



Cygnets Court  
Long Stratton  
NORWICH  
NR15 2XE

[benefitsmailbox@s-norfolk.gov.uk](mailto:benefitsmailbox@s-norfolk.gov.uk)

Tel: 0808 178 7143

## Housing Benefit / Council Tax Support

**Please find attached a claim form for Housing Benefit and/or Council Tax Support.**

The rules about when your benefit can start are worked out from when we receive your claim.

If you have completed an online estimate on our website [www.south-norfolk.gov.uk/benefits](http://www.south-norfolk.gov.uk/benefits) you have one month to complete the claim form and send it back to us. If you do this within the month, we treat your claim as being made on the date you completed the calculation.

If you do not complete the online estimate or you do not return your form within one month of this date Benefit usually starts the Monday after we receive your completed claim form.

If you do not get the completed claim form back to us within one month of the online estimate or do not use the calculator, you will lose money. This is because we will not be able to treat your claim from when you first contacted us and we will have to go by the date that we received your form.

Please Remember to:

- Read the form carefully, complete all questions and make sure it is correct. Please ensure that any necessary corrections are made and that any missing information is added.
- Sign the form
- Provide evidence to support your claim as detailed on [www.south-norfolk.gov.uk/benefits](http://www.south-norfolk.gov.uk/benefits) or on the back of the claim form

Return your completed form and supporting evidence to us via email to [benefitsmailbox@s-norfolk.gov.uk](mailto:benefitsmailbox@s-norfolk.gov.uk) or by post to the address above.

South Norfolk Council  
 South Norfolk House  
 Cygnet Court  
 Long Stratton  
 Norwich  
 NR15 2XE



## Housing and Council Tax Benefit Application

This is my claim for:		I am a:		Date:	
Housing Benefit	<input type="checkbox"/>	Owner Occupier	<input type="checkbox"/>		
Council Tax Benefit	<input type="checkbox"/>	Private Tenant	<input type="checkbox"/>		
Second Adult Rebate	<input type="checkbox"/>	Housing Association Tenant	<input type="checkbox"/>		

Have you completed an online calculation on our website? Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes please confirm your calculation reference (this can be found on any page of the calculation at the bottom on the left)

### Part 1 – About you and your household

Your Name:	
Date of Birth:	National Insurance Number:
Address:	
Postcode: Y / N Date	Have you lived in Moved In: this area before?
Previous Address:	
Email Address:	
I would like to receive my benefit notifications, council tax bill and communications by email: Y / N	
Contact No:	Mobile No:

Nationality:	Date moved to UK (If applicable):
Are you a recent care leaver?	Registered blind or Disabled?

Partners Name:	
Date of Birth:	National Insurance Number:
Address:	
Postcode:	Have you lived in this area before? Y / N
	Date Moved In:
Previous Address:	
Contact No:	Mobile No:
Nationality:	Date moved to UK (If applicable):

Children (please attach a separate sheet if you need to add more information)	Male or Female	Date Of Birth	Is Child Tax Credit Received?	Who receives the Child Benefit	Are they registered blind or disabled?
	M / F		Y / N		Y / N
	M / F		Y / N		Y / N
	M / F		Y / N		Y / N
	M / F		Y / N		Y / N

Please give full details of everyone else aged 16 or over in your home. We will need to see proof of all income received by them. Please see part 4 for further information.

Full Name	Date of Birth	National Insurance Number	Relationship to you
Income type / Employer name	Gross Income	Frequency	Hours worked

Full Name	Date of Birth	National Insurance Number	Relationship to you
Income type / Employer name	Gross Income	Frequency	Hours worked

Does anyone get carer's allowance for looking after you or your partner?	Y / N
Does anyone stay overnight to provide care for you or your partner?	Y / N
Are any of the other adults over 16 related to you, or each other?	Relationship
Is related to	
Is related to	

**The household has the following money coming in or is waiting to hear about it:**

(Please include all income including wages, benefits, pensions)

Refer to part 4 for further information

Received by:	Income type/ Employers name	Start Date	Gross Income	Frequency	Hours per week

**The household has the following bank accounts, capital & savings:**

(Please include all accounts such as current accounts whether in credit or debit)

Refer to part 4 for further information

Held by:	Type of savings/account	A/C number	Sort Code	Value


Other property or land owned or in trust in this country or abroad with or without mortgage outstanding:

Address	Owned by

My partner and I pay the following expenses:

Child Care Costs	£	Frequency	
Private Pension contributions	£	Frequency	

**Part 2 – Property Details**

Are you, or anyone in your household related to the landlord or owner?	Y / N	
Does your landlord live in any part of the property?	Y / N	
Is your landlord your former partner or your partner's former partner?	Y / N	
Have you previously owned this property?	Y / N	
Are you in rent arrears?	Y / N	How many weeks?

Amount of Rent: £	Frequency:	Tenancy Start Date:
-------------------	------------	---------------------

Room type	Total	Own Use	Shared
Living Room			

Bedsit Room				Is your property rented as: Furnished <input type="checkbox"/>
Bedrooms				Partly Furnished <input type="checkbox"/> Unfurnished <input type="checkbox"/>
Bathroom/Shower				Does your rent include;
Toilet				Meals <input type="checkbox"/> Lighting <input type="checkbox"/>
Kitchen				Hot water <input type="checkbox"/> Electricity <input type="checkbox"/>
Other				Fuel for cooking <input type="checkbox"/> Laundry <input type="checkbox"/> Cleaning rooms or windows <input type="checkbox"/>

Gardening

Garage or parking space

Care and Support

**We will need to see your tenancy agreement to confirm any charges additional to your rent. Please see part 4 for further information.**

Property Type:

Detached

Semi Detached

Terraced

House

Studio Flat

House boat

Bungalow  Flat over commercial property

Caravan

Maisonette

Flat in house

Caravan site (site fees only)

Annexe

Hostel Room

Room in a house

*Other type of property (e.g.):	
Do you and your household occupy only part of the property? (if yes answer below)	Y / N
Do you occupy the front middle or back of the property?	
Which floor of the property do you occupy?	

Name & address of Landlord & Landlord's agent – please include telephone number and email if you have it

If you are a private tenant and are under 35 years old, your housing benefit will only be based upon the shared room rate of Local Housing Allowance. **See part 4 for exemptions to this rule.**

If you are a private tenant you will not be able to have payments made direct to your landlord. However, if you feel you are unable to manage your rent payments, please contact us to explain why.

If you rent from a housing association – would you like your benefit paid direct to them? Y / N

Do you occupy the property as a condition of you or your partner's employment? Y / N

I would like my benefit paid into this account (This cannot be a Post Office Card account)

Name on the account	Name of the bank/building society	Sort code (all six numbers)	Account number (usually seven to ten digits)

### Sharing Information:

I give South Norfolk Council permission to share information about my claim with my Landlord/Agent

Y / N	Name of Landlord/Landlords agent	Telephone number and email address

I give South Norfolk council permission to share information about my claim with a third party as specified below

Name/Details of third party	Relationship to claimant	Telephone number and email address

**Part 3 – Other Information**

Date you want to claim benefit from

/ /
-----

**Backdating**

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 a good reason for not claiming earlier.

**Please see part 5 for further information about backdating and the time we can consider backdating**

If you want us to consider paying your benefit from an earlier date, tell us when you want benefit from, and why you did not claim benefit earlier.

During this earlier period, were your circumstances different to those you have told us about on this form?	Y / N
---	-------

Please tell us your reasons for any delay in making your application (Continue on a separate sheet if necessary)
--

<b>Notes/Additional information/Future Changes (Continue on a separate sheet if necessary)</b>
--



Please read the privacy notice and declaration carefully before you sign and date it

## PRIVACY NOTICES

### About Us

**South Norfolk Council takes your privacy very seriously. Under data protection legislation we lawfully process your personal information as a public authority.**

### What we do with your data

The purpose of collecting your personal data and that of other people named on this form is processing claim for Housing Benefit or Council Tax Support, or both. We may check some of the information with other sources as allowed by the law.

We will retain this data for 7 years from the date your claim is closed.

### Data Sharing

We do not pass your details on to third parties unless the Council is lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes. Examples are the Department for Work and Pensions, HM Revenue & Customs and internal departments such as Council Tax and Early Help. We may share the details with other organisations that handle public funds and assist in the processing of other benefits.

### Your Rights

**Under data protection law you have the right to request access to, rectification, restriction or objection to the processing of your personal data, as detailed in our Privacy Policy (on our website). You can contact our Data Protection Officer at [right2know@s-norfolk.gov.uk](mailto:right2know@s-norfolk.gov.uk) or telephone 01508 533943. You also have the right to lodge a complaint with the regulator, the Information Commissioner's Office.**

## Declaration

- I understand that this claim is made to you, my local council.
- I declare that the information I have given on this form is correct and complete as far as I know and believe.
- I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action being taken.
- I agree that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Benefit, or both. You may check some of the information with other sources as allowed by the law.
- I understand that you may use any information I have provided in connection with this and any other claim for state Benefit that I have made or may make.
- You may give some information to other organisations, such as government departments, local authorities and private-sector companies such as banks and organisations that may lend me money, if the law allows.
- I know that I must let you know straight away about any changes in my circumstances which might affect my claim. I understand that if I do not tell you about any changes and you pay me too much benefit because of this, I may have to pay back the extra benefit.
- I understand that I may be prosecuted if I do not tell you about any change of circumstances.

**Please sign below**

Print Name		
Signature		Date:
Signature of Partner		Date:
Benefit Officer		Date:

## Part 4 - Evidence checklist

**Please be aware that if you do not provide the evidence we need, we might not be able to pay you any benefit. We need the same proof for your partner, if you have one.**

**Important – Do not delay sending this form**

**If you cannot send the proof we need at the moment, send the form back now and send the proof later. If you delay send in the form or contacting us you could lose benefit.**

□ **Proof of all savings and investments:**

Such as all bank, building society or post office books, the latest full bank statements for all bank/building society and post office accounts. These must show all incoming and outgoing amounts into the accounts. Certificates for premium bonds, saving certificates, ISAs, stocks, shares, trusts, proof of any interest or dividends from investments and savings. Proof of any property or land in this country or abroad.

□ **Proof of earnings for all adults living in your home:**

This means the last 5 payslips for weekly paid earnings, the last 3 payslips for fortnightly paid earnings or the last 2 months payslips for monthly paid earnings.

If you or your partner is self employed we need to see your account for the last financial year or, if no accounts are available, a summary of your trading records to date.

□ **Proof of any other income or benefits for all adults living in your home:** Such as pension slips from a former employer or a letter from the court showing any maintenance payments you are receiving, proof of any money you receive from people paying you board and lodgings. We also need to see proof of any Benefits, Pensions or Allowances received by any adult in the household, including amounts and how often they are paid.

□ **Proof of rent**

Tenancy Agreement – Please provide your tenancy agreement or a letter from your landlord confirming the rent and what it includes i.e. services, including heating/lighting/meals/water rates etc., the date the tenancy commenced and property address.

□ **Proof of Shared Room Rate Exemption**

If you are under 35 years old and a private tenant, you may be exempt from the shared room rate rules if one of the following applies:

You normally have children living with you;

You are under 22 and have been in care;

You get the severe disability premium in your benefit because you receive the middle or higher rate care component of Disability Living Allowance;

You need an extra bedroom for a carer who stays overnight and does not normally live with you;

You have spent at least 3 months in a homeless hostel and are getting support to help you to resettle in the community;

You are an ex offender and are being helped under MAPPA (Multi Agency Public Protection Arrangements).

If you think that one of the above applies to you, please supply proof of your situation so that the exemption can be applied.

## **Part 5 - Backdating your Claim for Housing Benefit and Council Tax Support**

Housing Benefit and Council Tax Support is normally paid from the Monday following the date we receive their claim.

Backdating is sometimes possible but it can only be done in limited circumstances so it is always best to make your claim as soon as possible. For example don't delay your claim because you can't get the evidence we need. Send your claim to us and provide the evidence later, but within one month.

If you do need us to backdate your benefit, the rules about when we can backdate are different for different groups of people.

### **Pension age customers (those who have reached the qualifying age for State Pension Credit)**

We can sometimes backdate the start of your benefit for up to three months before the date you claimed.

You do not need to tell us why you didn't claim sooner as we should look out for claims we can backdate, but let us know if you think we should have backdated your claim and haven't.

Please note that if you or your partner have reached the State Pension Credit qualifying age but either of you gets Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Universal Credit we treat you as working age, not pension age.

### **Working age customers (under the qualifying age for State Pension Credit)**

We can sometimes backdate the start of your benefit for up to one month before the date you claimed. You must have good reasons for not claiming sooner throughout the period that you are asking for backdating for.

