

## Notes for filling in your claim form

### About this form

This Housing Benefit and Council Tax Reduction claim form has been specially designed to be easy to fill in. It may look rather long, but we have to ask a lot of questions to make sure that you get 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.

Write in black ink. Do not write in 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 box next to your answer. **Do not put a cross in any boxes.** If you answer a question with a cross we will have to send the form back to you, and this will delay your claim.

If someone else fills in the form for you, there is a space for them to sign so we know the form was filled in for you.

### If you need help filling in the form

If you need any help, phone 0845 140 0845. If you have problems hearing, our textphone number is 0151 934 4327. Our phone lines are open from 8am to 6pm Monday to Friday. You can also get help by visiting any of our one-stop shops shown on page 32 of the claim form. Staff at the libraries will not be able to help you fill the form in.

You can also get in touch with an organisation like Citizens Advice. The address and phone number of your nearest bureau is in The Phone Book.

### Proof

We need to see proof of most of the things you tell us about. There is a checklist on page 29 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.

### Second Adult Rebate

Second Adult Rebate is a form of Council Tax Reduction for people who have reached the qualifying age for pension credit and share their home with someone who:

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

If you are claiming Second Adult Rebate, only fill in part 1, part 3, part 20 and part 21.

### Civil partnerships and same-sex couples

The rules for Housing Benefit and Council Tax Reduction treat all couples who live together in exactly the same way.

If you live with a partner of the same sex, whether you have entered into a civil partnership or not, you should fill in their details on your application form in any questions where the form asks about your partner and give us all the supporting information and documents we ask for about you and your partner.

## 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. Or, you can bring the form and evidence to us at our offices. Do not send valuable documents such as benefit books, bank books or passports in the post. Bring them to one of our offices (see page 32 for more details). We will get the information we need and give the documents back to you.

**If you cannot get the evidence we need straightaway, do not worry. When you send the form to us, let us know that you will be sending some evidence later. If you do not send the form to us straightaway, you might lose money. If you cannot get the evidence we need within two or three weeks, let us know. We may be able to help you.**

If you take your claim form, together with all of the evidence and documents we need to process your claim, to any of the offices listed on page 32 we will process your claim within 10 days.

## When we usually pay benefit from

When we pay benefit from depends on whether you have reached the qualifying age for Pension Credit. Between 6 April 2010 and 5 April 2020, the qualifying age for Pension Credit is increasing gradually from 60 to 65, in line with the State Pension age for women. To find out when you reach the qualifying age for Pension Credit, please visit [www.gov.uk](http://www.gov.uk)

If you are under the qualifying age for Pension Credit, we will usually pay your benefit from the Monday after we get your form.

If you have reached the qualifying age for Pension Credit, we can treat your claim as being from up to three months earlier than the date you actually make it. This means that you will need to give us documents and evidence of your income, savings and investments for all that time for us to be able to work out your entitlement.

## Changes you must tell us about

Tell us straightaway if:

- any of your children leave school or leave home;
- anyone moves into or out of your home (including lodgers and subtenants);
- your income (including benefits), or the income of anyone living with you, changes;
- your savings or investments change;
- 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;
- you move;
- you or your partner are going to be away from home for more than a month;
- you receive any decision from the Home Office about your right to benefits; or
- anything else you have told us about changes.

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.

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 in your circumstances that affects your benefit/reduction. If you don't tell us, we may take court action against you. And if we pay you too much benefit, you will probably have to pay it back and you may be prosecuted.

## 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 (including Local Housing Allowance) and Council Tax Reduction.

We may pass the information to other agencies or organisations such as the Department for Work and Pensions and HM Revenue & Customs, as allowed by law.

We may check information you have provided, or information about you that someone else has provided, with other information we may have about you. We may also get information about you from certain 'third parties', or give them information, to:

- make sure the information is accurate;
- prevent or detect crime;
- protect public money; and
- help identify other benefits, grants and services you may be entitled to.

These third parties include government departments, local authorities and private companies such as banks and organisations that may lend you money.

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

We, Sefton Council, are the data controller for the purposes of the Data Protection Act. This means that we are responsible for collecting, using and holding information under that act. If you want to know more about what information we have about you, or the way we use that information, please ask us.

## Housing Benefit and Council Tax Reduction claim form

Crystal Mark  
12069



Clarity approved by Plain English Campaign

Case reference number

Council tax account number

Name

Address

Postcode

For office use only

Date issued

 /  / 

Issued by

Date received

(Please tick one box only.)

Are you: an owner-occupier?  a private tenant?  a housing-association tenant?  other?

If 'Other', please say what.

Are you applying for Second Adult Rebate only?

Please read 'notes for filling in your claim form' over the page for more details about who can claim Second Adult Rebate.

No  You must fill in all this form.

Yes  Please fill in parts 1, 3, 20 and 21 only.

### Part 1 About you and your partner

#### Do you have a partner who normally lives with you?

By partner, we mean someone you are married to or have a civil partnership with, or a person you live with as if you were their husband, wife or civil partner. (A civil partnership is a formal arrangement that gives same-sex partners the same legal status as a married couple.)

No  Yes

If you have a partner, you must answer all the questions about them, as well as yourself.

You

Your partner

Last name



Other names



Any other last names you have used



Title (Mr, Mrs, Ms, other)



Date of birth

 /  / 
 /  / 

National Insurance number

You can find this on payslips, or letters from the Department for Work and Pensions or HM Revenue & Customs. We cannot decide your claim if we do not have your National Insurance number.

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

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

If you do not have a National Insurance number, or cannot find it, tick this box.

If your partner does not have a National Insurance number, or cannot find it, tick this box.

Address (including the room number, if you have one) where you are claiming for

Do not tell us your partner's address if it is the same as yours.

  
  
  
 Postcode

  
  
  
 Postcode


We must see proof of identity, home address and National Insurance number for both you and your partner (if you have one). Read the checklist at part 20 to see what you can use as proof. All documents must be original, we cannot accept photocopies.

# Part 1

# About you and your partner – continued

What date did you and your partner move to this address?

Your daytime phone number

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

Home

Work

Home

Work

What is this number?

Mobile

Textphone

Mobile

Textphone

What is your email address?

You do not have to tell us this.

If you own the property with anyone other than your partner, please give the names of the joint owners.

Have you or your partner claimed Housing Benefit (including Local Housing Allowance), Council Tax Benefit or Council Tax Reduction before?

No

Yes  Please tell us about it below.

No

Yes  Please tell us about it below.

When did you claim?

Which council did you claim from?

What name did you use for the claim?

What address did you claim for?

  
  
  
  
  
  

Have you told the council that paid your benefit or gave you the reduction that you have moved?

No

Yes

No

Yes

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

  
  
  
  
  
  

Tell us whether you were the homeowner, a private tenant, a council tenant or a lodger at this address.

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 two years?

No

Yes  We will write to you about this.

No

Yes  We will write to you about this.

What is your nationality?

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

The UK is England, Northern Ireland, Scotland and Wales.

# Part 1 About you and your partner – continued

Are you or your partner in a hospital or care home at the moment?

When did you go in?

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

Please give the name and address of the hospital or care home.

Do you or your partner get Disability Living Allowance?

Do you or your partner get Attendance Allowance?

Do you or your partner have a carer who lives somewhere else, but provides care overnight in your home?

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

Have you or your partner been told that you are entitled to Carer's Allowance, even if you do not receive it, because you are getting another benefit instead? (This is sometimes called an underlying entitlement.)

Are you or your partner an approved foster carer?

Do you or your partner have a vehicle from the Motability Scheme?

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

Are you or your partner a student?

By student, we mean anyone who is on a course of study at an educational establishment, including student nurses.

## You

No

Yes  Please tell us about it below.

 /  / 
 /  / 
  
  
 Postcode

No

Yes  How much?

 Care: £

 Mobility: £

No

Yes

No

Yes  We may write to you.

No

Yes

No

Yes

No

Yes  We may write to you.

No

Yes

No

Yes  How much do you pay?

 £

How often?

 Every

No

Yes

Do you study full-time or part-time?

Full-time  Part-time

## Your partner

No

Yes  Please tell us about it below.

 /  / 
 /  / 
  
  
 Postcode

No

Yes  How much?

 Care: £

 Mobility: £

No

Yes

No

Yes  We may write to you.

No

Yes

No

Yes

No

Yes  We may write to you.

No

Yes

No

Yes  How much do they pay?

 £

How often?

 Every

No

Yes

Do they study full-time or part-time?

Full-time  Part-time

# Part 1 About you and your partner – continued

You

Your partner

How much of your income is taken into account when your student grant or student loan is worked out?

£  a year

£  a year

Please tick if you or your partner:

- are an apprentice
- are on youth training
- are in legal custody
- have a severe learning disability, mental illness or form of dementia
- are registered blind
- have a long-term illness or are disabled

  
  
  
  
  

We will contact you if we need any more information.

## Part 1a About your ethnic background - optional

We are committed to making sure our services are accessible to everyone in the community.

You do not have to answer the following questions about you and your partner, but if you do it will help us to improve our services.

We will keep all information confidential and will only use it to help us improve our services.

You

Your partner

### Asian

- Asian or Asian British
- Bangladeshi
- Indian
- Pakistani
- Any other Asian background

### Asian

- Asian or Asian British
- Bangladeshi
- Indian
- Pakistani
- Any other Asian background

### Black or black British

- African
- Caribbean
- Any other black background

### Black or black British

- African
- Caribbean
- Any other black background

### Chinese

### Chinese

### White

- British
- Irish
- Any other white background

### White

- British
- Irish
- Any other white background

### Mixed

- White and Asian
- White and black African
- White and black Caribbean
- Any other mixed background

### Mixed

- White and Asian
- White and black African
- White and black Caribbean
- Any other mixed background

# Part 2 About children

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

- under 16;
- aged 16 or 17 and registered for work or youth training; or
- aged 16, 17, 18 or 19 **and** in education doing a course that is not higher than GCE A-level, SCE Higher level or GNVQ (advanced).

Are there any children (as described above) in your household?

No  Go to part 3. Yes

Do you want to claim for any children or foster children?

No  Go to part 3. Yes  How many?

If you have more than four children, please fill in their details on a separate sheet of paper.

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

	First child	Second child	Third child	Fourth child
Last name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
What is the child's sex?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to you	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to your partner	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
If the child is over 15, give the approximate date they will leave school.	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
Address (if different from yours)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Child Benefit number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Who gets the Child Benefit for them?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If the person receiving the Child Benefit is you or your partner, we will need to see proof of this.

## Part 2 About children – continued

	First child	Second child	Third child	Fourth child
Is the child registered blind? If 'Yes', we need to see evidence.	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
Does the child get Disability Living Allowance?	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
If 'Yes', how much?	Care £ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
	Mobility £ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
<b>Do you or your partner pay a registered childminder, a nursery or an after-school club for this child?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
If 'Yes', tell us the name, address and registration number of the childcare provider.				
How much do you pay a week for childcare? We need to see evidence of your weekly childcare costs.	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
Do you receive any government grants or vouchers towards your childcare costs (not counting tax credits)?	No <input type="checkbox"/>	Yes <input type="checkbox"/> We will write to you about this.		
Do you receive any grants, vouchers or any other sort of help towards your childcare costs?	No <input type="checkbox"/> Go to part 3.	Yes <input type="checkbox"/> We will write to you about this.		

We must see proof of Child Benefit you get for any children who live with you. All documents must be original, we cannot accept photocopies.

## Part 3 About other people who live with you

Now tell us about all the people who usually live with you and your partner.

If you want to tell us about more than three people, use a separate sheet of paper.

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

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

No  Go to part 4.

Yes  Fill in this section.



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

First person

Second person

Third person

Last name




Other names




Date of birth

 /  / 
 /  / 
 /  / 

Their National Insurance number




Their relationship to you or your partner

Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, boarder, lodger or friend.




If any of the people you have mentioned in this section are a joint owner or joint tenant of the property, please **do not** answer any more questions **about that person** in this section.

Do they get Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Universal Credit or Pension Credit?

No

No

No

Yes

Yes

Yes

Do they get Disability Living Allowance, Personal Independence Payment or Attendance Allowance?

No

No

No

Yes  How much?

Yes  How much?

Yes  How much?

 £  a week

 £  a week

 £  a week

Are they registered blind?

No

No

No

Yes

Yes

Yes

Are they a full-time student, a student nurse, a care worker, an apprentice or on youth training?

No

No

No

Yes  Tell us which.

Yes  Tell us which.

Yes  Tell us which.




Do they pay rent or money for board and lodgings to you or your partner?

No

No

No

Yes

Yes

Yes

If 'Yes', how much?

 £  a week

 £  a week

 £  a week

Do they have a severe learning difficulty, mental illness or form of dementia?

No

No

No

Yes

Yes

Yes

Are they in legal custody at the moment?

No

No

No

Yes

Yes

Yes

If 'Yes', when are they expected to come out?

 /  / 
 /  / 
 /  /

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

First person

Second person

Third person

Are they in hospital at the moment?

No   
Yes

No   
Yes

No   
Yes

If 'Yes', when did they go in?

/ /

/ /

/ /

When will they come out (if you know)?

/ /

/ /

/ /

Do they normally work for 16 hours or more a week?

No  Tell us their earnings before any deductions.  
Yes

No  Tell us their earnings before any deductions.  
Yes

No  Tell us their earnings before any deductions.  
Yes

We need to see evidence of their earnings.

£

£

£

How often do they get paid?

Every

Every

Every

Do they have any other income at all?

This includes any benefits or allowances you have not told us about on this form and interest from savings and investments.

No   
Yes

No   
Yes

No   
Yes

If 'Yes', name of first other income

How much is it before deductions?

£ a week

£ a week

£ a week

Name of second other income

How much is it before deductions?

£ a week

£ a week

£ a week

Name of third other income

How much is it before deductions?

£ a week

£ a week

£ a week

How much money do they hold in savings, capital, property or investments? Please give the total amount held.

We need to see proof of other incomes.

We need to see proof of other incomes.

We need to see proof of other incomes.

£ a week

£ a week

£ a week

Are any of the people who normally live with you living together as partners?

No   
Yes

Tell us their names.

is the partner of

is the partner of

We must see proof of income for any people you have mentioned in this section. Read the checklist at part 20 to see what you can use as proof. All documents must be original, we cannot accept photocopies.

# Part 4 About Guaranteed Pension Credit

You

Your partner

Are you or your partner getting Guaranteed Pension Credit?  
No   
Yes

No   
Yes

When did you start getting it?

When did you start getting it?

Are you or your partner waiting to hear about a claim for Guaranteed Pension Credit?  
No   
Yes

No   
Yes

When did you claim?

When did you claim?

If you have answered 'Yes' to either of these questions, please go to part 12, otherwise go to part 5.

## Part 5 About bank accounts, savings, investments and property

You must answer every question in this part of the form. If you don't answer all of them, your claim could be delayed or you may lose out on benefit or reduction.

Do you or your partner have any bank accounts?  
No   
Yes

How many accounts?

Tell us about all your **bank accounts**, even empty or overdrawn ones. If there are more than two bank accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

### First account

Name of bank

Whose name is the account in?

Account number

How much is in the account?

### Second account

Name of bank

Whose name is the account in?

Account number

How much is in the account?

Do you or your partner have any building society accounts?

No

Yes

How many accounts?

Tell us about all your **building society accounts**, even if you do not use them regularly. If you have more than two building society accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

**First account**

Name of building society

Whose name is the account in?

Account number

How much is in the account?

£

**Second account**

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 post office accounts?

No

Yes

How many accounts?

This includes savings accounts.

Tell us about all your post office accounts. If you have more than two post office accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

**First account**

Type of account

Whose name is the account in?

Account number

How much is in the account?

£

**Second account**

Type of account

Whose name is the account in?

Account number

How much is in the account?

£

Do you or your partner have any Premium Bonds?

No

Yes

How many bonds?

How much money do you have in Premium Bonds?

£

Do you or your partner have any National Savings Certificates?

No

Yes

If you have more than two National Savings Certificates, please tell us about the others on a separate sheet of paper and send it with this form.

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

Please tell us the issue number, their value and how many you have.

Issue number

1

Value

£

How many?

Issue number

2

Value

£

How many?

Do you or your partner have any stocks, shares, bonds or unit trusts?

No   
Yes

If you have shares in more than two companies, please tell us about the others on a separate sheet of paper and send it with this form.

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

Please tell us which company your shares are held in, and how many you have.

1	Name of the company the shares are held in	How many?
	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
2	Name of the company the shares are held in	How many?
	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Do you or your partner have any other savings or investments?

For example, cash, TESSAs, ISAs, TOISAs, compensation, or any other money you have not told us about on this form.

No  Yes  Tell us about this.

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?

If it is on a mortgage or a loan, still tick 'Yes'.

No  Yes  What is the address?

Postcode

How much is it worth?

£

If you have a mortgage or loan for this, how much is left to repay?

£

Do any of the children you are claiming for:

- own property or land in this country; or
- have any money or property held in trust?

No   
Yes  We will write to you about this.

We must see proof of all accounts (even if they are overdrawn) and sources of savings, investments and property. Please refer to the checklist in part 20 of this form to see what you can use as proof. All documents must be original, we cannot accept photocopies.

# Part 6 About Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Universal Credit

**You**

**Your partner**

Are you or your partner getting Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Universal Credit?

No   
Yes  Which?

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit

**When did you start getting it?**

 /  / 

No   
Yes  Which?

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit

**When did you start getting it?**

 /  / 

Are you or your partner still waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Universal Credit?

No   
Yes  Which?

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit

**When did you claim?**

 /  / 

No   
Yes  Which?

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit

**When did you claim?**

 /  / 

If you have answered 'Yes' to either of these questions, please go to part 12, otherwise go to part 7.

## Part 7 About being self-employed

Are you or your partner self-employed?

No  Go to part 8.

If you are a paid director of a limited company, tick the 'No' box and fill in part 6 as if you work for an employer.

Yes  Answer the questions on this section. You must 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 accounts, we will need to see some other evidence of your income. We will write to you about this.

**You**

**Your partner**

What is the name of your business (if it has one)?



What kind of work do you do?



When did the business start?

 /  / 
 /  / 

What is the business address?

  
  
 Postcode

  
  
 Postcode



# Part 8 About working for an employer - continued

You

Your partner

When did you start this job?



What is your payroll, employee or staff number?



Are you employed for a limited period?

No

Yes  When will you finish?

No

Yes  When will they finish?

How often do you get paid?

Every

Every

How much do you get paid before tax and National Insurance 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?



How many hours a week do you usually work?



Give details of any regular overtime, bonuses or commission.



Are you or your partner getting Statutory Sick Pay (SSP), Statutory Maternity Pay (SMP) or Statutory Paternity Pay (SPP) from your employer at the moment?

No  Yes

If 'Yes', please say which.

When did it start?

When is it due to end?

No  Yes

If 'Yes', please say which.

When did it start?

When is it due to end?

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  How much?

£

How often?

Every

No

Yes  How much?

£

How often?

Every

We must see proof of any earnings before we can decide how much benefit or reduction you can get. Read the checklist at part 20 to see what you can use as proof. If you get tips or bonuses, tell us about these in part 18. All documents must be original, we cannot accept photocopies.



## Part 9 About any other work

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

This could be voluntary work or any other work, even if it is not paid work.

No  Go to **part 10**.

Yes  Answer the questions on this page.

You

Your partner

What other work do you do?



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

Name
Postcode

Name
Postcode

When did you start this work?

 /  / 
 /  / 

How many hours a week do you usually work?



Do you get paid?

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

No

Yes

No

Yes

How much do you get before any deductions?

 £

 £

How often?

 Every

 Every

We must see proof of any income before we can decide how much benefit or reduction you can get. Read the checklist at part 20 to see what you can use as proof. All documents must be original, we cannot accept photocopies.

## Part 10 About benefits and pensions

Are you or your partner getting any benefits or waiting to hear about benefits you have claimed?

Read the list of benefits below and tell us about any you or your partner are getting now or have claimed.

No  Go to **part 11**.

Yes  Tell us about the benefits over the full page. Tell us the full rate of the benefits before any deductions.

- Adoption Pay
- Bereavement Benefit
- Carer's Allowance
- Child Benefit
- Child Tax Credit
- Contribution-based Jobseeker's Allowance
- Disability Living Allowance
- Employment and Support Allowance
- Fostering Allowance
- Guardian's Allowance
- Incapacity Benefit
- Industrial Injuries Disablement Benefit (including Reduced Earnings Allowance and Retirement Allowance)
- Industrial Death Benefit
- Maternity Allowance
- Pension Credit
- Personal Independence Payment
- Severe Disablement Allowance
- State Pension
- Statutory Sick Pay
- Statutory Maternity Pay
- Statutory Paternity Pay
- Universal Credit
- War Disablement Benefit
- War Pension or War Widow's Pension
- Widow's or Widower's Benefits
- Working Tax Credit

If you are getting or have claimed any benefit that is not listed, tell us about it on a separate sheet of paper and send it with the form.

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

# Part 10 About benefits and pensions

You

Your partner

The name of the benefit or pension



Are you waiting to hear about the benefit?



Are you getting it now?

How much?

How much?

£

£

How often?

How often?

Every

Every

The name of the benefit or pension



Are you waiting to hear about the benefit?



Are you getting it now?

How much?

How much?

£

£

How often?

How often?

Every

Every

The name of the benefit or pension



Are you waiting to hear about the benefit?



Are you getting it now?

How much?

How much?

£

£

How often?

How often?

Every

Every

We must see proof of any benefits or pensions you receive before we can decide how much benefit or reduction you can get. Read the checklist at part 20 to see what you can use as proof. All documents must be original, we cannot accept photocopies.

## Part 11 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?**

No  Go to part 12.

Yes  Answer the questions in this part.

This includes work 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, a student grant or loan and any cash payments. You also need to tell us about any money you get from people living in your home 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.

# Part 11 About other money coming in – continued

## Other money 1

What is the money for?

Who gets it?

How much do they get?

£  How often?

How is this paid?

When did they start getting this income?

When is the income likely to go up?

## Other money 2

What is the money for?

Who gets it?

How much do they get?

£  How often?

How is this paid?

When did they start getting this income?

When is the income likely to go up?

## Other money 3

What is the money for?

Who gets it?

How much do they get?

£  How often?

How is this paid?

When did they start getting this income?

When is the income likely to go up?

Does anyone owe money to you, your partner or any children you are claiming for?

No  Yes

What for?

How much?

£

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

No  Yes

What for?

For example, a redundancy payment or a payment instead of notice or holiday.

How much?

£

We must see proof of any money coming in before we can decide how much benefit or reduction you can get. Read the checklist at part 20 to see what you can use as proof. All documents must be original, we cannot accept photocopies.

# Part 12 About where you live

Do you own your own home or have a mortgage?

If your property is part of a shared-ownership scheme please tick 'No'.

Yes  Go to **part 18**.

No  Continue with this section.

Have you ever owned all or part of the property you live in?

No

Yes  We will write to you about this.

What sort of building do you live in?

Tick one box only.

Detached house

Semi-detached house

Terraced house

Maisonette

Bungalow

Semi-detached bungalow

Flat in a house

Flat in a block

Flat over a shop

Bedsit or rooms, or a studio flat

Hostel

Other (give details)

Caravan, mobile home or houseboat

Board and lodgings

Hotel

Residential nursing home

Residential care home

Does your home have central heating?

No

Yes

Does your home have a garden?

No

Yes

Does your home have a garage?

No

Yes

Does your home have a parking space?

No

Yes

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

No

Yes

Do you use your home for business?

No

Yes

Do you and your household live in only part of the building?

No

Yes

Where in the building do you live?

At the front

In the middle

At the back

How many floors are there?

Which floors do you live on?

For example, the ground floor or first floor.

How many rooms are there in the building?

In the whole building

Just for you and your household

That you share with other people

Living rooms




Bedsits




Bedrooms




Bathrooms or shower rooms




Toilets




Kitchens




Other rooms

## Part 12 About where you live – continued

Do you have a main 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.

No

Yes

If 'Yes', what is the address?

Postcode

Do you pay rent on this home?

No

Yes  How much?

£

## Part 13 About rent

Do you pay rent for your home?

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

No

Go to **part 18**.

Yes

Answer the next question.

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

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

Name

Business address

Postcode

Home address

Postcode

If your landlord has an agent, tell us their full name and address.

By agent we mean the person or organisation you actually pay your rent to.

Name

Postcode

Does your landlord live at the same address as you?

No

Yes

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

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

No

Yes

What is the relationship?

is my landlord's or agent's

Person's name

Relationship

We may not be able to pay benefit if your landlord is related to anyone living at your address.

# Part 13 About rent

When did you start renting your home?

When did you move to this address?

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

Did you have to continue paying rent at your old address after you moved to this address?

No

Yes

When did your tenancy for your old address end?

What sort of tenancy do you have?

For example, shorthold, assured or tied rent.

How long is the tenancy for?

to

What is your property let as? Tick the box that applies.

Furnished

Partly furnished

Barely furnished

Unfurnished

How much rent do you pay and how often? For example, every week, every fortnight, every four weeks or every month.

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

No

Yes

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

Name

Relationship

How much of the rent do they pay and how often? For example, every week, every fortnight, every four weeks or every month.

Has your rent changed in the last 12 months?

No

Yes

Send us evidence of the date it changed, and how much it changed.

When is the next rent increase due?

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

No

Yes

Please send us the notice of registration (RO5).

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

No

Yes

How many in a year?

# Part 13 About rent – continued

Are you behind with your rent?

No

Yes  By how many weeks?

Who has to pay the council tax bill for your home? Tick the box that applies.

You or your partner

Your landlord

Someone else

Tell us who it is below.

What is the council tax account number?

Does your rent include money for the following?

Meals

No

Yes

How much?

£  every

For which meals? Please tick.

Breakfast

Lunch

Evening meal

Who is responsible for providing these meals?

You

Your landlord or their representative

Water charges

No

Yes

How much?

£  every

Heating

No

Yes

How much?

£  every

Lighting

No

Yes

How much?

£  every

Hot water

No

Yes

How much?

£  every

Fuel for cooking

No

Yes

How much?

£  every

Laundry

No

Yes

How much?

£  every

Cleaning rooms or windows

No

Yes

How much?

£  every

Gardening

No

Yes

How much?

£  every

Garage or parking space

No

Yes

How much?

£  every

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

No

Yes

Personal care and support

No

Yes

How much?

£  every

## Part 13 About rent – continued

Do you pay any other service charge not yet mentioned (for example, for cleaning or lighting in shared areas, an alarm system, a warden, general counselling or support, meals, or lift maintenance)?

No

Yes

How much?

£

What for?

Are you living away from home at the moment?

No

Yes

Tell us about it below.

Why are you not living at home?

When did you last live at home?

/ /

When do you expect to go back home?

/ /

What is the address of where you are living at the moment?

Postcode

Have you sublet your home?

No

Yes

Who lives there now?

**We must see proof of your rent and tenancy before we can decide how much benefit or reduction you can get. Read the checklist at part 20 to see what you can use as proof. All documents must be original, we cannot accept photocopies.**



## Part 14 How you will be paid and the choices you have

- If you get Council Tax Reduction, we will take this off your council tax bill.
- If you get Housing Benefit (including Local Housing Allowance), we will normally pay this direct to you. We can pay it direct to your landlord in certain circumstances only (please see the notes below).

### Who do you want us to send the payment to?

You  Go to **part 16**.

Your landlord  Continue with this section.

Most people who rent a property from a private landlord no longer have the choice of having the benefit paid direct to the landlord. Your benefit must normally be paid direct to you and you are then responsible for paying the rent to your landlord.

If you feel that you cannot manage your benefit payments, we can consider paying your landlord direct.

If you want us to do this, you need to tell us why you want your payments to be sent to your landlord. We may decide to pay your landlord direct if you:

- have a learning disability;
- have a mental-health problem, physical disability or medical condition which affects your ability to manage your money;
- have problems reading or writing, or cannot speak English;
- are dealing with a drug, alcohol or gambling addiction;
- are escaping domestic violence;
- have recently been released from prison;
- have severe debt problems;
- are bankrupt;
- cannot open a bank account;
- have a history of being homeless;
- are eight weeks or more behind with your rent; or
- can show us that paying your benefit direct to you will cause difficulties which could lead to you losing your tenancy.

This is not a full list. We will look at your case individually.

If you think that we should pay your landlord direct, tick this box.  Give your reasons in the space over the page.

We will need to see proof of any reasons that you give. This proof includes things such as letters from GPs, social services and other organisations. We will write to you with our decision.

There are some types of tenancy where the benefit rules are slightly different, for example if you:

- have a registered social landlord or rent from a registered housing association;
- live in supported housing that a registered charity or voluntary organisation owns;
- have a tenancy that began before 16 January 1989;
- have a tenancy where a significant amount of the rent is for meals; or
- live in a caravan, hostel or houseboat.

In most of these cases we can pay your landlord simply because you ask us to. If you think you fall into one of these categories and you want the benefit to go straight to your landlord, tick this box.

Give your reasons in the space over the page. We will write to you with our decision.

We can also pay your landlord directly if:

- this will help you get or keep the tenancy for the property; and
- your landlord has reduced the rent to an amount you can afford if you get Local Housing Allowance.



**If you rent your property from a housing association they do not need to fill in this section and you should now go to part 17 of this form.**

**Otherwise please ask your landlord to fill in this section.**

Anybody who receives benefit **must** tell us about any change of circumstances that would affect the amount of benefit.

## Overpayments

We can take action against you or your tenant if you receive too much benefit.

It is in your interest to make sure that if you receive too much benefit for your tenant, you do not pay the extra back to them until we have confirmed that we will not be trying to get the money back. If we ask you to pay back any benefit you are not entitled to, and you do not pay it straightaway, we have the right to pay future benefit direct to your tenant. We can also take legal action against you.

You should know the following.

- If your tenant was paid too much benefit at their old address, we may decide to get our money back by reducing their benefit payments to you.
- The benefit will not necessarily cover all of your tenant's rent. It is up to them to pay the rest.
- Do you agree to accept benefit payments for your tenant? No   
Yes  Give your account details below.

Name of your bank or building society										
Bank or building society address										
Full name of account holder										
Sort code				-			-			
Account number										
Your signature								Date		
If the landlord is a company, please give your position within the company and the name of the company.										
Email address										

## Your (landlord's) declaration

- I have read and understood the information above about how benefit is paid to me.
- I agree to tell you about any change of circumstance that I find out about.
- I understand that you may collect overpaid benefit from me. This will apply for any tenant I receive benefit payments for.
- I have read part 14 of this form and understand and accept the conditions of receiving benefit payments direct.

**Your signature**

**Date**

**Full name**

(Please print in block capitals)

**Your address**

**Phone number**

**Now go to part 17.**

## Part 16 Payment direct to your own bank or building society account

Receiving your benefit this way is better for you for a number of reasons.

- **Security**

There are no cheques. This means that your money cannot get lost or stolen.

- **Convenience**

The money goes straight into your account, so you don't have to pay the cheque in or wait for it to clear. You can pay your rent by standing order or direct debit if your landlord agrees to this.

- **Peace of mind**

The money is always in your account on the due date, so you don't have to worry about it being delayed or lost in the post.

If you don't have a bank or building society account, now is the best time to get one. Most banks and building societies now offer basic accounts that are easy to open. Ask us for a leaflet on basic bank accounts (see the back of this form for our phone number).

**Give your account details below.**

Bank or building society name									
Bank or building society address									
Full name of account holder									
Sort code			-			-			
Account number									
Your signature							Date	/	/

## Part 17 Sharing information with your landlord

Sharing information with your landlord could help us to deal with your claim more quickly and reduces the risk of you falling behind with your rent because of your claim being delayed. But, under the Data Protection Act, we need your permission to share information.

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

- whether you have claimed benefit and, if so, whether we have made a decision on your claim;
- if we need more information to make a decision on your claim and, if so, what information this is; and
- when you will receive benefit and the amount you will receive.

There may be other information about your claim that we need to check with your landlord before we can make a decision on your claim, such as the date your tenancy started. 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. You can withdraw your permission at any time.

If we pay benefit direct to your landlord we will give them the following details.

- The amount of benefit you will get each week.
- The period of time the payments will cover (such as £400 every four weeks).

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

**I give you permission to share my information about my claim with my landlord or their representative.**

Your signature

Date

 /  / 

**Now go to part 18.**





## Part 20 Checklist

Please tick to say what proof you are sending with this form. We must see original documents, not copies. Please do not send valuable documents through the post. If you can, bring them into any of the one-stop shops or libraries listed on page 32. We will take the details we need and give you the documents back straightaway. If you cannot get into the office, phone 0845 140 0845 for more advice. Lines are open Monday to Friday 8am to 6pm.

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, **but we will not be able to pay you any benefit or give you a reduction until we have all the proof.**

If you do not provide all of the proof we need **within one month of sending us your claim**, we may not be able to pay you any benefit or give you a reduction.

### Proof of your identity

We will accept a birth certificate, marriage certificate, passport, National Insurance number card, medical card, driving licence, UK residence permit, EEC identity card or recent gas or electricity bill as proof of identity. We will need to see at least **two** different documents from separate sources for both you and your partner, if you have one.

### Proof of your address

We will accept a recent gas or electricity bill or a TV licence.

### Proof of your National Insurance number

We will accept a National Insurance number card, payslips or letters from the Department for Work and Pensions or HM Revenue & Customs.

### Proof of your bank accounts, savings, investments and property.

We will accept building society or post office books, full bank statements, and certificates for Premium Bonds, National Savings Certificates, ISAs, stocks, shares and unit trusts. We need to see evidence of any interest or dividends you get on investments and savings. **The proof you send us must show details for at least the last three months.**

### Proof of your earnings

We will accept your last five payslips if you are paid every week, your last three payslips if you are paid every two weeks, or your last two payslips if you are paid every month. If you do not have these payslips you can download a 'certificate of earnings' form from our website, [www.sefton.gov.uk/benefits](http://www.sefton.gov.uk/benefits).

If you or your partner are self-employed, we need to see your accounts for the last financial year or, if you have been trading for less than six months, a summary of your trading records so far. You can download an income and expenditure form from [www.sefton.gov.uk/benefits](http://www.sefton.gov.uk/benefits). (Click on either 'Help with Council Tax' or 'Help with rent', then click on 'How can I claim?'. A link to the form is on this page.) You can also ask for these documents by phoning 0845 140 0845 or you can collect one in person from our one-stop shops listed on page 32 of this form.

### Proof of your other income

We will accept pension slips from an 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.

### Proof of your benefits, tax credits, allowances or pensions

We will accept current award notices or letters from the Department for Work and Pensions or HM Revenue & Customs confirming how much you get. If you do not have proof, let us know straightaway.

### Proof of your rent and tenancy

We will accept a rent book, rent receipts, a recent rent statement, a tenancy agreement or a letter from your landlord.

### Proof of other money you pay out

We will accept letters about student grants or maintenance, agreements or receipts from childcare providers.

Make sure you read and sign the declaration in **part 21**.

# Part 21 Declaration

Even if someone else has filled this form in for you, you must sign this declaration if you can. If you have a partner, it would be helpful if they also 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.

The information I have given on this form is correct and complete. You may check some of my information, as allowed by law.

I understand the following.

- You will use the information I have given to process my claim for Council Tax Reduction or Housing Benefit (including Local Housing Allowance and Discretionary Housing Payments, if these apply) or both.
- If I give information that is wrong or incomplete, you may take action against me.
- I agree to tell you straightaway, in writing, about any change in my circumstances which may affect my claim. If I fail to do so, you may take action against me, including legal action.
- I will not assume that any other person or agency will report changes in my circumstances for me.
- If I am paid too much, I will have to pay it back and I may be prosecuted.
- You may use any information I have given in connection with this and any other claim for other benefits that I have made or may make. You may give some information to other council departments and other organisations, such as government departments, local authorities and private companies such as banks, if the law allows this.
- You share information with other agencies, including credit-reference agencies, to improve the quality of your service and guard against fraud, making sure benefits are paid to the people who are entitled to them.
- I accept that, if I do not provide all my supporting proof within one month of sending you my claim, you may not be able to pay me any benefit or give me a reduction.
- I have read, understood and accept the information contained in the notes page accompanying this claim form.

We, Sefton Council, have a duty to protect the public funds we handle. To do this we may use the information you have provided on this form to prevent and detect fraud. We may also share this information, for the same purpose, with others responsible for dealing with public funds.

Your signature

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

Name of the person who filled in the form

Signature of the person

Relationship to the person claiming

Date

Please bring this form to any of the offices listed, or send it to: Sefton Council, Benefit Section, PO Box 21 Bootle, L20 3US.



## Our 10-day target

Have you got all the documents and supporting proof we need to process your claim?

Read the checklist on page 29 to make sure that you have all the documents and proof we need.

Your claim could be delayed or you could even lose benefit or reduction if you do not supply all the documents we need.

If you bring your claim form (together with all supporting documents and proof) to one of the one-stop shops listed on page 32, we will process your claim within 10 days.

# Help us beat benefit fraud!

**Benefit fraud costs the country millions of pounds every year.**

We take all steps to prevent, detect and investigate benefit fraud.

We have a dedicated team that investigates suspected benefit fraud.

**If you know someone who is claiming benefits they are not entitled to, you can report them, confidentially, by ringing our Freephone benefit-fraud hotline on:**

**08000 567000.**

**Don't just accept benefit fraud – report it!**

**With your help, we can beat the cheats!**

# What to do next

When you have filled in this form, you must fill in and sign the declaration in part 21. You can bring it into any of our offices (as listed below) with the proof we need to see. Or, you can return your form to **Sefton Council, Benefits Section, PO Box 21, Bootle, L20 3US**.

Do not send valuable documents such as benefit books, bank books or passports in the post. Bring them to one of our offices and we will get the information we need and give them back to you.

To find out more about Housing Benefit (including Local Housing Allowance) or Council Tax Reduction, go on our website at [www.sefton.gov.uk/benefits](http://www.sefton.gov.uk/benefits) or phone **0845 140 0845**. Lines are open Monday to Friday 8am to 6pm.

## Sefton one-stop shops

Our staff at the one-stop shops are also available to answer any questions you may have about your claim for benefits.

Office	Opening times
<b>Bootle one-stop shop</b> 324-342 Stanley Road Bootle Liverpool L20 3ET	Monday to Friday, 9am to 5pm
<b>Southport one-stop shop</b> Cambridge Arcade Southport PR9 1DA	

## Sefton libraries

You can hand in your claim form and get supporting documents and proof checked at the following libraries. Please remember that these libraries will not be able to answer any questions about your claim.

Name and address	Phone number
<b>Ainsdale Library</b> Liverpool Avenue, Ainsdale, Southport, PR8 3NE	<b>01704 577345</b>
<b>Birkdale Library</b> 240-244 Liverpool Road, Birkdale, Southport, PR8 4PD	<b>01704 567380</b>
<b>Crosby Library</b> Crosby Road North, Waterloo, Liverpool, L22 0LQ	<b>0151 257 6400</b>
<b>Formby Library</b> Duke Street, Formby, Liverpool, L37 4AN	<b>01704 874177</b>
<b>Meadows (Maghull) Library</b> Hall Lane, Maghull, Liverpool, L31 7BB	<b>0151 288 6727</b>
<b>Netherton Library</b> Glovers Lane, Netherton, Liverpool, L30 3TL	<b>0151 525 0607</b>
<b>Southport Library</b> Lord Street, Southport, PR8 1DJ	<b>0151 934 2118</b>

The opening times for each library are different. For the opening times of a specific library, please phone the library you want, or visit [www.sefton.gov.uk/libraries](http://www.sefton.gov.uk/libraries).

## Tenants of certain housing associations

If you are a tenant of one of the following housing associations you can take your claim form and proof to their offices. You can phone them, on the relevant number shown below, for more information.

Adactus Housing Association (including Beech housing)	01942 608 715
Cosmopolitan Housing Association	0151 227 3716
Crosby Housing Association	0151 920 7300
Forum Housing	0151 649 9718
Maritime Housing Association	0844 736 0068
One Vision Housing	0845 140 1234
Pierhead Housing	0151 227 1001
Riverside Housing	0845 111 0000

