

# Guidance notes for completion of Application form to claim Housing Benefit and Council Tax Benefit

## Please read these notes before filling in your claim form.

Use this form if you want to make a new application for Housing and Council Tax Benefit. If you are already getting benefit and are moving, or wish to tell us about a change in your circumstances, please contact the benefit team and we will send you the correct form. You will find our telephone number above.

The form is divided into fifteen parts. Unless you are only claiming Second Adult Rebate (see below) you must fill in every part, even if only to confirm that the questions do not apply to you. You should read the guidance notes at the start of each part. These will also tell you the proof we need to see.

## Your claim may be delayed if you do not provide all the proof we ask for.

If you have a partner, this form must be filled in by both of you. We use 'partner' to mean:

- a person you are married to or a person you live with as if you are married to them
- a civil partner or a person you live with as if you are a civil partner

You and your partner, if any, must sign the declaration in **part 15** of the form.

## Second Adult Rebate

If your own income or savings are too high to claim Council Tax Benefit, you may still be able to get up to 25% off your Council Tax bill if the only other adults living with you have a low income or are claiming Income Support. This help is known as a Second Adult Rebate.

For this, your own income and savings will not be taken into account.

If you wish to claim only Second Adult Rebate, just fill in Parts 1, 2, 4 and 15 of the form.

You cannot claim Second Adult Rebate if you live with your husband/wife/partner or civil partner and they have little or no income.

**For parts 1 to 11** of the claim form please use these guidance notes to assist you with completion of the form.

**For parts 12 to 14** please refer to the instructions contained within the application form.

**For parts 15** – this is a declaration in respect of your claim for benefit. You/your partner/representative should read the declaration carefully before signing and dating.

# Housing Benefit and Council Tax Benefit

## Useful Information

### Council Tax Benefit

Council Tax Benefit is to help with paying your Council Tax charge.

### Housing Benefit

Housing Benefit is help for all types of rent payments. It includes Rent Allowance and the Local Housing Allowance. In order to make the form as straightforward as possible, we will only use the term 'Housing Benefit'.

### Help with filling in the form

For advice on the information you need to provide please see the relevant sections of this claim form or contact the Benefits Service.

If you need help filling in the form, please telephone the benefits appointment line on 0116 2727510 or email: [benefits@blaby.gov.uk](mailto:benefits@blaby.gov.uk).

An appointment will be made with a member of staff who will help you.

You can get help and advice by calling 0116 2727510 between 8.45am (Wed 9.30am) and 5.15pm. (Fri 4.45pm) You can fax us on 0116 2727591 or write to us at this address:

The Benefits Team  
Blaby District Council  
Council Offices  
Desford Road,  
Narborough,  
Leicestershire LE19 2EP

email:[benefits@blaby.gov.uk](mailto:benefits@blaby.gov.uk)

We also offer a home visiting service for people who cannot come to the Council Offices because of ill health, old age or a disability. You can make an appointment for a home visit by calling 0116 2727510 or by emailing: [benefits@blaby.gov.uk](mailto:benefits@blaby.gov.uk).

If there are other reasons why you cannot come to the Office, for example if you are a full time carer, then please contact us.

## Data Protection

Blaby District Council is the Data Controller for the purposes of the Data Protection Act 1998. If you want to know more about what information we have about you, or the way we use your information, you can write to the Data Protection Officer at the Council offices address.

## How we collect and use information

The information we collect on this form, and from supporting evidence, will be used to process your **Housing Benefit** and **Council Tax Benefit** claim and your entitlement to **Council Tax discount**.

The information may be passed to other agencies or organisations such as the Department for Work and Pensions, and HM Revenue and Customs as allowed by law. We may check and share this information with other Council departments such as the Housing Team, or The Revenues Section or give them details of your benefit status. This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes as allowed by law.

We will not give information about you to anyone else nor use information about you for other purposes unless the law allows us to.

## The proof we need to see

To make sure your benefit is correct, we need to see proof of every statement you make on the form.

**These must be original documents not photocopies.** We will make a copy of the document and return the original to you.

**In all cases where we ask for proof, we need to see this for both you and your partner.**

**We have listed the proof we need to see within these notes.**

You must fill in the form at once and send it back to us with all the proof currently available. You may lose benefit if you delay. If the form is not received within one month of date of issue your claim will only start from the date we receive the form. If you cannot provide all the proof we need, you should still return the form to us and let us know in Part 17 that you will send in the missing items. We will then allow an extra month for you to provide this information, without affecting the start date of your benefit.

part  
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## about you and your home

We will need to see original documents as proof of your identity. If you have a partner, we will need to see proof of your partner's identity as well. Two items of proof are required for both you and your partner. We will accept documents such as:

- passport
- a bank statement
- your birth certificate
- a full driving licence
- a letter from a solicitor, social worker, probation officer or the HM Revenue & Customs

- a gas, electricity or water bill for the last quarter

We will also need to see proof of both your and your partner's national insurance number.

This can be found on:

- your wage slips
- your national insurance card
- a letter from the Department for Work and Pensions (DWP)
- a letter from HM Revenue and Customs

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## about you and your partner

If you or your partner are not UK nationals, we will need to see one of these as proof of your residency status:

- Home Office standard acknowledgement letter (SAL 1 or 2)
- a current, valid passport
- UK and Republic of Ireland residency permit

We will also need to see following items of proof where applicable:

- benefit books or award letters for any support and allowance claims

- a letter from the college confirming student status and duration of course
- a letter from prison confirming custody
- a letter from your employer confirming youth training, apprenticeship or student nurse status
- a letter from your doctor confirming severe mental impairment
- proof of the date when registered blind

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## about your dependant children

We need to know about all the dependant children living with you. Dependant children are those aged up to 16. Young people aged under 20 are also classed as dependant children if you still get Child Benefit for them. If you have more than six dependant children, please use a separate sheet of paper for their details. If you have no dependant children, please write 'none' against the first question and go on the Part 4.

**If you are claiming for dependant children, we will need to see your child benefit confirmation letter.**

If any of the children have been in hospital for more than a year, or are registered blind please send a letter from your doctor confirming this.

If you pay a childminder, we will need to see a letter from your childminder showing the amount you pay plus their registration number.

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## other people who live with you

We need to know about people, other than your partner and dependant children, who live with you. These people are known as 'non-dependants' for benefit purposes, and include older children you no longer get Child Benefit for.

We may have to make a deduction from your benefit for non-dependants who live with you. There are different levels of deduction and these depend on each person's income. If you do not wish us to deduct the maximum amount from your benefit you must provide proof of their earnings, if they are working, in one of the ways described in Part 5.

We will need to see proof of the following where applicable:

- benefit book or award letter
- a letter from their doctor confirming severe mental impairment
- a letter from the prison confirming custody
- a letter from their employer confirming their youth training, apprenticeship or student nurse status

If there are no other adults living with you, please write 'none' against the first question and go on to Part 5. If you need to give details for more than two non-dependants living with you, please use a separate sheet of paper.

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## about your earnings

You will need to provide the same type of information and proof for all of your and your partner's jobs. Please use a separate sheet of paper for each additional job.

If you or your partner are employed we will need to see proof of income for each job. This can be one of the following, (if you are claiming Second Adult Rebate we will need to see one of the following for the second adult):

- a completed certificate of earnings from the back of this application form (this must be stamped by your employer) "**Tear off 1**"
- a letter from the employer giving all the information requested in the certificate (this must be on headed paper)
- five most recent consecutive weekly wage slips, or last two monthly salary slips, or last three payslips if paid fortnightly.

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## about your pensions, benefits, allowances and tax credits

We will need to see at least one of the following as proof of each of your benefits or allowances:

- recent benefit award notifications showing current amounts
- most recent tax or pension credit award notification
- letter from the pension provider
- bank statements (2 most recent)
- most recent pension payment advice slips

If you have claimed but not yet received any benefit or allowances you should send proof as soon as it is available. **(All documents must be original)**

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## about your capital, savings and investments

We will need to see proof of your capital, savings or investments, such as:

- your 2 most recent monthly statements showing all transactions from your bank or building society
- building society book (recently updated)
- paypal accounts
- bond certificates (including premium bonds)
- stocks and shares certificates
- unit trust certificates
- statements of PEPs, TESSAs or ISAs
- any other investments

**You must include any capital held in a current account.**

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## other income

**Any other income which you and your partner have must be declared in this section. This includes details of your grant, loan or bursary if you are a student.**

We will need to see proof of any other income you and your partner receive. This can be any one of the following:

- bank statements
- a building society letter or statement
- Income/tenancy details for sub tenants or boarders
- a court order
- an income award notification
- invoices and receipts
- letter from an absent parent confirming maintenance
- a letter from the Inland Revenue
- notification slips
- payment slips
- student loan or grant letter

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## outgoings

If your son or daughter is a student, we will need to see the loan assessment.

If you or your partner are employed or self employed and make payments to a private pension, we will need to see the pension agreement.

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## rented accommodation

You and your partner are private tenants if you pay rent to a private landlord, housing association or Three Oaks Homes.

We will need to see proof of your residency and rent, from the following list (this must confirm how much rent you pay, the date your tenancy commenced and what is included in your rent):

- a letter from the agent
- a letter from the landlord
- your rent book
- the tenancy agreement
- rent receipts /statements
- or get your landlord to complete "Tear Off 2"

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## payment of benefits

**Council Tax Benefit:** Benefit will be paid into your Council Tax account. You will be sent a revised bill.

**Private tenants:** Generally tenants renting from a Housing Association, choose how their benefit is paid – either into their own bank/building society account or to their landlord. Please complete either option 1 or option 2.

**For all other private tenants,** benefit will be paid directly into your account. Please fill in your details in option 1.

If you have difficulty managing your affairs it may be possible to pay your landlord. To help the Council decide if we can do this, complete part 12 of the form.

We may need to write to you for more information.

If you do not have a bank or building society account you should contact the Benefits team on 0116 2727510. They will tell you how to get advice about opening a basic bank account.