

Housing Benefit and Council Tax Benefit Change of Address Form

Do not write in this box – it is for office use only.

Date form sent out: _____ / _____ / _____ Form to be returned by: _____ / _____ / _____
 Date form received back at our office: _____ / _____ / _____ Reference number: _____

Return this form to Herefordshire Council, The Benefits Office, PO Box 224, Hereford, HR1 2XW.

Your name:

Your partner's name (if you have one):

Address: (i.e. the property you want to claim for which is the new address you have moved into or are about to move into)

 Postcode

Phone number:

Mobile number:

Email address:

(You do not have to give your phone numbers or email address if you do not want to, but it may help us to deal with the change more quickly if you do.)

Please tick the boxes that apply to you.

I rent my home from a housing association. I rent my home from a private landlord.
 I live in rooms or lodgings or in a hostel. Your Homelessness Prevention Team have placed me here.
 I own my home.

Please read these notes before filling in this form.

1. So we can work out your benefit at your new address, you must provide proof of your rent.
2. We will only process this change of address claim if you give us original documents as proof.
3. We cannot accept photocopies.
4. Please fill in this form using **black** ink. **Do not use pencil.**
5. You must read and sign the declaration on page 10.
6. If you are a home owner and only want to claim Council Tax Benefit, please fill in Parts 1, 5, 6 and 7 only.

Claiming Housing Benefit for two homes

There are several different rules about what happens when you move home or have two homes. You can only claim Housing Benefit on two homes at the same time if you meet certain conditions. The rules are very specific so you should contact the Council's Benefits Section on **01432 260333** to find out whether you meet the rules.

Registered social landlord or housing associations

If you rent a property from a registered social landlord (usually a housing association), please ask them if they are part of the government scheme for checking documents relating to your claim. If they are, you will be able to take your claim form and documents to them instead of bringing them to us or sending them to our Housing Benefits office.

If you have any questions

If you have any questions, please phone our Benefits Office on **01432 260333** or call into one of our Customer Services Info Offices listed on page 13 of this form. Return this form to Herefordshire Council, The Benefits Office, PO Box 224, Hereford HR1 2XW, straight away after you have filled it in, even if you do not have all the proof we need. Please let us have the missing proof within seven days of sending this form to us. You can find our more about Housing Benefit and Council Tax Benefit at www.herefordshire.gov.uk.

Local Housing Allowance

If you rent your home from a private landlord and you are changing your address on or after 7 April 2008, we will work out your Housing Benefit using Local Housing Allowance (LHA) rules. Each month The Rent Service sets LHA rates for different sizes of properties. The rate you are entitled to is based on the number of people who live with you and their ages. Local Housing Allowance is the most you can receive. You may receive less, depending on your income, savings and circumstances. The LHA rates are available on our website at www.herefordshire.gov.uk or from our Customer Services Info Offices (see page 13).

How we collect and use your information

We must protect the public funds we handle, so we may use the information provided on this form to prevent and detect fraud. We may share this information, for the same purpose, with other organisations that handle public funds. We may use this information to promote other council services you may be entitled to. We will keep information about you on our computer and we will keep to the Data Protection Act 1998. We 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.

Part 1 New details

1.1 What is your National Insurance number and your partner's (if you have one)?

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1.2 Who has moved into this new address with you and your partner (if you have one)?

Please continue on page 10, part 6 if you need extra space.

You	Your partner	
Name	Date of birth	Relationship to you
	/ /	
	/ /	
	/ /	
	/ /	
	/ /	
	/ /	

1.3 If you were getting free school meals for your children at your last address, do you want to claim for them at this new address?

Yes No

1.4 What date did you move into this new address?

/ /	/ /
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1.5 Will this address be your main home?

Yes No

Yes No

1.6 Are you a joint homeowner or joint tenant? If yes, please tell us the names of the other joint owners or tenants.

Yes No

Yes No

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1.7 If you haven't moved in yet, what date do you plan to move in?

/ /	/ /
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You must tell us in writing when you have moved in. In most cases we cannot pay Housing Benefit if you have not yet moved into your new property, and we can only pay Housing Benefit on two homes in limited circumstances - **see notes on page 1.**

1.8 What was your previous address and postcode?

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1.9 What date did you leave your previous address?

/ /	/ /
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Part 2 About rent and your new tenancy

We must see your tenancy agreement or proof of your legal responsibility to pay rent before we can decide how much Housing Benefit you will receive. You must give us your current tenancy agreement as proof. If you do not have a tenancy agreement we may accept a letter from your landlord or your landlord's agent if it confirms the following;

- The type of tenancy you have.
- The amount of rent you pay and when you pay it.
- What services are included in your rent.
- The date your tenancy started.
- The length of the tenancy.
- Who the tenancy agreement is between.
- Details of any rent you owe.

2.1 When did your tenancy start?

 / /

When is it due to end?

 / /

2.2 How much rent do you pay?

£

2.3 How often do you pay rent?

Every week Every two weeks Every four weeks Every month

2.4 Do you get any rent-free weeks?

Yes No

If yes, how many?

And when are they?

2.5 If you are a joint tenant, how much is the total rent for the whole property?

£

How much of this total rent do you have to pay?

£

2.6 Do you have a carer staying with you, who does not permanently live with you but stays overnight to help you with a disability?

Yes No

2.7 Have you been given a shorthold tenancy notice? Do you have a payment reference number or tenancy reference number?

Yes No If yes, for how long?

Yes No If yes, what is the reference?

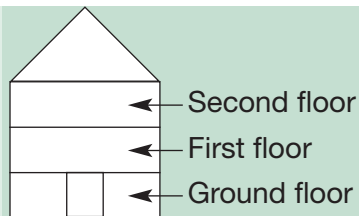
2.8 What type of home do you live in?

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 Bedsit or rooms in a house
 Caravan or mobile home

Other (please tell us)

Part 2 About rent and your new tenancy (continued)

Look at the diagram of the house. This will help you to answer the questions below.



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

Floors	Rooms
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2.10 Which floor or floors do you live on?

All floors	<input type="checkbox"/>	Ground floor	<input type="checkbox"/>	First floor	<input type="checkbox"/>
Second floor	<input type="checkbox"/>	Third floor	<input type="checkbox"/>		

2.11 If you rent a room or bedsit, what is your room number?

2.12 If you rent just a room, where in the property is your room?

At the front	<input type="checkbox"/>	In the middle	<input type="checkbox"/>	At the back	<input type="checkbox"/>
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2.13 How many different rooms are there in the building?

	Rooms in the whole building	Rooms just for you and your household	Rooms that you share with other people
Living and dining rooms			
Bedsits			
Bedrooms			
Bathrooms			
Toilets			
Kitchens			
Other rooms (please tell us what these rooms are for)			

2.14 Do you have central heating?

Yes No

2.15 In your tenancy agreement, is your property described as:

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

2.16 Who is responsible for decorating the inside of your home?

You Landlord Do not know

2.17 Do you have a garage or parking space?

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

2.18 If you rent a garage or parking space, how much rent do you pay?

£

Part 2 About rent and your new tenancy (continued)

2.19 Does your rent include an amount for any of the following services?

Having your room or rooms cleaned

Yes No How much each week? £

Laundry

Yes No How much each week? £

Heating

Yes No How much each week? £

Lighting

Yes No How much each week? £

Hot water

Yes No How much each week? £

Fuel for cooking

Yes No How much each week? £

Meals

No Yes

If yes, tell us which meals you receive. Breakfast Lunch Evening Meal

General counselling and support

Yes No How much each week? £

Personal care and support

Yes No How much each week? £

Emergency alarm

Yes No How much each week? £

A warden or caretaker

Yes No How much each week? £

Gardening

Yes No

Other services

Yes No If yes, please tell us what they are.

Do you pay water rates direct to a water authority?

Yes No

2.20 Do you use your home for business?

Yes No If yes, please tell us what type of business it is and how many rooms you use for your business.

2.21 Who pays the council tax on your home?

Part 2 About rent and your new tenancy (continued)

2.22 How did you find out about your home (for example, in a local newspaper)?

2.23 Does your landlord live at the same address as you? (By 'landlord' we mean the person or organisation who owns the property you live in.)

Yes No

2.24 What is your landlord's name and address? (This could be a person or organisation.)

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

2.26 Are you, your partner or your children related to your landlord or agent, or to your landlord's partner or agent's partner?

Related means parent, son or daughter, step-parent, stepson, stepdaughter, father-in-law or mother-in-law, brother or sister, brother-in-law or sister-in-law, or partner of any of these people.

Yes No If yes, what is the relationship?

2.27 Is your landlord the parent of any child living in your household?

Yes No

2.28 Is your landlord an ex-partner?

Yes No

2.29 Do you pay rent to a trust of which you, or any member of your household are a trustee or beneficiary?

Yes No

2.30 Do you pay rent to a company of which you, or any member of your household are an employee or director?

Yes No

2.31 Do you have to live in this property as a condition of your employment contract?

Yes No

Part 2 About rent and your new tenancy (continued)

2.32 In the last five years, have you or your partner ever owned or part-owned the property you rent?

Yes No

2.33 Are you behind with your rent?

Yes No If yes, how many weeks are you behind by?

- If you are claiming Housing Benefit and are more than eight weeks behind with your rent, the law says that we must 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.

2.34 How do you want us to pay your Housing Benefit?

We can pay Housing Benefit straight into your bank or building-society account or, in certain cases, straight to your landlord.



Paying benefit direct into a bank or building-society account is the safest way to pay.

- If you are a tenant of a private landlord we will normally pay your Housing Benefit directly to you.
- If there is a reason why you cannot manage your own payments, you should tell us why by filling in an LHA vulnerability form (Please go to page 2 for information on Local Housing Allowance). You can get a form from our website or we can send a form to you through the post if you ask us to. You will normally need to show us proof as to why you want us to pay your landlord direct. For example, a letter from your doctor, support worker or a welfare organisation confirming the reasons why you cannot manage your rent payments.
- If the only way you can retain your current tenancy or secure a new one is if your Housing Benefit is paid directly to your landlord, then you should provide us with proof of this and we may be able to help you, e.g. a letter signed by both you and your landlord)
- If you are a tenant of a housing association, we will pay your Housing Benefit to you unless you choose to have it paid to your landlord.
- If we award you Council Tax Benefit, we will pay this straight into your council tax account.

Tick here if you want your benefit to go straight into your bank or building-society account. Tell us the following details.

Name of bank or building society

Address and postcode of bank or building society

What name or names are the account in?

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

Part 12 About rent and your tenancy (continued)

Sort code of the bank, building society or other account provider

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

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Account number
(This is seven to 10 numbers long.)

--	--	--	--	--	--	--	--	--	--	--

If you have a building society account, tell us the roll number.

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Some building-society accounts use a roll or reference number. You can find the number on your 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.

I want my benefit to go straight to my landlord.

From April 2008, most private tenants who do not rent from a housing association cannot choose to have payments made to their landlords. Even so, you may be able to have your benefit paid to your landlord if we feel you are not able to manage your finances. Please ask us for an LHA vulnerability form.



Also, if the only way you can retain your current tenancy or secure a new one is by having your Housing Benefit paid directly to your landlord, don't forget to provide proof so that we can help you, e.g a letter signed by both you and your landlord.

Part 13 Sharing information

Sharing information with your landlord or agent 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.

If you do not give us permission by signing this form, we will only share information with your landlord if we pay Housing Benefit direct to them. We would not be able to give information to a representative who may be acting on your behalf.

If your landlord is receiving your Housing Benefit direct, we can tell them:

- the amount of benefit we pay;
- the date we pay benefit from;
- when we make a payment; and
- how much we pay.

If you give us permission, we would be able to tell your landlord or agent if:

- 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, and what that information may be.

We will not give your landlord or agent any information about your personal circumstances or your financial circumstances without your permission.

It will not affect your claim if you do not give us permission to discuss your claim with your landlord. You can withdraw your permission at any time.

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

I give Herefordshire Council Benefit Section permission to share information about the progress of my Housing Benefit claim with my landlord or their agent.

Signature

Landlord's name

Full name (in capital letters)

Agent's name and organisation

Address

Address

Postcode

Postcode

Please remember you also need to read and sign the declaration on page 10.

Part 4 Discussing your claim with other people

If you have asked us to pay your Housing Benefit direct 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 or Citizens Advice.

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

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Date

/	/
---	---

Your partner's signature

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Date

/	/
---	---

Please remember you also need to read and sign the declaration on page 10.

Part 5 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 **part 7**.

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 form in for the person claiming.

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Name

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Date

/	/
---	---

Address

Postcode

Your relationship to the person claiming

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Do you work for us (Herefordshire Council)?

No Yes

Read the following sentence and sign below to show you agree with it.

As far as possible, I have confirmed with the person claiming benefit that the answers I have written on this form are correct.

Signature

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Part 6 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 piece 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 7 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 means we can usually process your claim more quickly, but they do not have to sign.

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

- The information I/we have given on this form is correct and complete as far as I/we know and believe.
- **I/we understand** that if I/we knowingly give information that is incorrect or incomplete, I/we may be taken to court.
- **I/we agree** you may use the information I/we have provided to process my/our claim for Housing Benefit or Council Tax Benefit, or both. You may check some of the information with other people or organisations such as my/our employer, as allowed by law.
- **I/we understand** you may use any information I/we have given in connection with this and any other claim for benefits that I/we have made or may make. You may give some information to other organisations, such as government departments and local authorities, where the law allows this.
- **I/we know** that I/we must let you know in writing straight away 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;
 - my savings and my partner's savings;
 - the number of people who live with me/us; and
 - my/our address and my/our rent.

Signature of person claiming

Date

Partner's signature
(they do not have to sign if they don't want to)

Date

Please remove these last three pages (pages 11, 12 and 13) from this form. Keep these pages at home until you need to tell us about a change in your circumstances.

You must tell us straight away in writing about any changes in your circumstances which could affect the amount of benefit you receive.

For example, you must tell us if:

- any of your children leave school or leave home;
- anyone moves into or out of your home, including lodgers and subtenants;
- your income or any benefits you receive changes or the income and benefits of anyone living with you changes;
- there are changes to your savings or investments;
- you or anyone living with you becomes a student, goes on a youth training scheme, goes into hospital or a nursing home, goes into prison, or changes or leaves a job;
- your rent changes;
- you move house;
- you or your partner are going to be away from home for more than a month;
- you or anyone living with you starts work;
- you receive any decision from the Home Office on your right to live and claim benefits in the UK;
- any of the details you have told us about on this form change.

This is not a full list. If you are not sure what you should tell us about, ask us. You must also tell us about any changes in writing – a phone call is not enough.

If you do not tell our Benefits Office about any changes, you may lose money you are entitled to or you may get too much benefit which you will have to pay back.

You must make sure that you tell our Benefits Office about any changes. Do not rely on someone else to pass the message on.

It is a criminal offence not to tell us about any changes that may affect your benefit. We may take court action against you.

It is a criminal offence not to tell us about any changes that may affect your benefit. We may take court action against you, and if we pay you too much benefit, you will probably have to pay it back.

Housing Benefit and Council Tax Benefit Change of circumstances form

Please keep this form and return it to our Benefits Office with details of any changes in your circumstances.

Name

Address

Postcode

Claim reference
(This is on your benefit
decision letter.)

Date of change

Details of the change
(Continue on a separate
sheet if necessary.)

I understand that if I give information that is not correct or not complete, you may take action against me. This may include court action.

I declare that the information I have given on this form is correct and complete.

Signature

Date

If you are not the person
claiming Housing Benefit
or Council Tax Benefit
please fill in this section.

Name

Relationship to the
person claiming

You will need to provide proof of the change. Please provide original documents – we do not accept photocopies.

Return this form straight away, even if you do not yet have the proof.

Please return this form to:

**Herefordshire Council, The Benefits Office, PO Box 224, Hereford
HR1 2XW or bring it into one of our Customer Services Info Offices
listed on page 13.**

Customer Services Info Offices

The Hereford Centre

Garrick Hous

Widemarsh Street

Hereford

HR4 9EU

Phone: 01432 260500

Office hours

Monday to Thursday 8.45am to 5.15pm

Friday 8.45am to 4.45pm

Saturday 9am to 1pm

Office hours may vary from those listed above.

The Bromyard Centre

Cruxwell Street

Bromyard

Herefordshire

HR7 4EB

Phone: 01432 260500

Office hours

Monday 8.15am to 9.30pm

Tuesday 9am to 9.30pm

Wednesday 8.15am to 9.30pm

Thursday 9am to 9.30pm

Friday 8.15am to 9.30pm

Saturday and Sunday 9am to 4pm

Office hours may vary from those listed above.

Customer Services Info Office

Ross Library

Cantilupe Road

Ross on Wye

Herefordshire

HR9 7AN

Phone: 01432 260500

Office hours

Monday to Thursday 8.45am to 5.15pm

Friday 8.45am to 4.45pm

Office hours may vary from those listed above.

The Kington Centre

64 Bridge Street

Kington

HR5 3DJ

Phone: 01432 260500

Office hours

Monday 9am - 4pm

Tuesday 9am to 6pm

Wednesday 9am to 12 noon

Thursday and Friday 9am to 4pm

Saturday 9am to 12 noon

Office hours may vary from those listed above.

Customer Services Info Office

St Katherines

Ledbury

Herefordshire

HR8 1EA

Phone: 01432 260500

Office hours

Monday to Thursday 8.45am to 5.15pm

Friday 8.45am to 4.45pm

Office hours may vary from those listed above.

Customer Services Info Office

11 Corn Square

Leominster

Herefordshire

HR6 8YP

Phone: 01432 260500

Office hours

Monday to Thursday 8.45am to 5.15pm

Friday 8.45am to 4.45pm

Office hours may vary from those listed above.

Please check with the Council's website on
www.herefordshire.gov.uk for actual opening times.