

# Local Council Tax Support and Housing Benefit Claim Form



**Don't delay - claim today!**

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

## Filling in the form

- Use blue or 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 15. You must sign Part 15 as well.
- Please send the form back to us straight away to make sure you do not lose any benefit. Your benefit will normally start from the Monday after we receive the form. In the form, we ask for proof of your income, rent and so on. If you don't yet have all the proof we need, send the form in now and send the proof later.
- For Council Tax Support claims, we will automatically treat your claim as being made 3 months prior to the receipt of the form (as long as you were liable to pay council tax) if you do not want your claim to be assessed for this earlier period tick this box

You have one month from the date we receive the form to send in the proof.

- You must tell us immediately if your circumstances change. See page 2 for a list of changes that may affect your claim.

## Please return the form either by post to:

- Benefits Service, Broxbourne Council, Bishops' College, Churchgate, Cheshunt, Hertfordshire EN8 9XG

Or in person by visiting the Benefits Service at Bishops College, Churchgate, Cheshunt, Herts, EN8 9XG.  
Monday to Friday 8.30am-4.00pm

Or in person to any of the Borough One Stop Shops:

- Hoddesdon Library 98a High Street, Hoddesdon, Herts, EN11 8HD.  
Tuesday and Thursday 9am - 5.30pm.

- 123 High Street, Waltham Cross, Herts, EN8 OBJ.  
Monday, Wednesday and Friday 9am - 5.30pm.

Phone: 01992 785503.

Email: [benefits@broxbourne.gov.uk](mailto:benefits@broxbourne.gov.uk)

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

Date of first contact:

HB Ref. No:

Date Received

# Notes for filling in the claim form

## About this form

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

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 ensure you tick yes or no to each question, do not leave these blank.

## 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 award until we have seen the evidence we have asked for.

## How we collect and use information

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

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

Borough of Broxbourne Council is committed to protecting your privacy when you use our services. Our Privacy Notice explains how we use information about you and how we protect your privacy.

<https://broxbourne.gov.uk/resident/privacy-policy>

## If we award Council Tax Support or Housing Benefit

If we decide to make an award, 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 Benefit Department straight away if;

- if anyone starts to receive Carer's Allowance for looking after you; or
- 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; goes on an Apprenticeship Scheme; goes into hospital or a nursing home; goes into prison; or gets, changes or leaves a job; or
- you or your partner are going to be away from home for more than a month; or
- you receive any decision from the Home Office; or
- anything you have told us about changes; or
- you move house; or
- you or any one in your household receives or ceases to receive DLA or PIP.

If you don't tell us about these changes, you may lose money you are entitled to or you may get too much award. 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 award. We may take court action against you. If we pay you too much support, in most cases, you will have to pay it back.**

# Council Tax Support and Housing Benefit Claim Form

## 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



First name(s)



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

Do not tell us your partner's address if it is the same as yours.

  
  
  

  
  
  


Postcode

Postcode

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

 /  / 
 /  / 

Your daytime phone number

You do not have to tell us this, but it may help us to deal with your claim more quickly.



What is this number?

Please tick.

Home  Work  Mobile  Textphone

Home  Work  Mobile  Textphone

E-mail address

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



Date of birth

 /  / 
 /  / 

National Insurance number

You can find this on payslips or letters from Department of Works and Pensions or the tax office. We can decide your claim only if we see evidence that this is your National Insurance number (see part 13).

Letters   Numbers        Letter

If you do not have a National Insurance number, or cannot find it, tick this box.

Letters   Numbers        Letter

If your partner does not have a National Insurance number, or cannot find it, tick this box.

We must see evidence of you and your partner's identity and National Insurance number. If you or your partner are asylum seekers, you must provide your current Home Office letter. Read the checklist in part 17.

Are you living away from home at the moment?

No

Yes  Tell us why you are not living at home.

When did you last live at home? When do you expect to go back home?

/ /

/ /

Tell us the address where you are living at the moment.

Postcode

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

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

**You**

No

Yes  When did you claim?

/ /

Which council did you claim from?

What name did you claim in?

What address did you claim for?

Postcode

**Your partner**

No

Yes  When did they claim?

/ /

Which council did they claim from?

What name did they claim in?

What address did they claim for?

Postcode

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

Postcode

Postcode

Were you the home owner, a private tenant, a council tenant or a boarder at this address?

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

No

Yes  We will write to you about this.

No

Yes  We will write to you about this.

What is your nationality?

If your nationality is not British, on what date did you last enter the UK?

/ /

/ /

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

## You

## Your partner

Are you or your partner in hospital at the moment?

No

Yes  When did you go in?

 / 

When will you come out (if you know this)?

 / 

No

Yes  When did they go in?

 / 

When will they come out (if they know this)?

 / 

Do you or your partner get Disability Living Allowance?

No  Yes

No  Yes

Do you or your partner get Personal Independence Payment?

No  Yes

No  Yes

Do you or your partner get Attendance Allowance?

No  Yes

No  Yes

Does anyone get Carer's Allowance for looking

No  Yes

No  Yes

after you or your partner? (If anyone claims Carer's Allowance for looking after you in the future please let us know)

Have you or your partner ever claimed Carer's Allowance?

No  Yes

No  Yes

Still tick 'Yes' if you claimed but were not paid any money.

Are you or your partner a student? We need to see your current student certificate and all pages of your student finance/bursary award letters.

No  Yes

Do you study full time or part time?

Full time  Part time

No  Yes

Do they study full time or part time?

Full time  Part time

Tick if you or your partner are:

- an apprentice
- in legal custody
- severely mentally impaired
- registered blind
- long-term sick or disabled

  
  
  
  


Is anyone in the household pregnant?

No  Yes

If 'Yes', who?

Due Date

 /

Are there any children in your household? By children we mean under 16 or aged 16 to 20 and in full-time education or approved training.

No  Go to Part 3.

Yes  If there are more than 4 children, use a separate sheet of paper to tell us all the information we ask for on this page.

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

	First child	Second child	Third child	Fourth child
Surname or family name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First name(s)	<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"/>
What is the child's sex?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to you	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to your partner	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Usual address if different from yours	<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"/>
Child Benefit number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Who gets the Child Benefit for them?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
We need to see proof of this.				
Is the child registered blind?	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"/>
Does the child get Disability Living Allowance?	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"/>
Does this child get Personal Independent Payment?	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"/>
Do you pay a registered childminder, nursery or after-school club any childminding costs for this child?	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> If yes, please tell us the name and registration number of the childcare provider.	Yes <input type="checkbox"/> If yes, please tell us the name and registration number of the childcare provider.	Yes <input type="checkbox"/> If yes, please tell us the name and registration number of the childcare provider.	Yes <input type="checkbox"/> If yes, please tell us the name and registration number of the childcare provider.
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
How much do you pay a week?	How much do you pay a week?	How much do you pay a week?	How much do you pay a week?	
£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	

# 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. If you want to tell us about more than 3 people, use a separate sheet of paper.

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

**First person**

**Second person**

**Third person**

Surname or family name

Other names

Date of birth  /  /   /  /   /  /

National insurance Number

Their relationship to you or your partner Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, lodger or friend.

When did they move in?  /  /   /  /   /  /

Do they receive any State Benefits? No  Yes  Tell us which.

Do they normally work? No  Yes  Please tell us their gross earnings

Are they a full-time student, a student nurse, a care worker or an apprentice? No  Yes  Tell us which.

Are they severely mentally impaired? No  Yes

Are they in legal custody at the moment? No  Yes  When are they expected to be released?  /  /   /  /   /  /

Are they in hospital at the moment? No  Yes  When did they go in?  /  /   /  /   /  /

When will they come out (if you know this)?  /  /   /  /   /  /

Are any of the people who live with you married to each other, civil partners of each other, or living together as if they are married or civil partners? No  Yes  Tell us their names.  is the partner of   
 And  is the partner of

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

	<b>You</b>	<b>Your partner</b>
Are you or your partner getting Income Support, income based Jobseeker's Allowance, Pension Credit (Guarantee Credit) or Employment and Support Allowance (income related) at the moment?	No <input type="checkbox"/> Yes <input type="checkbox"/> When did you start getting it? <input style="width: 100px; height: 20px;" type="text"/> / <input style="width: 100px; height: 20px;" type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> When did they start getting it? <input style="width: 100px; height: 20px;" type="text"/> / <input style="width: 100px; height: 20px;" type="text"/>
Are you or your partner still waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance, Pension Credit (Guarantee Credit) or Employment and Support Allowance (income-related)?	No <input type="checkbox"/> Yes <input type="checkbox"/> When did you claim? <input style="width: 100px; height: 20px;" type="text"/> / <input style="width: 100px; height: 20px;" type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> When did they claim? <input style="width: 100px; height: 20px;" type="text"/> / <input style="width: 100px; height: 20px;" type="text"/>

# Part 5 About benefits, tax credits and state pensions

Are you or your partner getting any of the benefits or credits listed below, or are you waiting to hear about benefits or credits you have claimed? Read the list of benefits and credits below and tell us about any that you or your partner are getting now or have claimed.

No  Go to Part 6.  
 Yes  Tell us about the benefits below.

	<b>You</b>			<b>Your partner</b>		
	Yes	How much do you get?	How often is it paid?	Yes	How much do they get?	How often is it paid?
<b>Pensions</b>						
State Retirement Pension		£			£	
Pension Credit (Savings Credit)		£			£	
Widow's Allowance or Bereavement Allowance		£			£	
Widowed Parent's Allowance or Widow's Pension		£			£	
War Widow's or War Dependant's Pension		£			£	
War Disablement Pension		£			£	
Industrial Injury/Disablement Pension		£			£	
Exceptionally Severe Disablement Allowance		£			£	
<b>Benefits and Allowances</b>						
Contribution-based Job Seeker's Allowance		£			£	
Child Tax Credit		£			£	
Working Tax Credit		£			£	
Child Benefit		£			£	
Incapacity Benefit		£			£	
Employment and Support Allowance - contribution based		£			£	
Attendance Allowance		£			£	
Disability Living Allowance:						
Mobility Component		£			£	
Care Component		£			£	



	You		Your partner	
Universal Credit	<input type="checkbox"/>	£	<input type="checkbox"/>	£
Personal Independence Payment	<input type="checkbox"/>	£	<input type="checkbox"/>	£
Carer's Allowance	<input type="checkbox"/>	£	<input type="checkbox"/>	£
Severe Disablement Allowance	<input type="checkbox"/>	£	<input type="checkbox"/>	£
Maternity Allowance	<input type="checkbox"/>	£	<input type="checkbox"/>	£
Fostering Allowance	<input type="checkbox"/>	£	<input type="checkbox"/>	£
Any other benefit, pension or money from the government	<input type="checkbox"/>	£	<input type="checkbox"/>	£

Are you repaying a Social Fund loan or overpayment for any of these benefits? No  Yes  If yes, which one?

Have you or your partner deferred (put off) receiving a pension? No  Yes  If yes, please give details

## Part 6 Income other than earnings

Do you or your partner have any money coming in (or expect to have some money coming in) that you have not already told us about on this form?

No  Go to Part 7.

Yes  Complete the questions as below.

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

	You			Your partner		
	Yes	How much do you get?	How often is it paid?	Yes	How much do they get?	How often is it paid?
Private Pension 1 paid by <input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Private Pension 2 paid by <input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Please attach separate sheet if you have more than 2 pensions	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Pension Protection Fund Payments	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Annuities	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Maintenance for you	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Maintenance for your child - including CSA	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Student grant or loan	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Payments from boarders	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Weekly amount from letting or sub-letting part of a property	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Payments from a charity	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>
Any other income e.g. Redundancy or Loan Protection Payments (please give name)	<input type="checkbox"/>	£	<input type="text"/>	<input type="checkbox"/>	£	<input type="text"/>

We must see evidence of any money or pension coming in before we can decide how much Support you can get. Read the checklist at Part 17 to see what you can use as evidence.

## You

## Your partner

Do you or your partner work for an employer?

No  Go to Part 8.

Yes  Answer the questions in this section.

No  Go to Part 8.

Yes  Answer the questions in this section.

Do you work for more than one employer?

No

Yes

No

Yes

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

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

What kind of work do you do?



What is your employer's name and address?

  
  
 Postcode

  
  
 Postcode

When did you start this job?

 /  / 
 /  / 

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

£

£

How often do you get paid?

Every

Every

How are you paid?  
For example, in cash, by cheque or straight into a bank or building society account.



How many hours a week do you usually work?



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



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

No

Yes

No

Yes

When did it start?

 /  / 
 /  / 

Do you pay into a private or company pension scheme?

No

Yes  How much?

£

How often?

Every

No

Yes  How much?

£

How often?

Every

We must see 5 weekly, 3 fortnightly or 2 monthly consecutive pay slips before we can decide how much Support you can get. Read the checklist at Part 17 to see what you can use as evidence.

## You

## Your partner

Are you or your partner self-employed?

No  Go to Part 9.  
 Yes  Answer the questions on this page.

No  Go to Part 9.  
 Yes  Answer the questions on this page.

You must send us your trading accounts for the last financial year. If you have only recently set up the business and do not have a full year's accounts, we will need to see some other evidence of your income and expenditure. We will write to you about this.

What kind of work do you do?



When did the business start?

 /  / 
 /  / 

What is the business address?

  
  
 Postcode

  
  
 Postcode

Are you a Director of the business?

No  Yes

No  Yes

Are there any other partners in the business?

No  Yes  Tell us their name and address.

No  Yes  Tell us their name and address.

  
  
 Postcode

  
  
 Postcode

How many hours a week do you usually work?



Do you get a Business Start-up Allowance?

No  Yes  How much?

No  Yes  How much?

£

£

How often?

How often?

Every

Every

Do you pay into a private pension scheme?

No  Yes  How much?

No  Yes  How much?

£

£

How often?

How often?

Every

Every

We must see evidence of your earnings before we can decide how much Support you can get. Read the checklist at Part 17 to see what you can use as evidence.

## You

Do you or your partner do any other work?  
This could be voluntary work, therapeutic work or any other work.

No  Go to Part 10.  
Yes  Answer the questions on this page.

What other work do you do?

What is the name and address of the person you do this work for?

Postcode

When did you start this work?

How many hours a week do you usually work?

Do you get paid for this work? No

Yes  How much?

£

How often?

Every

## Your partner

No  Go to Part 10.  
Yes  Answer the questions on this page.

Postcode



No

Yes  How much?

£

How often?

Every

We must see evidence of any earnings before we can decide how much Support you can get. Read the checklist at Part 17 to see what you can use as evidence.

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

### You

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

No   
Yes  Answer all the questions in this part.

### Your partner

No   
Yes

This includes cash, current accounts and savings accounts with a bank or building society, post office accounts, Premium Bonds, National Savings Certificates, stocks, shares and property.

Please answer these questions for yourself and your partner. Please include empty and overdrawn accounts, whether in one name or jointly held with anyone else.

Account number/name/other details


Your balance/value	Partner's balance/value
--------------------	-------------------------

£	£
£	£
£	£
£	£
£	£
£	£
£	£
£	£
£	£
£	£

We must see evidence of all capital, savings and investments. Read the checklist at Part 17 to see what you can use as evidence. We will need statements or passbooks covering the last 2 months at least, even if the balance is overdrawn.

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

	Name	Number held
No <input type="checkbox"/>		
Yes <input type="checkbox"/>		

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

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

Do you have other investments, redundancy payments, premium bonds, Tessas, ISAs, SAYE, cash etc?  
If yes, please give details. (Please also use this space if you need to tell us more about any of the above savings.)

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

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

No  Yes  If 'Yes' please give details.

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

No  Yes  What is the address?

Postcode

How much is it worth?

£

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

£

Have you or your partner received a compensation payment relating to the Second World War?

No  Yes

Do you rent your home?

No  Go to **Part 15**.

Tick 'Yes' if you would pay rent but already get Housing Benefit.

Yes  Answer all the questions in this section.

How much is the rent for your home?

£  every

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

What date did your tenancy start?

/  /

What date did you move in?

/  /

May we discuss the progress of your claim with your landlord/agent? 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/agent.

Signed  Date

What is your landlord's name and address?

By landlord we mean the person or organisation 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 organisation you actually pay your rent to.

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?

No   
Yes  What is the relationship?

is my landlord's or agent's

Related includes related 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.

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

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.)

Who is liable for council tax at this address?

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

Which meals are included? All  Breakfast  Evening

Water authority charges No  Yes

Heating No  Yes

Lighting No  Yes

Hot water No  Yes

Fuel for cooking No  Yes

What is it?

Is anything included or separate from your rent that you have not already told us about?

No  Yes

Please tick to show if the property is let as:

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

## Part 12 About where you live

What sort of building do you live in? Tick one box only.

- |                     |                          |                  |                          |                                   |                          |
|---------------------|--------------------------|------------------|--------------------------|-----------------------------------|--------------------------|
| Detached house      | <input type="checkbox"/> | Flat in a house  | <input type="checkbox"/> | Caravan, mobile home or houseboat | <input type="checkbox"/> |
| Semi-detached house | <input type="checkbox"/> | Flat in a block  | <input type="checkbox"/> | Board and lodgings                | <input type="checkbox"/> |
| Terraced house      | <input type="checkbox"/> | Flat over a shop | <input type="checkbox"/> | Hotel                             | <input type="checkbox"/> |
| Maisonette          | <input type="checkbox"/> | Bedsit or rooms  | <input type="checkbox"/> | Residential nursing home          | <input type="checkbox"/> |
| Bungalow            | <input type="checkbox"/> | Hostel           | <input type="checkbox"/> | Residential care home             | <input type="checkbox"/> |
| Detached Bungalow   | <input type="checkbox"/> | Ground rent      | <input type="checkbox"/> |                                   |                          |

Other (please say what)

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	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bedsitting rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bedrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bathrooms or shower rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Separate toilets	<input type="text"/>	<input type="text"/>	<input type="text"/>
Kitchens	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
What are these other rooms? <input type="text"/>			

Do you have a bedroom which is used overnight by someone who cares for you or your partner but does not live at your address?

No

Yes

Their name and address

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

Do you use your home for business purposes?

No

Yes

Do you have a main home somewhere else?

No

Yes

What is the address?

If your main home is somewhere else in the UK or abroad, tick 'Yes', even if you do not pay rent for it.

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

## Part 13 Backdating

We can usually award benefit from the Monday after the day we get your claim. Sometimes, we can pay Housing Benefit from an earlier date if you have a good reason for not claiming earlier. If you want us to consider paying your Housing Benefit from an earlier date, tell us when you want Housing Benefit from and why you did not claim before, in the box below. If you are a working age customer, you can request your claim to be backdated for up to one calendar month from the date we receive the form.

Tell us the date you want to claim housing benefit from

/ /
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We will write to you about your benefit award.

Enter your email address if you want to be contacted in this way

- 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 call 01992 785503 for advice.
- If you pay rent to a **Housing Association** you can either have your housing benefit paid to you or direct to your landlord. Please "tick" how you would like to be paid

To myself

To my landlord

- If you rent from a registered social landlord we can pay your benefit directly to them. Otherwise we will pay your Housing Benefit direct into a bank or building society account by Bank Automated Credit (BACS).
- If you are awarded Local Council Tax Support, we will pay this into your Council Tax Account.

If you do not have a bank or building society account you **must** set one up. You can get advice about opening and running a bank or building society account from any bank or building society of your choice. If you have any difficulties in opening one of these accounts please contact us on **01992 785503** for advice. Under the Local Housing Allowance Scheme you will have your Housing Benefit paid directly to you (unless you are considered by us to have difficulty in managing your financial affairs). You will be informed in writing when this will take effect.

We can only pay Housing Benefit into accounts in your name.

Please note we are unable to pay direct payments into your partner's account unless it is a joint account with you, also we cannot pay direct payments into a Post Office Account.

**Please remember it is your responsibility to pay your landlord.**

To accept direct payments of Housing Benefit into your account please complete the following:

Name and address of the bank

  
  


Account number

Sort code

Roll No.

Full Name (in CAPITAL LETTERS)

Account Name

Your Signature

Date  /  /

Use the box below to tell us anything else you think we should know about. Use a separate sheet of paper and attach it to this form if you need to.

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

## Part 16 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 Local Council Tax Support and 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 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's Benefit Department 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 Local Council Tax Support and Housing Benefit and the information I have given on this form is correct and complete. I authorise the Council to make any necessary enquiries to check that the information is true and correct. I have read and understood this declaration, and my responsibilities in reporting any changes in my circumstances to the Council.

Signature of person claiming

Date

Partner's 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

Signature of the person

Relationship to the person claiming

Date

## Contact us

In person for benefit enquiries and handing in claim forms or evidence:

- Hoddesdon Library 98a High Street, Hoddesdon, Herts, EN11 8HD.  
Tuesday and Friday 9am – 5.30pm.
- 123 High Street, Waltham Cross, Herts, EN8 0BJ.  
Monday, Wednesday and Friday 9am – 5.30pm.

By phone: 01992 785503

By writing to: Benefits Service,  
Broxbourne Council, Bishops' College, Churchgate, Cheshunt, Hertfordshire EN8 9XG  
Monday to Thursday 8.30am–5.30pm Friday 8.30 –5.00pm

By e-mail: [benefits@broxbourne.gov.uk](mailto:benefits@broxbourne.gov.uk)

If you know or suspect someone is committing benefit fraud, you can report them direct without having to give your name or details by:

- writing to the address above;
- phoning: 01992 785514 – or National Hotline number 0800 854 440;
- e-mailing to [benefits@broxbourne.gov.uk](mailto:benefits@broxbourne.gov.uk); or going on our website: [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

## Part 17 Checklist

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 Office, we will take the details we need and give you the documents back straight away.

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

If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later. We can start to process your claim, **but we will not be able to pay you any benefit until we have all the evidence. Please tell us now in Part 15 if you cannot supply the evidence within one month.**

### Evidence of identity

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

### Evidence of National Insurance number

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

### Evidence of savings, investments and property

Such as all your bank, building society or post office books, full bank statements, or certificates for premium bonds, National Savings Certificates, ISAs, Tessas, stocks, shares and unit trusts. The evidence you send must show details for at least the last 2 months.

### Evidence of earnings – For you, your partner and any other adults resident

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. We can supply a form on request. We need proof of all expenses and income by providing all receipts and invoices solely relating to your self employment. Do not send us Income Tax self assessments as these are not acceptable as proof for benefit purposes.

### 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, for you, your partner and any other adults resident

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

### Evidence of other money paid out

Such as letters about student grants or maintenance, letter from OFSTED registered childcare provider, confirming the hours and charge per hour for childcare for each child. We also need to know if childcare changes between term time and school holidays, if so please also provide confirmation of this.

### Evidence of private rent and tenancy

Such as the rent book, rent receipts, full tenancy agreement or a letter from the Landlord. This must include the full name and residential address of the Landlord and or Landlord's Agent, the date the agreement started, the rental amount, any services included in the rent, how often the rent is due, your name and address.

