

FOR OFFICE USE ONLY

Date of issue	
Claim reference number	

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**HOUSING BENEFIT
 CHANGE OF ADDRESS QUESTIONNAIRE
 PRIVATELY RENTED ACCOMMODATION**

Please complete this form in **BLACK INK** and answer every question.
 Where there is a **NO / YES** box please tick (✓) as appropriate.

Name of applicant:	
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Address you want to claim for (including your flat or room number if applicable)

.....

 **Postcode**.....

Daytime telephone no.

What is the number **Home** (✓) **Work** (✓) **Mobile** (✓)

When did you move here?

Do you wish to claim Council Tax Support at your new address? **No** **Yes**

What was your previous address?

.....

 **Postcode**.....

When did you leave here?

Please return this form to: Benefits Team
 P.O. Box 4
 Lancaster
 LA1 1QR



ABOUT THE TENANCY OF YOUR NEW HOME

When did your tenancy begin?

What sort of tenancy do you have? For example, shorthold.

How long is the tenancy for?

from

to

Do you have a tenancy agreement?

No

Yes

Please send the original copy of the agreement

ABOUT THE RENT

How much is the rent for your home?

every

(week / fortnight / 4 weeks / month)

Please send proof of the rent you pay (rent book, receipts, etc.)

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

No

Yes

How many?

Which weeks do you not have to pay rent?

Are you behind with your rent?

No

Yes

If 'Yes', how many weeks behind are you?

How much do you owe?

£

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

No

Yes

What is their share of the rent? (quarter, third, half, etc.)

Please tell us their names

When is a rent increase due?

Who receives the Council Tax bill for your home?

You or your partner

Your landlord

Who receives the Water Rates bill for your home?

You or your partner

Your landlord

Does your rent include money for meals?

No

Yes

If 'Yes', please tick which meals you have

Breakfast

Lunch

Evening Meal

Does your rent include any of the following? (Please tick ✓)

If 'Yes', please state how much

Heating in your own home	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Lighting in your own home	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Hot water in your own home	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"/>
Personal care and support	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Medical or nursing care	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Laundry facilities for you to use	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Personal laundry your landlord does for you	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Cleaning the outside windows of your home	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Cleaning the inside of your home	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
TV Licence	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Satellite/cable subscription	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Gardening	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Garage or parking space or facility or permit	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>
Do you have to rent the garage as part of your tenancy agreement?	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>		<input type="text"/>
Are there any other services included in your rent?	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	£	<input type="text"/>

If 'Yes', please state what these other services are

Do you pay any service charges separate from your rent?

No Yes How much? £

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

If 'Yes', what are the service charges for?

PROOF OF RENT

We must see proof of the rent that you pay. You must send original documents such as your rent book or rent receipts. You must also send your original tenancy agreement. PLEASE MAKE SURE THAT YOUR LANDLORD, OR HIS/HER AGENT, COMPLETES THE LANDLORD DECLARATION FORM ENCLOSED.

ABOUT YOUR LANDLORD AND WHERE YOU LIVE

What is your landlord's full name and business address?

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

Postcode

What is your landlord's telephone number?

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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

What is the agent's telephone number?

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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"/>	Residential nursing home	<input type="checkbox"/>
Terraced house	<input type="checkbox"/>	Flat over a shop	<input type="checkbox"/>	Residential care home	<input type="checkbox"/>
Maisonette	<input type="checkbox"/>	Bedsit or rooms	<input type="checkbox"/>	Other	<input type="checkbox"/>
Detached bungalow	<input type="checkbox"/>	Hostel	<input type="checkbox"/>	If Other , please give details	
Semi-detached bungalow	<input type="checkbox"/>	Hotel	<input type="checkbox"/>		<input type="text"/>

If you live in a caravan do you own it or rent it?

Own it Rent it

Do you pay ground rent?

Yes No

If you live on a houseboat, state the length of the boat

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How many rooms are there in your accommodation? Please fill this section in even if you live in a caravan or houseboat.

	In the whole building?	Just for you and your household?	That you share with other people?
Living rooms			
Living room and kitchen combined			
Bedsitting rooms			
Bedrooms			
Bathrooms			
Separate Toilets			
Kitchens			
Other rooms			

If 'Other', please specify what this room is?

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Please tick to show if the property is let as:

Furnished Minimally furnished Partly furnished Unfurnished

Is there more than one floor in the building?

No Yes How many floors are there?

Which floor is your home on?

2nd floor	<input type="checkbox"/>
1st floor	<input type="checkbox"/>
Ground floor	<input type="checkbox"/>
Basement	<input type="checkbox"/>

Other (please specify)

Where in the building do you live?

At the front In the middle At the back

Does your home have central heating?

No Yes

Who is responsible for decorating the inside of your home?

Your landlord You Don't know

Do you have a main home somewhere else?

No Yes

If your main home is somewhere else in the UK or abroad, tick 'Yes', even if you do not pay rent for it.

If 'Yes', what is the address?

<input type="text"/>
<input type="text"/>
<input type="text"/>
Postcode <input type="text"/>

How much do you pay for this home if you rent it?

£

We may need to write to you further about this.

If you are renting from a Housing Association please state your rent account number

Are you, your partner or children related to the owner of the property, the landlord, or agent, or to any of their partners?

No Yes

Related includes related through marriage, even if the marriage has ended.

If 'Yes', what is the relationship?

We may write to you about this.

Do you rent your accommodation from a company of which you, your partner, or a member of your household is a director or employee?

No Yes

Do you rent your accommodation from a trust of which you, your partner, your former partners or a member of your household including your children are a trustee or a beneficiary?

No Yes

Are you or your partner a former partner of your landlord or your landlord's partner?

No Yes

Did you or your partner previously own the dwelling which you now rent?

No Yes

Do you occupy the property as a condition of your employment or that of your partner's?

No Yes

Is your landlord the father/mother of any of your children?

No Yes

Is any part of your home used for business purposes?

No Yes

If you have answered 'Yes' to any of the above questions, we will contact you for further information

HOW YOUR BENEFIT WILL BE PAID

- If you are awarded Council Tax Support, the Council will pay this into your Council Tax account.
- If you are a private tenant and are awarded Housing Benefit, the Council will pay this directly into your bank account, building society account or any other account except a post office card account or Individual Savings Account (ISA). You must give details of your account in the section below.

If you are renting from a **Housing Association** and would like the Council to consider paying your Housing Benefit directly to them, please tick this box.

Payments directly into an account

If you do not have a bank or building society account for your Housing Benefit to be paid into, please contact the Benefits Team for further advice.

Please give the details of the account you wish your Housing Benefit to be paid into:

Name of bank or building society	<input type="text"/>
Branch address	<input type="text"/>
	<input type="text"/>
	Postcode <input type="text"/>
Building Society reference/roll number	<input type="text"/>
Bank/Building Society account number	<input type="text"/>
Sort code	<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"/>
Name of account holder	<input type="text"/>

You can set up a standing order from most accounts for the payment of your rent to your landlord. This would ensure that your rent is paid on time and reduce the risk of you falling behind with your payments. Please ask your account provider for more details.

It may be possible to pay your Housing Benefit to your landlord if you feel that you would have difficulty managing the payments yourself.

If you would like us to consider this, please ring the Benefits Team for further advice.

SHARING INFORMATION WITH YOUR LANDLORD OR AGENT

Sharing information with your landlord could help us to deal with your claim more quickly and could reduce the risk of you falling behind with your rent.

We can contact your landlord or his agent without your permission to confirm some information, for example, the start date of your tenancy. However, under the Data Protection Act we need your permission to discuss anything else.

If you give us permission, we would be able to tell your landlord if:

- You have made a claim for Housing Benefit;
- We need more information from you to make a decision about your claim;
- We have made a payment to you and if so, the date, amount and period that the payment covers;
- Your benefit changes, stops or is suspended.

We will not give your landlord any information about:

- Your personal or household circumstances or
- Your financial circumstances.

If you do give us permission to discuss your claim with your landlord or agent, you can withdraw the permission at any time.

It will not affect your claim if you do not give us permission to speak with your landlord or his agent. However, giving us permission could help prevent any problems you may have with your landlord concerning payment of your rent, as we will be able to let your landlord or his agent know what is happening with your claim.

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

I give Lancaster City Council permission to share information about my Housing Benefit claim with my landlord or his agent.

Signature

Date

ANYTHING ELSE YOU NEED TO TELL US

Use this section to tell us if you, or anyone who lives in your household, has had a change of circumstances since you made your claim for Housing Benefit/Council Tax Support or since you last notified the Council of a change in circumstances. For example, a child or non dependant not moving with you. You can also use this section to tell us anything else you think we should know about.

FAIR PROCESSING NOTIFICATION

We will use the information you provide in this form and by other means to process your claim for benefit, in a manner compatible with the Data Protection Act.

We may check the information provided by you, or by someone else about you, against other details we already have. By law we may also ask other local authorities, agencies, organisations and government departments to give us information they have about you to:

- make sure the information is accurate
- prevent or detect fraud; and
- protect public funds

Information given on this form may be passed to Experian, a credit agency, and used by our investigation team in order to check for undeclared co-habitors. The information that you give to the council will also be used to provide you with the services that you need. In this respect, your information may be shared with other council departments, but only the minimum necessary to achieve the objective, and only where you have given your consent or where the law allows.

Information shared in relation to the above will remain secure at all times, and will only be shared with those people who are responsible for providing you with the service or information that you require.

If you want to know more about the Councils approach to data protection please contact benefits@lancaster.gov.uk or telephone (01524) 582965. Any benefit we provide will be based on the information you have given us. We will write to you with a decision about your claim. We will aim to do this within 14 days, or as soon as reasonably possible. The letter will tell you all the details we have used to work out your benefit. If you disagree with any of these details, you should tell us immediately. The letter also tells you how to appeal against our decision.

DECLARATION

I know that I must let the Benefits Team at Lancaster City Council know about any changes in my circumstances or the circumstances of anyone who lives with me, which might affect my entitlement to or the amount of Benefit I receive. I know that it is a criminal offence not to do so.

I know that I must tell you within **one calendar month** of any change.

I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action.

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

Signature of
person claiming

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, in the box below.

Name of the person who filled in the form

Telephone Number

I declare that 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

Relationship to the person claiming

Date