk, NR27 9EN  
Telephone (01263) 516349 Minicom (01263) 516005 Fax: (01263) 515042



Name & Address:

Reference Number:

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

Date Sent

Officer's Initials

Return by

Date received in office

New Claim

Change of Circs

## About Housing Benefit and Council Tax Benefit

Housing Benefit 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 water or supporting charges. Council Tax Benefit can pay all or part of your Council Tax.

## Local Housing Allowance

Local Housing Allowance (LHA) can pay all, part or in some cases more than your contractual rent. This may be paid on claims received on or after 7<sup>th</sup> April 2008. Local Housing Allowance can not be paid on Housing Association claims.

## Second Adult Rebate

Second Adult rebate 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.

## About this form

We have designed this claim form to be easy to fill in. It may look rather long, but there have to be enough questions to make sure that everyone who claims benefit gets the right amount.

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.

## 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 17 on page 23 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 Benefit Help and Advice Team to visit you in your own home to assist you. Please see the back of this claim form or telephone 01263 516245 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. Please see the back of this claim form for more details.



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 the evidence we need to see. If you can not 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.

If you have to show us valuable items such as passports or bank statements, where possible, please bring them in. If you must send them to us via post, you may want to send them via Recorded Delivery. 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 we usually pay benefit from

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 16 on page 22 of this form about Backdating.

## When you start to receive Housing/Council Tax benefit 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 start work;
- Your rent changes or you move;
- You or your partner are 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, a phone call is not enough. 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 and Council Tax Benefit.

We may pass the information to other Council departments, agencies or organisations such as the Department for Work and Pensions 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 About you and your partner - continued

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

**You ▼**  
 Yes   
 No

**Your partner ▼**  
 Yes   
 No

When did you claim?



Which council did you claim from?



What name did you claim in?



What address did you claim for?

  
  
  

  
  
  


If you have moved, have you told the council that paid your benefit that you have moved?

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)

  
  
  

  
  
  


Dates you lived there

 to

 to

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



Have you or your partner come to live in England, Scotland, Wales, Northern Ireland, the Republic of Ireland, the Channel Islands or the Isle of Man 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

Are you or your partner in hospital at the moment?

Yes   
 No

Yes   
 No

## Part 1 About you and your partner - continued

You ▼

Your partner ▼

If 'Yes', when did you go in?



When will you come out (if you know this)?



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', who?



Does this person live with you?

Yes  No

Yes  No

Have you or your partner ever claimed Carer's Allowance?

Yes   
No

Yes   
No

(Still tick 'Yes' if you applied for, but were not paid, any Carer's Allowance. This could have been because you were better off getting another social security benefit.)

Do you or your partner have a vehicle from a Mobility Scheme?

Yes   
No

Yes   
No

Do you or your partner pay towards the upkeep of a student?

Yes   
No

Yes   
No

If 'Yes', how much do you pay?

£  every

£  every

Are you or your partner a student?

Yes   
No

Yes   
No

(By student, we mean a person who is on a course of study at an educational establishment or a New Deal qualifying course)

If 'Yes', do you study full or part time?

Full Time   
Part Time

Full Time   
Part Time

Please tick if you or your partner are:

- an apprentice
- on youth training
- in legal custody
- severely mentally impaired
- long-term sick or disabled

  
  
  
  

We will contact you if we need any further information.

## 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 for work or youth training
- aged 16 to 19 and in education doing a course, not higher than GCSE, A LEVEL, SCE Higher level or GNVQ (advanced).

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 or family name




First name or names




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




Child Benefit Number




Who gets the Child Benefit for them? We need to see evidence of this.




Does the child have savings /capital over £6000?

Yes

No

Yes

No

Yes

No

If 'Yes', how much are their savings?

£

£

£

Bank Name	Account number	Name of account holder	Balance

Is the child registered blind?

Yes

No

Yes

No

Yes

No

Does the child get Disability Living Allowance?

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

Yes

No

Yes

No

Yes

No

## Part 2 About children - continued

### First Child ▼

Yes   
No

### Second Child ▼

Yes   
No

### Third Child ▼

Yes   
No

Do you or your partner pay any child-minding costs to a registered childminder, nursery or after-school club?

If 'Yes' then please tell us about:

The name and registration number of the childminder




How much do you pay a week?

£

£

£

We will need to see evidence of this.

## 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  Please tell us about them  
No  Go to **Part 4**

If you want to tell us about more than three people, please use a separate sheet of paper.

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

### First Person ▼

### Second Person ▼

### Third Person ▼

Surname or family name




First name or names




Date of birth (day/month/year)

 /  / 
 /  / 
 /  / 

Their relationship to you or your partner

(Some examples: aunt, uncle, sister, brother, daughter/son, father, mother, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, lodger or friend.)




Do they get Income Support, Income-Based Jobseeker's Allowance, Pension Credit or Employment & Support Allowance (Income related)?

Yes   
No

Yes   
No

Yes   
No

National Insurance Number

Letters Numbers

Letter

Letters Numbers

Letter

Letters Numbers

Letter

You can find this on payslips or letters from DWP or HMRC

          
          
          

If they do not have a National Insurance number tick this box.

If they do not have a National Insurance number tick this box.

If they do not have a National Insurance number tick this box.

## Part 3 About other people who live with you - continued

First Person ▼

Second Person ▼

Third Person ▼

Do they get Disability Living Allowance or Attendance Allowance?

Yes   
No

Yes   
No

Yes   
No

If 'Yes', how much per week?




Are they registered blind?

Yes   
No

Yes   
No

Yes   
No

Are they a full-time student, a student nurse, a care worker, an apprentice or on youth training?

Yes   
No

Yes   
No

Yes   
No

If 'Yes', which?




Do they pay rent or money for board and lodgings to you or your partner?

Yes   
No

Yes   
No

Yes   
No

If 'Yes', how much per week?




Does this include money for food?

Yes   
No

Yes   
No

Yes   
No

Does this include money for heating?

Yes   
No

Yes   
No

Yes   
No

Are they severely mentally impaired?

Yes   
No

Yes   
No

Yes   
No

Are they in legal custody at the moment?

Yes   
No

Yes   
No

Yes   
No

If 'Yes', when did they go in?




When are they expected to come out (if you know)?




Are they in hospital at the moment?

Yes   
No

Yes   
No

Yes   
No

If 'Yes', when are they expected to come out (if you know)?




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 in **Part 15**

## Part 3 About other people who live with you - continued

**First Person ▼**

**Second Person ▼**

**Third Person ▼**

**Tell us their earnings before any deductions.**

We will need to see evidence of their earnings – either their last two monthly or five weekly wage slips.

**Do they have any other income at all?**

Make sure that you will tell us about all other income that they have. This includes any benefits or allowances you have not told us about on this form.




**Yes**

**No**

**Yes**

**No**

**Yes**

**No**

Name of first other income




How much is it per week before deductions?




Name of second 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?

£

£

£

Bank Name	Account number	Name of account holder	Balance

**Are any of the people who normally live with you married or living together as if they were married? This includes Civil Partners.**

**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 and Pension Credit, Income Related Employment Support Allowance

	You ▼	Your partner ▼
Are you or your partner getting, or waiting to hear about a claim for Income Support, Income-Based Jobseeker's Allowance or Pension Credit or Income Related Employment & Support Allowance?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

## Part 5 About being self-employed

Are you or your partner self-employed?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
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If 'Yes', Please 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 accounts we will need to see some other evidence of your income. We will write to you about this. In all cases you will need to complete form SE1, please contact us about this.

## Part 6 About working for an employer

Do you or your partner work for an employer?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
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If 'Yes' Answer the questions in this part. If you or your partner work for more than one employer, tell us about them on a separate sheet of paper and send it in with this form.

If you are sending a separate sheet of paper, tick this box.	<input type="checkbox"/>	<input type="checkbox"/>
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	You ▼	Your partner ▼
What is the job title?	<input type="text"/>	<input type="text"/>
What is the employer's name and address?	<input type="text"/>	<input type="text"/>

## 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?



What is your payroll, employee or staff number?



Are you employed for a limited period?

Yes   
No

Yes   
No

If 'Yes', when will you finish?



How often do you get paid?



How much do you get paid before Tax, National Insurance and Pension Contributions are taken off?



How are you paid?

(For example: in cash, by cheque or straight into a bank or building society account).



When was your last pay rise?



When will your next pay rise be?



Are you getting any kind of Statutory Sick Pay (SSP), Statutory Maternity Pay (SMP), Statutory Paternity Pay or Statutory Adoption Pay from your employer at the moment?

Yes   
No

Yes   
No

Do you pay into a private or company pension scheme?

Yes   
No

Yes   
No

If 'Yes', how much?



**We must see evidence of any earnings before we can decide how much benefit you can get.  
Read the checklist at Part 17 on page 23 to see what you can use as evidence.  
If you get any tips or bonuses, tell us about these in Part 15 on page 22.**

## Part 7 About any other work

You ▼

Your partner ▼

**Do you or your partner do any other work at all?**

(This could be voluntary work or any other work, even if you are not paid for doing it).

**Yes**

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

**No**

**Yes**

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

**No**

**What other work do you do?**

**What is the name and address of the person you do this 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.

**Yes**

**No**

**Yes**

**No**

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

We will need to see evidence of this

## 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 overleaf.

**No**

Go to **Part 9**

## Part 8 About Benefits, State Pensions or Allowances -

**Read the list of benefits below and tell us about any that you and your partner have claimed.  
Please tick 'Yes' or 'No' for every benefit, pension or allowance below.  
If you have claimed one of these benefits, write 'Applied for'.**

**Benefits, Pensions & Allowances**

**You ▼**

**Your partner ▼**

	Yes ✓	No ✓	How Much?	How often?
Adoption Pay				
Attendance Allowance				
Bereavement Benefit				
Carer's Allowance				
Child Benefit				
Child Tax Credit				
Disability Living Allowance -				
Care Component				
Mobility Component				
Employment & Support Allowance (contribution based)				
Employment Training Allowance				
Exceptionally Severe Disablement Allowance				
Fostering Allowance				
Industrial Death Benefit				
Industrial Injuries Benefit				
Incapacity Benefit				
In Work Credit				
Jobseeker's Allowance (Contribution Based)				
Pension Credit (including Savings Credit)				
Severe Disablement Allowance				
Statutory Maternity Pay (paid by HMRC)				
Statutory Paternity Pay (paid by HMRC)				
Statutory Sick Pay (paid by HMRC)				
Working Tax Credit				
Return to Work Credit				
State Retirement Pension				
War Dependant's Pension				
War Widow's Pension				
Widowed Parent's Allowance				
Widow's Benefit				

	Yes ✓	No ✓	How Much?	How Often?
Adoption Pay				
Attendance Allowance				
Bereavement Benefit				
Carer's Allowance				
Child Benefit				
Child Tax Credit				
Disability Living Allowance -				
Care Component				
Mobility Component				
Employment & Support Allowance (contribution based)				
Employment Training Allowance				
Exceptionally Severe Disablement Allowance				
Fostering Allowance				
Industrial Death Benefit				
Industrial Injuries Benefit				
Incapacity Benefit				
In Work Credit				
Jobseeker's Allowance (Contribution Based)				
Pension Credit (including Savings Credit)				
Severe Disablement Allowance				
Statutory Maternity Pay (paid by HMRC)				
Statutory Paternity Pay (paid by HMRC)				
Statutory Sick Pay (paid by HMRC)				
Working Tax Credit				
Return to Work Credit				
State Retirement Pension				
War Dependant's Pension				
War Widow's Pension				
Widowed Parent's Allowance				
Widow's Benefit				

**How are you paid these benefits?**  
(For example: into a bank account or girocheque).



Are you repaying a Social Fund loan or overpayment from any of these benefits?

Yes   
No

Yes   
No

If 'Yes', which one?



**We must see evidence of benefits, state pensions & allowances.  
Read the checklist at Part 17 on pages 23 to see what you can use as evidence.**

## Part 9 About other money coming in (including other pensions)

This includes occupational pensions and private pensions, any extra benefits, maintenance, money from trust funds, training allowances, student grants and loans. You must also tell us if you are receiving any money from the Creutzfeld-Jakob Disease Trust. Also tell us about any money you receive from people living in your house as boarders, lodgers or subtenants.

(You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust or the MacFarlane Trust).

**You ▼**

**Your partner ▼**

Do you or your partner, or any children you are claiming for, have any money coming in (or expect to have some money coming in) that you have not already told us about on this form?

**Yes**  Tell us about it below  
**No**  Go to **Part 10**

**Yes**  Tell us about it below  
**No**  Go to **Part 10**

### 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 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 of any additional land or property

We will write to you about this.

Do you or your partner have any Investments, Bonds, Shares or National Savings certificates? If so please list these below

Yes

No

Name of holder	Amount

Have you or your partner received a prisoner of war compensation payment?

Yes  No

When was this received?

### Stocks and Shares

Name of company held in	Name of owner	Number of shares held	Purchase date

### National Savings Certificates

Issue number	Name of owner	Number of units held	Purchase date

**Any other savings or investments**

(For example: unit trusts, ISAs, PEPs, TESSAs, SAYE cash, money or property held in trust, money from sale of a house or money from charity).

Type of saving	Name of owner	Approximate value

We must see evidence of any savings, investments or property before we can decide how much benefit you can get. Read the checklist at Part 17 on page 23 to see what you can use as evidence.

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

Do you own your own home or have a mortgage? If 'Yes' go to Part 15.

Yes  No

Do you rent your home from a Housing Association or social landlord?

Yes  No

Do you rent your home from Victory Housing Trust?

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

Please give your nine digit Victory reference number

<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"/>
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### What sort of building do you live in?

Tick one box only.

Detached house	<input type="checkbox"/>	Flat in a house	<input type="checkbox"/>	Caravan, mobile home or houseboat	<input type="checkbox"/>
Semi-detached house	<input type="checkbox"/>	Flat in a block	<input type="checkbox"/>	Board and lodgings	<input type="checkbox"/>
Terraced house	<input type="checkbox"/>	Flat over a shop	<input type="checkbox"/>	Hotel	<input type="checkbox"/>
Maisonette	<input type="checkbox"/>	Bedsit or rooms	<input type="checkbox"/>	Residential nursing home	<input type="checkbox"/>
Bungalow	<input type="checkbox"/>	Hostel	<input type="checkbox"/>	Residential care home	<input type="checkbox"/>

Other (please explain)

How many floors are there?

Which floors do you live on?  
(For example: the ground floor and the first floor).

Do you and your household live in only part of the building you have ticked? Yes  No

If 'Yes', tell us where in the building you live.

Has there been a change in the number of people in your household in the last twelve months? Yes  No

If 'Yes', tell us about it.

## 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

Living rooms




Bedsitting rooms




Bedrooms




Bathrooms or shower rooms




Toilets




Kitchens




Other rooms




**Does your home have central heating?**

Yes

No

**Does your home have a garden?**

Yes

No

**Does your home have a garage or parking space?**

Yes

No

**Do you use your home for business?**

Yes

No

**Do you have a main home somewhere else?**

Yes

No

Tell us about it below.

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?**

**Do you pay rent on this second home?**

Yes

No

If 'Yes', how much and how often?

£

every

## Part 12 About your rent

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

You must complete this even if your landlord has an agent. (By **landlord** we mean the person or organisation who owns the property you live in).

## Part 12 About your rent - continued

**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

**When did you start renting your home?**

**When did you move to this address?**

If you have not moved in yet, tell us the date you expect to move in. You **must** then tell us when you have actually moved in.

**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

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

(For example: every week, every four weeks, every calendar month etc).

**How do you pay your rent?**

Please tick

Cash


Direct debit


Cheque

Standing order

## Part 12 About your rent - continued

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

Yes   
No

Tell us about it below

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

(For example: every week, every four weeks, every calendar month etc)

Has your rent changed in the last 12 months?

Yes   
No

Send us evidence of the date it changed and by how much.

When is the next rent increase due?

Have you had a pre-tenancy determination?

Yes   
No

Has your rent been registered as a fair rent by a Rent Officer?

Yes   
No

Please send us the notice of registration (R05)

Do you have any weeks when you do not have to pay rent?

Yes   
No

How many each year?

Are you more than 8 weeks behind with your rent?

Yes   
No

If 'Yes' by how much and how many weeks?

£
wks

Who receives the Council Tax bill for your home?

Tick the one box that applies

You or your partner   
Your landlord   
Someone else

who?

Does your rent include the following?

Meals

Yes   
No

How much each week?

£

Water rates or water authority charges

Yes   
No

How much each week?

£

Heating

Yes   
No

How much each week?

£

## Part 12 About your rent - continued

Hot water **Yes**  How much each week? £   
**No**

Fuel for cooking **Yes**  How much each week? £   
**No**

Laundry **Yes**  How much each week? £   
**No**

Cleaning rooms or windows **Yes**  How much each week? £   
**No**

Gardening **Yes**  How much each week? £   
**No**

Garage or parking space **Yes**  How much each week? £   
**No**

Do you have to rent the garage as part of your tenancy agreement? **Yes**   
**No**

Personal care and support **Yes**  How much each week? £   
**No**

**Are you living away from home at the moment?** By home, we mean the property you are claiming benefit for.  
**Yes**  Tell us about it below  
**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**

**We must see evidence of your rent and tenancy before we can decide how much benefit you can get.  
 Read the checklist at Part 17 on page 23 to see what you can use as evidence.**

## Part 13 Payment of Benefit

If you are awarded **Council Tax 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 14 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 and Council Tax 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>Name of Landlord</b>	
<b>Landlord Address</b>	

Signature of Person claiming		Date	
Signature of Partner		Date	

**Please continue to Part 15 overleaf**

## Part 15 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 16 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 six months if you are under pensionable age, and three months 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 17 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.**

	You ▼	Your partner ▼
<b>Evidence of identity</b>	<input type="checkbox"/>	<input type="checkbox"/>
Such as a birth certificate, marriage certificate, passport, medical card, driving licence, EEC identity card, recently paid utility bill, UK residence permit. We need to see <b>two</b> of these documents each for both you and your partner.		
<b>Evidence of National Insurance number</b>	<input type="checkbox"/>	<input type="checkbox"/>
Such as a National Insurance number card, payslips, or benefit letters from the DWP or HMRC.(Inland Revenue)		
<b>Evidence of capital, savings and investments</b>	<input type="checkbox"/>	<input type="checkbox"/>
Such as all your Bank, Building Society or Post Office statements, or 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. We need to see this evidence for children in your household as well. The evidence you send must show details for at least the last <b>two</b> months.		
<b>Evidence of earnings</b>	<input type="checkbox"/>	<input type="checkbox"/>
This means your last five payslips if you are paid weekly, your last three payslips if you are paid fortnightly or your last two payslips if you are paid monthly. <b>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.</b> If you or your partner are self-employed you will need to complete form SE1 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, a summary of your records so far. We have a form that helps you to provide your records if you have been trading for less than a year – please ask us for form SE2.		
<b>Evidence of other income</b>	<input type="checkbox"/>	<input type="checkbox"/>
Such as pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see proof of any money people pay you for board and lodgings.		
<b>Evidence of benefit, allowances or pensions</b>	<input type="checkbox"/>	<input type="checkbox"/>
Such as current award notices. Please ensure you send us all pages.		
<b>Evidence of private rent and tenancy</b>	<input type="checkbox"/>	<input type="checkbox"/>
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.		
<b>Evidence of other money received or paid out</b>	<input type="checkbox"/>	<input type="checkbox"/>
Such as letters about student grants or maintenance, agreements or receipt from registered child care providers.		

## Part 18 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 or Council Tax Benefit, or both. 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

Please return completed application to the Benefit Department at North Norfolk District Council.

## Part 18 Declaration - continued

### Ethnic monitoring

The government has asked us to gather information about our customer's ethnic background. 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.

	<b>You ▼</b>	<b>Your partner ▼</b>	
<b>A</b>			<b>White</b>
	<input type="checkbox"/>	<input type="checkbox"/>	British
	<input type="checkbox"/>	<input type="checkbox"/>	Irish
	<input type="checkbox"/>	<input type="checkbox"/>	Any other White background, please write in
			<input style="width: 100%;" type="text"/>
<b>B</b>			<b>Mixed</b>
	<input type="checkbox"/>	<input type="checkbox"/>	White and Black Caribbean
	<input type="checkbox"/>	<input type="checkbox"/>	White and Black African
	<input type="checkbox"/>	<input type="checkbox"/>	White and Asian
	<input type="checkbox"/>	<input type="checkbox"/>	Any other mixed background, please write in
			<input style="width: 100%;" type="text"/>
<b>C</b>			<b>Asian or Asian British</b>
	<input type="checkbox"/>	<input type="checkbox"/>	Indian
	<input type="checkbox"/>	<input type="checkbox"/>	Pakistani
	<input type="checkbox"/>	<input type="checkbox"/>	Bangladeshi
	<input type="checkbox"/>	<input type="checkbox"/>	Any other Asian background, please write in
			<input style="width: 100%;" type="text"/>
<b>D</b>			<b>Black or Black British</b>
	<input type="checkbox"/>	<input type="checkbox"/>	Caribbean
	<input type="checkbox"/>	<input type="checkbox"/>	African
	<input type="checkbox"/>	<input type="checkbox"/>	Any other Black background, please write in
			<input style="width: 100%;" type="text"/>
<b>E</b>			<b>Chinese or other ethnic group</b>
	<input type="checkbox"/>	<input type="checkbox"/>	Chinese
	<input type="checkbox"/>	<input type="checkbox"/>	Any other, please write in
			<input style="width: 100%;" type="text"/>

# **Benefit**

## **HELP AND ADVICE TEAM**

If you...

- ...wonder if you are claiming all that you are **ENTITLED** to; or
- ...find the Benefits system **CONFUSING**; or
- ...think you may be eligible for a **DISCOUNT**; or
- ...simply need general **ADVICE** on Housing and Council Tax Benefits...

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

The Team is available by appointment for general help and advice on Housing and Council Tax Benefit. They will also be able to advise you about any other Benefits to which you may be entitled.

If you have difficulties visiting our offices, we may be able to help you over the phone, or arrange a home visit. Some of the benefits we can advise on are as follows:

- Housing Benefit and Council Tax Benefit
- Council Tax Discounts and Exemptions
- Income Support
- Jobseeker's Allowance
- Incapacity Benefit/Employment & Support Allowance
- Pension Credit
- Disability Living Allowance
- Attendance Allowance

Contact the **Benefit Help and Advice Team** on **01263 516245**.

Further information about Benefits can also be found on [www.northnorfolk.org/benefits.asp](http://www.northnorfolk.org/benefits.asp)

**Housing/Council Tax Benefit Fraud Hotline: call freephone 0800 328 5878**

### **Victory Housing Trust**

Victory Housing Trust tenants can alternatively contact Victory Housing if they are struggling financially or want to know if they are entitled to Housing and Council Tax Benefit.

Victory provides a debt and benefit advice service which can be contacted by calling 0845 3006648 or emailing [moneyadvice@victoryhousing.co.uk](mailto:moneyadvice@victoryhousing.co.uk)

Please note that Victory Housing Trust is unable to access your Council Tax account so only general advice is available about Council Tax.

### **Council Tax Enquiries**

Moving home, discounts and exemptions:  
Email: [ctaxreg@north-norfolk.gov.uk](mailto:ctaxreg@north-norfolk.gov.uk)

Payment problems or arrears:  
Email: [recovery@north-norfolk.gov.uk](mailto:recovery@north-norfolk.gov.uk)

Tel: 01263 516230 or 01263 516071

### **Citizens Advice Bureau**

Specialist advice and case work for debt, employment issues, housing and welfare benefits is available.

#### **North Walsham**

New Road, North Walsham, Norfolk. NR28 9DE.  
For opening times and to arrange an appointment, call 01692 402570

#### **Fakenham and Wells**

Community Centre, Oak Street, Fakenham. NR21 9DY.  
For opening times and to arrange an appointment, call 01328 856040

#### **Holt**

Kerridge Way, Holt, Norfolk. NR25 6DN.  
For opening times and to arrange an appointment, call 01263 713849

For additional information or to find your local bureau visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk)