

# Council Tax Reduction (known as Council Tax Support) claim form

Official use only

Case ref

Date issued

Date received

Please complete, print and return this form as soon as possible to:  
The Benefits Service, Council Offices, Wallfields, Pegs Lane, Hertford SG13 8EQ  
Alternatively click the send button. This will open your email application  
and attach as a new message.

SBC Tel: 01438 242440      EHC Tel: 01279 655261  
Email: [benefits@hertspartnership-ala.gov.uk](mailto:benefits@hertspartnership-ala.gov.uk)

Your name

Your address  
(inc postcode)

Telephone number

Email

## Don't delay - claim today!

Do not delay returning this form if you do not have all the information that is asked for.

### Filling in the form

- Use black ink to fill in the form. Do not use pencil. If you make a mistake, just cross it out and put the right answer next to it. Do not use correction fluid or tape. Please initial any alterations.
- Answer 'Yes' or 'No' questions by ticking ✓ 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 do not answer a question we will have to send the form back, and this will delay the claim.
- If someone else fills in the form for you, there is a special space for them to sign in Part 13. You must sign Part 13 as well.
- If you require help filling out this form or require a home visit due to illness or disability please call us between 9am and 5pm to discuss arrangements.

Please tick which you want to claim:

**Council Tax Support** can be claimed if you are liable to pay Council Tax

**Second Adult Rebate** can be claimed if you are the only person liable for Council Tax and you have other adults living with you who are on a low income



The personal information you supply on this form will be used for the processing of Housing Benefit and Council Tax Support and will be used in accordance with the Data Protection Act 1998. For more information go to [www.eastherts.gov.uk/dataprotection](http://www.eastherts.gov.uk/dataprotection) or contact the Council's Information Management team by email on [foi@eastherts.gov.uk](mailto:foi@eastherts.gov.uk) or by telephone on 01279 655261.



# Notes for filling in the claim form

## About this form

The Council Tax Support claim form has been specially designed to be easy to fill in. It is long, but we have to ask a lot of questions to make sure that everyone who claims gets the right amount of support.

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.

### Second Adult Rebate

Second Adult Rebate is Council Tax Support you can get if you share your home with someone who is not your partner, is on a low income, is 18 or over, and does not pay you rent.

If you are claiming Second Adult Rebate, only fill in Parts 1, 3, 11 and 13.

### Evidence

We need to see evidence of some of the things you tell us about. The checklist at the end of the form will help you. If you are not sure if we need to see evidence of something, get in touch with us. We will tell you what we need to see. We cannot pay your Council Tax Support until we have seen the evidence we have asked for.

### 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 Council Tax Support. We will normally keep your records for up to seven financial years, and then they will be destroyed securely.

We may pass the information to other agencies or organisations such as the Department for Work and Pensions and HM Revenue and 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 hold. We may also get information about you from certain third parties, or give them information, to:

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

These third parties include government departments, local authorities and private-sector 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.

The Council is the 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 it, please ask us.

## If we award Council Tax reduction

If we decide to award Council Tax Support, we will review your claim regularly. This may involve an unannounced visit to your home by our Visiting Officer. We may also post you a form that you should complete and return to us with all relevant supporting evidence.

**Changes you must tell us about** Tell the Council's benefits section straight away if;

- any of your children leave school or leave home; or
- anyone moves in or out of your home (including lodgers, joint tenants and subtenants); or
- your income or the income of anyone living with you, including benefits changes; or
- your capital, savings or investments change; or
- you or anyone living with you becomes a student; an apprentice; goes into hospital or a nursing home; goes into prison; or gets, changes or leaves a job; or
- you move house; or
- you or your partner are going to be away from home for more than a month; or
- you receive any decision from the Home Office; or
- anything 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 Council Tax Support. You must make sure that you tell us about these changes. Don't rely on someone else to pass on the message.

**It is an offence not to tell us about any change of circumstance that affects your Council Tax Support. We may take court action against you. If we pay you too much Council Tax Support, in most cases, you will have to pay it back.**

**If you are just claiming Second Adult Rebate,  
only fill in Parts 1, 3, 11 and 13 of this form.**

**Part 1 About you and your partner**

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

No Yes

A partner means a person 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). Even if your partner only comes home at weekends, or part of the week, you must include them.

	You	Your partner
--	-----	--------------

Surname or family name

Other names

Any other surnames or family names you have used, such as before marriage or in a previous marriage

Title (Mr, Mrs, Ms and so on)

Address (including postcode)  
Do not tell us your partner's address if it is the same as yours.

What date did you move in to this address?  
(first spent the night there)

Your daytime phone number  
You do not have to tell us this, but it may help us to deal with your claim more quickly

What is this number?  
Please tick.

Home	Work	Mobile	Textphone	Home	Work	Mobile	Textphone
------	------	--------	-----------	------	------	--------	-----------

E-mail address  
We want to deal with your claim as quickly as we can and if we have your e-mail address we will contact you this way.

Date of birth

National Insurance number	Letters	Numbers	Letter	Letters	Numbers	Letter
You can find this on payslips or letters from social security or the tax office. We can decide your claim only if we see evidence that this is your National Insurance number (see part 14).						
	If you do not have a National Insurance number, or cannot find it, tick this box.			If you do not have a National Insurance number, or cannot find it, tick this box.		

**We must see evidence of you and your partner's identity and National Insurance number. If you or your partner are asylum seekers, you must provide your current Home Office letter. Read the checklist in part 14.**

# Part 1 About you and your partner - continued

Are you living away from home at the moment?

No

Yes

Tell us why you are not living at home.

When did you last live at home?

When do you expect to go back home?

Tell us the address (including postcode) where you are living at the moment.

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

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

You

No

Yes

When did you claim?

Your partner

No

Yes

When did you claim?

Which council did you claim from?

Which council did you claim from?

What name did you claim in?

What name did you claim in?

What address (including postcode) did you claim for?

What address (including postcode) did you claim for?

If you have moved home in the last 12 months, tell us your last address.

At this address, were you a

Home owner

Private tenant

Council tenant

Boarder

Home owner

Private tenant

Council tenant

Boarder

Have you or your partner come to live in England, Northern Ireland, Scotland, Wales, the Republic of Ireland, the Channel Islands or the Isle of Man in the last 2 years?

No

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

page 4

## Part 1 About you and your partner - continued

	You		Your partner	
Are you or your partner in hospital at the moment?	No	Yes	No	Yes
When did you go in?				
When will you come out?				
Do you or your partner get Disability Living Allowance?	No	Yes	No	Yes
Do you or your partner get Personal Independence Payment (PIP)?	No	Yes	No	Yes
Do you or your partner get Attendance Allowance?	No	Yes	No	Yes
Does anyone get Carer's Allowance for looking after you or your partner?	No	Yes	No	Yes
Have you or your partner ever claimed Carer's Allowance or Invalid Care Allowance? Still tick 'Yes' if you claimed but were not paid any money.	No	Yes	No	Yes
Do you or your partner have a vehicle from a mobility scheme?	No	Yes	No	Yes
Are you or your partner a student?	No	Yes	No	Yes
	Do you study full time or part time?		Do you study full time or part time?	
	Full time	Part time	Full time	Part time
Tick if you or your partner are:				
an apprentice				
on youth training				
in legal custody				
severely mentally impaired				
registered blind				
long-term sick or disabled				

## Part 2 About children

You may be able to get more Council Tax Support if there are children in your household and they are:

- under 16; or
- aged 16 to 20 and in full-time further education or approved training.

Are there any children in your household?

No

Go to **Part 3**.

Yes

If there are more than 4 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

Fourth child

Surname or family name

Other names

Date of birth

What is the child's sex?

Male

Female

Male

Female

Male

Female

Male

Female

The child's relationship to you

The child's relationship to your partner

Usual address (including postcode) if different from yours

Child Benefit number

Who gets the Child Benefit for them?

We need to see proof of this.

Is the child registered blind?

No

Yes

No

Yes

No

Yes

No

Yes

Does the child get Disability Living Allowance?

No

Yes

No

Yes

No

Yes

No

Yes

Do you pay a registered childminder, nursery or after-school club any childminding costs for this child?

No

Yes

No

Yes

No

Yes

No

Yes

If yes, please tell us the name and registration number of the childcare provider.

How much do you pay a week?

## Part 3 About other people who live with you

Do any adults usually live with you and any partner you have?

No

Go to **Part 4**.

Yes

Answer all questions in this section

By adults we mean people over 16 who nobody gets Child Benefit for.  
Do not tell us about people who just share a hall, bathroom or toilet 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 3 people, use a separate sheet of paper.

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

First person

Second person

Third person

Surname or family name

Other names

Date of birth

Their relationship to you  
or your partner

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

When did they move in?

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

No

Yes

No

Yes

No

Yes

Do they get Disability Living  
Allowance or Attendance  
Allowance?

No

Yes

No

Yes

No

Yes

Do they get Personal  
Independence Payment (PIP)?

No

Yes

No

Yes

No

Yes

Are they registered blind?

No

Yes

No

Yes

No

Yes

Are they

Full-time student

Full-time student

Full-time student

Student nurse

Student nurse

Student nurse

Care worker

Care worker

Care worker

Apprentice

Apprentice

Apprentice

None of the above

None of the above

None of the above

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

No

Yes How much  
per week?

No

Yes How much  
per week?

No

Yes How much  
per week?

Are they severely mentally  
impaired?

No

Yes

No

Yes

No

Yes

Are they in legal custody  
at the moment?

No

Yes

No

Yes

No

Yes

When are they  
expected to be  
released?

When are they  
expected to be  
released?

When are they  
expected to be  
released?

## 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 When did they go in?	No	Yes When did they go in?	No	Yes When did they go in?
Do they normally work for 16 hours or more a week?	No	Yes Tell us their earnings before any deductions.	No	Yes Tell us their earnings before any deductions.	No	Yes Tell us their earnings before any deductions.
Do they have any other income? This includes any benefits, allowances, tax or pension credits you have not told us about on this form and interest from savings and investments.	No	Yes	No	Yes	No	Yes
	First other type of income		First other type of income		First other type of income	
	How much is it before deductions per week?		How much is it before deductions per week?		How much is it before deductions per week?	
	Second other type of income		Second other type of income		Second other type of income	
	How much is it before deductions per week?		How much is it before deductions per week?		How much is it before deductions per week?	
	Third other type of income		Third other type of income		Third other type of income	
	How much is it before deductions per week?		How much is it before deductions per week?		How much is it before deductions per week?	
Are any of the people who live with you married to each other, civil partners of each other, or living together as if they are married or civil partners?	No	Yes	Tell us their names			
			is the partner of			
			and			
			is the partner of			

We must see evidence of all income and interest from savings for the people shown above. Read the checklist in Part 14.

## Part 4 About Income Support, income-based Jobseeker's Allowance, Universal Credit, Pension Credit (Guaranteed Credit) and Employment and Support Allowance (income-related)

	You		Your partner	
Are you or your partner getting Income Support, income based Jobseeker's Allowance, Universal Credit, Pension Credit (Guarantee Credit) or Employment and Support Allowance (income related) at the moment?	No	Yes When did you start getting it?	No	Yes 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, Universal Credit, Pension Credit (Guarantee Credit) or Employment and Support Allowance (income-related)?	No	Yes When did you claim?	No	Yes When did you claim?



## Part 5 About benefits, tax credits and state pensions

Are you or your partner getting any of the benefits or credits listed below, or are you waiting to hear about benefits or credits you have claimed? Read the list of benefits and credits below and tell us about any that you or your partner are getting now or have claimed. Please put a line through any boxes that do not apply to you or your partner. We will need to see evidence of the benefit or credit, such as an award letter.

No Go to **Part 6**.

Yes Tell us about the benefits below.

Pensions	You			Your partner		
	Yes	How much do you get?	How often is it paid?	Yes	How much do you get?	How often is it paid?
State Retirement Pension		£			£	
Pension Credit (Savings Credit)		£			£	
Widow's Allowance or Bereavement Allowance		£			£	
Widowed Parent's Allowance or Widow's Pension		£			£	
War Widow's or War Dependant's Pension		£			£	
War Disablement Pension		£			£	
Industrial Injury/Disablement Pension		£			£	
Exceptionally Severe Disablement Allowance		£			£	
Benefits and allowances						
Contribution-based Job Seeker's Allowance		£			£	
Child Tax Credit		£			£	
Working Tax Credit		£			£	
Employment Training Allowance		£			£	
Child Benefit		£			£	
Incapacity Benefit		£			£	
Employment and Support Allowance - contribution based		£			£	
Personal Independent Payment		£			£	
Attendance Allowance		£			£	
Disability Living Allowance:						
Mobility Component		£			£	
Care Component		£			£	
Carer's Allowance		£			£	
Severe Disablement Allowance		£			£	
Maternity Allowance		£			£	
Fostering Allowance		£			£	
Any other benefit, pension or money from the government		£			£	
Are you repaying a Social Fund loan or overpayment for any of these benefits?	No	Yes	Which one?	No	Yes	Which one?
Have you or your partner deferred (put off) receiving a pension?	No	Yes	Please give details	No	Yes	Please give details

## Part 6 Income other than earnings

Do you or your partner have any money coming in (or expect to have some money coming in) that you have not already told us about on this form? You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust or the Macfarlane Trust.

**No** Go to **Part 7**.

**Yes** Answer the questions on this page.

	You			Your partner		
	Yes	How much do you get?	How often is it paid?	Yes	How much do you get?	How often is it paid?
Private Pension 1 paid by						
	£			£		
		Date of next increase			Date of next increase	
Private Pension 2 paid by						
	£			£		
		Date of next increase			Date of next increase	
Pension Protection Fund Payments	£			£		
Youth Training Scheme payment or Training Credits	£			£		
Maintenance for you	£			£		
Maintenance for your child - including CSA	£			£		
Student grant or loan	£			£		
Payments from boarders	£			£		
Weekly amount from letting or sub-letting part of a property	£			£		
Payments from a charity	£			£		
Any other income e.g. Redundancy or Loan Protection Payments (please give name)	£			£		

**We must see evidence of any money or pension coming in before we can decide how much Council Tax Support you can get. Read the checklist at Part 14 to see what you can use as evidence.**

## Part 7 About working for an employer

	You	Your partner
Do you or your partner work for an employer?	<b>No</b> Go to <b>Part 8</b> . <b>Yes</b> Answer the questions in this part	<b>No</b> Go to <b>Part 8</b> . <b>Yes</b> Answer the questions in this part
Do you work for more than one employer?	<b>No</b> <b>Yes</b>	<b>No</b> <b>Yes</b>

Tell us about all the employers on a separate sheet of paper and send it with this form. Include all the information asked for below.

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

What kind of work do you do?

## Part 7 About working for an employer - continued

What is your employer's name and address  
(including postcode)?

When did you start this job?

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

How often do you get paid?

How are you paid?

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

How many hours a week do you usually work?

Give details of any regular overtime, bonuses,  
commission or tips.

Are you getting Sick Pay, Maternity Pay,  
Paternity Pay or Adoption Pay from your  
employer at the moment?

No

Yes

When did it start?

No

Yes

When did it start?

Do you pay into a private or company  
pension scheme?

No

Yes

How much?

No

Yes

How much?

How often?

How often?

**We must see 5 weekly, 3 fortnightly or 2 monthly consecutive pay slips before we can decide how much  
Council Tax Support you can get. Read the checklist at Part 14 to see what you can use as evidence.**

## Part 8 About being self-employed

Are you or your partner self employed?

No

Go to **Part 9**.

Yes

Answer the questions on  
this page.

No

Go to **Part 9**.

Yes

Answer the questions on  
this page.

**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 income. We will write to you about this.**

What kind of work do you do?

When did the business start?

What is the business address?  
(including postcode)

Are you a director of the business?

No

Yes

No

Yes

Are there any other partners in the business?

No

Yes

No

Yes

Other business partners address?  
(including postcode)

How many hours a week do you work?

## Part 8 About being self-employed - continued

	You			Your partner		
Did you get a Business Start-up Allowance?	No	Yes	How much?	No	Yes	How much?
			How often?			How often?
Do you pay into a private or company pension scheme?	No	Yes	How much?	No	Yes	How much?
			How often?			How often?

**We must see evidence of your earnings before we can decide how much Council Tax Support you can get.  
Read the checklist at Part 14 to see what you can use as evidence.**

## Part 9 About any other work

	You		Your partner	
Do you or your partner do any other work? This could be voluntary work, therapeutic work or any other work.	No	Go to <b>Part 10</b> .	No	Go to <b>Part 10</b> .
	Yes	Answer the questions in this part	Yes	Answer the questions in this part
What kind of work do you do?				
What is the name and address of the person you do this work for? (including postcode)				
When did you start this work?				
How many hours a week do you usually work?				
Do you get paid for this work?	No	Yes	No	Yes
		How much?		How much?
		How often?		How often?

**We must see evidence of any earnings before we can decide how much Council Tax Support you can get.  
Read the checklist at Part 16 to see what you can use as evidence.**

# Part 10 About bank accounts, savings, investments and property

**Do you, or your partner, have any bank accounts, savings, property or investments in the UK or abroad?**

This includes cash, current accounts and savings accounts with a bank or building society, post office accounts, 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 one name or joint names held with someone else.

You		Your partner	
No	Yes	No	Yes
	Answer the questions on this page.		Answer the questions on this page.

Answer all the questions in this part.

We must see evidence of all the capital, savings and investments.  
We will need statements or pass books covering the last 2 months at least.

**Do you have bank, building society or post office accounts?**

(including current accounts).

If yes, please give details.

No

Yes

Account number/name/other details	Your balance/value	Partner's balance/value
	£	£
	£	£
	£	£
	£	£
	£	£
	£	£
	£	£
	£	£

**Do you have any stocks, shares, unit trusts?** If yes, list the names of investments and number of shares held.

No

Yes

Name of stock, share or unit trust	Number held
------------------------------------	-------------

**Do you have National Savings Certificates?** If yes, list the issue, purchase date and number of units.

No

Yes

**People who have more than £16,000 in capital are not eligible to receive Council Tax Support (although special rules apply to people who receive guaranteed pension credit). Capital includes money, property, land or capital held outside the United Kingdom.**

**Do you have other investments, redundancy payments, premium bonds, Tessa's, ISAs, SAYE, cash etc?** If yes, please give details.

(Please also use this space if you need to tell us more about any of the above savings.

**Have you or your partner received any backdated benefit or deferred payments, such as State pension, which you have added to your savings?**

If yes, please give details.

**Do you or your partner own or partly own any property or land except the home you live in, either in the UK or abroad?** Tick 'Yes', even if you have a mortgage or loan for the property or land. This includes jointly owned properties. Please tell us the address.

No

Yes

No

Yes

No

Yes

**How much is it worth**

£

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

£

**Have you or your partner received compensation payment relating to the second world war?**

No

Yes

## Part 11 Backdating

We can usually award Council Tax Support from the Monday after the day we get your claim. Sometimes, we can award this from an earlier date if you have a good reason for not claiming earlier. If you want us to consider paying your Council Tax Support from an earlier date, tell us when you want this from (maximum six month for working age claims from request date).

**Tell us the date you want to claim Council Tax Support from.**  
**(maximum up to six months before the date you claimed)**

**Tell us all the reasons why you could not claim before today.**

## Part 12 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 separate sheets of paper with this form, tell us how many.**

## Part 13 Declaration

Even if someone else has partly or fully filled in this form for you, you **MUST** sign this declaration if you can. If you have a partner, it would be helpful if they sign below to confirm that all the details about them are correct. Please read this declaration carefully before you sign and date it.

I understand the following:

- If I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- You will use the information I have provided to process my claim for Council Tax Support, or to assess any discount or grant for Council services. You may check the information with other sources as the law allows.
- You may use any information I have provided for this and any other claim for social security benefits that I have made or may make. This includes any Discretionary hardship payment. We may give some information to other government organisations, such as government departments and local councils, if the law allows this. The Council may share data with the government in order to combat fraud and reduce error and this includes the use of tracing agents.

**I know I must let the Council's Benefit Section know immediately in writing about any change in my circumstances or the circumstances of anyone living with me, which might affect my claim. If I do not, you may take action against me. This may include court action.**

I declare that this is my claim for Council Tax Support and the information I have given on this form is correct and complete. I authorise the Council to make any necessary enquiries to check that the information is true and correct. I have read and understood this declaration, and my responsibilities in reporting any changes in my circumstances to the Council.

Signature of person claiming

Date

Partners Signature

Date

If this form has been partly or fully filled in by someone who is not the person claiming, please tell us why you are filling in this form for the person claiming.

**As far as possible, I have confirmed with the person claiming that the answers I have written on this form are correct. If I am making this claim on behalf of the above person, I understand that I am liable for what I have written on the form and accept that the declaration applies to me.**

Name of the person who filled in the form

Date

Signature of person claiming

Relationship to the person claiming

## Part 14 Check list

Please tick to tell us what evidence you are sending with this form. We must see original documents, not copies. If you bring them to our Customer Service Centre, we will take the details we need and give you the documents back straight away.

**If you do not provide all the evidence we need, we might not be able to pay you any Council Tax Support.** 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 Council Tax Support until we have all the evidence. **Please tell us now in Part 12 if you cannot supply the evidence within one month.**

### Evidence of identity

Such as a birth certificate, marriage certificate, passport, National Insurance number card, medical card, driving licence, UK residence permit, current Home Office letter, EU identity card or recent gas or electricity bill. We may need to see several of these documents for each person.

### Evidence of National Insurance number

Such as a National Insurance number card, payslips or letters from social security or the tax office.

### Evidence of savings, investments and property

Such as all your bank, building society or post office books, full bank statements, or certificates for premium bonds, National Savings Certificates, ISAs, Tessas, stocks, shares and unit trusts. The evidence you send must show details for at least the last 2 months. Electronic statements are acceptable but they must be accompanied by a signed statement.

### Evidence of earnings

This means your last 5 payslips if you are paid every week, your last 3 payslips if you are paid every 2 weeks, or your last 2 payslips if you are paid every month. We can send a form to your employer to fill in if you do not have these payslips. Electronic pay slips are acceptable but they must be accompanied by a signed statement. 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 6 months, a summary of your trading records so far. We can supply a form.

### Evidence of other income

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 evidence of any money people pay you for board and lodgings.

### Evidence of benefits, allowances, tax credits, pension credits or pensions

Such as current award notices or letters from the Department for Work and Pensions confirming how much you get. If you do not have evidence, let us know straight away.

### Evidence of other money paid out

Such as letters about student grants or maintenance, or agreements or receipts from registered child carers.

## **Part 15 For Council Tax Support enquiries at our offices**

### **Claims for East Herts Council**

Our opening hours are as follows:

Tuesdays - Wallfields, Hertford, 10am-2pm.

Wednesdays - Bishop's Stortford Library, 10am-1.30pm.

Thursdays - Wallfields, Hertford, 10am-2pm.

Fridays - Bishop's Stortford Library, 10am-1.30pm.

Tel: **01279 655261**

[www.eastherts.gov.uk](http://www.eastherts.gov.uk)

### **Claims for Stevenage Borough Council**

Customer Services Centre, Daneshill House,

Danestrete, Stevenage, Herts SG1 1HN

Tel: **01438 242440**

[www.stevenage.gov.uk](http://www.stevenage.gov.uk)

Mon - Fri 9am - 5pm

If you cannot get to us, phone us and we can arrange for our Visiting Officer to come to you.

- We will provide signers, lipspeakers and deaf blind interpreters by appointment

Email: [benefits@hertspartnership-ala.gov.uk](mailto:benefits@hertspartnership-ala.gov.uk)

**If you are awarded Council Tax Support  
we will credit this to your Council tax account**

## **Independent Advice is available from your local Citizens Advice Bureaux**

### **Bishop's Stortford**

Methodist Church  
34B South Street  
Bishop's Stortford  
CM23 3AZ

### **Hertford**

Sele Community Hub  
18 Fleming Crescent,  
Hertford,  
SG14 2DJ

### **Buntingford**

Manor House  
High Street  
Buntingford  
SG9 9AB

### **Stevenage**

Sixth Floor  
Daneshill House  
Danestrete  
Stevenage  
SG1 1BY

### **Hertfordshire telephone advice line**

**03444 111 444**

**10am-4pm Monday - Friday**

**[www.ehcas.org.uk](http://www.ehcas.org.uk)**

**We will treat the information you give us on this form confidentially. We will use it to work out your Council Tax Reduction. We will put this information on a computer system registered under the Data Protection Act 1984. We may check it with other information held about you.**