

Housing Benefit and Council Tax Reduction

Change of address form

Official use only

Claim reference

Date issued

Date of receipt

Please only use this form if you are already receiving Housing Benefit and/or Council Tax Support from Stevenage Borough Council or East Herts Council, and you are moving to another property in our area.

**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

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 6. You must sign Part 6 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:

Housing Benefit and Council Tax Support can be claimed if you pay rent to a private landlord, Housing Association or the Council

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

Don't forget to read and sign the declaration in part 6.

I have moved from

Your name

Your address

(inc postcode)

What date did you move from this address?

**If you are returning this form before you move in,
you must write to us, telling us the date that you actually moved.**



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 or contact the Council's Information Management team by email on foi@eastherts.gov.uk or by telephone on 01279 655261.



Notes for filling in the claim form

About this form

The Housing Benefit and Council Tax Support form has been designed to be easy to fill in.

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.

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 Housing benefit and/or 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. 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 benefit

If we decide to award Housing Benefit and/or 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
- your rent changes
- 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 benefit.

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 benefit. We may take court action against you. If we pay you too much benefit, in most cases, you will have to pay it back.

Part 1 About you and your partner

Do you have a partner who normally lives with you?

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.

No

Yes

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

	You	Who else lives in your new home
Surname or family name		
Other names		1
Any other surnames or family names you have used, such as before marriage or in a previous marriage		2
		3
		4
Title (Mr, Mrs, Ms and so on)		5
Address (including postcode) Do not tell us your partner's address if it is the same as yours.		6
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 Mobile	Work 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 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.	Letters Numbers	Letter
	If you do not have a National Insurance number, or cannot find it, tick this box.	

Part 2 About rent

Do you rent your home?

No Go to **Part 4**.
Yes Answer all the questions in this section

When did you move in to your home?

If you have not moved in yet, tell us when you expect to move in. When you actually move in, tell us at that time.

May we discuss the progress of your claim with your landlord?

We will not disclose personal/income information

No **Yes** Please sign here

I authorise the Council to discuss the progress of my claim with my landlord.

Signature

Date

What is your landlord's name and address?

By landlord, we mean the person or organisation who owns the property you live in (including 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 (including postcode).

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

Are you or your partner a director, shareholder or employee of your landlord?

No **Yes**

Have you or your partner owned your current home in the last 5 years?

No **Yes**

What sort of tenancy do you have?

For example, shorthold, assured, tied, introductory etc.

Do you have a written tenancy agreement?

No **Yes** Please supply this

How long is the tenancy for?

to

Please tick to show if the property is let as

furnished
partly furnished
minimally furnished
unfurnished

This means completely furnished.
This means some furniture, but not all.
This means just two or three items.
This means no furniture at all.

Part 2 About rent

How much is the rent for your home? £

every

For example, every week/fortnight/4 weeks/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

How much of the rent do you pay?

£

every

For example, every week/fortnight/4 weeks/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

Are there any weeks when you do not have to pay rent? No Yes How many in a year?

Are you behind with your rent? No Yes By how many weeks?

Does your rent include money for the following

Meals	No	Yes	How much each week	£
Which meals are included?		All	Breakfast	Evening
Water authority charges	No	Yes	How much each week	£
Heating	No	Yes	How much each week	£
Lighting	No	Yes	How much each week	£
Hot water	No	Yes	How much each week	£
Fuel for cooking	No	Yes	How much each week	£
Laundry done for you	No	Yes	How much each week	£
Cleaning rooms or windows	No	Yes	How much each week	£
Gardening	No	Yes	How much each week	£
Garage or parking space	No	Yes	How much each week	£

Do you have to rent the garage as part of your tenancy agreement? No Yes

Personal Care and support No Yes How much each week £

Is anything included or separate from your rent that you have not already told us about? No Yes What is it?

How much each week £

Do you pay any service charges separate from your rent? No Yes What for?

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

How much each week £

Part 3 About where you live

What sort of building do you live in?

Tick one box only.

Detached house

Caravan, mobile home or houseboat

Flat in a block

Terraced house

Hotel

Bedsit or rooms

Detached Bungalow

Other (please say what)

Flat in a house

Semi-detached house

Board and lodgings

Flat over a shop

Maisonette

Residential care home

Does your home have a central heating?

No

Yes

Does your home have a garden?

No

Yes

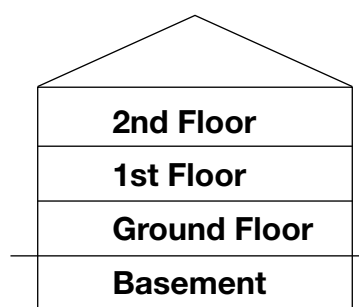
Has your home been built or adapted for people with disabilities?

No

Yes

How many floors are there in the building?

Which floors do you live on?



Other (please say what)

Do you and your household occupy only part of the building you have ticked?

No

Yes

Where in the building do you live?

At the front

In the middle

At the back

Left

Centre

Right

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

Bedsitting rooms

Bedrooms

Bathrooms or shower rooms

Separate toilets

Kitchens

Other rooms

What are these other rooms?

Do you use your home for business purposes?

No

Yes

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

What is the address?

Part 4 Backdating

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

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

**Tell us the date you want to claim Housing Benefit from
(maximum up to one month before the date you claimed).**

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

Part 5 Anything else you need to tell us

Use the box below to tell us anything else you think we should know about. If you require more space, continue on Page 11 and 12.

If you are sending separate sheets of paper with this form, tell us how many.

Part 6 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 and/or Housing Benefit, 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/or Housing Benefit 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 7 Check list

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

If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later. We can start to process your claim, but we will not be able to pay you any benefit until we have all the evidence. Please tell us now in Part 5 if you cannot supply the evidence within one month.

Part 8 How you will be paid and the choice you have

- If you are awarded Council Tax Support we will credit this to your council tax account.
- If you are a Council Tenant we will pay any housing benefit you are due straight into your rent account.
- If you pay rent to a private landlord, we will pay any benefit directly to you. If you feel this will cause you difficulties, please request a 'Direct Payments to Landlord form'.
- If you pay rent to a Housing Association, you can either have your benefit paid to you or direct to your landlord.

Please 'tick' how you would like to be paid

Myself

My landlord

Payment to you or your landlord will be made by direct credit to a current or basic account.

Please complete the details of the account to be credited.

Account holder name

**Name of bank/
building society**

Branch

Account number

Sort code

Please pay any Housing Benefit I may be entitled to by the method I have ticked. I understand that once I have selected a payment method, the Council cannot change it without written instructions. I understand that if payments go to my landlord or agent, they must agree in writing to any change.

Your signature

Landlord's signature

If you have not got a current or basic account, and have previously been unable to open one, banks have leaflets giving details of the new Basic Bank Accounts you can open. With a Basic Bank Account you will receive a cash-machine card, which you can usually use to draw cash in post offices, but not a debit card, cheque book or overdraft.

If you can't open any sort of bank account, or can't manage a bank account, we may be able to pay your Housing Benefit by cheque. Please explain why you can't open a bank account or receive payment direct to an account.

We will treat the information you give us on this form confidentially. We will use it to work out your Housing Benefit and 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.

Part 9 For Housing Benefit and 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.

Council Offices, Wallfields, Pegs Lane, Hertford SG13 8EQ

Tel: **01279 655261**

www.eastherts.gov.uk

Claims for Stevenage Borough Council

Customer Services Centre, Daneshill House,

Danestrete, Stevenage, Herts SG1 1HN

Mon - Fri 9am - 5pm

Tel: **01438 242440**

www.stevenage.gov.uk

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

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

Danestrete

Stevenage

SG1 1BY

Hertfordshire telephone advice line

03444 111 444

10am-4pm Monday - Friday

www.ehcas.org.uk

