

For our use only	
Reference number:	
Date of issue:	

CHANGE OF ADDRESS FORM IF CURRENTLY IN RECEIPT OF HOUSING BENEFIT, COUNCIL TAX REDUCTION, FREE SCHOOL MEALS AND SECONDARY SCHOOL UNIFORM GRANT

When filling in this form, please also tick all relevant boxes.

Part 1 Your details

Full name (including title)

Address you are moving from: (including room/flat number)

National Insurance no.

Letters	Numbers	Letter
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date of birth

 / /

Daytime phone number

*Land line:

*Mobile:

*Housing Benefit reference:

*Email address:

*You do not have to tell us this, but it may help us to deal with your claim more quickly.

Part 2 New information

Address you are moving to: (including room/flat number)

In your new home, will you be (please tick):

- a private tenant? ☐
- a housing association tenant? ☐
- a boarder? ☐
- an owner-occupier? ☐
- other? ☐ Please give details.

Date you are moving into this property:

 / /

If there have been any other changes in your circumstances, you may need to fill in another application form. You can get this by calling Benefits Customer Services on 01492 576491 or download from our website at www.conwy.gov.uk

If you have any questions about your claim, please phone the Housing Benefit and Council Tax Reduction Office, or call into one of our local suboffices listed on page 12 for advice.

Benefits Customer Service: 01492 576491 BT Text Relay: 18001 01492 576491

Or by email on hben.enquiries@conwy.gov.uk

and by post to: Revenue & Benefits Assessment Service, CCBC, Bodlonddeb, Conwy LL32 8DU

Your call may be recorded for training and monitoring purposes

If you need a copy of this form in Welsh, Braille or large print please contact this office.

We also have access to an interpreting service called "The Big Word" which is a 24 hour telephone interpreting service.

Part 2 New information - continued

Has anybody left or joined your household? No ☐ Yes ☐ If 'Yes', then please give details:

Have any of your children changed schools? No ☐ Yes ☐ If 'Yes', then please give details:

Name of child	Name of new school	Date moved
		/ /
		/ /
		/ /

If more than three children, then continue in **Part 9**.

Part 3 Living away from home

Are you or your partner living away from home at the moment?

For example, in hospital, residential/nursing home, prison, staying with friends/relatives etc.

No ☐

Yes ☐ Tell us why you or your partner are not living at home.

When did you/your partner last live at home?

When do you/your partner expect to go back home?

Tell us the address of where you / your partner are living at the moment.

Postcode

If your home has been sublet, tell us who lives there now.

Part 4 About rent

Do you pay rent for your home?

Tick 'Yes' even if you would pay rent but you already get Housing Benefit or Local Housing Allowance.

No ☐

Please go to **Part 7** then to **Part 9**

Yes ☐

Answer the next question.

What is your landlord's name and address?

By landlord we mean the person or organisation who owns the property you live in.

Postcode

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.

Postcode

Are you, your partner, or any of your or your partner's children related to your landlord or agent, or to your landlord's partner or the agent's partner?

Related includes related through marriage, even if the relationship has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, granddaughter, son-in-law or stepdaughter.

No ☐

Yes ☐

What is the relationship?

is my landlord's or agent's

Do you or your partner own, or have you ever owned, any part of the property you now live in?

No ☐

Yes ☐

Do you rent the accommodation from a company of which you or your partner are a director or employee?

No ☐

Yes ☐

Do you live in the property as a condition of your or your partner's employment?

No ☐

Yes ☐

Is your landlord the ex-partner of you or your partner?

No ☐

Yes ☐

Is your landlord the parent of a child for whom you or your partner are responsible?

No ☐

Yes ☐

Is your landlord a trust of whom you or your partner are a trustee or are a beneficiary?

No ☐

Yes ☐

Is your landlord a trust of whom your child or your partner's child is a beneficiary?

No ☐

Yes ☐

When did you start renting your home?

 / /

When did you move to this address?

 / /

If you have not moved in yet tell us when you expect to move in. (Then you will need to tell us when you have actually moved in.)

 / /

Part 4 About rent – continued

What sort of tenancy do you have?

For example, licenced, assured, shorthold, regulated.

How long is the tenancy for?

 / /

to

 / /

Please tick to show if the property is let as:

furnished

☐

minimally furnished

☐

partly furnished

☐

unfurnished

☐

How much is the rent for your home?

£

every

(For example, every week/fortnight/four weeks/month.)

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

No ☐

Yes ☐ Tell us their names and their relationship to you and your partner.

How much of the rent do you pay?

£

every

(For example, every week/fortnight/four weeks/month.)

When is the next rent increase due?

 / /

Has your rent been registered as a fair rent by a rent officer?

No ☐

Yes ☐ Please send us the notice of registration (RO5).

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

No ☐

Yes ☐ How many in a year?

Are you behind with your rent?

No ☐

Yes ☐ By how many weeks?

How much do you owe?

£

Who receives the Council Tax bill for your home?

You or your partner

☐

Your landlord

☐

Someone else

☐

Tell us who receives the Council Tax bill.

Part 4 About rent – continued

Does your rent include money for the following?

Meals	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	If 'Yes', which ones?
	Breakfast <input type="checkbox"/>	Lunch <input type="checkbox"/> Evening Meal <input type="checkbox"/> How much? £ <input type="text"/>
Water rates	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Heating	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Lighting	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Hot water	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Fuel for cooking	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Laundry	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Cleaning your accommodation and/or windows	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Gardening	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Garage or parking space	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
		Do you have to rent the garage as part of your tenancy agreement? No <input type="checkbox"/> Yes <input type="checkbox"/>
Personal care and support	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>
Do you pay any other service charges in your rent?	No <input type="checkbox"/>	
	Yes <input type="checkbox"/>	How much each week? £ <input type="text"/>

For example, for cleaning or lighting in shared areas, an alarm system, a warden, general counselling or support, meals or lift maintenance.

Please send a breakdown of these services.

What for?

We must see evidence of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at Part 11 to see what you can use as evidence.

Part 5 Sharing information with your landlord

Sharing information with your landlord could help us deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being 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 will 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; and
- we need more information to make a decision on your claim, and what that information is.

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 do not give us permission to discuss your claim with your landlord.

If you want to give us permission to discuss your claim with your landlord, please sign below.

I give you, Conwy County Borough Council, permission to share my information about the progress of this Housing Benefit claim with my landlord or their agent.

Your signature:

Date:

Your partner's signature:

Part 6 About where you live

What sort of property do you live in? Tick one box only.

Detached house ☐

Flat in a house ☐

Caravan, mobile home or houseboat ☐

Semi-detached house ☐

Flat in a block ☐

Board and lodgings ☐

Terraced house ☐

Flat over a shop ☐

Hotel ☐

Maisonette ☐

Bedsit or rooms ☐

Residential nursing home ☐

Bungalow ☐

Hostel ☐

Residential care home ☐

Other ☐

Which floors do you live on?

Do you and your household occupy only part of the building you have ticked?

No ☐

Yes ☐

Where in the building do you live?

At the front ☐

In the middle ☐

At the back ☐

Does your home have central heating?

No ☐

Yes ☐

Does your home have a garden?

No ☐

Yes ☐

Part 6 About where you live – continued

Do you or your partner have a carer who lives somewhere else but provides care overnight in your home? If 'Yes', please give details and name and address of carer/s

No ☐

Yes ☐

Do you or your partner have a child living at your address who is unable to share a bedroom due to severe disability? If 'Yes', please give detail and enclose any supporting evidence?

No ☐

Yes ☐

Has your home been built or adapted for people with disabilities?

If "Yes", please give details

No ☐

Yes ☐

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

Part 7 How we can pay your entitlement

Council Tax Reduction

We will pay any Council Tax Reduction direct to your Council Tax Account.

Housing Benefit - not covered by the Local Housing Allowance

The Government has introduced rules regarding Local Housing Allowance. These do not apply to:

- Licensed (short term leased accommodation with Conwy County Borough Council) - **we will pay your entitlement direct to your rent account**
- Housing Associations
- If you live in supported accommodation provided by a Social Landlord, Charity or Voluntary Organisation
- If your rent has been registered as a fair rent and/or your tenancy started before the 15th January 1989
- Caravans, Mobile Homes, Site Rents, Mooring Charges, Houseboats, Hostels, Rent includes substantial amount for board and attendance

You can choose to have your benefit paid:

- Direct to your landlord
- Direct into your bank or building society account
- By cheque

Housing Benefit - Private Tenants covered by the Local Housing Allowance rules:-

Your Housing Benefit payment will be made in your name direct into your bank/building society account or by cheque.

In the majority of cases covered by the Local Housing Allowance the Housing Benefit will be paid directly to the tenant. However in some cases we may still be able to pay your Housing Benefit direct to your landlord. For example if you have difficulty in managing your affairs. If this is the case please tick here ☐

and give full reasons why you want your Housing Benefit to be paid direct to your

landlord in Part 9. Please provide supporting evidence where necessary in support of this request, for example a letter from your GP, Care Worker etc.

It may also be necessary to pay your landlord direct due either to rent arrears, or if you have previously had rent arrears and it is felt it is in your best interest to pay your landlord direct.

Free School Meals

If you qualify for free school meals for your child/children you will be notified in writing of the decision and the relevant school will be informed.

Secondary School Uniform

If you qualify for a secondary school uniform grant for your child/children this will be paid into your bank/building society account or by cheque.

Payment direct into an account

We recommend that you get your money in this way because:

- it is safe and secure;
- it is convenient - you decide when and how much you want to withdraw;
- using an account may help you to save;
- you could have regular bills paid from some accounts (this could save you money but you will need to make sure that there is enough money in your account to pay the bills - if not, you may be charged a fee); and
- you can get your money from many different places, including branches of your bank or building society and cash machines.

The account can be:

- in your name;
- in the name of your partner (we use partner to mean a person you are married to or a person you live with as if you are married to them);
- in your name and your partner's name;
- in the name of the person acting on your behalf; or
- in your name and the name of the person acting on your behalf.

If we cannot pay you direct, we will pay you by cheque.

Part 7 How we can pay your entitlement - continued

You must tell us how you want us to pay your Housing Benefit/Secondary School Uniform Grant.

Would you like your Housing Benefit paid straight into an account or by cheque?

Tick the appropriate box

Straight into an account ☐

By cheque ☐

Would you like your Secondary School Uniform Grant paid straight into an account or by cheque?

Tick the appropriate box

Straight into an account ☐

By cheque ☐

If you have ticked that you want either your Housing Benefit or your Secondary School Uniform Grant to be paid straight into a bank account by BACS, please provide the following information.

Name of Bank or Building Society

Bank or Building Society Sort Code

Account Name

Bank or Building Society Account Number

Part 8 Paying Housing Benefit to your landlord

If you would like us to pay your Housing Benefit straight to your landlord you must tick this box ☐ and sign this declaration.

Please pay my Housing Benefit straight to my landlord. I understand that:

- I must always tell you about any change in my circumstances;
- if I do not tell you about any change of circumstances and you pay me too much benefit because of this. I will have to pay back the extra benefit; and
- I may be prosecuted if I do not tell you about any change of circumstances.

Your signature

Date

Your landlord will need to read and sign the declaration below IF NOT A REGISTERED HOUSING ASSOCIATION.

I agree to accept Housing Benefit payments for the tenant named in this form.

I understand that by law:

- I must tell you straight away if I find out about any change in the tenant's circumstances;
- you can stop paying benefit to me if I do not tell you about any change of circumstances;
- I can be prosecuted if I accept Housing Benefit which I know I am not entitled to; and
- if you pay me too much Housing Benefit for any tenant, I must repay it. You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.

Landlord's bank details for Direct Payment into a bank account by BACS transfer if not a Registered Housing Association

Name the account is held in

Name of Bank or Building Society

Bank or Building Society Sort Code

Bank or Building Society Account Number

Landlord/Agent Signature

Landlord Reference (if known)

Date

Part 9 Other information

Please use this space to tell us anything else you feel may help us to deal with your claim (for example, if you want us to pay benefit from an earlier date). Please use a separate piece of paper if you need more space.

Part 10 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, it would be helpful if they sign below to confirm all the details about them are correct. But they do not have to sign.

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. This may include court action.
- You will use the information I have provided to process my claim for Housing Benefit, Council Tax Reduction, Free School Meals, Secondary School Uniform Grant or a Financial Assessment for Home Care or Residential Care, or any of these. You may check some of the information with other sources as allowed by the law.
- You may use any information I have provided in connection with this and any other claim for state benefits that I have made or may make. You may give some information to other organisations, such as government departments, local authorities and private companies such as banks and organisations that may lend me money, if the law allows this.

I know I must promptly let the Benefits Unit at Conwy County Borough Council know about any change in my circumstances which may affect my claim.

Failure to do so may result in you taking action against me, which may include court action.

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

Your Signature

Date

/

Your partner's signature

Date

/

Part 10 Declaration - continued

If any part of 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.

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

Name of the person who
filled in the form

Signature of the person

Relationship to the person claiming

Date

Part 11 Application checklist

Before you return your application, have you done the following?

- | | | | |
|---|--|-----|--------------------------|
| 1 | Given your name and address on the application form? | Yes | <input type="checkbox"/> |
| 2 | Answered all the questions on the form? | Yes | <input type="checkbox"/> |
| 3 | Read and signed the declaration on Part 10? | Yes | <input type="checkbox"/> |
| 4 | Enclosed proof of your rent? (if applicable) | Yes | <input type="checkbox"/> |

Proof of rent (if applicable)

This can be any of the following.

- Rent book
- Rent Account
- Rent receipts
- Tenancy Agreement
- Letter from your landlord

It must include the following.

- The name and address of your landlord and their agent
- The date the agreement started.
- The amount you pay.
- What is included in the rent (for example, meals, gas and electricity).
- How often you pay the rent (for example, every week, every two weeks, every four weeks or every month).
- How long the tenancy will last.
- Details of rent you have already paid and when you made the payments.

Remember, if you do not provide the evidence we ask for on this form, we will not be able to pay you any benefit.

WANT TO SPEED UP YOUR CLAIM?

FAST TRACK

YOUR CLAIM BY FOLLOWING THESE SIMPLE STEPS:

- Step 1** Fully complete your application form
- Step 2** Provide all supporting information requested on the application form (original documents are required)
- Step 3** Take your application and all supporting information to one of our offices, listed below, and ask for your claim to be 'fast tracked'

Your application and supporting information will be checked by a Benefit Assistant to ensure that your claim can be 'fast tracked'. If so your claim will be processed within 48 hours.

Take your claim and supporting information to one of the following Council Offices:

- Bodlondeb, Conwy • 41 Conway Road, Colwyn Bay • Argyll Road, Llandudno

Useful addresses

Our local suboffices

Area Office
Revenues and Benefits
Assessment Service
Argyll Road
Llandudno
LL30 1FA
Monday-Thursday 8.45am-5.15pm
Friday 8.45am-4.45pm

Phone: 01492 576491

Area Office
Revenues and Benefits
Assessment Service
41 Conway Road
Colwyn Bay
LL29 7AA
Monday-Thursday 8.45am-5.15pm
Friday 8.45am-4.45pm

Phone: 01492 576491

Area Office
Revenues and Benefits
Assessment Service
The Library
Plas yn Dre
Llanrwst
LL26 0DF
Wednesday 10am-1pm

Phone: 01492 576491

Other Government Departments

The Pension Service
PO Box 8
Swansea
SA80 8AH

Phone: 0845 6060265

Job Centre
45a Conway Road
Colwyn Bay
Conwy
LL29 7AU

Phone: 0845 6043719

Department for Work
and Pensions
PO Box 2239
Chester
CH99 1WZ

Phone: 0845 6003016

Rent Officer Service
Welsh Assembly Government
Sarn Mynach
Llandudno Junction
LL31 9R2

Tel 0300 0625106

Job Centre
29/31 Chapel Street
Llandudno
Conwy
LL30 2SY

Phone: 0845 6043719

Discretionary Assistance
Fund in Wales
P.O. Box 1005
Billingham
TS19 1UJ

Tel: 0800 859 5924

Other Organisations

Shelter Cymru
19 Bedford Street
Rhyl
LL18 1SY
Phone: 01745 361444

Shelter Cymru provides free confidential and independent advice and services to people in housing need, aimed at addressing both crisis needs and longer underlying issues.

Citizens Advice Bureau
Basement,
7 South Parade,
Llandudno,
LL30 2LN.
Phone: 0844 4772020

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, impartial, independent and confidential advice.

Llandudno District Credit Union
168 Conwy Road
Llandudno Junction
Conwy
LL31 9DU
Tel: 01492 580028

Membership of the Llandudno & District Credit Union gives access to low cost and ethical financial services for the public of Conwy County, including current accounts, savings accounts and low interest loans.

Age Concern
12-14 Hall Square
Denbigh
LL16 3NV
Tel: 01745 816947

Age Concern provide information and advice for the elderly about benefits care, age related discrimination and training.

Hawliau Pobl Ni
Rural Advice Service
The Bon
Bridge Street
Llanrwst
LL26 0ET
Tel: 01492 641313

Hawliau Pobl Ni offer benefit advice and help with the completion of claim forms for residents who live in the Conwy Valley.