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Bridgend County Borough Council
 PO Box 107
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 CF31 1WB

Name
Address
Postcode

Reference number
Date issued

Change of address form for Housing Benefit and Council Tax Benefit

Important - please take the time to read these notes below before you fill in this form.

Why we need you to fill in this form

We need to know more about where you are living now and to check if the details we have about you and anyone who lives with you are correct, or if they have changed. This is because we need to make sure that we give you the right amount of benefit.

How to fill in this form

We need you to fill in **all** parts of the form, even if some of the details that you told us about before are still the same. You must answer all the questions by ticking either Yes or No and writing details in where we ask for them. If you do not answer all the questions, we will have to write to you for the information, and we may have to stop your benefit in the meantime.

If there is not enough room on the form for you to write everything that you need to, please use the space in section 7. It will help us if you make it clear which part of the form it is that your information is about.

If you need any advice or have any problems filling in the form or providing proof, please ring us on the above phone number. If you want, we can arrange to send someone to see you in your home.

Use **black ink** to fill in this form and send it back to us as soon as you can.

Even if you do not have the proof we need at the moment, send this form back straight away. You can send us the proof or information later but please make sure you send **original documents** and put your name and address on everything you send.

What proof must I give?

As you go through the form it will tell you what proof you will need to send us. Remember that we need to see **original documents as we cannot accept photocopies**. We will aim to return your documents to you within two working days of having them. If you do not want to post them to us, you can bring them to our Helpdesk at the Civic Offices in Angel Street, Bridgend. We are open from 8:30am to 5pm Monday to Thursday and 8:30am to 4:30pm on Fridays. You are also welcome to take your form and proof to any of the following Council Information Points.

- Aberkenfig Library – Heol y Llyfrau, Aberkenfig, Bridgend
- Maesteg Library – North's Lane, Maesteg
- Pencoed Library – Pen y Bont Road, Pencoed, Bridgend
- Porthcawl Council Information Point, Old Police Station, John Street, Porthcawl
- Pyle Life Centre – Helig Fan, Pyle, Bridgend
- Ogmores Valley Life Centre – Penllwyngwent, Ogmores Vale

Section 1

About you

Where we ask you about a partner, we mean someone that you are married to or live with as if you are married, or a civil partner or someone you live with as if you are civil partners.

Remember that you still need to fill this part in, even if your details are the same as before.

	You	Your partner
Title (Mr, Mrs, Ms, Miss)	<input type="text"/>	<input type="text"/>
First names	<input type="text"/>	<input type="text"/>
Last name	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/> Age <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/> Age <input type="text"/>
National Insurance number	<input type="text"/>	<input type="text"/>
Daytime phone number	<input type="text"/>	<input type="text"/>

This will help if we need to get in touch.

Section 2

About your last address

	You	Your partner
What was your last address?	<input type="text"/>	<input type="text"/>
When did you leave here?	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

Section 3

About your children

Please tell us here about any children who live with you and for whom you or your partner get Child Benefit. Where we ask you about any changes, you need to tell us about things like any of your children who have left school or no longer live with you.

Have you or your partner applied for, or are getting, Child Benefit?

No **Go to section 4.**

Yes Please tell us about this here.

First names	Last name	Date of birth	Male or female	Date Child Benefit is due to end
		/ /		/ /
		/ /		/ /
		/ /		/ /
		/ /		/ /

Have the details about the children you get Child Benefit for changed since you claimed at your last address?

No **Go to section 4.**

Yes Please tell us about this here.

Please write about any changes here and remember to tell us **when** they happened

Remember that if your Child Benefit has changed, you will need to send us proof of the new amount.

Section 4

Other people who live with you

Other than those named in sections 1 and 3, No **Go to section 5.**
does anyone else live in your home? Yes Please tell us about them here.

Please fill in **Part A** for members of your family, children that you do not get child benefit for, or someone who lives with you for whom you do not charge rent (we call these non-dependants). Fill in **Part B** for people who pay rent to live in your home, such as boarders, lodgers or tenants.

Part A Non-dependants

	Person one	Person two	Person three
First names	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<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"/>

Part B Boarders, lodgers or tenants

Full name	Date of birth	How much are they charged?	How often?
<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"/>

Do you give them meals? No Yes

Do you charge for heating? No Yes

Have the details about any non-dependants, boarders or lodgers changed since you claimed at your last address? No **Go to section 5.**
Yes Please tell us about this here.

Please write about any changes here and remember to tell us **when** they happened. You only need to send us proof of any of the non-dependant's details that have changed.

Section 5

About your home

Do you own your home or pay a mortgage? No **Go to section 6**
Yes Please tell us about it here.

When did you move to your new address? / /

Please write here the name of anyone who jointly owns your home with you or your partner. **If no-one jointly owns your home with you or your partner then go straight to section 7.**

Section 6

About your rent

We will need to see **original proof** of the rent you have to pay. This could be your rent book or tenancy agreement. If you do not have these then you will have to ask your landlord to fill in the Certificate of Tenancy form which is included. If you know that your rent is registered with the Rent Officer Service we will also need to see current registration document.

What is your landlord's full name?

What is your landlord's address?

If your landlord has an agent, what is their name?

What is the agent's address?

When did you start renting your home?

(start of your tenancy)

When did you move to this address?

If you have not moved in yet, you need to tell us now when you expect to move in. This means that when you do move in you will still need to write and tell us the actual date. If we do not hear from you we will have to write and ask you for the date, which might delay your benefit.

When do you expect to move in?

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

No Yes

Do you have a shorthold tenancy?

No Yes

How long is your tenancy for?

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

No Yes

Please tell us their names.

How much is your rent?

How often is your rent due? weekly fortnightly monthly four weekly other

Do you have any rent-free weeks?

No Yes

Is any part of your home used for business purposes?

No Yes

Is your home a shared ownership (called part-rent part-buy)?

No Yes

Is your home a co-ownership (a financial arrangement with a housing association)?

No Yes

Section 6

About your rent - continued

Is your home:

- a house? a flat in a block? a room or rooms?
 a bungalow? a flat in a house? sheltered or supported?
 a bed-sit? a flat over a shop? a maisonette?
 other? Please say what it is.

What type of property do you live in?

- Terraced Semi-detached Detached

How many floors does the whole building have?

If you rent a room, flat or bed-sit **you must complete this section, or your claim could be delayed.**
 If not, go to below.

Which floor is your home on?

- Basement Ground floor First floor Second floor Third floor

If you are facing the front of the building, is your home:

- at the front? in the centre? at the back?

What is your room or bed-sit number?

How many flats or bed-sits are there in the building?

How much furniture is provided by your landlord? Is it:

- fully furnished? partly furnished? barely furnished? unfurnished?

Is your landlord responsible for decorating inside your home?

- No Yes

Does your home have central heating?

- No Yes

Do you have a garage?

- No Yes

Can you choose whether to rent the garage?

- No Yes

Please tell us the number of rooms in the property.

	Living rooms	Bedrooms	Bed-sits	Kitchens	Bathrooms	Toilets	Other rooms
How many of these rooms are there in the building?							
How many are only used by you and your family?							
How many of these rooms do you share with other people?							

Section 6

About your rent - continued

Please tell us if any of the following services are included in your rent.

Water rates	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Council Tax	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Heating	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Lighting	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Hot water	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Fuel for cooking	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Window cleaning	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Cleaning inside the room or flat	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Cleaning, lighting or heating shared areas	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Laundry equipment	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Laundry or bed linen washed for you	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Garage	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Emergency alarm system	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Counselling and support	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Nursing and personal care	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Other service (please say what it is)	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Breakfast	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Lunch	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>
Evening meal	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£ <input type="text"/>

We may write to you to get more information about these.

We pay Housing Benefit every four weeks in arrears. We can pay by cheque or straight into an account by the Bank Automated Clearance System (BACS). If you want us to pay your landlord or agent, we may send you a form for both of you to fill in.

Do you want payments made to:

you? <input type="checkbox"/>	your landlord? <input type="checkbox"/>
your partner? <input type="checkbox"/>	your landlord's agent? <input type="checkbox"/>

Do you or your landlord want payment by BACS? No Yes We will send you a form about this.

Can we give information about your rent payments to your landlord or agent? No Yes

Can we give personal information about you or your family to your landlord or agent? No Yes

If 'Yes' please sign here

Signature:

You have the right to change your mind at any time.

please turn over

Section 6

About your rent - continued

- Are you renting your home from a housing association? Yes **Go to section 7**
No Please answer the following
- Are you or your partner related to your landlord, or your landlord's partner or your agent or your agent's partner? No Yes
- Please say how you are related (such as ex-partner, parent, brother, brother-in-law, stepbrother and so on).
- Are any of your children or your partner's children related to your landlord or landlord's partner or your agent or your agent's partner? No Yes
- Who? What is their relationship?
- Has your landlord ever lived in the property you are renting now? No Yes
- Are you or your partner a director of, or employed by, the company which is your landlord? No Yes
- Is your ex-partner or your partner's ex-partner a director of, or employed by, the company which is your landlord? No Yes
- Do you pay rent to a trust where either you or your partner are trustees or where either your ex-partner or your partner's ex-partner is a trustee? No Yes
- Do you pay rent to a trust where any member of your household is a trustee? No Yes
- Have you or your partner ever owned or part-owned the property you rent now? No Yes
- Do you have to rent your home as a condition of your employment? No Yes
- Are you living in accommodation that is maintained by a religious order? No Yes

If you answered 'Yes' to any of the above questions, please give us further details in section 7.

Section 7

Checklist

Please check that you have answered all the questions that apply to you and remember to sign the form at section 8. If you do not have the proof we need at the moment, still send the form back now.

- Have you answered all the questions you need to and signed the form? Yes

Remember if you do not give us all the information we ask for, we might not be able to pay you any benefit. Please ring us if you need help with the form or want to know what proof you need to send.

Please use the space below if there was not enough room on a part of the form for you to tell us what you needed to. Remember to make it clear which part of the form your information is about. You can also use this space to tell us about any other changes that you think we should know about. This could include things like changes in your or your partner's income or savings. It will help if you tell us when these changes happened. If we need to know more about these changes then we will write to you.

Forms filled in by someone other than the person claiming.

Please tell us why you are filling in this form for someone else.

I confirm that I have read each question to the person claiming benefit and I have accurately recorded the answers given.

Name of the person who filled in the form

Signature of the person

Relationship to the person claiming

Please read this declaration carefully before you sign and date it.**I understand the following.**

- If I give information that is incorrect or incomplete, you may take action against me.
- 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 within Bridgend County Borough Council, rent offices, and other councils.
- You may use any information I have provided in connection with this and any other claim for Social Security benefits that I have made or may make. You may give some information to other government organisations, if the law allows this.

I know I must let the council know about any changes in my circumstances, which might affect my claim, immediately in writing.

I declare the information I have given on this form is correct and complete.

Your signature

Date

Your partner's signature

Date

Warning: Any person making a false statement or withholding information may be prosecuted.

How we collect and use information

The information collected, on this form and from supporting evidence, by Bridgend County Borough Council will be used to process your Housing Benefit and Council Tax Benefit claims. The information may be passed to the Department of Social Security, Employment Service and Inland Revenue as allowed by law.

We may check information you or anyone else has provided with other information we hold. We may also get information from certain other organisations, or give information to them, to check the accuracy of information, to prevent or detect crime, or to protect public funds in other ways, as allowed by law. These other organisations include government departments and local authorities.

We will not reveal information about you to anyone outside Bridgend County Borough Council or use information about you for any other purposes unless the law allows us to.

Bridgend County Borough 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 ask at the Civic Offices, Angel Street, Bridgend.