

Claim form for Housing Benefit and/or Council Tax Support

Benefit Department, North Norfolk District Council, Holt Road, Cromer, Norfolk, NR27 9EN
Telephone (01263) 516349 Minicom (01263) 516005 Fax: (01263) 515042



Name & Address:

Reference Number:

You will need to quote this number when you contact us.

Date Sent

Return by

Officer's Initials

Date received in office

☐ New Claim

☐ Change of Circs

About Housing Benefit and/or Council Tax Support

Housing Benefit (Social Security Contributions & Benefits Act 1992 & The Child Support, Pensions & Social Security Act 2000) can pay all or part of your rent. It may also give you some extra money towards communal services you have to pay for. It cannot help with water or support charges. From 1st April 2013 Council Tax Support (Section 13A & Schedule 1A of the Local Government Finance Act 1992) can pay up to 91.5% of your Council Tax if you are working age and up to 100% if you are of pensionable age.

Local Housing Allowance

Local Housing Allowance (LHA) can pay all or part of your contractual rent. Local Housing Allowance cannot be paid on Housing Association properties. If you wish to check the current Local Housing Allowance rates visit our website www.northnorfolk.org or The Valuation Office Agency website www.voa.gov.uk

Alternative Maximum Benefit – Please request an Alternative Maximum Benefit claim form

Alternative Maximum Benefit is a type of benefit for people who are liable to pay Council Tax and who do not have a partner (unless that partner is disregarded for Council Tax purposes) but who share their home with someone who:

- is 18 or over; **and**
- is on a low income; **and**
- does not pay them rent.

About this form

We have designed this claim form to be easy to fill in. It may look rather long, but there have to be enough questions to make sure that everyone who claims benefit gets the right amount.

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.

Filling in the form

- Please complete this form using black ink. Do not use pencil. If you make a mistake, just cross it out and put the right answer next to it. You will also need to initial any correction. 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, or leave any relevant questions blank, we may have to send your form back to you to make sure we understand what you mean. This will delay your claim. All evidence must reach us within one month of the date we receive this form. Please see part 16 on page 23 for a list of evidence that is required.

If you need help filling in the form

If you need any help, please call our Benefit Department on 01263 516349 located at our Holt Road, Cromer offices or Fakenham Connect, Oak Street, Fakenham on 01328 853697. Our offices are open Monday, Tuesday & Thursday 8.30am to 5pm, Wednesday 10am to 5pm and Friday 8.30am to 4.30pm. Our minicom number for people who are hard of hearing and use minicom services is 01263 516005, or email benefits@north-norfolk.gov.uk

If you have any difficulties visiting our offices, it may be possible for someone from our Visiting Team to visit you in your own home to assist you. Please see the back of this claim form or telephone 01263 516349 for more details.

Additional information is also available on the Council's website. Details about Housing Benefit and/or Council Tax Support and other benefits can be found by accessing www.northnorfolk.org

Organisations like the Citizens Advice Bureau can also offer support and advice. Please see the back of this claim form for more details.



For help with understanding this document, or to receive it in a different format or language, please phone 01263 516349 or email benefits@north-norfolk.gov.uk

What to do next

When you have filled in the form, sign it and send it to us with the evidence we need to see. If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later, but we must receive the evidence within one month of the date we receive this form.

If you have to show us valuable items such as passports or bank statements, where possible, please bring them in. If you must send them to us via post, you may want to send them via Recorded Delivery. Any original documents we receive will be scanned onto our system and returned to you immediately.

The completed form and evidence can be posted or taken into The Benefit Department, North Norfolk District Council, Holt Road, Cromer, Norfolk, NR27 9EN or taken into Fakenham Connect, Oak Street, Fakenham, NR21 9DY.

When we usually pay benefit from

We will usually start your benefit from the Monday after we get your form. If you return this form within a month of us issuing it to you, we will start your benefit from the Monday after the date of issue. In certain circumstances we may be able to pay from earlier than this – please see Part 15 on page 22 of this form about Backdating.

When you start to receive Housing Benefit and/or Council Tax Support you must tell us about changes in your circumstances

Tell us straightaway if:

- There is any change in your income or the income of anyone living with you;
- Income Support, Jobseeker's Allowance, Employment & Support Allowance, Universal Credit or Pension Credit starts, changes or stops for you or anyone living with you;
- There is any change in your earnings or the earnings of anyone living with you;
- Anyone moves in or out of your home (including lodgers and subtenants);
- There is any change in your savings/capital or that of anyone living with you;
- Any of your children leave school or leave home;
- Anyone goes into hospital, nursing home, prison, stops or starts work;
- Your rent changes or you move;
- You or your partner are going to be away from home for more than a month;
- You or your partner receive a decision from the home office;
- Your child care costs change.

Please note: The above list is not exhaustive. You must tell the Benefit Department about any changes in writing, we can not accept information over the phone. Do not rely on the Department for Work and Pensions (DWP) or anyone else to pass the information on. It is an offence not to promptly tell us about any change in circumstances that affect your benefit. Court action could be taken against you. If we pay you too much benefit, you will probably have to pay it back.

How we collect and use information

We will use the information we hold about you to process your claim for any Housing Benefit and/or Council Tax Support.

We may pass the information to other Council departments, agencies or organisations such as the Department for Work and Pensions (DWP) or Her Majesty's Revenues and Customs (HMRC) as allowed by law.

We may check information you have provided, or information about you that someone else has provided, with other information held by us. We may also get information about you from certain third parties, or give them information, in order to:

- prevent or detect crime;
- protect public funds; and
- make sure the information is correct.

These third parties include employers, landlords, government departments, local authorities and private-sector companies such as banks, as well as companies that assist us in fraud detection and prevention such as credit reference agencies.

We will not give information about you to anyone else, or use information about you for other purposes, unless the law permits or you have given us written consent.

North Norfolk District Council is committed to keeping your personal information secure, in compliance with the Data Protection principles.

North Norfolk District Council is data controller for the purposes of the Data Protection Act. If you want to know more about what information we have about you, or the way we use this information, then please ask. You can access our Data Protection policy via our website www.northnorfolk.org/council/791.asp

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee may be payable. If you would like a copy of the information held on you, or if you have a Data Protection issue, please write to the Data Protection Officer at North Norfolk District Council.

If you have a complaint regarding the information we have about you or the way we hold it, you have the right to complain to the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or telephone 01625 545745.

● Do you wish to claim Council Tax Support? Yes ☐ No ☐

● Do you wish to claim Housing Benefit? Yes ☐ No ☐

Part 1 About you and your partner

Do you have a partner who normally lives with you?

Yes ☐

If you have a partner, you must answer all the questions about them, as well as yourself.
A 'partner' includes a Civil Partner

No ☐

You ▼

Your partner ▼

Surname or Family name

First name or names

Any other surname or Family names you have used

Title
(Mr, Mrs, Ms etc.)

Address including Postcode
(Do not tell us your partner's address if it is the same as yours)
Please include your room number if you have one

Date of birth
(day/month/year)

National Insurance number
You can find this on payslips or letters from the DWP or the tax office. We cannot decide your claim if we do not have your National Insurance number(s)

Letters

Numbers

Letter

If you do not have a National Insurance number, or you have applied for one, tick this box ☐

Letters

Numbers

Letter

If you do not have a National Insurance number, or you have applied for one, tick this box ☐

When did you move to this address?

If you have not moved in yet, tell us when you expect to move in. You **must** tell us when you have actually moved in.

Your contact details
This may help us deal with your claim more quickly.

Landline:

Mobile:

Email:

Landline:

Mobile:

Email:

When is the best time to contact you? (Mon to Fri)

Day:

AM:

PM:

Day:

AM:

PM:

Part 1 About you and your partner - continued

Have you or your partner claimed Housing Benefit and/or Council Tax Support before?

You ▼
Yes ☐
No ☐

Your partner ▼
Yes ☐
No ☐

If 'Yes' has your Incapacity Benefit changed to Employment & Support Allowance since February 2011?

Yes ☐
No ☐

Yes ☐
No ☐

When did you claim?

Which council did you claim from?

What name did you claim in?

What address did you claim for?

Postcode

Postcode

If you have moved, have you told the council that paid your benefit that you have moved?

Yes ☐
No ☐

Yes ☐
No ☐

If you or your partner have moved home in the last 12 months, tell us your last address (if it is different from the one above)

Postcode

Postcode

Dates you lived there

to

to

Were you a home owner, tenant, boarder or lodger at this address?

Have you or your partner come to live in England, Scotland, Wales, Northern Ireland, the Republic of Ireland, the Channel Islands or the Isle of Man in the last two years?

Yes ☐
No ☐

Yes ☐
No ☐

What is your nationality?

If your nationality is not British, on what date did you last enter the UK?

Are you claiming asylum?

Yes ☐
No ☐

Yes ☐
No ☐

Part 1 About you and your partner - continued

You ▼

Your partner ▼

Are you or your partner in hospital at the moment?

Yes ☐
No ☐

Yes ☐
No ☐

If 'Yes', when did you go in?

When will you come out (if you know this)?

Are you or your partner registered blind?

Yes ☐
No ☐

Yes ☐
No ☐

Does anyone get Carer's Allowance for looking after you or your partner

Yes ☐
No ☐

Yes ☐
No ☐

If 'Yes', who?

Does this person live with you?

Yes ☐ No ☐

Yes ☐ No ☐

Have you or your partner ever claimed Carer's Allowance?

Yes ☐
No ☐

Yes ☐
No ☐

(Still tick 'Yes' if you applied for, but were not paid, any Carer's Allowance. This could have been because you were better off getting another social security benefit.)

Do you or your partner pay towards the upkeep of a student?

Yes ☐
No ☐

Yes ☐
No ☐

Are you or your partner a student?

(By student, we mean a person who is on a course of study at an educational establishment or a New Deal qualifying course)

Yes ☐
No ☐

Yes ☐
No ☐

If 'Yes', do you study full or part time?

Full Time ☐ (16 hours or more per wk)
Part Time ☐

Full Time ☐ (16 hours or more per wk)
Part Time ☐

Please tick if you or your partner are:

- severely mentally impaired
- long-term sick or disabled
- in legal custody
- a care leaver
- pregnant

☐
☐
☐
☐
☐
☐
☐
☐
☐
☐

If you are pregnant, what is your baby's due date?

Are you over 25, but under 35 & have spent three months or more in a homeless hostel specialising in rehabilitation or resettlement and accepted a support service?

If 'Yes' please give the name of the person, address of hostel and dates of stay:

We will contact you if we need any further information.

Part 2 About children

We need to know about any children in your household who are:

- under 16
- aged 16 or 17 and are registered for work or youth training
- aged 16 to 19 and in education doing a course, not higher than GCSE, A LEVEL, SCE Higher level or GNVQ (advanced).

Are there any children in your household as described above?

Yes ☐

No ☐

Go to **Part 3**

If there are more than three children, use a separate sheet of paper to tell us all the information we ask for on this page.

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

First Child ▼

Second Child ▼

Third Child ▼

Surname or family name

First name or names

Date of birth (day/month/year)

 / /
 / /
 / /

What is the child's sex?

The child's relationship to you or your partner

Usual address if different from yours

Child Benefit Number

Who gets the Child Benefit for them? We need to see evidence of this.

Does the child have a medical condition that requires regular care during the night preventing them from sharing a bedroom?

Yes ☐

Yes ☐

Yes ☐

No ☐

No ☐

No ☐

If 'Yes' we will need to see supporting medical evidence.

Does the child get Disability Living Allowance or Personal Independence Payment?

Yes ☐

Yes ☐

Yes ☐

No ☐

No ☐

No ☐

Please tick 'Yes' if you or someone else is paid on their behalf.

Is the child registered blind?

Yes ☐

Yes ☐

Yes ☐

No ☐

No ☐

No ☐

Part 2 About children - continued

	First Child ▼	Second Child ▼	Third Child ▼
Do you or your partner pay any child-minding costs?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If 'Yes' please give their name and address.	<div></div>	<div></div>	<div></div>
Please give their telephone number	<div></div>	<div></div>	<div></div>

We will write to you about this.

Part 3 About other people who live with you

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

Yes ☐ Please tell us about them
No ☐ Go to **Part 4**

Are they a member of the Armed Forces Personnel currently deployed on operations?

Yes ☐ If 'Yes' what is their name?
No ☐

If you have more than 3 people living with you, please use a separate sheet of paper & tick this box. ☐

	First Person ▼	Second Person ▼	Third Person ▼
Surname or family name	<div></div>	<div></div>	<div></div>
First name or names	<div></div>	<div></div>	<div></div>
Date of birth (day/month/year)	<div>/ /</div>	<div>/ /</div>	<div>/ /</div>
Their relationship to you or your partner (Some examples: sister, brother, daughter/son, father, mother, joint owner, lodger or friend.)	<div></div>	<div></div>	<div></div>
Do they pay rent or money for board and lodgings to you or your partner?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If 'Yes' does this money include food and/or heating?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
National Insurance Number You can find this on payslips or letters from DWP or HMRC	Letters Numbers Letter <div>/ /</div>	Letters Numbers Letter <div>/ /</div>	Letters Numbers Letter <div>/ /</div>
	If they do not have a National Insurance number tick this box. <input type="checkbox"/>	If they do not have a National Insurance number tick this box. <input type="checkbox"/>	If they do not have a National Insurance number tick this box. <input type="checkbox"/>

Part 3 About other people who live with you - continued

	First Person ▼	Second Person ▼	Third Person ▼
Do they get Disability Living Allowance, PIP or Attendance Allowance?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If 'Yes', how much per week?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Are they registered blind?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do they get Income Support, Income-based Jobseeker's Allowance, Employment & Support Allowance (income related), Pension Credit or Universal Credit?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are they a full-time student? If 'Yes' please provide evidence of the dates and the course they are attending.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are they severely mentally impaired?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are they temporarily absent from home at the moment? (e.g. in hospital, prison or student)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If 'Yes', where are they?	<input type="text"/>	<input type="text"/>	<input type="text"/>
When did the absence start?	<input type="text"/>	<input type="text"/>	<input type="text"/>
When do they intend to return?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Do they normally work for 16 hours or more per week?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please give their employer(s) name and address	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tell us their weekly earnings before any deductions.	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
We will need to see evidence of their earnings – either their last two monthly or five weekly wage slips.			

Part 3 About other people who live with you - continued

First Person ▼

Second Person ▼

Third Person ▼

Do they have any other income at all?

Yes ☐

No ☐

Yes ☐

No ☐

Yes ☐

No ☐

Make sure that you will tell us about all other income that they have. This includes any benefits or allowances you have not told us about on this form.

Name of first other income

How much is it per week before deductions?

Name of second other income

How much is it per week before deductions?

If there are any other incomes, please tick this box and provide evidence of them on a separate piece of paper.

Yes ☐

No ☐

Yes ☐

No ☐

Yes ☐

No ☐

Do they have savings/capital over £6000?

Yes ☐

No ☐

Yes ☐

No ☐

Yes ☐

No ☐

If 'Yes', how much are their savings?

£

£

£

Are any of the people who normally live with you married or living together as if they were married? This includes Civil Partners.

Yes ☐

No ☐

If 'Yes', tell us their names

is the partner of

is the partner of

Part 4 About Income Support, Income-Based Jobseekers Allowance and Pension Credit, Income Related Employment Support Allowance

Are you or your partner getting, or waiting to hear about a claim for Income Support, Income-Based Jobseeker's Allowance or Pension Credit or Income Related Employment & Support Allowance?

You ▼

Yes ☐
No ☐

Your partner ▼

Yes ☐
No ☐

Part 5 About being self-employed

Are you or your partner self-employed?

Yes ☐
No ☐

Yes ☐
No ☐

If **'Yes'**, You will have to fill in a Self-Employed Form. Please also send us your trading accounts for the last financial year. If you have only recently set up the business and do not have a full year's account you will need to fill in your income and expenditure details on the form. Please request a form.

Part 6 About working for an employer

Do you or your partner work for an employer?

Yes ☐
No ☐

Yes ☐
No ☐

Tick **'Yes'** even if you are not attending work at the moment (eg maternity or sick leave).

If **'Yes'**, answer the questions in this part.

You ▼

Your partner ▼

What is the job title?

What is the employer's name and address?

Part 6 About working for an employer - continued

You ▼

Your partner ▼

How many hours per week do you usually work?

When did you start this job?

What is your payroll, employee or staff number?

Are you employed for a limited period?

Yes ☐

No ☐

Yes ☐

No ☐

If 'Yes', when will you finish?

How often do you get paid?

Every

Every

How much do you get paid before Tax, National Insurance and Pension Contributions are taken off?

How are you paid?

(For example: in cash, by cheque or straight into a bank or building society account).

When was your last pay rise?

When will your next pay rise be?

Are you getting any kind of Statutory Sick Pay (SSP), Statutory Maternity Pay (SMP), Statutory Paternity Pay or Statutory Adoption Pay from your employer at the moment?

Yes ☐

No ☐

Yes ☐

No ☐

Do you pay into a private or company pension scheme?

Yes ☐

No ☐

Yes ☐

No ☐

If 'Yes', how much?

£

every

£

every

**We must see evidence of any earnings before we can decide how much benefit you can get.
Read the checklist at Part 16 on page 23 to see what you can use as evidence.
If you get any tips or bonuses, tell us about these in Part 14 on page 22.**

Part 7 About any other work

You ▼

Your partner ▼

Do you or your partner do any other work at all?

(This could be voluntary work or any other work, even if you are not paid for doing it).

Yes

☐ If 'Yes', answer all questions in this part.

No

☐

Yes

☐ If 'Yes', answer all questions in this part.

No

☐

What other work do you do?

What is the name and address of the person you do this work for?

When did you start this work?

How many hours per week do you usually work?

Do you get paid?

If you only get expenses or tips still tick 'Yes' and give details.

Yes

☐

No

☐

Yes

☐

No

☐

If 'Yes', please tell us how much you get before deductions and how often.?

We will need to see evidence of this

Part 8 About Benefits, State Pensions or Allowances

Are you or your partner getting any benefits, state pensions or allowances or waiting to hear about any benefits, pensions or allowances that you have claimed?

Yes

☐

Tell us about this on the next page

No

☐

Go to **Part 9**

Part 8 About Benefits, State Pensions or Allowances - continued

Read the list of benefits below and tell us about any that you and your partner have claimed.

Please tick 'Yes' or 'No' for every benefit, pension or allowance below.

If you have claimed one of these benefits, write 'Applied for'.

Benefits, Pensions & Allowances	You ▼				Your partner ▼			
	Yes ✓	No ✓	How Much?	How often?	Yes ✓	No ✓	How Much?	How Often?
Adoption Pay								
Armed Forces Independence Payment (AFIP)								
Attendance Allowance								
Bereavement/Widows Benefit								
Carer's Allowance								
Child Benefit								
Child Tax Credit								
Disability Living Allowance - Care								
Disability Living Allowance - Mobility								
Employment & Support Allowance (Contribution Based)								
Fostering Allowance								
Industrial Death Benefit								
Industrial Injuries Benefit								
Incapacity Benefit								
Jobseeker's Allowance (Contribution Based)								
Maternity Allowance								
Pension Credit								
Personal Independence Payment (PIP) -								
- Daily Living								
- Mobility								
Severe Disablement Allowance								
State Retirement Pension								
Statutory Maternity/Paternity Pay (HMRC)								
Statutory Sick Pay (HMRC)								
Universal Credit								
War Pension								
War Dependant's Pension								
War Widow's Pension								
Widowed Parent's Allowance								
Working Tax Credit								

How are you paid these benefits?
(For example: into a bank, Post Office or Paypoint account).

We must see evidence of benefits, state pensions & allowances.
Read the checklist at Part 16 on pages 23 to see what you can use as evidence.

Part 9 About other money coming in (including other pensions)

This includes occupational pensions and private pensions, any extra benefits, maintenance, money from trust funds, training allowances, student grants and loans. You must also tell us if you are receiving any money from the Creutzfeld-Jakob Disease Trust. Also tell us about any money you receive 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).

You ▼

Your partner ▼

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?

Yes

☐

Tell us about it below

No

☐

Yes

☐

Tell us about it below

No

☐

Other money 1

You ▼

Your partner ▼

Who is it paid by?

What is it for?

How much is it and how often is it paid?

When did the income start?

When is the income likely to go up?

Other money 2

Who is it paid by?

What is it for?

How much is it and how often is it paid?

When did the income start?

When is the income likely to go up?

If you have any further income then please tell us about it on a separate sheet of paper.

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

Part 9 About other money coming in (including other pensions) - continued

	You ▼	Your partner ▼
Does anyone owe money to you, your partner, or any children you are claiming for?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

If **'Yes'**, what for?

How much?

Are you expecting to get any money in the next 12 months?

(For example: a redundancy payment or a payment instead of notice or holiday).

Yes ☐
No ☐

Yes ☐
No ☐

If **'Yes'**, what for?

How much?

We must see evidence of any money coming in before we can decide how much benefit you can get.
Read the checklist at Part 16 on page 23 to see what you can use as evidence.

Part 10 About banking, capital, savings, investments and property

Please tell us about any cash, Current accounts and Savings accounts you have with a Bank or Building Society or Post Office accounts, ISA's, Premium Bonds, National Savings Certificates, Stocks, Shares and property. Please answer these questions for yourself and your partner. Please include empty and overdrawn accounts, whether in a single name or jointly held.

Do you and/or your partner have any Bank, Building Society or Post Office accounts?

Yes ☐ Please list these below
No ☐

All Bank, Building Society or Post Office accounts

Bank name	Sort Code	Account number	Name of account holder	Balance

Part 10 About banking, capital, savings, investments and property - continued

Do you or your partner own any property or land in this country or abroad (other than the property you live in)?

Yes ☐

No ☐

Please give details and the address of any additional land or property

We will write to you about this.

Have you or your partner received a prisoner of war compensation payment?

Yes ☐

No ☐

Do you or your partner have any Investments, Bonds, Shares, or National Savings certificates? If so please list these below

Yes ☐

No ☐

Type of saving or investment	Name of company held in	Number of shares/units held	Approximate value

We must see evidence of any savings, investments or property before we can decide how much benefit you can get. Use a separate sheet of paper if needed. Read the checklist at Part 16 on page 23 to see what you can use as evidence.

Part 11 About where you live – if you wish to claim Housing Benefit

Do you own your own home or have a mortgage? If 'Yes' go to Part 13.

Yes ☐ No ☐

Do you rent your home from a Private landlord?
(this may be an individual or a company such as an estate agent)

Yes ☐ No ☐

Do you rent your home from a Housing Association?

☐ ☐

Please give your Housing Association tenancy reference number

What sort of building do you live in?

Tick one box only.

Detached house	<input type="checkbox"/>	Flat in a house	<input type="checkbox"/>	Board and Lodgings	<input type="checkbox"/>
Semi-detached house	<input type="checkbox"/>	Flat in a block	<input type="checkbox"/>	Hotel	<input type="checkbox"/>
Terraced house	<input type="checkbox"/>	Flat over a shop	<input type="checkbox"/>	Caravan	<input type="checkbox"/>
Maisonette	<input type="checkbox"/>	Bedsit or rooms	<input type="checkbox"/>	Mobile Home	<input type="checkbox"/>
Bungalow	<input type="checkbox"/>	Hostel	<input type="checkbox"/>	House Boat	<input type="checkbox"/>

Other (please explain)

Which floors do you live on?

(For example: the ground floor and the first floor).

Has there been a change in the number of people in your household in the last twelve months, or are you expecting a change soon?

Yes ☐

No ☐

If 'Yes' tell us about it, stating the exact date the change happened.
(For example: a person has moved out or died or someone in your household is expecting a baby).

Are you or your partner an approved foster carer & you have a child placed with you or you are expecting a placement in the next 52 weeks?

Yes ☐

No ☐

OR

Are you or your partner a newly approved foster carer expecting a placement in the next 52 weeks?

Yes ☐

No ☐

If 'Yes', please tell us the child's name, date of birth and the expected dates of the placement.

Part 11 About where you live continued

How many rooms are there in the building?

In the whole building

Just for you and your household

That you share with other people

Bedrooms

Kitchens

Bathrooms or shower rooms

Toilets

Living rooms

Bedsitting rooms

Other rooms

From April 2011 there can be extra help for disabled people to have a carer who stays overnight, but who does not normally live with them. This means Housing Benefit could take into account an additional bedroom, providing the property being rented has a bedroom for the carer.

Does the number of bedrooms include an additional bedroom for a carer who does not normally live with you?

Yes ☐

No ☐

If 'Yes' what is their name and address?

--

Does your home have central heating?

Yes ☐

No ☐

Does your home have a garage?

Yes ☐

No ☐

Is your landlord a resident in your home?

Yes ☐

No ☐

Do you have a main home somewhere else?

Yes ☐

No ☐

Tell us about it below.

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

What is the address?

--

Do you pay rent on this second home?

Yes ☐

No ☐

If 'Yes', how much and how often?

£

every

Part 11 About where you live - continued

What is your landlord's full name and address inc postcode?

(By **landlord**, we mean the person or organisation who owns the property you live in). You must complete this.

--

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).

--

Are you, or any member of your household related to, or friends with, your landlord or agent, or to your landlord's partner or the agent's partner?

(Related includes related through marriage even if the marriage has ended).

Yes

☐

What is the relationship? Tell us about it below.

No

☐

--

is my landlord's or agent's

--

Have you previously owned the property you are living in within the last 5 years?

Yes

☐

No

☐

When did you start renting your home?

--

When did you move to this address?

If you have not moved in yet, tell us the date you expect to move in. You **must** then tell us when you have actually moved in.

--

What sort of tenancy do you have?

For example: shorthold, assured etc. – this should be on your tenancy agreement if you are not sure.

--

How long is the tenancy for?

From

--

To

--

What is the property let as?

Tick only one box

Fully Furnished

☐

Minimally Furnished

☐

Partly Furnished

☐

Unfurnished

☐

How much rent do you pay and how often?

(By this we mean the full rent charged before any benefit you get is awarded).

£

--

every

--

(For example: every week, every four weeks, every calendar month etc).

How do you pay your rent?

Please tick

Cash

☐

Direct debit

☐

Cheque

☐

Standing order

☐

Part 11 About where you live - continued

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

Yes ☐ Tell us about it below
No ☐

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

Name	Date of Birth	Gender

Relationship to you/your partner/your children:

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

£ Every

Has your rent changed in the last 12 months?

Yes ☐ Send us evidence of the date it changed and by how much.
No ☐

When is the next rent increase due?

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

Yes ☐ Please send us the notice of registration (R05)
No ☐

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

Yes ☐ How many each year?
No ☐

Are you more than 8 weeks behind with your rent?

Yes ☐ If 'Yes' by how much and how many weeks?
No ☐

£
wks

Who receives the Council Tax bill for your home?

Tick the one box that applies

You or your partner ☐
Your landlord ☐
Someone else ☐ who?

Does your rent include the following?

Meals

Yes ☐ How much each week?
No ☐

£

Water rates or water authority charges

Yes ☐ How much each week?
No ☐

£

Heating

Yes ☐
No ☐ How much each week?

£

Part 11 About where you live - continued

Hot water

Yes

☐

How much each week?

£

No

☐

Fuel for cooking

Yes

☐

How much each week?

£

No

☐

Laundry

Yes

☐

How much each week?

£

No

☐

Cleaning rooms or windows

Yes

☐

How much each week?

£

No

☐

Gardening

Yes

☐

How much each week?

£

No

☐

Garage or parking space

Yes

☐

How much each week?

£

No

☐

Do you have to rent the garage as part of your tenancy agreement?

Yes

☐

No

☐

Personal care and support

Yes

☐

How much each week?

£

No

☐

Are you living away from home at the moment? By home, we mean the property you are claiming benefit for.

Yes

☐

Tell us about it below

No

☐

Why are you not living at home?

When did you last live at home?

When do you expect to go back home?

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

Have you sublet your home?

Yes

☐

If 'Yes' who lives there now?

No

☐

**We must see evidence of your rent and tenancy before we can decide how much benefit you can get.
Read the checklist at Part 16 on page 23 to see what you can use as evidence.**

Part 12 Payment of Benefit

If you are awarded Council Tax Support we will credit this direct to your Council Tax account.

Payment of Housing Benefit

We will pay your Housing Benefit straight into your bank or building society account. However, if you are a Housing Association tenant, you can ask us to pay your landlord – please see the bottom of this page for details.

Please note that we cannot pay into Post Office Card Accounts.

Please complete details of your account to be credited:

Account holder's name	Sort code	Bank account number

Name of bank/building society

Branch address

Please note that the Council cannot change this method without written instructions and any amendment will be applied to your claim within twenty-eight days.

If you have not got a current account and have previously been unable to open one, please ask for our leaflet giving details of the new Basic Bank Accounts that are available to you.

Please tick here if you would like us to send you a leaflet. ☐

We will normally pay Housing Benefit direct to the tenant and the tenant will be responsible for their rent to their landlord. However, we will consider making payments to landlords in respect of tenants who are unable to manage their financial affairs, or who are not capable of taking responsibility for the payment of their own rent, or if they are eight or more weeks in arrears with their rent.

Please tick here if you wish to be considered for payments to go direct to your landlord ☐ We will write to you about this.

Housing Association tenants only

Tenants of Housing Associations can opt to have their benefit paid direct to the Housing Association.

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

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

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

Signature:

Date:

Part 13 Sharing information with your landlord or third party

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

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

- you have claimed Housing Benefit;
- we have made a decision on your claim;
- we have made a payment to you; or
- we need more information to make a decision on your claim.

Not signing this consent will in no way affect the final result of your application for Housing Benefits and/or Council Tax Support.

I understand I can write to the Authority and withdraw this consent at any time. This consent will continue until the council or my landlord or I choose to withdraw it.

I consent to the Authority disclosing relevant information concerning my claim to Housing Benefit.

Landlord's Name and Address	
------------------------------------	--

Signature of Person claiming		Date	
Signature of Partner		Date	

Third party consent

Please complete this section if you would like to give us permission to discuss your claim with a third party (eg a support worker, relative, friend, carer, etc).

Name and address of third party:

Contact number:

Consent Declaration

I agree that the Benefits department at North Norfolk District Council can disclose relevant information when requested by the third party listed above concerning my claim for Housing Benefit and/or Council Tax Support. The information provided will be limited to:

- The progress of my claim.
- The assessment of my claim.
- The calculation of my entitlement.

I understand I can withdraw this consent at any time. This consent will continue until either the Council, the third party listed above or I choose to withdraw it.

Where further information is required to make a decision on my claim, the Council can advise the third party listed above that the information has been requested to speed up the collection of any such information.

Signing or failing to sign this consent will in no way affect the final result of my application for Housing Benefit and/or Council Tax Support.

I consent to the disclosing of relevant information concerning my claim for Housing Benefit and/or Council Tax Support by the council to the third party named on this form.

Signature of claimant: Date:

Signature of partner: Date:

Part 14 Anything else you need to tell us

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

If you are sending us separate pieces of paper, tell us how many:

Part 15 Backdating

If you wish to claim from an earlier date, 'backdated benefit', please tick this box ☐ We will write to you about this.

You can request backdated benefit for a period of six months if you are under pensionable age, and three months if you are over pensionable age.

You must provide evidence of income, capital etc exactly as you would have done had you made a claim at the time. You must show **"continuous good cause"** as to why you did not claim earlier.

Note: **"continuous good cause"** – You must show that the situation which prevented you from making your claim, at a particular time, continued for the whole of the backdate period. Failure to show **"continuous good cause"** is the most common reason why backdate requests are refused.

Part 16 Checklist

Please tick to tell us what evidence you are sending with this form. We must see **original** documents, not copies. Please do not send valuable items through the post. If you can, bring them into one of our receptions. We will take the details we need and give you the documents back straightaway. If you cannot get into one of our receptions, you can phone us for more advice. (See the front of this form for contact details).

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

If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later. We can start to process your claim, **but we will not be able to pay you any benefit until we have all the evidence. All evidence must reach us within one month of the date we receive this form.**

	You ▼	Your partner ▼
Evidence of identity	<input type="checkbox"/>	<input type="checkbox"/>
Such as a birth certificate, marriage certificate, passport, medical card, driving licence, EEC identity card, recently paid utility bill, UK residence permit. We need to see two of these documents each for both you and your partner.		
Evidence of National Insurance number	<input type="checkbox"/>	<input type="checkbox"/>
Such as a National Insurance number card, payslips, or benefit letters from the DWP or HMRC.(Inland Revenue)		
Evidence of capital, savings and investments	<input type="checkbox"/>	<input type="checkbox"/>
Such as all your Bank, Building Society or Post Office statements, or certificates for Premium Bonds, National Savings Certificates, ISAs, stocks, shares and unit trusts. We need to see evidence of any interest or dividends on any investments and savings. The evidence you send must show details for at least the last two months.		
Evidence of earnings	<input type="checkbox"/>	<input type="checkbox"/>
This means your last five payslips if you are paid weekly, your last three payslips if you are paid fortnightly or your last two payslips if you are paid monthly. Handwritten payslips are not acceptable. If you do not have payslips please tell us and we will send an Employer's Certificate to your employer for completion. If you or your partner is self-employed you will need to complete a Self-Employed form which you can obtain from our offices. We also need to see your accounts for the last financial year or, if you have been trading for less than a year you will need to fill in your income and expenditure details on the Self-Employed form.		
Evidence of other income	<input type="checkbox"/>	<input type="checkbox"/>
Such as pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see proof of any money people pay you for board and lodgings.		
Evidence of benefit, allowances or pensions	<input type="checkbox"/>	<input type="checkbox"/>
Such as all pages of current award notices.		
Evidence of rent and tenancy	<input type="checkbox"/>	<input type="checkbox"/>
Such as a tenancy agreement, a rent book, rent receipts, or a letter from your landlord. If you do not have evidence of rent we have a form that your landlord can fill in. Please ask us to send your landlord a copy.		
Evidence of other money received or paid out	<input type="checkbox"/>	<input type="checkbox"/>
Such as letters about student grants or maintenance, agreements or receipt from registered child care providers.		

Part 17 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, they must also sign below to confirm all the details about them are correct.

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 know that I **must** let you know in writing about any change in my circumstances which might affect my claim.
- I agree that you will use the information I have provided to process my claim for Housing Benefit and/or Council Tax Support. You may check some of the information with other sources as allowed by the law.
- I understand that you may use any information I have provided in connection with this and any other claim for DWP benefits that I have made or may make. You may give some information to third parties who include employers, landlords, government departments, local authorities and private sector companies such as banks, as well as companies that assist us in fraud detection and prevention such as credit reference agencies. You may contact my employer to obtain evidence of my earnings.
- I authorise you to use the information I have given on this form and on any supporting documents to manage Council Tax and other council activities.

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.

I have read or had read to me all entries on this form and confirm that they are as stated by myself and are correct.

Signature of person claiming

Date

Name of person who filled in
this form (Please print)

Signature of the person who
filled in this form

Date

Relationship to the person
claiming

Please return completed application to the Benefit Department at North Norfolk District Council.

Part 18 Ethnic Monitoring

The government has asked us to gather information about our customers' ethnic backgrounds. This will help us to make sure that our services are being used by all sections of the community.

It's your choice whether to fill in this section, and not filling it in will not affect your benefit claim in any way.

Please show which of the following groups you and your partner (if you have one) consider you belong to by ticking one box for you and one for your partner.

You ▼

Your partner ▼

A

White

British

Irish

Any other White background, please write in

--

B

Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background, please write in

--

C

Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background, please write in

--

D

Black or Black British

Caribbean

African

Any other Black background, please write in

--

E

Chinese or other ethnic group

Chinese

Any other, please write in

--

Help and Advice

North Norfolk District Council has a group of advisors called [The Visiting Team](#). If you have difficulties visiting our offices because of a disability or personal circumstances we can arrange a home visit. The team is available by appointment only.

The benefits we can advise on are as follows:

- Housing Benefit and/or Council Tax Support
- Council Tax Discounts and Exemptions

Contact the Benefit Help and Advice Team on [01263 516349](#).

Please contact Jobcentre Plus on [0845 608 8571](#) if you need help or advice on:

- Income Support
- Jobseeker's Allowance
- Incapacity Benefit
- Employment & Support Allowance

Please contact The Department for Work & Pensions on [0845 900 0121](#) or [0845 712 3456](#) for help or advice on:

- Disability Living Allowance/Personal Independence Payment
- Attendance Allowance

Please contact The Pension Service on freephone [0800 99 1234](#) for help or advice on:

- Pension Credit
- State Retirement Pension

Further information about Benefits can also be found at www.gov.uk/browse/benefits or www.northnorfolk.org/benefits.asp

Housing Benefit and/or Council Tax Support Fraud Hotline: call freephone 0800 328 5878

Victory Housing Trust Tenants

Victory Housing Trust can provide its residents with help and advice on claiming benefits, budgeting and how to deal with debts. Advice can be provided over the phone, or appointments can be arranged either at an office or at your home, at a time convenient to you.

This service is available by calling [0845 3006648](#) or emailing info@victoryhousing.co.uk

Housing Services Team

North Norfolk District Council's Housing Services Team offers free and confidential advice to anyone who has a housing problem. Some of the areas they cover are:

- Preventing homelessness
- Domestic violence
- Loss of accommodation
- Housing Register applications

Contact the Housing Services Team on [01263 516375](#), email housing@north-norfolk.gov.uk or visit our office.

Council Tax Enquiries

For all Council Tax enquiries including:

- moving home
- discounts and exemptions
- payment problems or arrears

Tel: [01263 516071](#)
Email: ctax@north-norfolk.gov.uk

Citizens Advice Bureau

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

General advice is available by visiting www.citizensadvice.org.uk or you can arrange an appointment to see a local advisor by calling [0844 411 1444](#)