

# Housing Benefit and Council Tax Support Review Form

Official use only

Claim reference

Date issued

Date of receipt

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

## Filling in the form

- The DWP have notified us of a change in your circumstances.
- Please answer all the questions in the form. If you do not fill in the form properly, it may take us longer to deal with your claim.
- 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.
- Do not put a cross in any boxes. If you answer a question with a cross we will have to send the form back, and this will delay the claim.
- If someone else fills in the form for you, there is a special space for them to sign.
- We will give you a receipt for this form within five working days. If you do not receive it, please contact us straight away.



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

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. Please answer every 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; and
- is 18 or over; and
- is on a low income; and
- does not pay you rent.

If you are claiming Second Adult Rebate, fill in Parts 1, 2 and 8. Also, in respect of the second adult only, fill in parts 3, 4, 5 and 6. In other words, give the second adult's details in parts 3, 4, 5 and 6, not your own or your partner's details.

### Evidence

We need to see evidence of some of the things you tell us about. The check list 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.

### How we collect and use information

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

We may pass the information to other agencies or organisations such as the Department for Work and Pensions and the Inland Revenue, 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;
- prevent or detect crime; and
- protect public funds.

These third parties include government departments, local authorities and private-sector companies such as banks and other 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.

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

- any of your children leaves school or leaves home; or you stop paying child care costs;
- anyone moves in or out of your home (including lodgers and subtenants);
- there is any change in your income or the income of anyone living with you, including benefits (Tax Credits and Pension Credits);
- your bank account details change, or your amount of capital, 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 house;
- you or your partner are going to be away from home for more than a month;
- 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		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 Mobile	Work Textphone	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 (see part 16).	Letters Numbers  If you do not have a National Insurance number, or cannot find it, tick this box.	Letter Letters Numbers  If you do not have a National Insurance number, or cannot find it, tick this box.	

## Part 2 About children

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
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Surname or family name

Other names

Date of birth

What is the child's sex?	Male	Female	Male	Female	Male	Female	Male	Female
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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.

If the Child is over 15, the date you expect child benefit to end

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

How much do you pay a week?	£	£	£	£
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We need to see proof of this.

## 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.**

Please list the names and give the weekly income of everybody who usually lives with you and any partner you have.

**First person**

**Second person**

**Third person**

**Surname or family name**

**Other names**

**Date of birth**

**Their relationship to you or your partner**

**Weekly income**

**Office use only**

If anyone has moved in or out of your home or there has been any change in their income, please tell us the date of change

and what the change is

We will need to see proof of any income change, such as a payslip or benefit, Tax Credit, Pension Credit or Pension award letters. See the check list at part 11.

Part 4

Benefits, Tax Credits, Pension Credits  
and Child Benefit

Please give details of all the benefits, Tax Credits or Pension Credits you or your partner receive (this includes Income Support, Job Seekers Allowance, State Pension, Disability Benefits, Child Benefit for example) and how often each is received - for example, weekly, 4 weekly, monthly, annually. If none, please write 'none'.

				Office use only
What is it?	Amount	How often is it paid?	Which person is it paid to?	Document seen and notes
	£			
	£			
	£			
	£			
	£			
	£			
	£			

If anyone has moved in or out of your home or there has been any change in their income, please tell us the date of change

and what the change is

We will need to see proof of any change. See the check list at part 11.

## Part 5 Earnings

- Please give details of all earnings you or your partner receive and how often you are paid for example weekly - monthly.
- If you or your partner do not work please write 'none' in the boxes.

If you are claiming Second Adult Rebate, give only the second Adult's details in Part 4, 5 and 6 of this form not yours or your partners:

	You	Your partner
<b>What kind of work do you do?</b>		
<b>What is your employer's name and address (including postcode)?</b>		
<b>How often do you get paid?</b>		
<b>How much do you get paid before tax and National Insurance is taken off?</b>		
<b>How are you paid?</b> For example, in cash, by cheque or straight into a bank or building society account.		
<b>How many hours a week do you work?</b>		
<b>Are you getting Sick Pay, Maternity Pay, Paternity Pay or Adoption Pay from your employer at the moment?</b>	<b>No</b> When did it start?	<b>No</b> When did it start?
<b>Do you pay into a private or company pension scheme?</b>	<b>No</b> How much?  How often?	<b>No</b> How much?  How often?

## Part 6 Other income

Please give details of all other income you or your partner have and how often it is paid such as weekly, 4 weekly, monthly. Other income includes work-based pensions, pensions from abroad, maintenance or child support, money from a trust fund, training allowances, a student grant or loan, any cash payments. Also tell us about any money you get from people living in your house as boarders, lodgers or subtenants.

You do not need to tell us about payments from the Independent Living fund, the Eileen Trust or the MacFarlane Trust.

What is it?	Amount	How often is it paid?	Which person is it paid to?	Office use only
	£			
	£			
	£			
	£			
	£			
	£			
	£			
	£			

## Part 7 Bank accounts, savings, investments and property

Please give details of ALL bank accounts, savings accounts, shares, National Savings Certificate, stocks, investments, property and land that belong to you or your partner. This includes empty and overdrawn accounts whether in one name or jointly held with anyone else.

Name of bank/building society	Type of investment held for example savings account, ISA, shares, premium bonds	Name account is in	Account number	Balance
				£
				£
				£
				£
				£
				£

We will need to see 2 month's bank statements or up to date pass books for all the accounts held, even if overdrawn. See the check list at part 11.



## Part 8 Rent

Do you rent your home?

No

Go to **Part 9**.

Yes

Answer all the questions in this section

**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).

**How much is the rent for your home?**

£

**every**

For example, every week/fortnight/4 weeks/month)

**When was the rent last increased?**

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

## Part 9 Other changes - anything else you need to tell us

Please use the box below to tell us anything else you think we should know about. Remember we need to know about any changes that have happened since your last claim.

## Part 10 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 Housing Benefit or Council Tax Support or both, or to assess any discount or grant for Council services. You may check the information with other sources as allowed by the law.
- You may use any information I have provided in connection with this and any other claim for Social Security Benefits that I have made or may make. This includes any Discretionary Housing Payment. You may give some information to other government organisations, such as government departments and local councils if the law allows this.

I know I must let the Council know immediately 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 Housing Benefit and/or 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 verify the information in this form.

**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 11 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 reception, we will take the details we need and give you the documents back straightaway.

If you do not provide all the evidence we need, we might have to stop your 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.

### **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, Tessa's, stocks, shares and unit trusts. The evidence you send must show details for at least the last 2 months. Electronic bank 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. 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. Electronic payslips are acceptable if you do not receive paper payslips. These must be accompanied by a signed statement from you.

### **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 private rent and tenancy**

Such as rent book, rent receipts, a tenancy agreement, or a letter from your landlord, or we can supply a form.

## Information

If you would like a translation of this document in another language, large print, Braille, audio, or electronic, please contact us:

**For East Herts Council** 01279 655261

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

**For Stevenage Borough Council** 01438 242440

Customer Services Centre,  
Daneshill House, Stevenage,  
Herts SG1 1HN

Mon - Fri 9am - 5pm

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

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

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

(We need to see original documents. If you visit our office we will verify and copy your documents for you)

# 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

## **Stevenage**

Sixth Floor  
Daneshill House  
Danestrete  
Stevenage  
SG1 1BY

## **Buntingford**

Manor House  
High Street  
Buntingford  
SG9 9AB

## **Hertfordshire telephone advice line**

# **03444 111 444**

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

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

## **Notes**