

Housing Benefit and Council Tax Support claim form



Reference number

About this form

Please fill in as much of this form as you can. You must fill in any part that is relevant to you and all the questions in that part. Please use black ink to fill in this form and write your answers clearly. When you have filled in the form, please return it without delay otherwise you may lose out. If you cannot provide the proof we need, you can send it later.

If you need help completing this form or need other forms, please phone us or come into one of our offices for advice. You can also find advice on our website. Our contact details are given at the back of this form.

Where you see the sign **!** you must provide proof.

If you would like to apply for Second Adult Rebate only please fill in our **Second Adult Rebate form** (you can download this form from our website). Please note that Second Adult Rebate is only available for people of qualifying age for Pension Credit.

Please note: For Council Tax Support, where the word 'claim' is used this means 'application', and where the word 'claimant' is used this means 'applicant'.

For office use only

Date requested

Date issued

Date received

Part A About you and your partner

1. What do you want to claim? Housing Benefit ☐ Council Tax Support ☐ Both ☐

2. Do you have a partner? Yes ☐ No ☐

If 'Yes', you must answer all questions about them. By partner we mean a person you are married to or a person you live with as if you are married to them, or a civil partner or a person you live with as if you are civil partners.

You

Your Partner

3. Title (Mr, Mrs, Ms, other)

4. Last name

5. First name(s)

6. Date of birth (dd/mm/yyyy)

! 7. National Insurance Number

8. Please tell us of any other names you have used before

9. The address you want to claim for

Postcode

10. What date did you move into the property?

11. Are you the only person in the property over the age of 18?

Yes ☐ No ☐

If 'Yes', from what date?

/ /

12. Are you temporarily absent from the property?

Yes ☐ No ☐

Yes ☐ No ☐

If 'Yes', please tell us when this absence started, when you expect to return and the reason for absence.

Date absence started

/ /

/ /

Date you expect to return

/ /

/ /

Please tell us your reason for absence in Part K.

13. Phone number(s)

14. E-mail address

15. Do you want your award notification to be sent by e-mail?

Yes ☐ No ☐

(This option is not available for Canterbury City Council residents)

Part A About you and your partner (continued)

You

Your Partner

16. What was your last address?

17. At this address were you the owner, tenant or living with friends or family or other?

18. What dates did you live there? From:

 / /
 / /

To:

 / /
 / /

19. What is your nationality?

20. If you have come to live in the United Kingdom, when did you last arrive?

 / /
 / /

21. Are you a student?

Yes ☐ No ☐

Yes ☐ No ☐

If 'Yes', please fill in a **Student Information form** (you can download this form from our website).

! 22. Are you registered blind?

Yes ☐ No ☐

Yes ☐ No ☐

23. Have you been unable to work for more than 52 weeks because of illness or disability?

Yes ☐ No ☐

Yes ☐ No ☐

24. Does anyone get carers allowance for looking after you?

Yes ☐ No ☐

Yes ☐ No ☐

If 'Yes', who gets this?

! 25. Do you have a non-resident carer who regularly stays overnight in your home to look after you or your partner?

Yes ☐ No ☐

Yes ☐ No ☐

If 'Yes':

Do you have a room that is used solely for the carer to sleep in overnight?

Yes ☐ No ☐

Yes ☐ No ☐

Does the carer have his or her own home(s) elsewhere?

Yes ☐ No ☐

Yes ☐ No ☐

Part B About children

1. Please tell us about all the children who normally live with you.

If there are more than three children in your household, please use Part K to tell us all the information we ask for on this page.

	First Child	Second Child	Third Child
Surname			
First name(s)			
Date of birth (dd/mm/yyyy)	/ /	/ /	/ /
Boy or girl?			
The child's relationship to you			
The child's relationship to your partner			
Usual address if different from yours			
! Do you get Child Benefit for this child?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
! Do you pay childcare for this child?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
! Are they registered blind?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
! Do they get Disability Living Allowance?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

2. Do any of these children need their own bedroom due to health or disability? Yes ☐ No ☐

If 'Yes', please give us proof, for example a letter from their doctor.

If you pay childcare, please fill in a **Childcare Costs Certificate** (you can download this form from our website).

Part C About other people who live with you

1. Please tell us about all other people who normally live with you even if they do not pay you rent, apart from any joint tenants.

If there are more than three other people in your household, please use Part K to tell us all the information we ask for on this page.

	First Person	Second Person	Third Person
Surname			
First name(s)			
Date of birth (dd/mm/yyyy)	/ /	/ /	/ /
Their relationship to you or your partner			
If any of the people who live with you are married to each other, or living together as if they are married or civil partners, please tell us here			
When did they move in?	/ /	/ /	/ /
Do they pay rent or money for lodgings to you or your partner?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does this include meals?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If they work, how many hours per week do they work?			
If they work, please tell us their gross weekly earnings			
Do they get any income, including interest from savings? If 'Yes', please give details in Part K.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If this person is in any of the following categories, please tell us which			
Categories: Full time student, student nurse, care worker, apprentice, youth trainee, severely mentally impaired, in legal custody, in hospital.			

2. Do any of these people need their own bedroom due to health or disability? Yes ☐ No ☐
If 'Yes', please give us proof, for example a letter from their doctor.

If anyone listed above is working, we must see their last five weekly, three fortnightly or two monthly wage slips. If you do not provide these, it may lead to us paying you less.

Part D Questions about work

1. Do you or your partner do any work, regardless of the hours worked or whether you are paid? Yes ☐ No ☐

If 'Yes', please answer all the questions in this part. If 'No', go to Part E.

2. Are you or your partner self-employed? Yes ☐ No ☐

If 'Yes', please fill in a **Self-employed Income form** (you can download this form from our website).

	You	Your Partner
3. What is the name of your employer?	<input type="text"/>	<input type="text"/>
4. When did you start this job?	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
5. How many hours do you work on average each week?	<input type="text"/>	<input type="text"/>
! 6. How much do you get paid?	<input type="text"/>	<input type="text"/>
7. How often?	<input type="text"/>	<input type="text"/>
8. How are you paid, for example cash, cheque or BACS?	<input type="text"/>	<input type="text"/>
9. If you expect your earnings to change please tell us when and why	<input type="text"/>	<input type="text"/>
! 10. If your job is due to end soon please tell us the date	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
11. Do you pay into a private pension scheme?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
12. Are you getting Statutory Sick Pay, Maternity Pay, Paternity Pay or Adoption Pay from your employer at the moment?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If 'Yes', when do you expect to return to work?	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
13. Do you have any other jobs?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

If 'Yes', please give full details in Part K.

You must tell us straight away if your earnings change, this includes any periods of overtime or if you earn more or less than usual.

If you have recently started work and do not have any payslips, please ask your employer to fill in a **Certificate Of Earnings form** (you can download this form from our website).

Part E About the money you have coming in

1. Please tell us about all other income you or your partner get or are waiting to hear about.

You need to include state or work pensions, Tax Credits, Pension Credits, Jobseeker's Allowance, Employment and Support Allowance, Income Support, Disability Living Allowance or Personal Independence Payment, Child Benefit, maintenance or child support, rental income, tips, annuities, charitable or voluntary payments, or any other income you receive.

If you and your partner have no income, write 'none' and explain why and how you are meeting your day to day living expenses in Part K.

Type of income 	Received by who	Received for who	Amount received	How often?	Waiting to hear
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

Part F About bank and building society accounts, savings and investments

1. Do you or your partner have any bank, building society or Post Office accounts, savings or investments (this includes ISAs linked to mortgages), Premium Bonds or stocks and shares, property in the UK or abroad including any money, property or land that is being looked after for you or does anyone owe you money?

Yes ☐ If 'Yes', tell us about all of your capital by answering the questions below.
No ☐ If 'No', go to Part G.

2. If you are of working age, do you have a total household capital of £5,500 or more? Yes ☐ No ☐

3. If you are of pensionable age, do you have a total household capital of £9,500 or more? Yes ☐ No ☐

If your answer to question 2 or 3 is 'Yes', please tell us about all of your accounts including current accounts even if they are empty or overdrawn, using the boxes below.

! 4. Bank, Building Society or Post Office accounts

Name of Bank or Building Society	Account Number	Amount	Held by

! 5. Stocks and shares

Name of company	Number of shares	Held by

! 6. National Savings Certificates and Premium Bonds

Name	Issue type	Amount invested	Date of issue	Held by

! 7. Do you or your partner own any property (other than the home you live in), land or holiday homes, in the UK or abroad? This includes properties and land on which there is a mortgage or loan, held in trust, or jointly held with another person

Yes ☐ No ☐

If 'Yes', please fill in a **LA1 form** (you can download this form from our website).

8. Do you have any savings that are held in cash? Yes ☐ No ☐

- !** 9. Does anyone owe you money? Yes ☐ No ☐

- !** 10. Do you have any other form of capital? Yes ☐ No ☐

If you have answered 'Yes', to any of questions 5 to 8, please give details and amounts in Part K.

Part G Questions for people who pay rent

If you would like help with your rent, please fill in this section. If not, please go to Part J.

1. Are you a council tenant? Yes ☐ No ☐ If 'Yes', please go to Part I.

! 2. What date did your tenancy start?

! 3. How much is the full rent?

! 4. How often is the rent charged?

5. What was the date of the most recent rent increase?

6. When is the next rent increase due?

7. What period of notice to vacate the property is required?

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

If 'Yes', tell us their names, the percentages of rent they pay and their relationship to you and your partner (if you have one).

	%
	%

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

10. Were you able to afford the rent when you took on the tenancy?

11. Have you or your partner received Housing Benefit in the last 52 weeks?

12. Are you behind with your rent?

13. Does your rent include any of the following, please tell us the amount or tick the box if you don't know the amount. Leave blank if your rent does not include any of these items.

Service	If included, how much?	Service	If included, how much?
Heating		Water rates	
Lighting		Personal care and support	
Hot water		Cleaning of accommodation	
Fuel for cooking		TV Licence	
Laundry		Gardening	
Garage		Other	

14. Does your rent include?

- ## Breakfast

- ## Part Board

- Full Board

15. If you rent a garage, is it part of your tenancy?

- Yes

- No

Part G Questions for people who pay rent (continued)

16. What sort of accommodation do you rent?
For example, bedsit, room, flat, bungalow, house,
(semi/detached/terraced), maisonette, caravan,
hotel, hostel.

17. What is your room or flat number?

18. Please tell us below the number of rooms in the property, the number of rooms you use and the number of rooms you share.

Type of room	Number of rooms in property that you have access to	Number of rooms used just for you and your household	Number of rooms that you share with others
Living rooms			
Bedsitting rooms			
Bedrooms			
Bathroom			
Shower rooms			
Toilets			
Kitchens			
Other rooms			

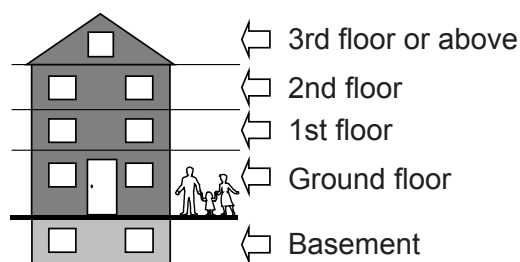
19. If you have a bedsitting room, where are the cooking facilities and what do they include, such as a cooker, microwave and so on?

20. If you rent a room, please tick a location to show where in the property it is (for this question, assume you are standing outside looking at the front of the building).

Front Left	<input type="checkbox"/>	Front Centre	<input type="checkbox"/>	Front Right	<input type="checkbox"/>
Centre Left	<input type="checkbox"/>	Centre	<input type="checkbox"/>	Centre Right	<input type="checkbox"/>
Back Left	<input type="checkbox"/>	Back Centre	<input type="checkbox"/>	Back Right	<input type="checkbox"/>

21. How many floors are there in the property?

22. Using the diagram as a guide, on which floor is your home?



23. The property is let as

Furnished ☐

Partly Furnished ☐

Unfurnished ☐

24. Does your home have

Garden ☐

Central Heating ☐

Parking Space ☐

25. Who is responsible for interior decoration?

You ☐

Your landlord ☐

Don't know ☐

26. Do you use your home for business?

Yes ☐

No ☐

Part G Questions for people who pay rent (continued)

27. What is the full name, business address and phone number of your landlord?

Full name

Phone number

Address

E-mail
address

28. If your landlord has an agent, who you actually pay rent to, please tell us their full name, address and phone number.

Full name

Phone number

Address

E-mail
address

29. Are you, your partner or your children related to your landlord or agent or your landlord or agent's partner?

Yes

☐

No

☐

If 'Yes', what is the relationship?

30. Is your landlord a previous partner of yours?

Yes

☐

No

☐

31. Have you or your partner ever owned the property you are renting?

Yes

☐

No

☐

If 'Yes', when did this change?

32. Do you have a lease that is for 21 years or more?

Yes

☐

No

☐

33. Are you, or have you been under a care order or looked after under the Children Act?

Yes

☐

No

☐

34. Have you previously lived in a hostel for homeless people for at least three months?

Yes

☐

No

☐

Part H Paying Housing Benefit

Please give us your bank or building society details so we can pay you. **Do not write your landlord's details here.** If we can pay your landlord we will write to them to get their details.

Please note that we only pay Housing Benefit by BACS and it will be paid direct into your bank or building society account.

We are not able to make payments into some accounts, such as Individual Savings Accounts (ISAs), Post Office Card Accounts and some Savings Accounts. If you are unsure whether you have a suitable bank account or would like help to open an account, please contact us or your local Citizens Advice Bureau.

1. Name of your Bank or Building Society

2. Address of your Bank or Building Society

Postcode:

3. Names as they appear on the account

4. Branch sort code

--	--

 —

--	--

 —

--	--

5. Account number

--	--	--	--	--	--	--	--

6. Building Society account/roll number

--	--	--	--	--	--	--	--	--	--	--	--	--

7. We may be able to pay your Housing Benefit to your landlord or their agent. If you would like us to pay your benefit to them please tick the box below.

I would like my Housing Benefit to be paid to my landlord or their agent ☐

Please tell us if there are any reasons why we should pay your landlord, for example, if you:

- | | |
|--|---|
| <ul style="list-style-type: none">• Feel it will help you get or keep a tenancy• Cannot read and write, or speak English• Are addicted to drugs, alcohol or gambling• Are fleeing domestic violence• Have recently left care• Have a mental illness that seriously impairs your ability to manage on a day-to-day basis• Have just left prison following a long sentence• Have medical conditions | <ul style="list-style-type: none">• Have severe debt problems• Have had recent county court judgements• Have a proven, and substantial, history of rent arrears• Are an undischarged bankrupt• Have previously left a property, leaving substantial arrears• Receive help from a homeless charity• Have learning disabilities |
|--|---|

Please give us more details in Part K if this applies

Part I Sharing information with your landlord

Sharing information with your landlord or their agent can help us to deal with your claim quickly and reduces the risk of you falling behind with your rent because your claim is delayed.

We may need to confirm information with your landlord before we can make a decision on your claim, for example, the start date of your tenancy. In these circumstances we can contact your landlord without your permission. Under the Data Protection Act 1998 we need your permission to discuss anything else.*

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, and, if so, what information we need

We will not give your landlord any information about:

- Your personal or household circumstances; or
- Your financial circumstances

You can withdraw your permission at any time. It will not affect your claim if you don't give us permission to discuss your claim with your landlord. If you want to give us your permission to discuss your claim with your landlord, please sign below.

I give my council permission to share information with my landlord, or their agent.

* In certain circumstances, under the Welfare Reform Act 2012, we can share information with your landlord without your permission. We will only do this where the circumstances of your claim allow this to happen.

Your signature

Date

Part J Backdating

We normally pay your award from the Monday following the day we receive your claim. It may be possible to backdate your claim for up to:

- Three months from the date you ask if you are of pensionable age
- Six months from the date you ask us if you are under pensionable age and there is a good reason why you did not claim earlier

1. What is the date you would like your award to start from?

2. Were your circumstances different for the period you have requested backdating from?

Yes

☐

No

☐

If you are under pensionable age and would like us to backdate your award please write and explain in **Part K** your reasons for not claiming earlier. For us to backdate your award you will have to have good cause for not claiming earlier. Examples may include if you have been unwell or if you have been in hospital or if family or personal circumstances affected your ability to claim earlier.

Your reasons for not claiming earlier must apply throughout the period you are asking for backdating and you will need to provide evidence to support your request if available.

[illegible]

If you want to give any more information that would help us deal with your claim, please give details in this section. If there is not enough room, please attach a separate sheet of paper.

[illegible]

Part L 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, getting them to sign this form should allow us to process your claim more quickly, but they do not have to sign. Please read this declaration carefully before you sign and date it.

- The information I have given on this form is correct and complete as far as I know and believe.
- I understand that if I knowingly give information or evidence that is incorrect, incomplete or false, I may be liable to prosecution or other action.
- I agree that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Support, 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 social security benefits that I have made or may make. You may give some information to other organisations, such as government departments, local authorities and private-sector companies such as banks and organisations that may lend me money, if the law allows this.
- I know that I must tell the Benefits Service of my Local Authority in writing straight away about any change in my circumstances which might affect my claim. Some examples of changes you must tell us about are given below (if you are not sure if a change may affect your claim please tell us anyway):
 - If you rent your home, from somebody other than the council, any changes to your rent or conditions of tenancy
 - If you change address, even to another room in the same house
 - Absence from your home for more than 13 weeks
 - Tax Credit changes
 - If you or your partner start working or change employer
 - If you or your partner have a baby
 - If anyone joins or leaves your household
 - If the income of anyone in your household goes up or down
 - If a child leaves school or Child Benefit stops
 - If you or your partner's income goes up or down
 - If you or your partner's savings or investments go up or down, or
 - If you or your partner come off Income Support, Jobseeker's Allowance, Employment and Support Allowance.

Signature of person claiming

Date

Partner's signature

Date

The section below must be filled in **if someone has filled in the claim form for you**.

This includes an agent, appointee, relative or friend.

I have filled in this form on behalf of

As they cannot fill in the form because

I am (block capitals)

Relationship to the person claiming

As far as possible, I have confirmed with the person claiming that the answers I have written on this form are correct

Signature of the person

Date

Part M Equality Statement (Optional)

The Race Relations Amendment Act (2000) says that we need to make sure that we deal with everyone equally and fairly. It would help us to know your ethnic background, so that we can make sure our services meet your needs. We will only use this information as the law allows.

Please choose one section from 1 to 5, then tick the box that best describes your cultural background.

1. White

- ☐ British
- ☐ Irish
- ☐ Any other white background
(please tell us below)

4. Black or Black British

- ☐ Caribbean
- ☐ African
- ☐ Any other black background
(please tell us below)

2. Mixed

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ Any other mixed background
(please tell us below)

5. Other ethnic backgrounds

- ☐ Chinese
- ☐ Afghan
- ☐ Kurdish
- ☐ Roma
- ☐ Any other background
(please tell us below)

3. Asian or Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Any other Asian background
(please tell us below)

Proof we need before we can deal with your claim

If you don't provide all the information we have asked for on this form, we might not be able to pay you. We need the same proof for your partner and for any other adults living in your home (such as non-dependants in Part C). If you don't have the proof we need at the moment, send the form back to us now and send the proof later. We can start to process your claim, but we may not be able to pay you until we have all the proof.

If you don't provide the proof within one month of any request and don't let us know you are having difficulties in providing the information, we may have to make a decision without this information. This could mean you lose out.

Proof of identity: Such as a birth certificate, marriage certificate, passport, National Insurance number card, medical card, driving licence, UK residence permit, EU National identity card or recent gas or electricity bill. We must see at least two documents that prove both you and your partner's identity (unless previously provided).

Proof of earnings: This means your last five payslips if you are paid weekly, your last three payslips if you are paid every two weeks, or your last two payslips if paid monthly. If you or your partner are self-employed, you need to fill in a Self-employed Income form.

Proof of other income: 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. If you receive any benefits or pensions we need to see the award notice from the Department for Work and Pensions, The Pension Service or The Service Personnel and Veterans Agency. If you receive a student grant or loan we need to see your financial assessment notice.

Proof of capital, savings and investments: Such as all your bank, building society or Post Office books or accounts with the interest made up to date (showing at least the last two months' transactions), or certificates for premium bonds, national savings certificates, ISAs, stocks, shares and unit trusts. We need to see proof of any interest or dividends you get on investments and savings.

Proof of rent for non-council tenants: Your original tenancy agreement, or a Confirmation of Rent Due form filled in by your landlord (this form can be downloaded from our website).

How your Local Authority collects and uses information

Your Local Authority will use the information you give in this form, and in any supporting proof you send, to process your claim for Housing Benefit and Council Tax Support.

They may pass the information to other agencies or organisations such as the Department for Work and Pensions and HM Revenue & Customs, as allowed by the law. They may check information you have provided, or information about you that someone else has provided, with other information they hold.

They may share relevant information about you with other council departments, other councils, and landlords, to make sure you receive the correct amount of welfare benefits and services.

They may also get information about you from certain third parties, or give information to them to make sure the information is accurate, prevent or detect crime, and protect public funds. These third parties include government departments, other local authorities and private-sector organisations such as banks and organisations that may lend you money.

They will not give information about you to anyone else, or use information about you for other purposes, unless the law allows this.

Your Local Authority is the data controller for the purposes of the Data Protection Act. If you want to know more about what information they have about you, or the way they use that information, please ask them.

Page 17 and 18 are for your information. Once you have filled in this form and signed the declaration please tear off these pages and keep them for your reference.

Once you have filled in this form and signed the declaration, please return it to your Local Authority:

Canterbury City Council Residents

**Military Road, Canterbury,
CT1 1YW**

Between: 8.30am to 5.00pm
Monday to Friday

**The Leisure Complex
William Street, Herne Bay**

Between: 8.45am to 4.45pm
Monday to Friday and
9.30am to 1pm Saturday

**Whitstable Library
31-33 Oxford Street**

Between: 9.15am to 12 noon
and 1pm to 4.45pm
Tuesdays and Fridays

Phone us on: 01227 862300

E-mail: customer.services@canterbury.gov.uk website: www.canterbury.gov.uk

Dover District Council Residents

**Dover Gateway, Castle
Street, Dover**

Between: 9am to 5pm
Monday to Friday and 9am to
1pm Saturday

**Aylesham Health Centre,
Queens Road, Aylesham**

Between: 9am to 12.30pm
and 1.30pm to 4.30pm
Wednesday

**Deal Library, Broad Street,
Deal**

Between: 9am to 5pm
Monday, Wednesday and
Friday

Guildhall, Sandwich

Between: 9am to 12.30pm
and 1.30pm to 4.30pm
Tuesday and Thursday

**Head Office, White Cliffs
Business Park, Dover,
CT16 3PJ**

Between: 9am to 5pm
Monday to Friday

Phone us on: 01304 872199

E-mail: revenues@dover.gov.uk website: www.dover.gov.uk

Thanet District Council Residents

**Thanet's Gateway Plus,
Cecil Street, Margate**

Between: 9am to 6pm
Monday to Friday (8pm on
Thursday) and 9am to 5pm
Saturday

**Ramsgate District Office,
14 York Street, Ramsgate**

Between: 8.45am to 12.30pm
Monday to Friday

Head Office (By Post)

Benefits Service,
Thanet District Council,
PO Box 9, Cecil Street,
Margate, Kent, CT9 1XZ

Phone us on: 01843 577552

E-mail: benefits@thanet.gov.uk website: www.thanet.gov.uk