Borough Council of King's Lynn & West Norfolk



www.west-norfolk.gov.uk

### **Revenues and Customer Services**

Borough Council of King's Lynn & West Norfolk PO Box 26, King's Lynn, Norfolk PE30 1PX Tel: (01553) 616200 Minicom: (01553) 616705 Fax: (01553) 691663 or 767332 DX57825 King's Lynn Email: revenues@west-norfolk.gov.uk

# Notes for filling in the Housing Benefit and Council Tax Benefit claim form

### About this form

This Housing Benefit and Council Tax Benefit claim form has been specially designed to be easy to fill in. It may seem rather long, but we have to ask a lot of questions to make sure that everyone who claims gets the right amount of benefit.

You may not have to fill in all parts of the form, but you must fill in any part that is relevant to you. Every part starts with a question to help you decide if you need to fill in that part.

### Proof

We need to see proof of all of the things you tell us about. There is a checklist at the end of the form to help you. If you are not sure if we need to see proof of something, get in touch with us. We will tell you what we need to see. We cannot pay you benefit until we have seen the proof we have asked for.

### Filling in the form

Use **BLACK INK** to fill in the form. Do not use pencil. If you make a mistake, just cross it out and put the right answer next to it. Do not use correction fluid or tape.

Answer 'Yes' or 'No' questions by putting a tick in the relevant box. If you are picking an answer from a list of answers, put a tick in the relevant box. Do not put a cross in any boxes. If you answer a question with a cross we will have to send the form back, and this will delay the claim.

If someone else fills in the form for you, there is a special space for them to sign.

### If you need help filling in the form.

If you need any help, our phone number is 01553 616200. If you have problems hearing, our textphone number is 01553 616705. We are open between 8.45am and 5.15pm Monday, Tuesday & Thursday, 9.30am to 5.15pm Wednesday and 8.45am to 4.45pm Friday. If you cannot come into King's Lynn a member of the Benefits Section will be at the Hunstanton and Downham Market Offices at the following times.

Friday morning

Valentine Road, Hunstanton Wednesday morning

Priory Centre, Priory Road, Downham Market

If you want to make an appointment to discuss Housing and Council Tax Benefit, please contact the office at which you want to be seen. The telephone number for our Hunstanton Office is 01485 532516 and our Downham Market Office is 01366 383287.

A Visiting Officer service is available if you find it difficult to travel into King's Lynn, Downham Market or Hunstanton and need help or advice. If you need this service, please phone the Benefits Section on 01553 616200.

Or you can get in touch with an organisation like the Citizens Advice Bureau. The address and phone number of your nearest bureau is

Thoresby College Queen Street King's Lynn PE30 1HX Tel: 01553 774719

### What to do next

When you have filled in the form, sign it and send it to us with the proof we need to see in the envelope we have sent you. Or you can bring in the form and the proof to us at:

King's Court, Chapel Street, King's Lynn, Norfolk PE30 1EX

If you cannot get the proof we need straight away, do not worry. Send the form to us, but let us know that you will be sending some proof later. If you do not send the form to us straight away, you might lose money. If you cannot get the proof within 2 or 3 weeks, let us know. We may be able to help you.

### Changes you must tell us about

### You must tell us about these changes in writing – a phone call is not enough.

If you don't tell us about these changes you may lose money you are entitled to or you may get too much benefit, which will have to be repaid

You must make sure that you tell us about these changes. Don't rely on someone else to pass the message on.

It is an offence not to tell us about any change of circumstances that affects your benefit. We may take court action against you if you fail to do so.

#### Tell us straight away if:

- · any of your children leave school or leave home;
- anyone moves into or out of your home (including lodgers and sub-tenants);
- you or your partners income or the income of anyone living with you, including other social security benefits, pay rises, changes;
- you or your partners capital or savings change by more than £200;
- you or anyone living with you becomes a student, goes on a Youth Training Scheme, goes into hospital or a nursing home, goes into prison, or gets, changes or leaves a job;
- · your rent changes; the rent you receive from a tenant or boarder changes;
- you move;
- · you receive any decision from the Home Office;
- you are coming off Income Support or Jobseekers Allowance

### **Other Information**

### When your benefit will start

We can usually pay benefit from the Monday after we receive your form. If you are a new tenant, we can pay it from the start of your tenancy, but only if we get your form on or before the Sunday after your tenancy starts.

We cannot normally pay benefit for any time before you move in.

### How we will pay your benefit

If you are a new private tenant, we will pay your Housing Benefit every four weeks for the period that has just passed. We will pay your Council Tax Benefit direct to your Council Tax account.

### How your benefit is worked out

Housing and Council Tax Benefit are worked out based on your financial and personal circumstances. Please do not assume that you will receive the maximum amount of benefit.

### Second Adult Rebate

This different type of Council Tax Benefit is available to anyone who does not have a partner, but does not qualify for the Council Tax single person discount because they share their home with another person, who:

- is aged 18 or older;
- is on a low income; and
- · does not pay them rent.

You need to only fill in Part 1, Part 3 and Part 14 of this form.

### Under 25 year olds

If you are under 25 and single, your Housing Benefit may be reduced. This will not apply if you:

- have a partner;
- · receive Child Benefit for a child in your care;
- have another adult living with you who does not pay you rent for example, a relative or friend;
- get certain disability benefits;
- or you are under 22 and you have left local authority care.

Before you sign a tenancy agreement, you should contact us to discuss this.

### **Discretionary Housing Payments**

If your Housing Benefit or Council Tax Benefit is not enough, and you have special circumstances, you can ask for additional help with your housing costs.

#### Backdating

Housing Benefit and Council Tax Benefit will normally start from the Monday after we receive your claim form. It may be possible to backdate your claim if you can show good cause why you did not claim earlier. If you think you have a good reason, please explain in Part 17.

#### **Savings and Investments**

If you, your partner, or both of you have savings and investments of more than £16,000, we cannot pay you benefit unless you receive the Guanteed element of Pension Credit. This rule does not apply if you are claiming Second Adult Rebate.

#### **Local Scheme**

The National Benefits scheme ignores £10 a week of any War Widow's/Widower's Pension or War Disablement Pension. We have a local scheme that ignores the full War Widow's Pension or War Disablement Pension. You must include the pension on the claim form.

### **National Insurance Numbers**

You must tell us the National Insurance numbers of you and your partner. <u>If you do not, we cannot deal with</u> your claim.





### **Revenues and Customer Services**

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# How We Collect and Use Information

We will use the information you give in this form and in any supporting evidence you send us, to process your claim for Housing Benefit and Council Tax Benefit.

We may pass the information to other agencies or organisations such as the Department of Work and Pensions, the Job Centre Plus and H M Revenue & Customs, allowed by the law.

By law, we may check the information you have provided, or information provided about you by someone else, against other information we already have. We may also ask other agencies, private sector organisations such as banks and organisations that lend you money, local authorities or government departments to give us information they have about you to:

• make sure the information is accurate;

- prevent or detect crime; and
- protect public funds.

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

You have the right to ask for a copy of the information we hold on you which is subject to the Data Protection Act 1998 (for which we may make a small charge) and to correct any inaccuracies.

The Borough Council of King's Lynn and West Norfolk 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 that information, you can ask our Data Protection Officer.

Please complete the section below if you have a change of circumstance.

# **Change of Circumstance**

Name	Claim Reference
Address	
Details of your change	

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# A Claim Form for Housing Benefit and Council Tax Benefit

Part 1 About you and your partner         Do you have a partner who normally lives with you?       No       Yes       If you have a partner, you must answer all the questions about them, as well as yourself. A 'Partner' includes a Civil Partner         You       Your partner         Last name         Other names	
Do you have a partner who normally lives with you?       No       Yes       If you have a partner, you must answer all the questions about them, as well as yourself. A 'Partner' includes a Civil Partner         You       Your partner         Last name         Other names	
Do you have a partner who normally lives with you?       No       Yes       If you have a partner, you must answer all the questions about them, as well as yourself. A 'Partner' includes a Civil Partner         You       Your partner         Last name         Other names	
normally lives with you?       It of the second secon	
Last name	
Other names	
Tell us any other last names you have used	
you have used	
Mr, Mrs, Ms and so on.  Address you wish to claim for Do not tell us your partner's address if it is the same as yours.  Postcode Postcode	
to claim for         Do not tell us your partner's         address if it is the same as yours.         Postcode         Postcode	
address? / / / / /	$\neg$
Do you own this property?	
Date of birth / /	
National Insurance number         You can find this on payslips or         letters from social security or the tax         office. We cannot decide your claim         if we do not have your National         Insurance number.    If you do not have a National Insurance number or cannot find it, tick this box	
Your daytime phone number         You do not have to tell us this,         but it may help us to deal with         your claim more quickly.         Your e-mail address	

Part 1 About you	and your partner – contin	ued
	You	Your partner
Have you or your partner claimed Housing Benefit or Council Tax Benefit before?	No Yes When did you claim?	No Yes When did they claim?
	What name did you claim in?	What name did they claim in?
	What address did you claim for?	What address did they claim for?
Have you told the council that paid your benefit that you have moved?	Postcode No Yes	Postcode No Yes
If you have moved home in the last 12 months, tell us your last address if it is different from above.		
Were you the home owner, a private tenant or a boarder at this address?	Postcode	Postcode
Have you or your partner come to live in England, Northern Ireland, Scotland, Wales, the Republic of Ireland, the Channel Islands or the Isle of Man in the last 2 years?	No We will write to you about this.	No     We will write to you about this.
What is your nationality? If your nationality is not British, on what date did you last arrive in the UK? The UK is England, Northern Ireland, Scotland and Wales.		

Please provide your Home Office documents and passport.

Part 1 About you	and your partner - contine	ued
	You	Your partner
Are you or your partner in hospital at the moment?	No Yes When did you go in?	No Yes When did they go in?
	When will you come out (if you know this)?	When will they come out (if you know this)?
	/ /	/ /
Do you or your partner pay towards the upkeep of a student?	No Yes	No Yes
Student:	How much do you pay?	How much do they pay ?
	How often?	- How often ?
	Every	Every
Are you or your partner a student or student nurse?	No Yes	No Yes
	Do you study full time or part time? Full time Part time	V Full time Part time
	How much student loan/grant do you receive?	How much student loan/grant do you receive?
Discos dista if any second	£ a year	£ a year
Please tick if you or your partner are:		
<ul> <li>an apprentice</li> <li>on youth training</li> <li>in legal custody</li> <li>severely mentally impaired</li> </ul>		
<ul><li> registered blind</li><li> long term sick or disabled</li></ul>		

### **Further Information**

If you are unable to deal with your financial affairs and you would prefer us to contact a relative or friend for further information please give details here.

Name	
Address	
Daytime phone No.	

## Part 2 About children

You may be able to get extra benefit for children you get Child Benefit for if they normally live with you and they are:

• under 16;

• aged 16 - 20 in Full Time Non-advanced Education, on Entry to Employment Course or Programme Led Pathways Course.

Do you want to claim for any children?

No Yes

Go to Part 3.

Tell us about the children you want to claim for. If you want to claim for more than 6 children, use a separate sheet of paper.

If you are sending a separate sheet of paper, tick this box.

	First child	Second child	Third child
Last name			
Other names			
Date of birth	/ /		
ls your child male or female?			
The child's relationship to you			
Does this child live with you permanently?	No Yes	No Yes	No Yes
Usual address if different from yours			
Child Benefit number			
Who gets the Child Benefit for them? We need to see proof of this.			
Is the child registered blind or getting Disability Living Allowance?	No Yes	No Yes	No Yes
Do you pay any child- minding costs for this child?	No Yes	No Yes	No Yes
For example, to a child- minder, nursery or after school club.	Tell us the name and registration number of the minder.	Tell us the name and registration number of the minder.	Tell us the name and registration number of the minder.
	How much do you pay a week?	How much do you pay a week?	How much do you pay a week?
	£	£	£
	We need to see proof	We need to see proof	We need to see proof

# Part 2 About children - continued

	Fourth child	Fifth child	Sixth child
Last name			
Other names			
Date of birth		/ /	/ /
ls your child male or female?			
The child's relationship to you			
Does this child live with you permanently?	No Yes	No Yes	No Yes
Usual address if different from yours			
Child Benefit number required			
Who gets the Child Benefit for them? We need to see proof of this.			
Is the child registered blind or getting Disability Living Allowance?	No Yes	No Yes	No Yes
Do you pay any child- minding costs for this child?	No Yes	No Yes	No Yes
For example, to a childminder, nursery or after school club.	Tell us the name and registration number of the minder.	Tell us the name and registration number of the minder.	Tell us the name and registration number of the minder.
	How much do you pay a week?	How much do you pay a week?	How much do you pay a week?
	£	£	£
	We need to see proof	We need to see proof	We need to see proof

## Part 3 About other people who live with you

Do any adults normally live with you and your partner? By adults we mean people over 16 who nobody gets Child Benefit for.

No	
Vee	

Go	to	Part	4
		I GIL	_

Yes

Yes

No

Tell us about all the adults, except your partner, who usually live with you. If you want to tell us about more than 3 people, use a separate piece of paper.

If you are sending a separate sheet of paper, tick this box

Are any of the people who normally live with you partners of each other?

Tell us their names:	is the partner of
And	is the partner of

We need to know details about other people who live with you. You must get their consent before you complete their income details on this part of the form and they will need to sign at the end of this section. ALL of the people will need to sign to show their consent.

If income details are not provided, the highest non-dependant deduction will be taken

	First po	erson	Second	person	Third p	erson
Last name						
Other names						
Date of birth			/		/	/
<b>Their relationship to you</b> For example, aunt, brother, daughter, father, grandson, grandmother, stepdaughter, or friend.						
Are they a joint tenant with you?	No	Yes	No	Yes	No	Yes
Are they a joint owner with you?	No	Yes	No	Yes	No	Yes
National Insurance Number						
Do they get Income Support or income-based Jobseeker's Allowance?	No	Yes	No	Yes	No	Yes
Do they get Disability Living Allowance or Attendance Allowance?	No How much?	Yes	No How much?	Yes	No How much	<b>Yes</b> ?
	£	a week	£	a week	£	a week
Are they registered blind?	No	Yes	No	Yes	No	Yes
		6				

# Part 3 About other people who live with you – continued

	First person	Second person	Third person
Are they a full-time student, a student nurse, a care worker, an apprentice or on a Youth	No Yes	No Yes	No Yes
Training Scheme	Tell us which.	Tell us which.	Tell us which.
Do they pay rent or money for board and lodgings to	No Yes	No Yes	No Yes
you or your partner?	How much? £ a week	How much? £ a week	How much? £ a week
Are they severely mentally impaired?	No Yes	No Yes	No Yes
Are they in legal custody at the moment?	No Yes	No Yes	No Yes
	When are they expected to come out?	When are they expected to come out?	When are they expected to come out?
Are they in hospital at the moment?	No Yes	No Yes	No Yes
	When did they go in?	When did they go in?	When did they go in?
	1 1	1 1	1 1
	When are they expected to come out?	When are they expected to come out?	When are they expected to come out?
	/ /	1 1	1 1
Do they work?	No Yes	No Yes	No Yes
How many hours per week do they work?			
	Tell us their earnings before deductions for things like tax and National Insurance.	Tell us their earnings before deductions for things like tax and National Insurance.	Tell us their earnings before deductions for things like tax and National Insurance.
	£	£	£
	We need to see proof of their earnings.	We need to see proof of their earnings.	We need to see proof of their earnings.

## Part 3 About other people who live with you – continued

	First pe	erson	Second	l person	Thire	d person
Do they have any other income at all?	No	Yes	No	Yes	No	Yes
This includes any benefits or allowances you have not told	Name of first income	other	Name of firs	st other	Name of income	first other
us about on this form and interest from savings and						
investments.	How much is deductions?	it before	How much i deductions?		How muc deductior	h is it before s?
	£	a week	£	a week	£	a week
	Name of seco	ond other	Name of ser	cond other	Name of income	second other
	How much is deductions?	it before	How much i deductions?		How muc deduction	h is it before s?
	£	a week	£	a week	£	a week
	Name of third income	l other	Name of thi income	ird other	Name of income	third other
	How much is deductions?	it before	How much deductions?		How muc deductior	ch is it before ns?
	£	a week	£	a week	£	a week
	We need to evidence of incomes.		We need to evidence o incomes.		We need evidence incomes	e of other

### **Data Protection**

The Council will use this information to process a Housing or Council Tax benefit claim to which it relates. It will use the information for that purpose only.

In processing this information the Council may check its content and in doing so may disclose it to other sections within the Council or other relevant agencies.

You have the right to ask for a copy of the information we hold on you which is subject to the Data Protection Act 1998 (for which we may make a small charge) and to correct any inaccuracies.

I have read and understood the above and give my consent to use the information as appropriate.

1st Person Signature	
2nd Person Signature	
3rd Person Signature	

# Part 4 About being self-employed

Sen-employed :	No       Go to Part 5.         Yes       Answer the questions on thi         You must send us your trading financial year.       If you do not have accounts on the please contact us to request	ng accounts for the last or have only recently started trading
	You	Your partner
What type of business is it?		
When did the business start?	/ /	/ /
What is the business address?		
	Postcode	Postcode
Are there any other partners in the business?	No Yes Tell us their name and address.	No Yes Tell us their name and address.
	Postcode	Postcode
How many hours a week do you work?		
Do you get a Business Start-Up Allowance?	No Yes	No Yes
	How much?	How much?
	£	£
	How often?	How often?
	Every	Every
Do you pay into a private pension scheme?	No Yes	No Yes
	How much?	How much?
	£	£
	How often?	How often?
	Every	Every

We must see proof of any earnings before we can decide how much benefit you can get. Do not delay in returning this form. If you have prepared accounts, please provide these and refer to checklist on Part 18.

# Part 5 About working for an employer

No

Yes

Do you or your partner work for an employer?

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_	

### Go to Part 6.

Answer the questions on this page. If you work for more than one employer, tell us about all the employers on another piece of paper and send it with this form.

If you are sending a separate sheet of paper, tick this box.

	You	Your partner
What kind of work do you do?		
What is your employer's name and address?		
	Postcode	Postcode
What is your payroll, employee or staff number?		
When did you start this job?	/ /	/ /
Are you employed for a limited period?	No Yes	No Yes
	When will you finish?	When will they finish?
	/ /	/ /
How often do you get paid?	Every	Every
How much do you get paid?	£	£
Give details of any regular overtime, bonuses or commission?		
How are you paid?	Cheque Cash	Cheque Cash
	Direct into bank	Direct into bank
	Other	Other
When was your last pay rise?	/ /	/ /
When will your next pay rise be?	/ /	/ /
How many hours a week do you work?		
Are you getting Statutory Sick Pay (SSP), Statutory Maternity Pay (SMP) or Statutory Paternity Pay (SPP) from your employer at the moment?	No Yes	No Yes

# Part 5 About working for an employer - continued

	You	Your partner
Are you getting any other sick pay or maternity pay from your employer at the moment?	No Yes	No Yes
Do you pay into a private or company pension scheme?	No Yes	No Yes
	How much?	How much?
	£	£
	How often?	How often?
	Every	Every

We must see proof of any earnings before we can decide how much benefit you can get. Do not delay in returning this form. Please provide 2 monthly, 3 fortnightly or 5 weekly consecutive pay slips.

Part 6 About any other work (including "Permitted Work" if you are in receipt of Incapacity Benefit)				
Do you or your partner do any other work at all?       No       Go to Part 7         This could be voluntary work or any other work, even if it is not paid work.       Yes       Answer all the questions in this part.				
What kind of work do you do?	You	Your partner		
What is the name and address of the person you do this work for?				
	Postcode	Postcode		
When did you start this work?	/ /	/ /		
How many hours a week do you work?				
<b>Do you get paid?</b> If you only get expenses or tips, still tick 'Yes' and give details below.	No Yes How much?	No Yes How much?		
Details of Expenses & Tips	Every	Every		
How are you paid?	Cheque Cash	Cheque Cash		
	Direct into bank Other	Direct into bank Other		

We must see proof of any earnings before we can decide how much benefit you can get. Do not delay in returning this form. Read the checklist at Part 18 to see what you can use as proof. If you do not have any wage slips, please ask your employer to fill in the Certificate of Earnings at the end of this application form. Please provide 2 monthly, 3 fortnightly or 5 weekly consecutive pay slips.

# Part 7About Income Support, income-basedJobseekers Allowance and Pension Credit

Are you or your partner getting or waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance or Pension Credit?	No       Go to Part 8.         Yes       Answer all the questions	in this part.		
	You	Your partner		
If you or your partner are not currently working when did you last work?	From / / To / /	From / / To / /		
Are you or your partner getting Income Support, income-based Jobseeker's Allowance or Pension Credit at the moment?	No Yes When did you start getting it?	No Yes When did they start getting it?		
Are you or your partner waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance or Pension Credit?	No Yes When did you claim?	No Yes When did they claim?		
Have you or your partner got a job to go to in the next 3 months?	Date intending to start / /	Date intending to start / /		
Part 8 About benefits, pensions and tax credits         Are you or your partner getting any benefits or waiting to hear about benefits you have claimed?       No       Go to Part 9         Yes       Tell us about the benefits below.				
	You	Your partner		
Do you or your partner get Disability Living Allowance?	No Yes How much?	No Yes How much ?		
<b>Do you or your partner get</b> <b>Attendance Allowance?</b> Please note that the income of I	No Yes Disability Living Allowance and Attend	No Yes ance Allowance are not used in		

Please note that the income of Disability Living Allowance and Attendance Allowance are not used in the calculation of housing benefit and council tax benefit but the information is needed to ensure additional premiums are awarded where appropriate.

Part 8 About benefits, pensions and tax credits - continued				
	You		Your partner	
Does anyone get Carer's Allowance for looking after you or your partner?	No Yes	1	No Yes	
Have you or your partner ever claimed Carer's Allowance?	No Yes	N	lo Yes	
Still tick 'Yes' if you were not paid better off getting another social s	-	ice. This could hav	ve been because you were	
Do you or your partner have a vehicle from a Mobility scheme?	No Yes	N	o Yes	
Read the list of benefits below partner are getting now or have		y you or your		
<ul> <li>Incapacity Benefit</li> <li>Industrial Death Benefit</li> <li>Maternity Allowance</li> <li>Severe Disablement Allowance</li> <li>Widow's or Widower's Benefits</li> <li>Carer's Allowance</li> <li>Bereavement Allowance</li> <li>Adoption Pay</li> <li>If you are getting or have claimed tell us about it on a separate page</li> </ul>	<ul> <li>Industrial Injuries</li> <li>Contribution-bas</li> <li>Retirement Pens</li> <li>War Disablement</li> <li>Working Tax Credit</li> <li>Child Tax Credit</li> <li>Pension Credits</li> </ul>	Benefit, War Pensid edit ot listed, <b>If you a</b>	efit	
	You	l	Your partner	
The name of the benefit				
Waiting to hear		l [	]	
Getting now		[		
How much are you paid?	£		£	
How often are you paid?	Every		Every	
How are you paid?				
The name of the benefit				
Waiting to hear				
Getting now				
How much are you paid?	£		£	
How often are you paid?	Every		Every	
How are you paid?				

# Part 8 About benefits, pensions and tax credits - continued

You

Your partner

The name of the benefit		
Waiting to hear		
Getting now		
How much are you paid?	£	£
How often are you paid?	Every	Every
How are you paid?		
The name of the benefit		
Waiting to hear		
Getting now		
How much are you paid?	£	£
How often are you paid?	Every	Every
How are you paid?		
The name of the benefit		
Waiting to hear		
Getting now		
How much are you paid?	£	£
How often are you paid?	Every	Every
How are you paid?		

We must see proof of any money coming in before we can decide how much benefit you can get. Do not delay in returning this form. Read the checklist at Part 18 to see what you can use as proof. Full notifications must be provided.

## Part 9 About other money coming in

Do you or your partner, or any children you are claiming for, have any money coming in (or expect to have some money coming in) that you have not already told us about on this form? This includes occupational pensions and private pensions; maintenance or child support for you, your partner or any of the children you have told us about on this form; money from a trust fund; training allowances; student grant or loan; and any cash payments. Also tell us about any money you get from people living in your house as boarders, lodgers or subtenants. You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust or the MacFarlane Trust.

No	Go to Part 10
Yes	Answer the questions on this page.

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			<b>GV</b> I

What is the money for?		
Who gets it?		
How much do you/they get?	£	
How often?	Every	
When did you/they start getting this income?	1 1	
When is the income likely to go up?	/ /	
How are you/they paid?	Cheque Cash	
	Direct into bank Other	

### Other money 2

What is the money for?		
Who gets it?		
How much do you/they get?	£	
How often?	Every	
When did you/they start getting this income?	/ /	
When is the income likely to go up?	/ /	
How are you/they paid?	Cheque Cash	
	Direct into bank Other	

# Part 9 About other money coming in - continued

Other money 3		
What is the money for?		
Who gets it?		
How much do you/they get?	£	
How often?	Every	
When did you/they start getting this income?	/ /	
When is the income likely to go up?	/ /	
How are you/they paid?	Cheque Cash	
	Direct into bank Other	
Other money 4		
What is the money for?		
Who gets it?		
How much do you/they get?	£	
How often?	Every	
When did you/they start getting this income?	/ /	
When is the income likely to go up?		
How are you/they paid?	Cheque Cash	
	Direct into bank Other	
Does anyone owe money to you or your partner?		
	No Yes	
	What for?	
	How much?	Who is it owed to?
	£	
	nov comina in hofere	na da sida havu mush han situsu asa nat
Do not delay in returning this		n decide how much benefit you can get.

Read the checklist at Part 18 to see what you can use as proof.

Full notifications must be provided.

# Part 10 About bank/building society accounts, capital, savings and investments

Do you or your partner have any bank/building society No accounts, capital, savings, investments in the UK or Yes abroad and land or property (other than the home you live in)?

This includes current accounts (including overdrawn accounts) and savings accounts with a bank or building society, post office accounts, premium bonds, National Savings Certificates or stocks and shares.

# Do you or your partner have any bank accounts?

Go to Part 11.

Answer all the questions in this part. We must see proof of all the capital, savings and investments. Read the checklist at Part 18 to see what you can use as proof.

No Yes
--------

Tell us about **bank accounts**. If there are more than 4 bank accounts, tell us about the others on a separate piece of paper and send it with this form.

If you are sending a separate sheet of paper, tick this box.

Name of bank	Account number
Whose name is the account in?	How much is in the account?
	£
Name of bank	Account number
Whose name is the account in?	How much is in the account?
Name of bank	
	Account number
Whose name is the account in?	How much is in the account?
	£
Name of bank	Account number
Whose name is the account in?	How much is in the account?
	£
No Yes	
Tell us about <b>building society ac</b> building society accounts, tell us a piece of paper and send it with thi	about the others on a separate
If you are sending a separate sh	neet of paper, tick this box.
Name of building society	Account number
Name of building society	Account number
Name of building society Whose name is the account in?	Account number How much is in the account?

Do you or your partner have any building society accounts?

# Part 10 About bank/building society accounts, capital, savings and investments – continued

Do you or your partner have any building society accounts?

(continued)

Name of building society

 Whose name is the account in?

 Whose name of building society

 Whose name is the account in?

 Whose name is the account in?

 Name of building society

Whose name is the account in?

low much is in the account
£
Account number
low much is in the account
Account number
low much is in the account
£

٦

### Do you or your partner have any post office accounts?

This includes savings accounts and Girobank accounts.



Tell us about **post office accounts.** If you have more than 4 post office accounts, tell us about the others on a separate piece of paper and send it with this form.

### If you are sending a separate sheet of paper, tick this box.

Type of account	Account number
Whose name is the account in?	How much is in the account?
	£
Type of account	Account number
Whose name is the account in?	How much is in the account?
	£
Type of account	Account number
Type of account	Account number
Type of account Whose name is the account in?	Account number How much is in the account?
	How much is in the account?
Whose name is the account in?	How much is in the account?
Whose name is the account in?	How much is in the account?

# Part 10About bank/building society accounts, capital,<br/>savings and investments – continued

Do you or your partner have any premium bonds?	No Yes Value		
Do you or your partner have any National Savings Certificates?	No Yes Sue number	Value £	How many?
	Issue number	Value £	How many?
	Issue number	Value £	How many?
	Issue number	Value £	How many?
Do you or your partner have any stocks, shares, bonds or unit trusts?	No Yes		
	Company name		How many?
	Company name		How many?
	Company name		How many?
	Company name		How many?

# Part 10 About bank/building society accounts, capital, savings and investments – continued

Do you or your partner, have any other capital, savings or investments? Tell us about any TESSAs or ISAs, TOISAs, compensation or any other money you have not told us about on this form.	No Yes Tell us about this.
Have you or your partner delayed claiming the State Pension and chosen to take a lump sum payment?	No Yes if yes, the gross amount of lump sum awarded £
Have you or your partner received a Far Eastern Prisoner of War payment?	No Yes
Have you or your partner received a compensation payment made to victims of atrocities that happened during the Second World War?	No Yes
Do you or your partner own or partly own any property, land or timeshare, other than the home you live in, either in the UK or abroad?	No Yes What is the address?
Tick ' <b>Yes</b> ' even if you have	
a mortgage or loan for the property, land or	
timeshare.	Postcode
How much is it worth?	£
If you have a mortgage or loan for this, how much is left to repay?	£

We must see proof of your bank, building society and post office accounts and other savings and investments before we can decide how much benefit you can get. Do not delay in returning this form.

Please read the checklist at Part 18 to see what proof to provide.

## Part 11 About rent

Are you charged rent for your home?

# 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.

### Does anyone else share the rent with you and your partner? eg joint tenant

Go to Part 14.	
Answer the next ques	tions
/ /	
	Go to Part 14. Answer the next ques / /

1

# No Yes

1

Tell us their names and their relationship to you and your partner (if applicable)

How	much of the rent do	
they	pay and how often?	

# What sort of tenancy do you have?

For example, shorthold, tied rent or something like this. **How long is the tenancy for?** 

How much rent do you pay?

Has yo	our ren	t changed
in the	last 12	months?

When is the next rent increase due?

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

Are you under 22 and have left Local Authority Care?

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

Are you behind with your rent?

How many weeks?

£ every	/
/ /	to / /
£	every
	(week/fortnight/4 weeks/month) d us proof of the date it changed, and how h it changed.
No Yes	
No Yes	
No Yes	
How many?	
No Yes	

We must see proof of your current rent and tenancy before we can decide how much benefit you can get. Do not delay in returning this form. Read the checklist at Part 18 to see what you can use as proof.

# Part 11 About rent – continued

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 <i>agent</i> we mean the person			
or organisation you actually pay your rent to.			
pay your rent to.			Postcode
Does your landlord live in your building?	No	Yes	
Are you or your partner			
related in any way to your landlord/landlady or their partner?	No	Yes	
Is your landlord your (or your partner's) former partner?	No	Yes	
Is your landlord your employer or your partner's employer?	No	Yes	
Is your landlord the parent of			
any children you or your partner are responsible for?	No	Yes	
Are you or your partner the trustee, or beneficiary of a trust which is your landlord?	No	Yes	
Do you or your partner pay			
rent to a trust of which your child (children) is/are beneficiaries?	No	Yes	
Are you or your partner a director of a company which			
is your landlord?	No	Yes	
If you have answered 'Yes' to			
any question in this section explain the relationship with			
your landlord here?			
Did you previously own the property you now rent?	No	Yes	
Do you have to live in your			
accommodation because it is a condition of your job?	No	Yes	

## Part 11 About rent – continued

Are you living away from home at the moment?

No		Yes
----	--	-----

Tell us why you are not living at home.

When did you last live at home?

/

When do you expect to go back home?

1



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

Postcode

If your home has been sub-let, tell us who lives there now.

Who pays the Council Tax on your home?			
Please tick:			
You and your partner			
Your landlord			
Someone else			
	Tell us who pays the Counc	cil Tax.	
Do you pay water charges direct to the water authority?	No Yes		
Please tick to show if the property is let as:	Furnished Minimally furnished	Partly furnished Unfurnished	
Is your accommodation centrally heated?	No Yes		
Who decorates the inside of your accommodation?	Your landlord	You Don't know	
Has your home been built or adapted for people with disabilities?	No Yes		

# Part 11 About rent – continued

Does your rent include money for: Meals	No	Yes How much?	£
	Which I	meals are included?	
Heating	No	Yes How much?	£
Lighting	No	Yes How much?	£
Hot water	No	Yes How much?	£
Fuel for cooking	No	Yes How much?	£
Laundry facilities	No	Yes How much?	£
Personal laundry	No	Yes How much?	£
Gardening	No	Yes How much?	£
Garage or parking space	No	Yes How much?	£
Do you have to rent the garage as part of your tenancy agreement?	No	Yes	
Cleaning of accommodation	No	Yes How much?	£
Cleaning of shared areas	No	Yes How much?	£
Lighting of shared areas	No	Yes How much?	£
TV	No	Yes How much?	£
Alarm System	No	Yes How much?	£
Warden/Porter	No	Yes How much?	£
Personal care and support	No	Yes How much?	£
Do you pay any service charges separate from your	No	Yes How much?	£
rent?		What for?	

## Part 12 About where you live

#### Detached house Flat in a house Hotel Semi-detached house Flat in a block Board and lodgings Caravan, mobile Terraced house Flat over a shop home or houseboat Residential nursing Maisonette Bedsit or rooms home **Bungalow** Hostel Residential care home Other - Give details Is there more than Yes No one floor? How many floors are there? Which floors do you live on? Do you and your Where in the building do you live? Yes No household occupy only part of the building? At the front At the back In the middle How many rooms are In the whole That you share with there in the building? Just for you and building? your household? other people? (Please complete all boxes) Living rooms **Bedsitting rooms Bedrooms** Bathrooms or shower rooms **Toilets Kitchens** Other rooms (please state what they are for) Do you use your No Yes home for business? Do you have a main What is the address? No Yes home somewhere else? If your main home is somewhere else in the UK or abroad, tick 'Yes', even if you do not pay rent for it. Postcode

### What sort of building do you live in?

How much do you pay for this home?

£

## Part 13 How you will be paid

We will pay your Housing Benefit straight into your bank or building society account.

(Unfortunately, we cannot pay into Post Office Card Accounts).

### Please complete the details below:-

Name of bank or building society	
Address	
	Postcode
Whose name is the account in?	
Account number	
Sort code	
Rol Number	

**Please note:** tenants affected by the Local Housing Allowance will normally be paid direct to themselves and then be responsible for paying their landlord. However, we will consider making direct payments to landlords for tenants who are unable to manage their own financial affairs, or who are not capable of taking responsibility for the payment of their own rent, or if they are 8 weeks or more in arrears with their rent.

### Housing Association and Hostel Tenants only

Paying benefit direct to landlord:

If you want us to pay your benefit straight to your landlord you must sign this declaration.

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

I must alwa	ve tell vou	i about anv	change in	circumstances;
i must aiwa	iys tell you	i about any	change in	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.

Signature: Dated:
-------------------

### Part 14 Declaration

Even if someone else has filled in this form for you, <u>you must sign this declaration if you can</u>. 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 declare that the information I have given on this form is correct and complete.
- I understand that if I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- I agree that 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 as allowed by the law. I agree that you may share information with other Departments within the Council.
- 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 money, if the law allows this.
- I know that I must let you know in writing about any change in my circumstances which might affect my claim.

Signature of person claiming			
Date	/	/	]
Partner's signature			
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.

Name of the person who filled in the form				
Signature of the person				
Relationship to the person claiming				
Relationship to the person claiming				
Date	/	/	]	

## Part 15 Sharing information with your landlord

Sometimes, sharing information with your landlord helps us to deal with your claim quickly and reduces the risk of you falling behind with your rent because of your claim being delayed.

Under the Data Protection Act we need your permission to share information.

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

- whether or not you had claimed Housing Benefit and, if so, whether we have made a decision on your claim or not; and
- if we need further information to make a decision on your claim.

There may be other information about your claim that we need to check with your landlord, such as the date your tenancy started, before we can make a decision on your claim. If this is the case, we have to ask your landlord even if you have not given us permission to discuss your claim with them. But unless you have given us permission by signing this form, we will not discuss anything else with your landlord.

### We will not give your landlord any information about:

- your personal or household circumstances or:
- your financial circumstances.

If you do not give us permission to discuss your claim with your landlord, it will not affect your claim. And if you give us permission but then change your mind, we will follow your wishes. Just contact us and let us know.

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

I give the Borough Council of King's Lynn & West Norfolk permission to share my information about the progress of my Housing Benefit claim with my landlord or their representative.

Signature		Date	/	/
Address		1		
	Postcode			

### Part 16 Anything else you need to tell us

Use this box to tell us anything else you think we should know about. Use a separate sheet and attach it to this form if you need to.

### If you are sending a separate sheet of paper, tick this box.

## Part 17 Backdating

We can usually award benefit from the Monday after the day we receive your claim. Sometimes we can pay benefit from an earlier date if you have a good reason for not claiming earlier. If you want us to consider paying your benefit from an earlier date, tell us when you want benefit from and why you did not claim earlier.

Date you want to claim benefit from

|--|

### Tell us why you have not claimed before

## Part 18 Checklist

Please tick to tell us what proof you are sending with this form. We must see **original** documents, not copies.

If you do not provide all the proof we need, we might not be able to pay you any benefit. We need the same proof for your partner, if you have one, and for any other adults living in your home.

If you cannot send 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, we will not be able to pay you any benefit until we have all the proof.

Please do not send valuable items through the post. If you can, bring them into one of our Council Offices. We will take the details we need and give you the documents back straight away. If you cannot get into one of our offices, phone us for more advice.

	With form	Will send later		With form	Will send later
Your payslips			Pension Credit Notification		
Your partner's payslips			War Pension		
Self employed accounts			Working Tax Credit Notification		
Payslips for part-time fireman			Children's Tax Credit Notification		
Payslips for territorial/reserves			Maintenance Court Order		
Private Pension contributions			Maternity Allowance		
Income Support			Child Care Costs		
Jobseekers Allowance (Income Based)			Rent from Lettings		
Jobseekers Allowance (Contribution Based)			Rent from Boarders		
Enterprise Allowance Notification			Home Income Plan		
Youth Training Scheme			Building Society Passbook		
Student Grant Assessment			Share Certificates		
Carer's Allowance			National Savings Certificate		
Incapacity Benefit			Bank Statements (3 months required)		
Attendance Allowance			Other Savings and Investments		
Severe Disablement Allowance			Any Other Income		
Disability Living Allowance			Non-Dependants Income		
Employers Pension			Tenancy Agreement		
Other Pension			Rent Book/Receipts (current rent)		
State Retirement Pension			Letter from Landlord confirming rent paid		

We must have proof of identity for you and your partner to assess your claim. Please send at least two original documents each for you and your partner from the following list.

### **PROOF OF IDENTITY**

	With form	Will send		With form	Will send
		later			later
Birth Certificate (Full/Short)			Home Office Standard acknowledgement letter		
Driving Licence (Full/Current)			Bank Statements		
National Insurance Card			Medical Card		
Passport (Current & Valid)			Wage Slips (current employer)		
Marriage Certificate			Utility Bill (in your name for the last quarter at		
Certificate of Employment in HM Forces/			the address where you are claiming benefit)		
Merchant Navy			Life Assurance/Insurance policies		
Divorce /Annulment Papers			Letter from Solicitor/Social Worker/Probation		
UK residence permit			Officer/Inland Revenue		
Identity card issued by EEC/EEA Member State			Correspondence from DWP/Job Centre Plus/ Pension Service		

## **Equal Opportunities Policy**

### **Monitoring Information**

The Borough Council of King's Lynn & West Norfolk is committed to an Equal Opportunities Policy to promote equality and fair treatment in the provision of its services.

In order to monitor the effectiveness of this policy, all customers completing a Benefit application are asked to complete this part of the form. You do not have to provide this information but it would help us if you do. It will not affect your Benefit application in any way.

This information will be used solely to measure our performance against our Equal Opportunity standards.

### Monitoring Information (please tick appropriate box)

2.	l wo	uld describe my ethnic origin as:				
		se choose one section from <b>A</b> to <b>E</b> then tickground.	opropriate box to indicate your cultural			
	<b>A</b> .	White British Irish Any other White background (please give details below)	В.	<b>Mixed</b> White and Black Caribbean White and Black African White and Asian Any other White background (please give details below)		
	<b>C</b> .	Asian or Asian British Indian Pakistani Bangladeshi Any other Asian background (please give details)	D.	<b>Black or Black British</b> Black Caribbean Black African Any other Black background (please give details below)		
	Е.	Chinese or other ethnic group				

### 3. Disability

Do you have a long term illness or disability which limits your daily activities in any way?

Yes No



Thank you for helping us by completing this section.

Certificate of Earnings - Private and Confidential

Revenues and Customer Services, Borough Council of King'	Services, B	orough Cound	cil of King's	Lynn & Wes	t Norfolk, PC	Lynn & West Norfolk, PO Box 26, King's Lynn, Norfolk PE30 1PX
Name:						National Insurance Number:
Address:						
Occupation				Work	Works/Payroll Number	
Please assist your employee by completing the appropriate sections below	y completing the	e appropriate sect	tions below	Weekly paid -	Weekly paid - last 5 weeks	Monthly paid - last 2 months Fortnightly - last 3 two-weekly
Week/Month Ending Gross Pay	Tax Deduction	National Insurance Deduction	Pension Deduction	Other Deductions	Net Pay	Does pay include any of the following:- Working Tax Credit, Holiday, Arrears, Bonus, Statutory Sick Pay, Expenses
22						
Please state if paid weekly, four weekly, monthly, fortnightly	r weekly, month	Ily, fortnightly			Average numbe	Average number of hours worked each week
Please $\checkmark$ the method of payment	nt Cheque	le Cash	Direct	ct into Bank	Other	(If 'Other' please describe)
Date Employment commenced		]	]		Gross Year to date £	date £
If there has been a bonus paid in the last 12 months please show below.	in the last 12 m	nonths please sho	w below.	Please 🗸 box	Please ✓ box if estimated figures are given	Ires are given
Amount £		Da	Dates of Payments:	s:		Frequency of Bonus:
Data Protection		]				
The Borough Council of King's Lynn & check the accuracy of the information,	West Norfolk will u as permitted by law	se your information fo v. You have a right to	r benefit purposes. ask for a copy of tl	We may share the he information we h	information you hav old on you, which is	The Borough Council of King's Lynn & West Norfolk will use your information for benefit purposes. We may share the information you have provided with the government departments or agencies and local authorities to check the accuracy of the information, as permitted by law. You have a right to ask for a copy of the information we hold on you, which is subject to the Data Protection Act 1998 (for which we may make a small charge)
and to correct any inaccuracies. I certify that the above named is employed by me and received salary/wages (including overtime, bonus, commission and any other payments) as indicated above.	yed by me and rec	eived salary/wages (ir	ncluding overtime, t	oonus, commission	and any other payme	ents) as indicated above.
Signed:					Signat	Signatory's Position:
Name and Address of Employer:					Emplo	Employer's Official Stamp
Tel. No:						

Borough Council of King's Lynn & West Norfolk



## **Revenues and Customer Services**

 Borough Council of King's Lynn & West Norfolk

 PO Box 26, King's Lynn, Norfolk PE30 1PX

 Tel: (01553) 616200
 Minicom: (01553) 616705

 Fax: (01553) 691663 or 767332
 DX57825 King's Lynn

 Email: revenues@west-norfolk.gov.uk

www.west-norfolk.gov.uk

## **Proof of Rent**

This form should be filled in by your landlord/agent if you are a private tenant and have no written tenancy agreement. DO NOT DELAY IN RETURNING YOUR APPLICATION FORM, THEN RETURN THIS PAGE AS SOON AS YOUR LANDLORD/AGENT HAS COMPLETED & SIGNED IT.

			rder (Mr, Miss, Mrs I	Ms)							
Address of above named:											
-			nt, the Landlord's fu	ull name m							
						ents na	me:				
						iness [					
Add	ress:					dress:					
Tel r	ıo.				Tel	no <sup>.</sup>					
		Ld/agent pl	ease confirm the fol	lowing detai		L .	ncv:-				
1.		tenancy s		j							
2.	Date	of occupa	alion								
3.	Is this	s a joint te	enancy	Yes	No	Hov	v many	tenants			
4.	Are y	ou related	d to the tenant	Yes	No [	Wh	at is yo	ur relation	ship?		
5.	Total	amount o	f rent payable						-	weekly / mon	thly /
6.	Date	of last rer	nt increase					4 weekly	<i>(</i>		
7.	Does	the rent i	nclude any of the fo	llowing:-							
		C	Council Tax	Yes		No		Г			
		V	Nater Rates	Yes		No		Γ			
		ŀ	Heating	Yes	$\square$	No	$\square$				
		F	Hot Water	Yes	$\square$	No	$\square$	Г			
		C	Cooking Facilities	Yes	$\square$	No	$\square$	Ē			
		L	_ighting	Yes	$\square$	No	Π	Γ			
		F	Power	Yes		No	Π	Γ			
		L	_aundry	Yes		No		Ē			
		C	Care & Support Char	rges Yes		No		Ē			
		Ν	Meals	Yes	$\square$	No	$\square$	Г			
	If Yes	s. which of	f the following?	Breakfast		Lunch			Ev	vening Meal	
8.	How	much furr	niture do you provide	? All		Some	$\square$	Very Little	e [	None	П
9.	Who	is respon	sible for interior deco		La	ndlord	$\square$	Tenar	nt [		
10.	Is the	e property:	:-	Detached			Sem	ni-detache	d [	Terraced	
11.	Does	the prope	erty have a garage?	Yes		No					
12.	Is the	e property	centrally heated?	Yes		No					
DEC	LARA	TION									

I confirm the above information is true and correct.

You can make any enquiries you need to check the details I have given on this form.

Landlords/Agents Signature

Date

Borough Council of King's Lynn & West Norfolk



www.west-norfolk.gov.uk

## **Revenues and Customer Services**

**Borough Council of King's Lynn & West Norfolk** PO Box 26, King's Lynn, Norfolk PE30 1PX Tel: (01553) 616200 Minicom: (01553) 616705 Fax: (01553) 691663 or 767332 DX57825 King's Lynn Email: revenues@west-norfolk.gov.uk