Date issued / /

Council tax reference

Housing benefit reference

Change of circumstance

(Change of address within the borough)

Date received (for office use only)

Full address and postcode of the new property you want to claim for

We want your views

We welcome your views on our claim forms. Please let us know about any improvements you would like us to consider when we print this form again. You can give us details in **part 7** of this form.

আমাদের ক্লেইম ফর্মগুলো (দরখাস্ত ফর্মগুলো) সম্পর্কে আপনার যে কোনো মতামত বা পরামর্শ আমরা সাদরে গ্রহণ করব। পুণরায় ছাপানোর সময় যদি এই ফর্ম উন্নত করার ব্যাপারে কোনো পরামর্শ দিতে চান তবে অনুগ্রহ করে আমাদেরকে তা জানাবেন। এই ফর্মের পার্ট 7 (Part 7)-এ আপনার মতামত বা পরামর্শ লিখে দিতে পারেন।

مونږ دَ خپلو کلیم فارمونو متعلق ستاسو رائے ته دَ خوند په سترګه ګورو۔ برائے مهربانی مونږ ته په اووائی ۔ چه ده دے فارم دوباره پرنت کولو نه مخکښے کومے حصے بهتر جوړولو متعلق غور کول پکاری دی۔ ستاسو ده دے فارم په حصه7کښے مونږ ته وئیلے شئ۔

ہم اپنے کلیم فارموں کے متعلق آپ کی رائے کو پسندیدگی سے دیکھتے ہیں۔ براہ مہربانی ہمیں بتائیں کہ اِس فارم کو دوبارہ پرنٹ کرنے سے پہلے ہمیں کن حصّوں کو بہتر بنانے کے متعلق غور کرنا چاہئے۔ آپ اِس فارم کے حصّہ 7 میں ہمیں بتا سکتے ہیں۔

Cenimy wasz pogląd na nasze formularze – prosimy dać znać o wszelkich udoskonaleniach które moglibyśmy brać pod uwagę przy przedrukowaniu tego formularza. Można podać szczegóły w części nr. 7 tego formularza.

Burnley Borough Council
Benefit Service
Parker Lane
Burnley
BB11 2DS

If you have any questions about filling in this form, or you want to ask about your claim, please contact the Benefit Section. We will be happy to help you.

Office hours
Monday to Friday, 9am to 5pm
apart from
Wednesdays, 10am to 5pm

Phone
01282 425011

E-mail
benefits@burnley.gov.uk

Website
www.burnley.gov.uk

Citizens Advice
144-148 St James Street
Burnley
Lancashire
BB11 1NR
Phone: 01282 450535

Lancashire Welfare Rights
19-21 Carr Road
Nelson
Lancashire
BB9 7JS
Phone: 01282 470570

Rossendale Borough Council
Admail ADM 4005
Rossendale
BB4 4ZR

If you have any questions about filling in this form, or you want to ask about your claim, please contact us.

One-Stop Shop
Town Centre Offices
Lord Street
Rawtenstall
Rossendale
BB4 7LZ

Opening hours
Monday to Friday, 8.45am to 5.15pm

Phone
0845 900 0500
Monday to Friday, 8.45am to 7pm

E-mail
benefits@rossendalebc.gov.uk

Website
www.rossendale.gov.uk

Citizens Advice
18/18A King William Street
Bacup
OL13 0AH
Phone: 0845 4994121

Lancashire Welfare Rights
6/8 Birch Street
Accrington
BB5 1LG
Phone: 01254 301141

Ribble Valley Borough
Council Offices
Church Walk
Clitheroe
BB7 2RA

If you have any questions about filling in this form, or you want to ask about your claim, please contact the Benefit Section. We will be happy to help you.

Office hours
Monday to Friday, 8.45am to 5pm

Phone
01200 414453

E-mail
benefits@ribblevalley.gov.uk

Website
www.ribblevalley.gov.uk

Citizens Advice
19 Wesleyan Row
Clitheroe
Phone: 01200 428966

Lancashire Welfare Rights
6/8 Birch Street
Accrington
Phone: 01254 301141

Part 1 About you and your partner

	You	Your partner
Surname or family name		
First names (including any middle names)		
Title (Mr, Mrs, Ms and so on)		
Date of birth	/ /	/ /
National Insurance number	Letters / Numbers / Letter	Letters / Numbers / Letter
The address you have moved from		
Were you the home owner, a private tenant, or a boarder at this address?		
Your daytime phone number This may help us to deal with your claim more quickly.		
Your e-mail address		

	You	Your partner
Are you or your partner getting or waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance or Pension Credit (Guaranteed Credit)?	No ☐ Yes ☐ When did you start getting it? / /	No ☐ Yes ☐ When did you start getting it? / /

If there have been any other changes in your circumstances since you last claimed, please tell us about these in part 7.

Part 3 About rent

Do you pay rent for your new home?
Tick **Yes** if you would pay rent but you already get Housing Benefit or Local Housing Allowance.

No ☐ Go to **part 6.**
Yes ☐ Answer the questions in this part.

What is your landlord's full name and business address?
By landlord we mean the person or organisation who owns the property you will live in.

Postcode

If your landlord has an agent, tell us their full name and business address.
By agent we mean the person or organisation you actually pay your rent to.

Postcode

Are you, your partner or any of your partner's children related to your landlord or agent, or to your landlord's or agent's partner?
Related includes through marriage or civil partnership, even if it has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, granddaughter, grandmother, son-in-law or stepdaughter.

No ☐
Yes ☐ What is the relationship?

is my landlord's or agent's

Do you or your partner own any part of the property you now live in, or have you in the last five years?

No ☐
Yes ☐

Do you rent the accommodation from a company which you or your partner are a director or employee of?

No ☐
Yes ☐

Do you live in the property as a condition of your or your partner's employment?

No ☐
Yes ☐

Is your landlord your or your partner's ex-partner?

No ☐
Yes ☐

Is your landlord the parent of a child you or your partner are responsible for?

No ☐
Yes ☐

Do you rent your home from a trust that your or your partner's child will benefit from?

No ☐
Yes ☐

We must see proof of your rent and tenancy before we can decide how much benefit you can get.

Read the checklist in part 8 to see what you can use as proof.

Part 3 About rent - continued

When did you start renting this address? / /

When did you move to this address?
If you have not moved in yet, tell us when you expect to move in, then tell us when you have actually moved in. / /

What sort of tenancy do you have?
For example, shorthold, assured rent, tied rent or something like this.

How long is the tenancy for? / / to / /

Please tick to show if you rent the property:

furnished ☐ with hardly any furniture ☐

partly furnished ☐ unfurnished ☐

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

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.

Name Relationship

How much rent do they pay?

£ **every** **(for example, every week, fortnight, four weeks or month)**

When is the next rent increase due? / /

Do you have 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?

Who receives the council tax bill for your home?

You or you partner ☐

Your landlord ☐

Someone else ☐ Tell us who it is below.

We must see proof of your rent and tenancy before we can decide how much benefit you can get.

Read the checklist in part 8 to see what you can use as proof.

Part 3 About rent - continued

Does your rent include money for the following?

Meals
No ☐
Yes ☐ How much? £ every

Which meals are included? Breakfast ☐ Lunch ☐ Evening meal ☐

Water authority charges
No ☐
Yes ☐ How much? £ every

Heating
No ☐
Yes ☐ How much? £ every

Lighting
No ☐
Yes ☐ How much? £ every

Hot water
No ☐
Yes ☐ How much? £ every

Fuel for cooking
No ☐
Yes ☐ How much? £ every

Laundry
No ☐
Yes ☐ How much? £ every

Cleaning rooms or windows
No ☐
Yes ☐ How much? £ every

Gardening
No ☐
Yes ☐ How much? £ every

Garage or parking space
No ☐
Yes ☐ How much? £ every

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

We must see proof of your rent and tenancy before we can decide how much benefit you can get.

Read the checklist in part 8 to see what you can use as proof.

Part 3 About rent - continued

Does your rent include money for the following?

Personal care and support

No ☐
Yes ☐ How much? £ every

Do you pay any service charges separate from your rent?

No ☐
Yes ☐ How much? £ every

What for?

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

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 liviing at the moment.

Postcode

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

We must see proof of your rent and tenancy before we can decide how much benefit you can get.
Read the checklist in part 8 to see what you can use as proof.

Part 4 About where you live

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

Detached house	☐	Flat in a house	☐	Caravan, mobile home or houseboat	☐
Semi-detached house	☐	Flat in a block	☐	Board and lodgings	☐
Terraced house	☐	Flat over a shop	☐	Hotel	☐
Maisonette	☐	Bedsit or rooms	☐	Residential nursing home	☐
Bungalow	☐	Hostel	☐	Residential care home	☐
Other	☐	Give details.			

Does your home have central heating?
No ☐
Yes ☐

Does your home have a garden?
No ☐
Yes ☐

Has your home been built or adapted for people with disabilities?
No ☐
Yes ☐

Do you and your household live in only part of the building you have ticked?
No ☐
Yes ☐

Where in the building do you live?
At the front ☐ In the middle ☐ At the back ☐

Which floors do you live on?
(for example, basement, ground floor, first floor)

We must see proof of your rent and tenancy before we can decide how much benefit you can get.
Read the checklist in part 8 to see what you can use as proof.

Part 4 About where you live - continued

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			
Bedsits			
Bedrooms			
Bathrooms or shower rooms			
Toilets			
Kitchens			
Other rooms			

Do you use your home for business?

No ☐
Yes ☐

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

No ☐
Yes ☐ What is the address?

Postcode

How much do you pay for this home?

£

We must see proof of your rent and tenancy before we can decide how much benefit you can get.
Read the checklist in part 8 to see what you can use as proof.

Part 5 About other people who live with you

Now tell us about all the people who usually live with you and your partner.

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

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

	Person 1	Person 2	Person 3
Surname or family name			
Other names			
Date of birth	/ /	/ /	/ /
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.			

	Person 4	Person 5	Person 6
Surname or family name			
Other names			
Date of birth	/ /	/ /	/ /
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.			

Part 5 About other people who live with you - continued

If someone has moved into or out of your household since your last claim, please give their details below.

	Person 1	Person 2	Person 3
Name			
Have they:	moved in? ☐ moved out? ☐	moved in? ☐ moved out? ☐	moved in? ☐ moved out? ☐
Date they moved in or out	/ /	/ /	/ /
Address they moved from or to			
	Postcode	Postcode	Postcode

	Person 4	Person 5	Person 6
Name			
Have they:	moved in? ☐ moved out? ☐	moved in? ☐ moved out? ☐	moved in? ☐ moved out? ☐
Date they moved in or out	/ /	/ /	/ /
Address they moved from or to			
	Postcode	Postcode	Postcode

Private tenants please note

Since 7 April 2008, new rules (Local Allowance Rules) have applied to how we work out and pay Housing Benefit to private tenants. Under those rules, we cannot pay benefit to your landlord. We will pay it direct to you unless you would have difficulty managing your finances and paying your rent. If you think we should pay your landlord direct, explain why in part 9. Please provide any proof you can (for example, a letter from your GP, care worker, social services, welfare rights and so on).

Paying your Housing Benefit and Council Tax Benefit

- If you are a housing association tenant, we can pay Housing Benefit to you or your landlord.
- If you are a private tenant, we can pay you:
  - direct into your bank, building society or National Savings Bank account, or
  - by cheque in exceptional circumstances.
- If you get Council Tax Benefit, we will take this off your council tax bill.

Payment direct into an account

This is the safest way for us to pay your benefit, and having a bank account lets you choose how and when you get your money.

If we cannot pay you direct into an account, we will pay you by cheque.

Finding out how much is paid into the account

We will tell you whenever we know there is going to be a change in the amount we pay into your account.

You can check your benefit payments on your account statements.
If you think your payment is wrong, get in touch with the office that pays you.

About the account you want to use

You **must** tick one of these boxes.

Tick this box if you agree to be paid direct into an account. ☐

Tick this box if you would like to be paid by cheque. ☐

Tick this box if you are a housing association tenant and would like your Housing Benefit to be paid direct to your landlord. ☐

Do not forget to fill in the authorisation sheet (tear-off 1) and give it to your landlord to sign.

Please give your account details on the next page. You must fill in all the boxes, including the building society roll or reference number if you have one.
You can find the account details on your chequebook, passbook or statements.
If you are not sure about the details, ask your bank, building society or other account provider.

About the account you want to use

Whose name (or names) is the account in?

By ticking the box for an account that includes the name of the person acting on your behalf, you confirm that you are authorising them to use the money in the way that you tell them, or that you are acting on behalf of the person making the claim.

Please tick one box.

- In your name ☐
- In your partner's name ☐
- In your name and your partner's name ☐
- In the name of the person acting on your behalf ☐
- In your name and the name of the person acting on your behalf ☐

What name (or names) is the account in?
Please write the name or names as they appear on your chequebook, passbook or statement.

Full name of bank or building society

Sort code
Please tell us all six numbers, for example: 12-34-56.

☐☐ – ☐☐ – ☐☐

Account number
This is between seven and 10 numbers long.

☐☐☐☐☐☐☐☐☐☐

Building society roll or reference number
Some building society accounts use a roll or reference number. The number is on your passbook and can be up to 18 characters long. If you are not sure whether your account has a roll or reference number, ask the building society.

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Part 7 Anything else you need to tell us

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 8 Checklist

Please tick what proof you are sending with this form. We must see original documents, not copies. Please do not send valuable documents through the post. If you can, bring them into your nearest council office, shown at the front of this form. We will take the details we need and give you the documents back straight away. If you cannot get into the office, ring your council on the phone number at the beginning of this form for more advice.

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

If you cannot send the proof we need at the moment, send the form back to us now and send the proof later. Do not delay in sending in your form or you may lose your benefit.

Proof of private rent and tenancy.

Such as a rent book, rent receipts, rent statement, a tenancy agreement or a letter from your landlord. ☐

If you have told us about any changes in part 7, we will need to see proof of the change. Please contact us for more information.

Please check that you have answered all the questions that apply to you and remember to sign the form in part 10.

Please fill in the monitoring information in part 11 to help us improve our services to customers.

Have you answered all the questions you need to? ☐

Have you signed the form? ☐

Have you provided the proof we need? **No** ☐ If No, when will you be sending it? / /

Yes ☐

Part 9 Backdating

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

Date you want to claim benefit from / /

Tell us why you have not claimed before.
Attach extra sheets if necessary.

Part 10 Declaration

Even if someone else has filled in this form for you, you must sign this declaration if you can.
If you have a partner, getting them to sign this form should allow us to process your claim more quickly, but they do not have to sign.

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

- **I understand** that this claim is made to you, my local council.
- **I confirm** that, as far as I know, the information I have given on this form is correct and complete.
- **I understand** that if I have given information that is incorrect or incomplete, you may take legal action against me.
- **I agree** that you will use the information I have provided to process my claim for benefit. You may check some of the information with others, as allowed by law.
- We have a duty to protect the public funds we handle. To do this we may use the information you have provided on this form to prevent and detect fraud. We may also share your information for the same purposes, with others responsible for auditing and dealing with public funds. For more information, visit our website at the web address shown on the front of this form and look for 'data matching', or visit www.audit-commission.gov.uk.
- **I know** that I must let your benefit section know about any change in my circumstances that could affect my claim. I must do this in writing and as soon as possible.

Your signature (the person claiming)

Date / /

Partner's signature

Date / /

If this form has been filled in by someone other than the person claiming.
Please tell us why you are filling in this form for the person claiming.

I confirm that, as far as possible, I have checked with the person claiming that the answers I have written on this form are correct.

Your name if you have filled in this form for the person claiming.

Your signature

Your relationship to the person claiming

Date / /

Please fill in the monitoring information in part 11 to help us improve our services to customers.

Part 11 Monitoring information

To help us improve our services to our customers, please tell us more about your background.

Which ethnic group do you belong to?

Asian or Asian British

- Indian ☐
- Pakistani ☐
- Bangladeshi ☐
- Any other Asian background ☐ Say which below.

Black or black British

- African ☐
- Caribbean ☐
- Any other black background ☐ Say which below.

Chinese or other ethnic group

- Chinese ☐
- Any other ethnic group ☐ Say which below.

Mixed

- White and Asian ☐
- White and black African ☐
- White and black Caribbean ☐
- Any other mixed background ☐ Say which below.

White

- British ☐
- Irish ☐
- Any other white background ☐ Say which below.

Do you consider yourself to have a disability? Yes ☐ No ☐

If **yes**, do you have:

- eyesight problems? ☐
- a physical disability? ☐
- some other disability? ☐ Give details below.

Sharing information with your landlord

Sharing information with your landlord could help us deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being delayed.

We may need to confirm information with your landlord (for example, the date your tenancy started) before we can make a decision on your claim. In these circumstances, we can contact your landlord without your permission.

If we decide to pay your benefit to your landlord direct, by law we need to tell your landlord this and certain other decisions that could affect your landlord.

Under the Data Protection Act 1998, we need your permission to discuss anything else with your landlord.

If you give us permission, we would be able to tell your landlord whether:

- you have claimed Housing Benefit;
- we have made a decision on your claim; or
- we need more information to make a decision on your claim.

We will not give your landlord any information about:

- **your personal household circumstances; or**
- **your financial circumstances.**

You can withdraw your permission at any time.

It will not affect your claim if you do not give us permission to discuss your claim with your landlord.

If you want to give us permission to discuss your claim with your landlord, please sign below.

I give you permission to share information about my claim with my landlord or their representative.

Signature

Full name (in CAPITAL LETTERS)

Date / /

Address

Postcode

Paying benefit to your housing association

This section applies to housing association tenants only.

You and your housing association should read and sign this agreement.

Your declaration

Please pay my Housing Benefit direct to my housing association.

- **I understand** that I must always tell you about any change in my circumstances.
- **I understand** that if I do not tell you about any change of circumstance and you pay me too much benefit because of this, I may have to pay back the extra benefit.
- **I understand** that you can take legal action against me if I do not tell you about any change of circumstance or if I give you information that I know is incorrect or incomplete.

Signature _____ **Date** / /

Full name (in CAPITAL LETTERS) _____

Your landlord's declaration

I agree to accept Housing Benefit payments for the tenant named above.

I understand that by law:

- I must tell you straight away if I find out about any change in the tenant's circumstances;
- you can stop paying benefit to me if I do not tell you about any change in my tenant's circumstances;
- I can be prosecuted if I accept Housing Benefit which I know I am not entitled to; and
- if you pay me too much Housing Benefit for any tenants, I may have to repay it. (You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.)

Signature _____ **Date** / /

Full name (in CAPITAL LETTERS) _____

Important message - Change in circumstances

HCTB1 *tear-off* **2**

Please tear off this form and keep it in a safe place until you need to tell us about a change.

If your circumstances change in the future, you must let us know straight away. The change may affect how much benefit you can get. If you do not tell us within one month and you are entitled to more benefit, we will only be able to increase your benefit from the date you tell us about the change. If you do not tell us about a change and we pay you too much benefit, we will ask you to pay the money back. **You may also be breaking the law if you do not tell us about any changes, and we may take legal action against you.**

Please use the form over the page to tell us about a change in your circumstances. You should return the form, along with any proof we need, to your local council office shown at the beginning of this form.

Below are some examples of the types of change you need to tell us about.

Financial

- A change in earnings, benefits or any other income.
- If you start or stop getting state benefits (for example, Income Support, Jobseeker's Allowance, Employment and Support Allowance, Pension Credit, tax credits or another benefit).
- If you or your partner start work, stop work or change jobs.
- A change in your savings and investments.
- A change in your childcare costs.

Accommodation details

- If your rent changes.
- If you change address. (You will need to fill in a new claim form straight away. If you move out of the borough, you will need to contact the local authority in your new area to continue to claim benefit.)

Household details

- If anyone joins or leaves your household, or their income changes. (We will need the previous address of anyone who moves into your property, and the forwarding address of anyone who leaves your property.)
- If a child leaves school.

A report of a change in my circumstances

HCTB1 *tear-off* **2**

Name:	Claim number:
Address:	
	Phone number:

My circumstances have changed since I last filled in an application for Housing Benefit, Local Housing Allowance or Council Tax Benefit.

My circumstances have changed in the following ways.

Are you sending any documents as proof of the change? Yes ☐ No ☐

Date the change happened? / /

The information I have given on this form is correct and complete. I understand that if I give information that is incorrect or incomplete, you may take legal action against me. I understand that you may check the information I have given, and get other relevant information. I understand that if you pay me too much benefit, I may have to pay it back.

Signature **Date** / /