

# Local Housing Allowance/Housing Benefits and Council Tax Benefit

Please fill in this form in **black pen** in **BLOCK CAPITALS** and send it to:

**Herefordshire Council, The Benefits Section, PO Box 224, Hereford HR1 2XW.**

**Phone: 01432 260333 E-mail: [benefits@herefordshire.gov.uk](mailto:benefits@herefordshire.gov.uk) Website: [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)**

You can visit our website to see how much Housing Benefit and Council Tax Benefit you may get.

**For office use only**

Your name Your address and postcode	Batch number	<input type="text"/>
	Benefit reference	<input type="text"/>
	Council Tax reference	<input type="text"/>
	Date issued	<input type="text"/>
Your phone number <i>(You do not need to tell us this but we may need to contact you about your claim and we can get in touch quicker by phone.)</i>	Date received in the office	<input type="text"/>

## Do you need to fill in this form?

- Have you just moved from another address within Herefordshire, where you were claiming Housing Benefit or Council Tax Benefit?  
No  *Go to the next question.* Yes  *Do not fill in this form. Ask us for a change of address form.*
- Have you just stopped receiving Income Support or income-based Jobseeker's Allowance and now want to claim Housing Benefit or Council Tax Benefit based on another income? (You must be under 60.)  
No  *Go to the next question.* Yes  *Do not fill in this form. Ask us for a change in income form.*
- Are you or your partner aged 60 or over and claiming Pension Credit?  
No  *Please fill in this form.* Yes  *Do not fill in this form. Ask us for a HCTB1 (PCA) form.*
- Are you or your partner aged under 60 and claiming Housing Benefit or Council Tax Benefit from us for the first time or after a break?  
No  *Please ring the office on 01432 260333 and a member of staff will be happy to help.* Yes  *Please fill in this form.*

You may not have to fill in all parts of this form. If you own your home and you are claiming Second Adult Rebate, or you are receiving Income Support or income-based Jobseeker's Allowance, please answer the questions below and we will tell you which parts of the form to fill in. **If you would like help to understand this document, or would like it in another format or language, please phone us on 01432 260333 or e-mail: [benefits@herefordshire.gov.uk](mailto:benefits@herefordshire.gov.uk)**

Are you a housing association tenant? No  Yes  Are you a private tenant? No  Yes

Do you live in your own home?  (If you own your own home, do not fill in section 14.)

Which of these benefits are you applying for?  
Council Tax Benefit only  (Do not fill in section 14.)  Council Tax Benefit and Housing Benefit  
Housing Benefit only  Second Adult Rebate  (If you are applying for Second Adult Rebate only, you only need to fill in sections 1, 2, 6 and 15 to 22.)

Are you claiming jointly, with a partner? No  Yes  Partner's name

Are you or your partner getting Income Support? No  Yes   
If 'Yes', you only need to fill in sections 1 to 7 and 14 to 22.

Are you or your partner getting Jobseeker's Allowance (income based)? No  Yes   
If 'Yes', you only need to fill in sections 1 to 7 and 14 to 22.

Are you or your partner getting the guaranteed part of Pension Credit? No  Yes   
If 'Yes', you only need to fill in sections 1 to 7 and 14 to 22.

Have you or your partner made a claim but are still waiting to hear if you will get anything? No  Yes

Where did you first hear about Housing Benefit and Council Tax Benefit? Friend or Neighbour  National newspaper   
Local newspaper  Advert  If so, where?  Other  Please give details.

If you need help, you can phone us on the number above, or you can come and see us in one of our offices. Please see the enclosed sheet to find out where our offices are and our opening times. Please make sure that you sign the declaration in Section 22.

Please also make sure that you provide original documents as we cannot accept copies.

**We will not be able to pay you any benefit until we have all the documents to support this claim, so don't delay in getting these back to us.**

# 1 About you and your partner

## Do you have a partner?

We use 'partner' to mean 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.)

- No**  Please fill in only the left column unless we ask you about other people.  
**Yes**  Please give your details in the left column and your partner's details in the right column.  
 If you are not sure about any of the information, please check with your partner.

You	Your partner
Title (Miss, Mr, Mrs, Ms, other)	
Last name	
First names	
Other names you have been known by	
Date of birth / /	/ /

## Are you:

- single?   
 a single parent?   
 married or in a civil partnership, living together and not separated?   
 living together?   
 divorced?   
 separated?   
 a widow, widower or surviving civil partner?

### Your National Insurance number

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## Is your partner:

- a single parent?   
 married or in a civil partnership, living together and not separated?   
 living together?   
 divorced?   
 a widow, widower or surviving civil partner?

### Your National Insurance number

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We cannot pay any benefits unless we have proof of your National Insurance number and identity. If we do not already have proof, we will contact you and ask to see an original, not a photocopy, of one of the following. Please provide one from the National Insurance list and one from the identity list below.

### National Insurance number

- Your P45
- Your P60
- A wage or salary statement
- A letter from the tax office
- A letter from the Benefits Agency, Pensions Agency or Department for Work and Pensions
- An RD3 National Insurance number card
- A benefit book

### Identity

- Benefit book
- Payslip
- Rent book, rent card or tenancy agreement
- Bank or building society statement or passbook
- Gas, electricity, fixed phone or water bill (utility bill)
- Driving licence (paper or photocard format)
- UK passport
- Medical card with NHS number
- Birth, adoption or marriage certificate
- Divorce, annulment or separation document
- Residence permit
- National Insurance number card issued to an adult
- Other country passport or national ID card
- Immigration and Nationality Directorate (HO) travel document

**Is your address (as shown on the front of this form) your normal home?**

**When did you move in?**

**If you have not moved in yet, when do you plan to do so?**

*You must write in and tell us when you have moved.*

**Are you a joint home owner or joint tenant?**

**Have you claimed Housing Benefit or Council Tax Benefit before?**

**Are you living in a different place from your current address at the moment (for example a hospital, a residential home or in legal custody)?**

You

No  Yes

 /  / 
 /  / 

No  Yes

Please tell us the names of the other joint owners or tenants.



No  Yes

What name did you claim under?

What address did you claim for?




Postcode

Which council did you claim from?

When was the last payment made?

 /  / 

No  Yes

What is your address while you are away from your home?




Postcode

Why are you living at this address?

Do you intend to return to your normal home?

No  Yes

When did you start living at this address?

 /  / 

When do you expect to return to your normal home?

 /  / 

Your partner

No  Yes

 /  / 
 /  / 

No  Yes

Please tell us the names of the other joint owners or tenants.



No  Yes

What name did you claim under?

What address did you claim for?




Postcode

Which council did you claim from?

When was the last payment made?

 /  / 

No  Yes

What is your address while you are away from your home?




Postcode

Why are you living at this address?

Do you intend to return to your normal home?

No  Yes

When did you start living at this address?

 /  / 

When do you expect to return to your normal home?

 /  /

### 3 Nationality

**Have you or your partner come to live in the UK, the Republic of Ireland, the Channel Islands or the Isle of Man in the last two years?**

You	Your partner
What nationality are you? <input type="text"/>	What nationality are you? <input type="text"/>
No <input type="checkbox"/> Please go to section 4.	<input type="checkbox"/> Please go to section 4.
Yes <input type="checkbox"/> Please give us details below.	<input type="checkbox"/> Please give us details below.
<b>We need to see your official papers as proof. We cannot accept photocopies.</b>	
If your nationality is not British, on what date did you last enter and apply to stay in the UK? <input type="text"/>	If your nationality is not British, on what date did you last enter and apply to stay in the UK? <input type="text"/>
When did you arrive in the UK? <input type="text"/>	When did you arrive in the UK? <input type="text"/>
Are you seeking asylum in the UK? No <input type="checkbox"/> Yes <input type="checkbox"/>	Are you seeking asylum in the UK? No <input type="checkbox"/> Yes <input type="checkbox"/>
Have you been granted refugee status? No <input type="checkbox"/> Yes <input type="checkbox"/>	Have you been granted refugee status? No <input type="checkbox"/> Yes <input type="checkbox"/>
Have you been granted exceptional leave to remain in the UK? No <input type="checkbox"/> Yes <input type="checkbox"/>	Have you been granted exceptional leave to remain in the UK? No <input type="checkbox"/> Yes <input type="checkbox"/>
Have you been granted temporary admission to the UK? No <input type="checkbox"/> Yes <input type="checkbox"/>	Have you been granted temporary admission to the UK? No <input type="checkbox"/> Yes <input type="checkbox"/>

### 4 About your children

**Do you or your partner have any children?**

*A child is a person up to the age of 20 who lives with you and who you get Child Benefit for.*

Last name  
First names  
Age  
Date of birth  
Are they male or female?

**Are they registered blind?** *We need to see proof of registration.*

**Do they receive Disability Living Allowance, or do you receive it on their behalf?**  
*If 'Yes', we need to see your order book or award notice for each child.*

**Do you receive Child Benefit?**  
*If 'Yes', we need to see your Child Benefit book or award notice for each child.*

**When does the Child Benefit stop**  
*(if you know it)?*

**Do they have more than £3,000 in savings?**

**Do you have more than four children?**

	Child 1	Child 2	Child 3	Child 4
No <input type="checkbox"/> Please go to section 5.				
Yes <input type="checkbox"/> Please give us details below.				
	<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"/>
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"/>
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"/>
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"/>
If 'No', who does? <input type="text"/>	If 'No', who does? <input type="text"/>	If 'No', who does? <input type="text"/>	If 'No', who does? <input type="text"/>	If 'No', who does? <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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"/>
No <input type="checkbox"/> Yes <input type="checkbox"/> <i>Please tell us about them in section 17.</i>				

## 5 About subtenants and boarders

### Do you let or sublet part of your home?

A subtenant is a person who rents part of your home from you. A boarder is a person who rents part of your home and pays for meals that you provide.

Last name

First names

Date of birth

Relationship to you or your partner

Weekly rent

No  Please go to section 6.  
 Yes  Please give us details below.

Person 1	Person 2	Person 3	Person 4
/ /	/ /	/ /	/ /
£	£	£	£

Does the rent include heating?

Does the rent include meals?

Person 1	Person 2	Person 3	Person 4
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"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>

## 6 About other people who live with you

### Do any other people live with you?

Please tell us about any other people who live with you who you have not told us about on this form.

Last name

First names

Date of birth

Relationship to you or your partner

National Insurance number

What date did they move in?

No  Please go to section 7.  
 Yes  Please give us details below.

Person 1	Person 2	Person 3	Person 4
/ /	/ /	/ /	/ /
/ /	/ /	/ /	/ /

Do they normally live somewhere else?

What is their normal address?

N <input type="checkbox"/> Please go to section 6.1. <input type="checkbox"/> Please give us details below.	N <input type="checkbox"/> Please go to section 6.1. <input type="checkbox"/> Please give us details below.	N <input type="checkbox"/> Please go to section 6.1. <input type="checkbox"/> Please give us details below.	N <input type="checkbox"/> Please go to section 6.1. <input type="checkbox"/> Please give us details below.
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Postcode	Postcode	Postcode	Postcode

Why are they living with you now?

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## 6.1 About other people who live with you (continued)

**Do they get Income Support or Income-based Jobseeker's Allowance or the guaranteed part of Pension Credit?**

*We need to see proof of this.*

**Do they get Disability Living Allowance or Attendance Allowance?**

*We need to see proof of this.*

**Do they work 16 hours or more each week?**

**What gross wages are they paid each week (their wages before tax and any other deductions)?**

*We need to see proof of this.*

**How much benefit are they paid each week?**

*We need to see proof of this.*

**How much interest were they paid from savings last year?**

*We need to see proof of this.*

**Are they a youth trainee?**

*If 'Yes', we need to see a letter or other document confirming that they are a youth trainee.*

**Are they in full-time education?**

*If 'Yes', we need to see a letter or other document confirming that they are in full-time education.*

**Are they an apprentice?**

*If 'Yes', we need to see a letter or other document confirming that they are an apprentice.*

**Are they a student nurse?**

*If 'Yes', we need to see a letter or other document confirming that they are a student nurse.*

**Do they have a severe learning disability, mental illness or a form of dementia?**

**Are they in hospital?**

*If 'Yes', what date did they go in?*

**Are they in prison?**

*If 'Yes', what date were they detained?*

**Are any of these people married to each other or civil partners, or living together as if they were married or civil partners?**

	Person 1	Person 2	Person 3	Person 4
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"/>
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"/>
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"/>
£	£	£	£	£
£	£	£	£	£
£	£	£	£	£
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
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"/>
No <input type="checkbox"/> Yes <input type="checkbox"/> Please tell us who.				

## 7 Disability details

### Are you registered blind?

Please provide your original registration form.

### Do you use an invalid vehicle or a car rented from Motability?

Please provide your original agreement.

### Do you receive Attendance Allowance or Disability Living Allowance (care component)

### Does anyone receive a Carer's Allowance or Invalid Care Allowance to look after you?

### Have you or your partner been told that you are entitled to Carer's Allowance, even if you do not receive it because you are getting another benefit instead?

### Are you currently off work sick?

### Are you in hospital?

Tick the 'No' box if you are in a private hospital or receiving private treatment in an NHS hospital.

You will also need to confirm when you left hospital once you return home.

You

No  Yes

No  Yes

No  Yes

No  Yes

What is the name of this person?

Do they live with you? No  Yes

No  Yes

No  Yes

When did you last work?

No  Yes

When did you go into hospital?

When do you expect to leave?

Your partner

No  Yes

No  Yes

No  Yes

No  Yes

What is the name of this person?

Do they live with you? No  Yes

No  Yes

No  Yes

When did you last work?

No  Yes

When did you go into hospital?

When do you expect to leave?

## 8 Student details

### Are you or your partner a full-time student?

Please provide proof of income, for example, student grant or loan.

No  Please go to section 9.

Yes  Please give us details below.

We need to see proof of your course details or student registration details. This must be an original, not a photocopy.

You

Name of university or college

Name of course

Start and end date of course

Your partner

Name of university or college

Name of course

Start and end date of course

**Are you or your partner working?**

You	Your partner
No <input type="checkbox"/> Please go to section 10.	No <input type="checkbox"/> Please go to section 10.
Yes <input type="checkbox"/> Please give us details below.	Yes <input type="checkbox"/> Please give us details below.

9.1 Work you do for an employer

We need to see payslips as proof of any money you earn and we may contact your employer for confirmation.

The number of payslips we need depends on how often you are paid.

- Paid every week – send your last five payslips
- Paid every two weeks – send your last three payslips
- Paid every four weeks – send your last two payslips
- Paid every month – send your last two payslips
- If you do not have any payslips, please ask us for a certificate of earnings form for your employer to fill in.

**How many hours do you work?**

You	Your partner
Less than 16 hours a week <input type="checkbox"/>	Less than 16 hours a week <input type="checkbox"/>
Between 16 and 29 hours a week <input type="checkbox"/>	Between 16 and 29 hours a week <input type="checkbox"/>
30 hours a week or more <input type="checkbox"/>	30 hours a week or more <input type="checkbox"/>
<input type="text"/>	<input type="text"/>

**How many jobs do you have?**

<input type="text"/>	<input type="text"/>
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If you have more than two jobs:

- please tell us about it in section 9.3; and
- please tell us about your other employers in section 17.

**First job**

Employer's name

Employer's address

Postcode

Date you started work for this employer

Is your employment for a fixed period?  
 No  Yes  If 'Yes', when is it due to end?

What is your occupation?

What is your employee number or payroll number?

How much are you paid?  
 £  every

How are you paid?  
 (cheque, cash, direct into an account)

**First job**

Employer's name

Employer's address

Postcode

Date you started work for this employer

Is your employment for a fixed period?  
 No  Yes  If 'Yes', when is it due to end?

What is your occupation?

What is your employee number or payroll number?

How much are you paid?  
 £  every

How are you paid?  
 (cheque, cash, direct into an account)

## 9.1 Work you do for an employer (continued)

You

Do you receive, or expect to receive, any bonuses or profit-related pay (or both)?

No  Yes  If 'Yes', how much?

£

Do you receive, or expect to receive, any overtime?

No  Yes  If 'Yes', how much?

£

Do you receive, or expect to receive, any tips?

No  Yes  If 'Yes', how much?

£

When will you receive your next pay rise (if you know)?

 /  / 

### Second job (if you have one)

Employer's name

Employer's address

  
  


Postcode

Date you started work for this employer

 /  / 

Is your employment for a fixed period?

No  Yes  If 'Yes', when is it due to end?

 /  / 

What is your occupation?

What is your employee number or payroll number?

How much are you paid?

£

every

How are you paid? (cheque, cash, direct into an account)

Your partner

Do you receive, or expect to receive, any bonuses or profit-related pay (or both)?

No  Yes  If 'Yes', how much?

£

Do you receive, or expect to receive, any overtime?

No  Yes  If 'Yes', how much?

£

Do you receive, or expect to receive, any tips?

No  Yes  If 'Yes', how much?

£

When will you receive your next pay rise (if you know)?

 /  / 

### Second job (if you have one)

Employer's name

Employer's address

  
  


Postcode

Date you started work for this employer

 /  / 

Is your employment for a fixed period?

No  Yes  If 'Yes', when is it due to end?

 /  / 

What is your occupation?

What is your employee number or payroll number?

How much are you paid?

£

every

How are you paid? (cheque, cash, direct into an account)

## 9.1 Work you do for an employer (continued)

You	Your partner
<p>Do you receive, or expect to receive, any bonuses or profit-related pay (or both)?</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/> If 'Yes', how much?</p> <p>£ <input type="text"/></p>	<p>Do you receive, or expect to receive, any bonuses or profit-related pay (or both)?</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/> If 'Yes', how much?</p> <p>£ <input type="text"/></p>
<p>Do you receive, or expect to receive, any overtime?</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/> If 'Yes', how much?</p> <p>£ <input type="text"/></p>	<p>Do you receive, or expect to receive, any overtime?</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/> If 'Yes', how much?</p> <p>£ <input type="text"/></p>
<p>Do you receive, or expect to receive, any tips?</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/> If 'Yes', how much?</p> <p>£ <input type="text"/></p>	<p>Do you receive, or expect to receive, any tips?</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/> If 'Yes', how much?</p> <p>£ <input type="text"/></p>
<p>When will you receive your next pay rise (if known)?</p> <p><input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>When will you receive your next pay rise (if known)?</p> <p><input type="text"/> / <input type="text"/> / <input type="text"/></p>

## 9.2 Self-employed people

**Are you or your partner self-employed?**

**What does your business do?**

**When did you become self-employed?**

**What is your weekly income?**

No  Please go to section **9.3**.

Yes  Please give us details below.

£

We must see proof of any self-employed earnings, profit or loss before we can decide how much benefit you will get. This should be your most recent trading accounts or your day-to-day records of income and spending. If you cannot provide either of these, please contact us for a self-employed earnings form (SE1).

**Your partner**

No  Please go to section **9.3**.

Yes  Please give us details below.

£

We must see proof of any self-employed earnings, profit or loss before we can decide how much benefit you will get. This should be your most recent trading accounts or your day-to-day records of income and spending. If you cannot provide either of these, please contact us for a self-employed earnings form (SE1).

## 9.3 Other work

**Do you or your partner get money from any work you have not told us about already?**

*Please provide proof of this.*

No  Yes

Where do you work?

What do you do?

**Your partner**

No  Yes

Where do you work?

What do you do?

# 10 Money paid out

## 10.1 Money paid out for students

### Do you or your partner pay money out towards the financial support of a student?

We need to see your student's award notice as proof of this. We cannot accept photocopies.

You

- No  Please go to section **10.2**.  
Yes  Please give us details below.

How much do you pay?

How often do you pay it?

Your partner

- Please go to section **10.2**.  
 Please give us details below.

How much do you pay?

How often do you pay it?

## 10.2 Money paid towards childcare costs

### Do you or your partner pay someone to look after any of your children?

If you have a childminder, please enclose proof of their registration and agreement.

- No  Please go to section **10.3**.  
Yes  Please give us details below.

We may need to send you another form about this.

You

Please tell us the names of the children.

Who provides the care?

- A registered childminder   
A school on school premises   
A local authority   
Other (please give details below)

What is the name of the carer?

What is the address of the carer?

What is the normal weekly cost of the childcare?

Your partner

Please tell us the names of the children.

Who provides the care?

- A registered childminder   
A school on school premises   
A local authority   
Other (please give details below)

What is the name of the carer?

What is the address of the carer?

What is the normal weekly cost of the childcare?

## 10.3 Money paid towards a pension plan

### Do you or your partner pay money into a pension plan that is not paid through your employer?

We need to see proof of this.

- No  Please go to section **11**.  
Yes  Please give us details below.

We need to see proof of this. This must be a policy document and another document showing the payments made. We cannot accept photocopies.

You

How much do you pay?

How often do you pay it?

Your partner

How much do you pay?

How often do you pay it?

# 11 About your benefits and pensions

## Do you or your partner claim any benefits or pensions?

You	Your partner			
No <input type="checkbox"/> Please go to section <b>12</b> . Yes <input type="checkbox"/> Please give us details below.	No <input type="checkbox"/> Please go to section <b>12</b> . Yes <input type="checkbox"/> Please give us details below.			
<p><b>We need to see proof of any benefits or pensions you have. The proof should be an original, not a photocopy, of:</b></p> <ul style="list-style-type: none"> <li>• an award notice showing the current rates if you have just been awarded benefit;</li> <li>• your last bank statement; or</li> <li>• your current benefit or pension book. You can bring this to us at any of our offices <b>but do not send your benefit or pension book in the post.</b></li> </ul> <p>Please tell us how your benefits are paid. This can be by order book, by giro, or directly into your account.</p> <p><b>For example</b></p> <table border="1"> <tr> <td>Child Benefit</td> <td>£ 62 every 4 WEEKS</td> <td>How is it paid? ORDER BOOK</td> </tr> </table>		Child Benefit	£ 62 every 4 WEEKS	How is it paid? ORDER BOOK
Child Benefit	£ 62 every 4 WEEKS	How is it paid? ORDER BOOK		

11.1 Benefits	You	Your partner
<b>Do you receive Child Benefit?</b> <i>We must see proof of this.</i>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ every How is it paid?	No <input type="checkbox"/> Yes <input type="checkbox"/> £ 62 every How is it paid?
<b>Do you receive Guardian's Allowance?</b> <i>We must see proof of this.</i>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ every How is it paid?	No <input type="checkbox"/> Yes <input type="checkbox"/> £ 62 every How is it paid?
<b>Do you receive Attendance Allowance?</b> <i>We must see proof of this.</i>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ every How is it paid?	No <input type="checkbox"/> Yes <input type="checkbox"/> £ 62 every How is it paid?
<b>Do you receive Severe Disablement Allowance?</b> <i>We must see proof of this.</i>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ every How is it paid?	No <input type="checkbox"/> Yes <input type="checkbox"/> £ 62 every How is it paid?
<b>Do you receive Carer's Allowance or Invalid Care Allowance?</b> <i>We must see proof of this.</i>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ every How is it paid?	No <input type="checkbox"/> Yes <input type="checkbox"/> £ 62 every How is it paid?
<b>Have you or your partner ever claimed Invalid Care Allowance?</b> <i>We must see proof of this.</i>	No <input type="checkbox"/> Yes <input type="checkbox"/> Still tick 'Yes' if you were not paid any Invalid Care Allowance. This could have been because you were better off getting another social security benefit.	No <input type="checkbox"/> Yes <input type="checkbox"/> Still tick 'Yes' if you were not paid any Invalid Care Allowance. This could have been because you were better off getting another social security benefit.
<b>Do you receive Disability Living Allowance (care component)?</b> <i>We must see proof of this.</i>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ every How is it paid?	No <input type="checkbox"/> Yes <input type="checkbox"/> £ 62 every How is it paid?

## 11.1 Benefits (continued)

We need to see proof of any benefits or pensions you have.

The proof should be an original, not a photocopy, of:

- an award notice showing the current rates if you have just been awarded benefit;
- your last bank statement; or
- your current benefit or pension book. You can bring this to us at any of our offices **but do not send your benefit or pension book in the post.**

**Do you receive Disability Living Allowance (mobility component)?**

*We must see proof of this.*

You

No  Yes

£ every

How is it paid?

Your partner

No  Yes

£ 62 every

How is it paid?

**Do you receive Disability Living Allowance (for a child)?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

**Do you receive Income Support or Minimum Income Guarantee?**

No  Please go to section **11.2**.  
Yes  Please fill in these boxes and then go to section **14**.

£ every

How is it paid?

No  Please go to section **11.2**.  
Yes  Please fill in these boxes and then go to section **14**.

£ 62 every

How is it paid?

**Do you receive income-based Jobseeker's Allowance?**

No  Please go to section **11.2**.  
Yes  Please fill in these boxes and then go to section **14**.

£ every

How is it paid?

No  Please go to section **11.2**.  
Yes  Please fill in these boxes and then go to section **14**.

£ 62 every

How is it paid?

## 11.2 Other benefits

**Do you receive contribution-based Jobseeker's Allowance?**

*We must see proof of this.*

You

No  Yes

£ every

How is it paid?

Your partner

No  Yes

£ 62 every

How is it paid?

**Do you receive a Tax Credit?**  
*(Please tick the box if you do.)*

Working Tax Credit   
Child Tax Credit

*We must see proof of this.*

No  Yes

We need to see all parts of the award letter.

£ every

How is it paid?

No  Yes

We need to see all parts of the award letter.

£ 62 every

How is it paid?

**Do you receive Incapacity Benefit?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

**Do you receive Statutory Sick Pay?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

11.2 Other benefits (continued) You

Your partner

**Do you receive Statutory Maternity Pay or Statutory Paternity Pay?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

**Do you receive Maternity Allowance?**

*We must see proof of this*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

**Do you receive Industrial Injuries Benefit?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

**Do you receive Industrial Death Benefit?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

**Do you receive Bereavement Allowance?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

**Do you receive Training Allowance?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

**Do you receive Youth Training Allowance?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

**If there are any other benefits you receive which are not listed on the previous pages, please give the details here.**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

11.3 Pensions

You

Your partner

**Do you receive a state retirement pension?**

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ every

How is it paid?

**Have you or your partner put off receiving your State Pension?**

No  Yes

No  Yes

### 11.3 Pensions

#### You

#### Your partner

Have you received a lump sum from a pension you have delayed receiving?

No  Yes

No  Yes

Do you receive Pension Credit (Guarantee Credit or Savings Credit)?

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

Do you receive Pension Credit (Savings Credit)?

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

Do you receive a Widow's Pension?

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

Do you receive a War Pension or an Armed Forces and Reserve Forces Compensation Scheme payment?

*We must see proof of this.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

Do you receive a pension from the Paymaster General?

*We need to see your payment advice slip.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

Do you receive a works pension from a former employer or a pension protection fund payment?

*We need to see your payment advice slip.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

Do you receive any other pension?

*We need to see your payment advice slip.*

No  Yes

£ every

How is it paid?

No  Yes

£ 62 every

How is it paid?

Have you or your partner put off drawing all or part of a personal pension?

*If 'Yes', we will need to see proof of this arrangement.*

No  Yes

No  Yes

# 12 Your other income

**Do you or your partner have any other money coming in?**

You	Your partner
No <input type="checkbox"/> Please go to section <b>12.2</b> .	<input type="checkbox"/> Please go to section <b>12.2</b> .
Yes <input type="checkbox"/> Please give us details below.	<input type="checkbox"/> Please give us details below.
<p><b>We need to see proof of any other income you have. This must be an original, not a photocopy, of, for example:</b></p> <ul style="list-style-type: none"> <li>• an award notice showing the income being paid;</li> <li>• a letter from the person who pays the income (<i>where possible this must be on headed paper</i>);</li> <li>• a letter from an absent parent or ex-partner confirming maintenance payments; or</li> <li>• notification from the Child Support Agency.</li> </ul>	

## 12.1 Money coming in

**Do you receive any maintenance payments?**  
*We must see proof of this.*

You	Your partner
No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you get? £ every	How much do you get? £ every
Who pays this money? _____	Who pays this money? _____

**Do you receive money from a trust fund?**  
*We must see proof of this.*

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you get? £ every	How much do you get? £ every

**Do you receive any money for fostering a child?**  
*We must see proof of this.*

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you get? £ every	How much do you get? £ every

**Do you receive any money for adopting a child?**  
*We must see proof of this.*

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you get? £ every	How much do you get? £ every

**Do you receive any money from charity or voluntary organisation?**  
*We must see proof of this.*

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you get? £ every	How much do you get? £ every

**Do you receive any income or rent from tenants?**  
*We must see proof of this.*

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you get? £ every	How much do you get? £ every

**Do you receive any money from someone else?**  
*We must see proof of this.*

No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Who pays this money? _____	Who pays this money? _____
What is it for? _____	What is it for? _____
How much do you expect to get? £ every	How much do you expect to get? £ every

## 12.2 Money expected

**Have you or your partner applied for any income that you have not received?**

You	Your partner
No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
What is it? _____	What is it? _____
Who from? _____	Who from? _____
How much do you expect to get? £ every	How much do you expect to get? £ every

# 13 About your savings

We need to know about **all** the money you and your partner have in **any** sort of account with a bank or building society or any other organisation. This includes current accounts, deposit accounts, ISAs, TESSAs and PEPs.

**We need to see proof of any accounts you have. This must be an original, not a photocopy of, for example:**

- a bank or building society statement for the last **two months** showing debits (money going out), credits (money coming in) and the balance (we cannot accept mini statements from cash machines);
- a letter from a bank or building society showing the type of account, account number, the balance and regular deposits for the last **two months**; or
- statements for certificates, bonds, unit trusts, stocks and shares.

**If there is not enough room for details of all your accounts, please give details in section 13.6.**

## 13.1 Current accounts

**Do you or your partner have any current accounts, or access to another persons account i.e. a joint account?**

*A current account is an account you use regularly. It will probably accept direct debits and have a cheque book.*

*We will need to see two months' statements for each account.*

**No**  Please go to section **13.2**.

**Yes**  Please give us details below. If you need more space, fill in your details in section **13.6**.

You		Your partner	
Name of organisation <input type="text"/>		Name of organisation <input type="text"/>	
Name of account <input type="text"/>		Name of account <input type="text"/>	
Account number <input type="text"/>	Amount in account <input type="text"/> £	Account number <input type="text"/>	Amount in account <input type="text"/> £
Name of organisation <input type="text"/>		Name of organisation <input type="text"/>	
Name of account <input type="text"/>		Name of account <input type="text"/>	
Account number <input type="text"/>	Amount in account <input type="text"/> £	Account number <input type="text"/>	Amount in account <input type="text"/> £

## 13.2 Savings, capital and investments

**Do you or your partner have any savings, capital or investments?**

*Remember to include accounts at:*

- *high-street banks;*
- *supermarket banks;*
- *internet banks;*
- *building societies; and*
- *post offices.*

*We will need to see two months' statements for each account.*

**No**  Please go to section **13.3**.

**Yes**  Please give us details below. If you need more space, fill in your details in section **13.6**.

You		Your partner	
Name of organisation <input type="text"/>		Name of organisation <input type="text"/>	
Name of account <input type="text"/>		Name of account <input type="text"/>	
Account number <input type="text"/>	Amount in account <input type="text"/> £	Account number <input type="text"/>	Amount in account <input type="text"/> £
Name of organisation <input type="text"/>		Name of organisation <input type="text"/>	
Name of account <input type="text"/>		Name of account <input type="text"/>	
Account number <input type="text"/>	Amount in account <input type="text"/> £	Account number <input type="text"/>	Amount in account <input type="text"/> £

## 13.2 Savings, capital and investments (continued)

You	Your partner
Name of organisation <input type="text"/> Name of account <input type="text"/> Account number      Amount in account <input type="text"/> £ <input type="text"/>	Name of organisation <input type="text"/> Name of account <input type="text"/> Account number      Amount in account <input type="text"/> £ <input type="text"/>
Name of organisation <input type="text"/> Name of account <input type="text"/> Account number      Amount in account <input type="text"/> £ <input type="text"/>	Name of organisation <input type="text"/> Name of account <input type="text"/> Account number      Amount in account <input type="text"/> £ <input type="text"/>
Name of organisation <input type="text"/> Name of account <input type="text"/> Account number      Amount in account <input type="text"/> £ <input type="text"/>	Name of organisation <input type="text"/> Name of account <input type="text"/> Account number      Amount in account <input type="text"/> £ <input type="text"/>
No <input type="checkbox"/> Yes <input type="checkbox"/> Name of account <input type="text"/> Amount of lump sum      Date paid in £ <input type="text"/> <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> Name of account <input type="text"/> Amount of lump sum      Date paid in £ <input type="text"/> <input type="text"/>
No <input type="checkbox"/> Yes <input type="checkbox"/> Have you or your partner received a Far Eastern Prisoner of War Payment?	No <input type="checkbox"/> Yes <input type="checkbox"/> Have you or your partner received a Far Eastern Prisoner of War Payment?

Do any of your savings or bank accounts include a lump-sum payment received as a result of putting off receiving your or your partner's State Pension?  
*We must see proof of this.*

Have you or your partner received a Far Eastern Prisoner of War Payment?

## 13.3 National Savings Certificates or premium bonds

Do you or your partner have any National Savings Certificates or premium bonds?  
*We must see proof of this.*

No  Please go to section **13.4**.  
 Yes  Please give us details below. If you need more space, fill in your details in section **13.6**.

You	Your partner																																				
National Savings Certificates <table border="1"> <thead> <tr> <th>Issue number</th> <th>Date bought</th> <th>Value</th> </tr> </thead> <tbody> <tr><td> </td><td>/ /</td><td>£</td></tr> <tr><td> </td><td>/ /</td><td>£</td></tr> <tr><td> </td><td>/ /</td><td>£</td></tr> <tr><td> </td><td>/ /</td><td>£</td></tr> <tr><td> </td><td>/ /</td><td>£</td></tr> </tbody> </table> Premium bonds How many do you have?      What are they worth? <input type="text"/> £ <input type="text"/>	Issue number	Date bought	Value		/ /	£		/ /	£		/ /	£		/ /	£		/ /	£	National Savings Certificates <table border="1"> <thead> <tr> <th>Issue number</th> <th>Date bought</th> <th>Value</th> </tr> </thead> <tbody> <tr><td> </td><td>/ /</td><td>£</td></tr> <tr><td> </td><td>/ /</td><td>£</td></tr> <tr><td> </td><td>/ /</td><td>£</td></tr> <tr><td> </td><td>/ /</td><td>£</td></tr> <tr><td> </td><td>/ /</td><td>£</td></tr> </tbody> </table> Premium bonds How many do you have?      What are they worth? <input type="text"/> £ <input type="text"/>	Issue number	Date bought	Value		/ /	£		/ /	£		/ /	£		/ /	£		/ /	£
Issue number	Date bought	Value																																			
	/ /	£																																			
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	/ /	£																																			
Issue number	Date bought	Value																																			
	/ /	£																																			
	/ /	£																																			
	/ /	£																																			
	/ /	£																																			
	/ /	£																																			



# 14 About rent and your tenancy

We must see proof of your rent and tenancy before we can decide how much benefit you will expect. This must be your original tenancy agreement or letters from your landlord or agent. We need to see proof that you have been paying your rent, such as a rent book or receipts.

## 14.1 About your tenancy

When did your tenancy start and when is it due to end?

Start  /  /  End  /  /

When did you move into this address?

/  /

What sort of tenancy do you have (assured, assured shorthold and so on)?

Do you have a formal tenancy agreement?

No  Yes  If 'Yes', what is the reference?

Do you have a payment reference?

No  Yes  If 'Yes', what is the reference?

What sort of home do you live in?

Detached house  Semi-detached house  Terraced house   
 Detached bungalow  Semi-detached bungalow  Terraced bungalow   
 Flat in a block  Flat in a house  Flat over a shop   
 Maisonette  Hotel or hostel  Caravan or mobile home   
 Bedsit or rooms  Other (please say what)

What is your room number if you have one?

How many floors and rooms are there in the whole building?

Floors  Rooms

Which floor or floors do you live on?

All floors  Ground floor  First floor  Second floor  Third floor

Whereabouts in the building is your home?

Front  Middle  Back

How many different rooms are there in the building?

	In the whole building	Just for you and your household	That you share with other people
Living and dining rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bedsits	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bedrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bathrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Toilets	<input type="text"/>	<input type="text"/>	<input type="text"/>
Kitchens	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other rooms (please say what room this is)	<input type="text"/>	<input type="text"/>	<input type="text"/>

Do you have central heating?

No  Yes

Do you have a garage or parking space?

No  Yes  Can you choose whether or not to rent it? No  Yes

Please tick to show if the property is let as:

fully furnished?  partly furnished?  minimally furnished (carpets and curtains only)?  unfurnished?

Who is responsible for decorating the inside of your home?

You  Landlord  Do not know

## 14.2 About your rent

Does your rent include money for any of the following services?

Having your room or rooms cleaned

No  Yes

How much?

£

Laundry

No  Yes

How much?

£

Heating

No  Yes

How much?

£

Lighting

No  Yes

How much?

£

Hot water

No  Yes

How much?

£

Fuel for cooking

No  Yes

How much?

£

Meals

No  Yes

Say which:

Breakfast only

Two meals a day

Three meals a day

General counselling and support

No  Yes

How much?

£

Personal care and support

No  Yes

How much?

£

Emergency alarm

No  Yes

How much?

£

A warden or caretaker

No  Yes

How much?

£

Gardening

No  Yes

How much?

£

Other services

No  Yes

If 'Yes', please tell us what they are.

Do you pay water rates direct to a water authority?

No  Yes

Do you use your home for business?

No  Yes

Who pays the Council Tax on your home?

You and your partner  Your landlord

Do you pay rent to a housing association?

No  Yes

If 'Yes', what is your tenancy reference number?

Have you applied for a pre-tenancy determination?

No  Yes

Has a fair rent been registered on the property?

No  Yes

**If 'Yes', send us the notification of registration form.**

Does your landlord live at this address?

No  Yes

### Paying your benefit

Are you behind with your rent?

No  Yes

If 'Yes', how many weeks are you behind by?

If you are claiming Housing Benefits and are more than eight weeks behind with your rent we will pay your benefit direct to your landlord. If your first benefit payment is a large amount and you have asked us to pay your benefit to you, we will make the first cheque payable to your landlord but send the payment to you.



If you are a Private Tenant and are awarded Local Housing Allowance, you will have your money paid straight into a bank, building society or National Savings Bank account. You cannot choose to have payment to your landlord, but if there is a reason why you cannot manage your own rent payments you should contact us directly.

If you are claiming Housing Benefit then tell us whom you wish your Housing Benefit payment to be paid to.

Whose name or names is the account in? Please note:

- We use *partner* to mean:
  - a person you are married to or a person you live with as if you are married to them; or
  - a civil partner or a person you live with as if you are civil partners.
- By ticking the box for an account that includes the name of the person acting on your behalf, you confirm that you will authorise them to use the money in the way you tell them, or you are an appointee acting on behalf of the customer.

What name or names is the account in?

Please write the name or names as they appear on the chequebook, passbook or statement.

Full name of bank or building society.

Sort code – of the bank, building society or other account provider. Please tell us all six numbers, for example 12-34-56.

Account number

This is 7 to 10 numbers long.

**More information if it is a building society account**  
**Building society roll or reference number.** Some building society accounts use a roll or reference number. The number is on the passbook. The roll or reference can contain letters and numbers, and can be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

Payment direct into an account

This is the safest way to pay you and lets you choose how and when you get your money. You can use a bank, building society or other account provider. Most accounts allow you to make savings on some of your bills by paying them by direct debit. You may be able to use a cash machine, which will usually mean you can get your money at any time of the day or night. Most of these machines can be used for free, but some of them will charge you to take your money out. If so, you will be warned by a message on the screen. This will give you the opportunity to cancel your transaction without being charged. There are arrangements with some banks and building societies to let you collect cash from many of their accounts over the counter at post offices.

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 Housing Benefit payments on your account statements. If you think your payment is wrong, get in touch with the office that pays you.

Getting someone to collect your Housing Benefit

You may be able to get someone else to collect your Housing Benefit for you regularly if you want. For help with this, please contact your bank, building society or other account provider, such as Credit union.

Please tick one box.

- In your name
- In the name of your partner
- In both the name of you and your partner
- In the name of the person acting on your behalf
- In both the names of you and the person acting on your behalf.



		-			-		
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## 15 Paying Housing Benefits directly to your landlord

If you want us to pay your Housing Benefit entitlement straight to your landlord you must sign this declaration.

Sometimes, sharing information with your landlord helps us to deal with your claim quickly and reduces the risk of you falling behind with your rent because of your claim being delayed. We would only share information with your landlord if you have agreed that we can pay your Local Housing Allowance straight to your landlord.

Under the Data Protection Act we need your permission to share information.

If you give us permission by signing this form, we will only share information with your landlord if you have agreed that we can pay your Housing Benefit direct to your landlord.

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

- you have claimed or renewed your claim for Housing Benefit;
- we have made a decision on your claim; or
- we need more information to make a decision on your claim, and if so, what information we need.

**We will not give your landlord any information about:**

- **your personal or 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 my local council permission to share information about the progress of my Housing Benefit claim with my landlord or their representative.**

Signature

Address (with postcode)

Full name  
(in CAPITAL LETTERS)

  
  

Date

## 16 Backdating

We can usually award benefit from the Monday after the day we get your claim. Sometimes we can pay benefit from an earlier date, but only 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 to claim benefit from and why you did not claim before. We can only backdate benefit for up to 52 weeks from the date we get your claim.

Tell us the date you want to claim benefit from.

Tell us why you have not claimed before.

## 17 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.

## 18 How we collect and use information



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

We may pass the information to other agencies or organisations such as the Department for Work and Pensions and the Inland Revenue, as allowed by law.

We may check the information you have provided, or information about you that someone else has provided, with other information we have about you. We may also get information about you from certain third parties, or give them information to:

- make sure the information is accurate;
- prevent or detect crime; and
- protect public funds.

These third parties include government departments, local authorities and private-sector companies such as banks and organisations that may lend you money.

We will not give information about you to anyone else, or use information about you for other purposes, unless the law allows us to.

We, Herefordshire Council, are the data controller for the purposes of the Data Protection Act. If you want to know more about what information we have about you, or the way we use that information, please ask us.

## 19 Checklist

Please tell us what proof you are sending with this form. We must see original documents – not copies.

**If you do not provide all the proof we need, we will not be able to pay you any benefit. We need the same proof for your partner, if you have one, and for any other members of your household.**

If you cannot send the proof we need at the moment, send the form back to us now and send the proof later. **We will not be able to pay you any benefit until we have all the proof.**

Please do not send valuable documents through the post. If you can, bring them to one of our offices. We will take the details we need and give you the documents back straightaway. If you cannot get to one of our offices, phone us for more advice. Our phone number is on the front of this form.

*Please tell us which documents you are sending.*

### **Proof of National Insurance number**

You will need to send us documents to prove the numbers you have given us belong to you and your partner. This can be any of the following: P45 or P60, Inland Revenue tax code notice, National Insurance number card, wage or salary slips, various benefit books.

### **Proof of identity (for new claims only)**

The documents we prefer are the new photocard driving licence or a UK passport. If you do not have either of these, we may accept some of the following. Birth certificate, marriage certificate, paper driving licence, recent utility bill (gas, electric or water bill) or medical card. We need to see proof for you and your partner.

### **Proof of accounts, savings and investments**

We need to see all your bank, building society or post office books, or certificates for premium bonds or National Savings Certificates, ISAs, stocks, shares and unit trusts.

### **Proof of benefit, pensions and allowances**

We need to see proof such as award notices, order books or letters from social security confirming how much you get. If you do not have proof, let us know straightaway. Please do not send order books in the post.

### **Proof of other income**

We need to see proof such as pension slips from a former employer or a letter confirming payments from a charity or voluntary organisation.

### **Proof of earnings or self-employment**

This means your last five payslips if you are paid every week, your last three payslips if you are paid every two weeks, or your last two payslips if you are paid every four weeks or every month. If you do not have any payslips, ask your employer to fill in the certificate of earnings. You can ask us to send you one. If you or your partner are self-employed, we need to see your accounts for the last financial year, or your trading accounts for the last year, or you can ask us to send you a form SE1.

### **Proof of private rent and tenancy**

We need to see proof such as a current tenancy agreement, rent book, rent receipts, a letter from your landlord or a form LL1 (which you can get from this office).

## 20 Discussing your claim with other people

If you have asked us to pay your Housing Benefit directly to your landlord, we must tell them how much benefit you will get, even if you do not give us your permission below.

We will need your permission to discuss your claim with anyone else, for example, your landlord, family and friends, accountant, solicitor, social worker, Citizen's Advice or organisations such as Homes for All.

### Your permission

I give you permission to talk to the people or organisations below.

Name and address of person or organisation

Postcode

Name and address of person or organisation

Postcode

Your signature

X
---

Date

/	/
---	---

Your partner's signature

X
---

Date

/	/
---	---

***Please remember that you also need to read and sign the declaration on the following pages.***

## 21 Forms filled in by someone else

**Has this form been filled in by someone other than the person who is making the claim?**

No  Please go to section 22.

Yes  The person who has filled in the form must fill in the details and sign below.

Please tell us why you are filling this in 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.

Name

--

Date

/	/
---	---

Signature

X
---

Their relationship to the person claiming

--

Address

Postcode

Are you an officer of the council?

No

Yes

**Plain English Campaign Crystal Mark does not cover this page.**

**Please carefully read and tick the declaration on this page before you sign and date it.**

If someone else has filled in this form for you, they must sign the declaration in section **21**.

Please tick one box in each section below.

**Sections 4 and 6 – Proof of income for any other people who live with you**

No-one else lives with me  I/we have enclosed proof with my form  I/we will provide proof later

**Section 9 – Proof of the money you or your partner earn**

No-one else lives with me  I/we have enclosed proof with my form  I/we will provide proof later

**Section 11 – Proof of benefits or pensions you or your partner receive**

No-one else lives with me  I/we have enclosed proof with my form  I/we will provide proof later

**Section 12 – Proof of any other income you or your partner have**

No-one else lives with me  I/we have enclosed proof with my form  I/we will provide proof later

**Section 13 – Proof of you or your partner's current account**

No-one else lives with me  I/we have enclosed proof with my form  I/we will provide proof later

**Section 13 – Proof of any savings you or your partner have**

No-one else lives with me  I/we have enclosed proof with my form  I/we will provide proof later

**Section 14 – Proof of tenancy and rent**

No-one else lives with me  I/we have enclosed proof with my form  I/we will provide proof later

Even if someone else has filled in this form for you, you must sign this declaration if you can. If you have a partner, it will help us if they sign below to confirm all the details about them are correct. But they do not have to sign.

I/we understand the following.

You may take action against me, including court action if:

- I/we lie to you so that I can get benefit;
- I/we give you false documents so that I can get benefit;
- I/we do not tell you promptly about any changes to my circumstances that may affect my claim; or
- I/we claim benefit when I/we know I/we should not.

You will use the information I/we 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 law.

You may use any information I/we have provided in connection with this and any other claim for social security benefits that I/we 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/us money, if the law allows this.

I/we know that I/we must let you know immediately about any change in my/our circumstances which might affect my claim, including changes to:

- my income, my partner's income and the income of anyone else who lives with me/us;
- my savings and my partner's savings;
- the number of people who live with me/us; and
- my/our address and my/our rent.

I/we declare that:

- if this form has been filled in by someone else on my/our behalf, I/we have read it, or have had it read to me/us;
- the information given on this form is correct and complete; and
- I/we have ticked above to show what I are doing about the proof I/we need to provide with this form.

I/we give you permission to check any information relating to my/our claim for benefit.

Signature of the person claiming

X

Date

/ /

Your partner's signature

X

Date

/ /

## Questionnaire

Under the Race Relations Act we have a responsibility to gather details of our customers' backgrounds.

This information is confidential. We will use it to improve access to our services and help provide equal opportunities for everyone.

You do not have to fill in this survey if you would prefer not to.

### A Please tell us which background you feel you belong to.

#### Asian

Bangladeshi

Indian

Pakistani

Kashmiri

Other Asian background

Please give details.

#### Black

African

Caribbean

Other black background

Please give details.

#### Chinese

Any Chinese background

#### Mixed ethnic background

Asian and white

Black African and white

Black Caribbean and white

Other mixed ethnic background

Please give details.

#### White

Any white background

#### Any other ethnic background

Any other ethnic background

Please give details.

### B Please tell us your nationality.

British or mixed British

Scottish

English

Welsh

Irish

Any other nationality

Please give details.

We must meet the needs of a varied population both as a service provider and as an employer. We have a diversity policy which you can see on our website – [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)

Or, please ring us on **01432 260333** if you would like more details.