



Welfare benefits and council tax reduction form



Full name and title:	For official use only:
Address:	
Postcode:	
Daytime contact number:	
Email:	
Do you have access to the internet? No <input type="checkbox"/> Yes <input type="checkbox"/>	
Date you moved into the property: / / <small>If over 12 months ago give only the month and year</small>	
	Claim reference:
	Council Tax reference:
	UPRN:
	First contact date:
	Date form issued:
	Owner/tenancy type:
	Office receipt stamp

About this form:

We have to ask all of the questions to make sure you get paid the right amount. You must fill in **all parts that apply** to you or people who live with you. Each part starts with a question to help you decide if you need to fill in that part.

If you need this form in Braille, large print, another language or the help of an interpreter please ring us on **0151 443 4042**.

If you need help with the form please take it to your local One Stop Shop - the address is on the back page.

If you cannot get out we can arrange for a Welfare Benefits Officer to come to your home, please telephone us on **0151 443 4045**.

Please return this form as quickly as you can, even if you do not have everything we ask for. You can send the rest to us later.

About housing benefit and the council tax reduction scheme

Applying for housing benefit and council tax reduction can help you to pay your rent and your council tax. People in work (whether employed or self-employed) and out of work can claim. Some students can get help with their rent. We cannot help to pay water charges or your mortgage. If you have £16,000 or more in capital or savings and you do not get guaranteed pension credit you will not be entitled to housing benefit and council tax reduction.

You may be able to claim second adult rebate to help with your council tax if you have reached the qualifying age for state pension credit and do not have a partner but share your home with someone who:

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

If you only wish to claim Second Adult Rebate please fill in parts **1, 6 and 14** of this form.

About free school meals

If you have children we will use the information that you give us to see if you are entitled to free school meals. **You do not have to fill in a separate form.** However, a two-page form is available from our One Stop Shops if you only want to claim free school meals.

Part 1 About you and your partner

Part 1a

Do you have a partner who normally lives with you? No Yes

(A partner is someone you are married to, a civil partner or someone you live with as though you are married or civil partners).

If 'Yes', give your partner's full name and title

Part 1b

Please answer the following questions for both you and your partner

You

Your partner

Date of birth

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

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

National Insurance number

We need your National Insurance number before we can pay you.

Tick this box if you do not have a National Insurance number or cannot find it.

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

No Yes

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.

Have you moved home in the last 12 months?

No Yes

No Yes

Tell us your last address.

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
Postcode

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
Postcode

Did you or your partner own this property?

No Yes

No Yes

If 'Yes', have you sold the property?

No Yes We will contact you about this.

No Yes We will contact you about this.

Do you currently own, or rent out a property?

No Yes We will contact you about this.

No Yes We will contact you about this.

Have you or your partner claimed housing benefit or help with your council tax before?

No Yes

No Yes

If 'Yes', when did you last claim?

What name did you claim in?

What address did you claim for?

Which council did you claim from?

Have you told this council that you have left the property?

No Yes

No Yes

Part 2

About your benefits, pensions and credits

Part 2a Income support, income-based jobseekers allowance, income-related employment support allowance, guaranteed pension credit and universal credit.

Do you or your partner get income support, income-based jobseekers allowance, income-related employment support allowance, guaranteed pension credit or universal credit? No Yes Waiting to hear When did you claim? / /

Part 2b Attendance allowance, care component of disability living allowance or daily living element of personal independence payment

If you get one of the benefits in **part 2a** you will usually be entitled to full housing and/or council tax reduction. However, if you have other adults living with you, such as grown up sons or daughters, we have to make a deduction from your benefit because they are expected to help pay towards rent and council tax. We will not make a deduction if you or your partner get attendance allowance, the care component of disability living allowance or the daily living element of personal independence payment.

Do you or your partner receive attendance allowance, the care component of disability living allowance or the daily living element of personal independence payment? No Yes

Are you or your partner registered blind? No Yes

Do you want future letters to be sent in large print or Braille? No Yes Large print Yes Braille

Part 2c Other benefits, pensions and allowances

Do you or your partner get any of the following?	You	Your partner
Bereavement benefits, including widowed parent's allowance.	<input type="checkbox"/>	<input type="checkbox"/>
Disability living allowance or personal independence payment (mobility component)	<input type="checkbox"/>	<input type="checkbox"/>
Incapacity benefit, or employment and support allowance (contribution based)	<input type="checkbox"/>	<input type="checkbox"/>
Industrial injuries disablement benefit.	<input type="checkbox"/>	<input type="checkbox"/>
Severe disablement allowance.	<input type="checkbox"/>	<input type="checkbox"/>
Job seekers allowance (contribution based).	<input type="checkbox"/>	<input type="checkbox"/>
Statutory sick pay.	<input type="checkbox"/>	<input type="checkbox"/>
Statutory maternity, paternity or adoption allowance.	<input type="checkbox"/>	<input type="checkbox"/>
Tax credits.	<input type="checkbox"/>	<input type="checkbox"/>
Retirement pension.	<input type="checkbox"/>	<input type="checkbox"/>
Private pension, or pension from an employer (for yourself or a partner).	<input type="checkbox"/>	<input type="checkbox"/>
Pension credit (the savings credit part).	<input type="checkbox"/>	<input type="checkbox"/>
War pensions - war, disablement or widow/widowers pensions or benefits.	<input type="checkbox"/>	<input type="checkbox"/>

Do you or your partner get carers allowance? No Yes No Yes
 If this has recently stopped because the person you were caring for is now deceased, please tell us when they passed away / /

Does anyone get carer's allowance for looking after you or your partner? No Yes No Yes
 If 'Yes', tell us their name and address

Are you or your partner getting or waiting to hear about any other benefit, pension or credit that is not listed above? No Yes No Yes
 If 'Yes', tell us the name of the benefit.

Please note:

You do not usually need to provide proof for most of the above benefits, pensions and credits, as we can check for them. We will contact you if we cannot confirm the details.

However, you will need to provide proof of any private pension, pension from an employer, industrial injuries disablement benefit, war disablement pension or war widow's pension you get, as we cannot check for these.

Part 3 About work and other income

If you get income support, income-based jobseekers allowance, income-related employment support allowance, guaranteed pension credit or universal credit you do not have to fill in this part, go to **part 5**.

Part 3a About work and self-employment

	You	Your partner
Are you or your partner working for an employer, self-employed or doing any other work? (such as voluntary or any other work, even if it isn't paid)	No <input type="checkbox"/> Go to part 3e Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
If 'Yes' tell us if you are working for; an employer, self employed or doing other work	<input type="text"/>	<input type="text"/>
How many jobs do you have? Please give details of additional jobs in part 11 , if needed.	<input type="text"/>	<input type="text"/>
What is your employer's name, address and telephone number? (If you are self-employed give your business address and phone number)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
When did you start this job or self employment?	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
How many hours a week do you usually work?	<input type="text"/>	<input type="text"/>
If your job is due to end tell us what date it will end	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Do you get paid, including expenses or tips?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How often do you get paid? (Weekly, fortnightly, 4 weekly, monthly, other – please state)	<input type="text"/>	<input type="text"/>
How much do you get paid? Deduct tax and national insurance if you pay it	£ <input type="text"/>	£ <input type="text"/>
When will your next pay rise be? (if you don't yet know you must tell us as soon as it does increase)	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Do you get any regular overtime, bonuses or commission? If 'Yes', tell us how much and how often it is paid	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/> Every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/> Every <input type="text"/>
Are you getting statutory sick pay, statutory maternity pay, statutory paternity pay or statutory adoption pay from your employer? If 'Yes', when is it due to end?	No <input type="checkbox"/> Yes <input type="checkbox"/> <input type="text"/> / <input type="text"/> / <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> <input type="text"/> / <input type="text"/> / <input type="text"/>
Are you getting any company sick pay or maternity pay from your employer? If 'Yes', when is it due to end?	No <input type="checkbox"/> Yes <input type="checkbox"/> <input type="text"/> / <input type="text"/> / <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> <input type="text"/> / <input type="text"/> / <input type="text"/>

Proof of wages: You have to give us your last 5 weekly, 3 fortnightly or 2 monthly payslips for each job.

Do not delay putting your claim form in if you do not have all the payslips, give us what you have and tell us when you will be able to give us the rest. For voluntary work we need a letter from the company to confirm the details you have told us. Repayment of expenses are not counted as income.

Part 3b About your self-employment

	You	Your partner
Do you use part of your home for business purposes?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Do you have any business partners? If 'Yes', tell us their name and address	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Name	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Address	<input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/>
Postcode	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Do you get a business start-up allowance? If 'Yes', tell us how much and how often you get this	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
£	<input style="width: 100%;" type="text"/> Every <input style="width: 100%;" type="text"/>	£ <input style="width: 100%;" type="text"/> Every <input style="width: 100%;" type="text"/>

Proof of self-employed earnings: please provide your trading accounts for the last 12 months. If you don't have these call into any of our One Stop Shops, or ring 0151 443 4042 and ask for a self employed form to give information about your business income and expenditure.

Part 3c Any other income

Do you have, or expect to receive any other income you have not told us about?	No <input type="checkbox"/> Yes <input type="checkbox"/> Please give details in part 11	No <input type="checkbox"/> Yes <input type="checkbox"/> Please give details in part 11
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Part 3d Child care costs and other expenses

Do you or your partner pay child minding costs to a registered childminder, a nursery or an after school club?	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input style="width: 100%;" type="text"/> Every <input style="width: 100%;" type="text"/>	You will need to provide proof of the amount you pay and how often, such as a letter from the childminder, nursery or after school club, even if you have given this information to tax credits.
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Do you pay into a private pension scheme? If 'Yes', tell us how much and how often you do this.	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input style="width: 100%;" type="text"/> Every <input style="width: 100%;" type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input style="width: 100%;" type="text"/> Every <input style="width: 100%;" type="text"/>
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Part 3e About students

Are you or your partner a student?	No <input type="checkbox"/> Yes, full time <input type="checkbox"/> Yes, part time <input type="checkbox"/>	No <input type="checkbox"/> Yes, full time <input type="checkbox"/> Yes, part time <input type="checkbox"/>	
Start date of course	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	
Do you receive a:	Grant? <input type="checkbox"/>	Bursary? <input type="checkbox"/>	Student Loan? <input type="checkbox"/>

We will need to see a copy of your award letter to confirm the type of course, the course start date and a breakdown of your loan, grant or bursary.

Part 4 About bank accounts, savings and investments

If you get income support, income-based jobseekers allowance, income-related employment support allowance, guaranteed pension credit or universal credit you do not have to fill in this part, **go to part 5**.

If you do not receive any of the benefits listed above: you must tell us if you or your partner have any bank accounts, savings, investments or property in the UK or abroad. This includes cash, current and savings accounts with a bank or building society, post office accounts, redundancy payments, premium bonds, national savings certificates and stocks and shares. It is important that you tell us about all accounts, even if you only use them for payment of wages, benefits or pensions. We regularly match data with the Department for Work and Pensions, and this will identify undeclared accounts.

Do you or your partner have any of the following?

Bank accounts	You		Your partner	
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>
How many accounts?				
Who with?				
Total amount in accounts	£		£	
Account numbers				

Building society accounts	You		Your partner	
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>
How many accounts?				
Who with?				
Total amount in accounts	£		£	
Account numbers				

Post office accounts	You		Your partner	
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>
How many accounts?				
Total amount in accounts	£		£	
Account numbers				

Unit trusts, ISAs, PEPs, Tassas, or Toisas	You		Your partner	
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>
How many accounts?				
Who with?				
Total amount in accounts	£		£	
Account numbers				

Income Bonds or Capital Bonds	You		Your partner	
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>
How many accounts?				
Who with?				
Total amount in accounts	£		£	
Account numbers				

National Savings Certificates	You		Your partner	
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>
Total value national savings	£		£	
How many national savings certificates?				
National savings certificates issue dates				

	You	Your partner
Premium bonds	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Number of premium bonds		
Total value of premium bonds	£	£
Stocks and shares	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Company name(s)		
Number of share		
Total value	£	£
Money or property held in trust	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Give details		
Total value	£	£
Money from the sale of a house or money from a charity	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Give details		
Total value	£	£
Any other savings, capital or investments you have not told us about above including redundancy payments and rent received from a property you own.	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Give details		
Total value	£	£

Proof of capital, savings and investments. You normally only need to provide proof of your savings, capital and investments if the total value is over £6,000 (£10,000 if you are pension age). If you have over £16,000 you cannot get housing benefit or council tax reduction.

Part 5 About children

We need to know about **all children who live in your home** who are:

- **under 16**; or
- **aged 16 or 17** and registered on a **government training scheme**; or
- **aged 16, 17, 18 or 19** and in education doing a course not higher than GCE A level, SCE higher level or GNVQ (advanced).

Are there any children in your household as described above? (If you need to tell us about more than 4 children tell us about them in **part 11**)

No Go to **part 6**

Yes Tell us about them below.

	First child	Second child	Third child	Fourth child
Full name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<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"/>
Male or female	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Relationship to you or your partner	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
If you are not their parent, are you their guardian or foster parent?	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>	Guardian <input type="checkbox"/>
	Foster parent <input type="checkbox"/>	Foster parent <input type="checkbox"/>	Foster parent <input type="checkbox"/>	Foster parent <input type="checkbox"/>
Who gets the child benefit for them?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Do they normally live with you? (If 'No', we will contact you about this)	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"/>
What is the name of the school or nursery your child goes to?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
If the child is over 15 please give the date you expect them to leave school	<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"/>

Free school meals

We will use the information that you give us to work out if the children in your home qualify for free school meals. We will write to tell you about your entitlement.

If you do not want to receive free school meals, even if your children qualify for them, please tick the box below.

I do not want to receive free school meals for my child or children, even if I qualify for them

Part 6

About other people who live in your home

Apart from the people you have told us about in Parts 1 and 5, does anyone else live with you? Include all other relatives, friends, joint owners, joint tenants, boarders or lodgers.

No Go to part 7

Yes Tell us about them below. If there are more than four people tell us about them in Part 11

	First person	Second person	Third person	Fourth person
Full name and title	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<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"/>
National Insurance number	Letters <input type="text"/> Numbers <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"/>	Letter <input type="text"/> Letters <input type="text"/> Numbers <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"/>	Letter <input type="text"/> Letters <input type="text"/> Numbers <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"/>	Letter <input type="text"/> Letters <input type="text"/> Numbers <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"/>
Relationship to you or your partner (for example: aunt, brother, daughter, father, grandson, lodger, friend)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If any of the above are partners please tell us their names (this is to make sure we only make one non-dependant deduction for each partner couple)

Name is the partner of

Name is the partner of

Do they get disability living allowance or personal independence payment? If 'Yes', say if care/daily living, mobility or both.

	First person	Second person	Third person	Fourth person
No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Amount	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
£	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Are they working?

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
£	£	£	£
Every	Every	Every	Every

How many hours a week do they work?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Are they claiming a state benefit?

If 'Yes', tell us which benefit they get.

Benefit

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Are they a student?

You will need to provide proof that they are a student.

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
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Are they on a government training scheme?

Start date

End date

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
<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"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

If they are a boarder or lodger do they pay you rent? If 'Yes', how much each week?

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
£	£	£	£

Is heating included?

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
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Are meals included?

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
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Part 7 About where you live

Part 7a About living away from home

Are you living away from home at present?

No go to **Part 7b** Yes

If '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?

 / /

Where do you live at the moment?

Have you rented your home to someone else?

No Yes

If 'Yes', tell us who lives there

Part 7b About paying rent for your home

Do you pay rent for your home?

No Go to **part 10**

Yes Go to **part 8**

Part 8 About Rent

What is your landlord's name and address?

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

 Postcode

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

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

 Postcode

Are you, your partner, any children you are claiming for or any joint tenant related to your landlord or their partner, or to your landlord's agent or their partner?

No

Yes Who is related?

What is the relationship?

(This includes related by marriage even if the marriage has ended. Some examples are: ex-wife, ex-husband, aunt, brother, mother, father-in-law, son-in-law, granddaughter and step-son).

Have you or your partner previously been the owners of this property?

No

Yes

Are you or your partner a director of your landlord's company?

No

Yes

When did your tenancy start?

 / /

How long is your tenancy for?

How much is your rent?

 £

How often do you pay your rent?

weekly four weekly calendar monthly

other - please state

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

No

Yes If 'Yes', how many weeks in a year?

Does anyone else share the rent with you?

No

Yes If 'Yes', tell us their name and relationship to you.

May we discuss the progress of your claim with your landlord or their agent?

No

Yes (We will not discuss your personal or financial details, we will only tell them if you have made a claim, if we have paid you or if we need more information before we can pay you.)

Part 8a About your accommodation

How many bedrooms are in your home?

Does anyone stay overnight, who does not live at your address, to provide care for you or your partner, if you have one?

No

Yes Tell us more about this in **Part 11**

Do you rent from: A housing association? Go to **Part 9**

A private landlord? Please fill in this part

TYPE OF ACCOMMODATION	Room type	Total no. of Rooms	Sole Use	Shared Use
Detached house <input type="checkbox"/>	Living Room			
Terrace house <input type="checkbox"/>	Bedroom			
Semi-detached house <input type="checkbox"/>	Bed-sitting room			
Maisonette <input type="checkbox"/>	Kitchen			
Purpose built flat <input type="checkbox"/>	Bathroom			
Converted flat <input type="checkbox"/>	Toilet			
Flat over shop <input type="checkbox"/>	Other			
Room(s) <input type="checkbox"/>	Total number of rooms in property			
Hostel <input type="checkbox"/>				
Other <input type="checkbox"/>				

If room(s), location in building Front Centre Rear

Central Heating Yes No **Garage** Yes No
Garden Yes No **Parking** Yes No

How many floors in building?
Which floors do you live on?

Furnished No Yes **Fully Furnished**
Partly Furnished
Minimally Furnished

Who is responsible for decorating inside your home? You
 Landlord
 Unsure

Are any of the following included in the rent? We will need to see proof of each amount you pay

	No	Yes	Amount	Don't know
Meals breakfast <input type="checkbox"/> midday <input type="checkbox"/> evening <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Council tax	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Heating	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Hot water	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Water charges	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Gas/electricity for cooking	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Cleaning of accommodation	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Cleaning of common areas	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Furniture	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Laundry equipment	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Laundering by landlord	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Gardening, porter or estate staff	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Lift	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
General counselling and support services	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Emergency alarm systems	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Nursing and personal care	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>
Other - please give details in part 11	<input type="checkbox"/>	<input type="checkbox"/>	£	<input type="checkbox"/>

Part 9 How we pay you and the choices you have

Part 9a Paying your housing benefit and reducing your council tax

- **Council tax reduction.** We will credit your council tax account and you will get a lower bill.
- **Tenant of a housing association, housing trust or registered social landlord,** we will usually pay any housing benefit that you are awarded direct to your landlord, unless you tell us to pay you in the box below.
- **Tenant of a private landlord,** we will usually pay any housing benefit that you are awarded to you. If you have difficulty managing your affairs, have rent arrears or are unlikely to pay your rent, we may decide to pay your landlord. If you want us to consider paying your landlord please tick the box below and tell us why you want the money to go to your landlord. You will need to provide proof of any special circumstances you may have, such as a letter from your doctor, care worker or advice agency. **Your landlord will need to agree to receive these payments and sign a landlord agreement form before we can pay your benefit to them.**

Are you behind with your rent?

No

Yes If 'Yes', how many weeks do you owe?

By law, we must pay your landlord if you are 8 weeks or more in arrears

Tick this box if you want your local housing allowance paid to your landlord

Tell us why you want it paid to your landlord

Part 9b Payment direct to your bank account We cannot pay you if you are 8 weeks or more in arrears.

About the account you want to use.

- You can use an account in your name, your partner's name or joint names.
- You can use an account in someone else's name if:
 - the terms and conditions of their account allows this; and
 - they agree to let you use their account; and
 - you are sure they will use your money in the way you tell them.
- You can use a credit union account.
- If someone is acting on your behalf you can use an account in their name or both your names.

If you do not have a bank account you can get information about opening a basic bank account at www.knowsley.gov.uk, from any of our One Stop Shops or by calling 0151 443 4042

Your account details

Please take care filling in your bank details. If you tell us the wrong account details your payment may be delayed or you may lose money. You can find the account details on your cheque book or bank statements or by asking your bank, building society or credit union.

Please remember to tell us if any of your account details change in the future.

Your account details

Name of account holder

Full name of bank,
building society or
credit union

Sort code

Account number

Building society roll or
reference number or
credit union reference

Part 10 Backdating your claim

We can usually award benefit from the Monday after the day we receive your claim. Sometimes we can pay benefit from an earlier date if you have good reason for not claiming earlier.

We can only backdate your claim, if you are working age, for a maximum of:

- 6 months for housing benefit, and/or
- 3 months for council tax reduction.

If you or your partner have reached the qualifying age for state pension credit, we will automatically treat your claim as being made 3 months earlier, or, from the date you or your partner became of pension age or you became liable for rent or council tax if this is less than 3 months.

Date you want to claim benefit from

Tell us why you did not claim earlier.

Please give as much information as you can and provide proof wherever possible, such as a letter from your doctor, hospital or care worker. We may need to contact you again about this.

Part 11 Anything else you need to tell us

Use the space below to tell us anything else you think we need to know about. Use a separate sheet of paper if you need to and attach it to this form. Make sure you put your name and address on any additional sheets and number them.

Part 12 Sharing information about your claim

Part 12a Supported living

To help people to continue living in their own home, our Supported Living Team may be able to help meet the costs for certain charges which housing benefit cannot cover. This includes things such as general counselling and support, emergency alarm, floor or wall sensors, home help or care and attendance at a day care centre.

To make sure that you get all the financial help you are entitled to for the supported living services that the council provides, we may pass some information about your housing benefit and/or council tax reduction claim to other parts of the council. This can help us speed up your claim and means you will not have to fill in any more forms. We will only share information on your housing benefit and/or council tax reduction claim.

If you do not currently receive any supported living services but feel you have need of them we can arrange for the Knowsley Access Team to contact you. If you would like the Knowsley Access Team to contact you tick this box.
If you prefer, you can contact the team directly on **0151 443 2122**, for advice and to arrange for an assessment of your needs.

Part 12b Sharing your information with other people you trust

Sometimes you may need someone else to contact us about your claim, such as a family member, a friend or someone else acting for you. We can only discuss your claim with another person if you have given us permission to do so. If you would like someone else to speak to us on your behalf please tell us about them below.

I give Knowsley Council Benefit Section permission to discuss my claim with the person named below

Full name

Relationship to you

(such as mother, son, friend
care worker, welfare rights advisor)

We may need to write to you from time to time. Do you want us to send any letters directly to the person you have named instead of to you?

No

Yes

If 'Yes', please give their address, postcode and telephone number.

Postcode
Telephone number

Part 13 Viewing your housing benefit and council tax reduction information on-line

You can now register on-line to see information about your benefit claim, such as weekly benefit amount, next payment date, amount due and previous payments.

For more information go to www.knowsley.gov.uk - My neighbourhood - online services

Part 14 Declaration of Truth

Please read this part carefully before you sign and date it.

If you have a partner, it is better for you both to sign this declaration so that we can make sure you get the maximum amount of benefit you are entitled to.

Even if someone else has completed this form for you, you must still understand and sign the declaration.

I understand the following.

- If I give information that is untrue or not complete you may take action against me. This may include court action.
- You will use the information I have given to process my claim for housing benefit and/or council tax reduction, free school meals and care and support costs.
- You will use the information I have given and share it with other council departments to check or prove my entitlement to other benefits, grants and services that I may have a right to receive, such as care to help me stay in my home.
- You may use any information I have given on this form, and share it with other organisations, such as government departments, local authorities and private sector companies, such as a charity or other voluntary or private sector bodies in connection with the provision of any services that I am entitled to.
- You regularly match data with the Department for Work and Pensions which can detect undeclared income and bank accounts.
- You may check the information with other sources, where the law allows this, including other organisations, such as government departments, local authorities and private sector companies, such as banks or other organisations that may lend me money and Experian, a credit reference agency for the purposes of preventing or detecting fraud.
- I must let you know right away about any change in my circumstances that might affect my claim.
- If I receive too much benefit because I do not tell you about changes in my circumstances I will have to repay the money

I declare the information I have given in this form is true and complete.

Signature of person claiming

Date

Partner's signature

Date

If any part of this form has been filled in by someone other than the person claiming, please tell us why you are filling this form in for them, such as the person is blind, dyslexic or has difficulty reading, writing or understanding English.

Full name of person filling in the form

Your relationship to the person claiming

- I have read each question to them and written down their answers.
- I have read the declaration above to them and they have confirmed they understand it.

Signature of person filling in the form

Date

Part 15 Proof you need to provide with your claim

If you or your partner **get** income support, income-based jobseekers allowance, income-related employment support allowance, guaranteed pension credit or universal credit you do not need to provide proof of national insurance number, identity, income or savings and investments.

The Department for Work and Pensions has already verified these details. We will check the details with the Department for Work and Pensions and will contact you if we need to. However, you may need to provide proof of income for any other adults living with you (see below for guidance) and if you pay rent you will need to provide your tenancy agreement or letter from your landlord.

If you or your partner **do not get** income support, income-based jobseekers allowance, income-related employment support allowance, guaranteed pension credit or universal credit **you will need to provide the following proof** to support your claim:

Proof of national insurance number and identity for you and your partner

You need to provide one form of proof for National Insurance number, such as NI number card, payslip or pension slip, letter from DWP or Tax Office. Plus one other proof of identity such as passport, birth or marriage certificate, medical card, driving licence, UK residence permit, EEC identity card or recent gas or electricity bill.

Proof of earnings

If you, your partner or any other adult living in your home is working you will need to provide the latest 5 weekly, 2 monthly or 3 fortnightly payslips for each job. If you haven't got them all bring in the most recent that you have and we will let you know if you need to provide any more. If you don't have any payslips tell us and we will send a form to your employer to complete.

Proof of tax credits (child, working or disabled tax credits) if you are not claiming universal credit

Bring in your most recent award letter if you have it. Don't worry if you haven't, we should be able to get the information from the Tax Credit Office and will contact you if we need to.

Proof of child benefit

Bring in your most recent award letter or your latest bank/building society or credit union statement showing the child benefit being paid in.

Proof of other income you receive

Private pension: bring in your most recent pension slip.

Maintenance from a former partner: the court order or a letter from the former partner. You only need to provide proof if the payment is for you or your partner. You don't need to provide proof if it is paid for children only.

Student grant or bursary: for you or your partner provide your latest award letter confirming start date, course type, course length and a breakdown of loan, grant or bursary. For any other adult in your home provide their student certificate.

War pension or war widow's pension

Your latest award letter showing how your pension is made up.

Other state benefits, allowances or pensions

The only benefit you have to provide proof of is industrial injuries disablement benefit. If you, your partner or other adults living in your home get any other state benefit, state allowance or state pension, fill in the details on the claim form and we will check them with Jobcentre Plus or the Pension and Disability Service. We will contact you if we cannot get the details.

Proof of capital, savings and investments

Working age: You usually only need to provide proof if your total amount is over £6,000, but you still need to tell us how much you have. We may need to contact you for proof where your savings are below the above amounts.

Pension age: You usually only need to provide proof if your total amount is over £10,000, but you still need to tell us how much you have. We may need to contact you for proof where your savings are below the above amounts.

These amounts apply whether you are single or have a partner. If your total savings, capital and investments are above these amounts you need to provide all your bank, building society or post office books, full bank statements, 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. Bank statements must show details for at least the last 2 months.

Proof of rent

You must provide proof of your current rent, such as your tenancy agreement, latest rent increase letter or letter from your landlord.

Proof of money you pay out

Such as letters showing how much you have to pay towards student fees, maintenance or child support payments or child carer costs.

Equal opportunities monitoring form

We have a duty to make sure that all people living or working within our borough have the opportunity to use our services and that people feel fairly treated when they do use our services.

Monitoring the people who use our services tells us if we are leaving any group out or treating any group unfairly when they do use our services. The information you are about to complete is held securely and confidentially. All personal details are protected by the Data Protection Act, which stops unlawful access by any person, agency or organisation and the Freedom of Information Act.

Please tick the boxes below that you feel best describe you. You do not have to answer the questions if you prefer not to.

What is your gender? Male Female

Do you consider yourself to be disabled? Yes No

What is your ethnic group? (Tick the appropriate box)

Asian or Asian British

Bangladeshi Chinese

Indian Pakistani

Any other Asian background (Please write below)

Black or Black British

African Caribbean

Any other Black background (Please write below)

Mixed or Mixed British

White and Black African White and Asian

White and Black Caribbean

Any other mixed background (Please write below)

White

White English/Welsh/Scottish/Northern Irish/British

White Irish

Gypsy or Irish Traveller

Any other White background (Please write below)

Arab or other ethnic group

Arab

Any other ethnic group (Please write below)

What happens next?

When you have filled in and signed this form, take it into your local One Stop Shop and you will be given a receipt. This will show the date your form was received and whether your claim is **complete** or **incomplete**. You can also post your form to us, the address is on the back page. **Please do not send valuables such as passports and bank books in the post.** If you cannot get out we can arrange a home visit, please ring 0151 443 4234.

If your claim is complete - We aim to process your claim as quickly as possible and we will send you a letter telling you how much housing benefit and/or council tax reduction you are entitled to. When you get the letter please read it carefully and tell us right away if you think any of the information is wrong. Sometimes, even though your claim appears complete we may need some more information before we can process it. If so, we will contact you to tell you what we need.

If your claim is incomplete - You need to provide some proof or information. Your receipt will show what you need to bring in. **Remember, we can't work out how much benefit you should get until you bring in the missing information.** If you don't have the information we have asked for please tell us right away and we will try to help. Bring the information in as soon as you can. **If you don't bring in all the information within a calendar month of the date on your receipt then you may not get any benefit at all and you will have to pay full rent and/or council tax.**

Remember, you must tell us right away if anything you have told us on the claim form changes.

Our customer promise

We promise to:

- give you the right information to make it clear what you can expect from us and what you need to do in return;
- do our best to help you, listen to you and make sure you feel comfortable dealing with us;
- explain why decisions have been made about your claim and what will happen next if it is not what you hoped for;
- deal with your claim as quickly as we can. We will tell you how long it will take and do our best to keep to the time we have said;
- make sure that you can contact us in ways that are simple and easy to understand. We will tell you about other services that may help you;
- protect your personal information;
- use your feedback to help improve our service;
- take any complaints seriously, our leaflets, website or staff will explain how to submit a complaint;
- protect public money – we will not tolerate fraud; and
- measure how well we meet these standards and publish the results.

We expect you to:

- tell us whenever your personal or household circumstances change;
- treat our staff with courtesy;
- keep any appointment you have with us, or let us know as soon as possible if you cannot.
- tell us if you need to communicate with us in a different way.

Changes you must tell us about

You must tell us straight away if you have any change that might affect the amount of housing benefit and council tax reduction you receive, such as;

Income:

- if your income or the income of anyone living in your household changes;
- your income support, income-based job seekers allowance, income-related employment support allowance, guaranteed pension credit or universal credit ends ;
- you or your partner start work, receive a pay rise or your wages change due to working different hours;
- if you or your partner start to receive child tax credit, working tax credit, pension credit or universal credit; or
- any other type of income you receive changes.

Capital, savings and investments:

- your or your partner's capital, savings or investments change.

Household:

- any of your children leave school or leave home (if your child becomes 18 please confirm if you continue to receive child benefit for them);
- anyone moves into or out of your home (including lodgers and subtenants);
- you or anyone living with you becomes a student, goes on a youth training course, goes into hospital or nursing home or goes into prison;
- you move home, either on a temporary or permanent basis; or
- you or your partner will be away from home for more than a month.

Rent:

- your rent changes.

You can tell us about these changes by:

- calling into any One Stop Shop;
- telephoning us;
- writing to us;
- emailing us.

Our contact details are on the back page.

If you don't tell us about a change right away you may lose money or you may get too much benefit and have to pay it back. You must make sure **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 that affects the amount of benefit you receive and we may take court action against you. **If you have a change but you are not sure if it affects your benefit, please contact us and we will be happy to advise you.**

How to contact us

Call into one of our One Stop Shops

Huyton One Stop Shop Municipal Buildings Archway Road Huyton Merseyside L36 9YU	Kirkby One Stop Shop The Kirkby Centre Norwich Way Kirkby Merseyside L32 8XY	Halewood One Stop Shop The Halewood Centre Roseheath Drive Halewood Merseyside L26 9UH	Prescot One Stop Shop Prescot Shopping Centre Aspinall Street Prescot Merseyside L34 5GA
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Our One Stop Shops are open Monday to Friday 9am to 5pm

You can also contact us by:

Post: Housing Benefit Section, 2nd Floor, Yorkon Building, Archway Road, Huyton L36 9YU
(If you are posting this form back please make sure you pay the correct postage so that it reaches us promptly)

Telephone: 0151 443 4042 (lines are open Monday to Friday from 9am to 5pm).

Email: benefits@knowsley.gov.uk

Website: www.knowsley.gov.uk

Help and advice about welfare benefits

We are happy to offer you help and advice about this claim form or other welfare benefits. However, if you wish to seek independent advice there are a number of organisations, such as Citizens' Advice Bureau, who can help you with this claim form or give you advice about welfare benefits and other matters. Contact details can be found in your yellow pages or you can go on-line for this information. Look for the financial advice page on our website @ www.knowsley.gov.uk

Data Protection – how we collect and use the information you give to us

We are committed to supporting residents to get the services and support that they have a right to receive. To do this we need to collect and use information about the people we give services to and others we have contact with.

We will only collect the information that we need to process your claim. We may share information you give to us, but only where it is necessary and the law allows it.

This will be to:

- **make sure the information is accurate;**
- **make sure you get all the benefits you have a right to receive;**
- **prevent or detect crime;**
- **meet our key aims and legal duties; and**
- **share this information with other bodies responsible for auditing and administering public funds for the purpose of preventing and detecting fraud.** For more information email ccfu@knowsley.gov.uk or visit www.knowsley.gov.uk/your-council/freedom-of-information-and-dat.aspx

If you would like details of the information we hold about you, please contact:

The Information Officer
Knowsley Borough Council
Risk and Resilience Division
PO Box 24, Archway Road
Huyton, Knowsley
Merseyside
L36 9YZ

email: Data.protection.officer@knowsley.gov.uk

If you would like more information about Data Protection, please contact:

The Information Commissioner's Office
Wycliffe House,
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 01625 545 745

Website: www.informationcommissioner.gov.uk