

Please return this form to:
Benefits Section
Herefordshire Council
Plough Lane
HR4 0LE
Telephone: 01432 260333
Email: benefits@herefordshire.gov.uk

Please tick the box to show the type of help you require:

Help with a rent deposit
 Help with an initial payment of rent in advance
 Help with removal costs
 Help with weekly / monthly rent payments

Reference Number:
Office use only:
Date sent: _____ Date received: _____

Guidance to applicants

- Please write clearly in **black** ink and using **BLOCK CAPITALS**
- Discretionary Housing Payments are not Housing Benefit payments but free standing payments that the Council can make to persons **currently entitled to Housing Benefit** who need extra help with their rent, other rent payments including rent in advance and rental deposits (where the Council's other departments cannot assist), and other lump sum payments associated with your housing needs such as removal costs.
- The Council has a cash limited budget for those payments and although it will consider all claims, it may not be able to help in all cases. For example, no payment will be made if you have sufficient income from your own sources to meet all your relevant expenses. Awards are normally granted for a fixed period. You may then need to contact us again if your award expires and you still need help.
- It will help if you can supply any relevant proof in support of your application e.g. a letter from your doctor or health worker, confirmation that you need an extra room or bedroom because you are disabled, etc.
- We can only consider a payment to you from the Discretionary Housing Payment fund if you are **currently entitled to Housing Benefit**.
- Discretionary Housing Payments can provide help in one or more of the following circumstances:-
 - If your Housing Benefit does not cover the full amount of your rent payments.
 - Reductions to your Housing Benefit because of the changes to the Local Housing Allowance (LHA) scheme or increases to essential work related expenditure following a change in circumstances caused by the reduction to the LHA rates.
 - Unexpected changes to the amount of Housing Benefit you receive because of a change of circumstances.
 - If you have another adult living with you, for example, son, daughter, grandmother etc (called a non-dependant) and your Housing Benefit is reduced due to a non-dependant deduction.
 - Reductions to your Housing Benefit due to the Social Sector Size Criteria changes.
- We cannot make a discretionary payment to meet the cost to you of:-
 - service charges that do not qualify for benefit
 - charges for water, sewerage and environmental services
 - increases in rent to recover arrears
 - any reduction in benefit due to a sanction being imposed
 - any benefit that has been suspended
- Discretionary Housing Payments are different to Housing Benefit payments in that there is no independent right to appeal against a decision. You can, however, ask the Council to reconsider any decision made if you are not satisfied with it.
- If you have any questions, please phone 01432 260333 or write to us at the address above or email the Council's Benefits Section at benefits@herefordshire.gov.uk.

NOW COMPLETE THE APPLICATION FORM OVERLEAF.

1. Your Name:

2. Your Address:

SECTION 1 – Complete questions 3 to 9 if you are looking to change your address and require help with a Rental Deposit or Rent in Advance payment for your new address.
 If not, go straight to Section 2.

3. Are you in receipt of Housing Benefit at your current address? Yes No

4. Did you pay a deposit to your current landlord at your current address? Yes No

5. If yes, please confirm if this deposit will be returned to you when you vacate your current address and if it won't be returned, please explain why?

6. Please state the address for which you require a rental deposit or rent in advance payment and the number of rooms and bedrooms in this new property.

7. How much is the required deposit / rent in advance payment?

You must supply proof, from your prospective Landlord / Estate Agents on headed note paper, of these payments you are required to make to secure this property. This proof must show the full breakdown of these payments and is required by the Council before any payment from the DHP fund can be considered or agreed.

8. If you are successful in your application, this payment will be made directly to your new landlord. Please state the new landlord's name, address, phone number and bank details for direct payment of this deposit / rent in advance payment.

9. What date do you need your new landlord to receive this deposit / rent in advance payment to secure this new property?

Please refer to www.gov.uk/tenancydepositprotection - for details of your deposit protection.

If you are only applying for help with a rent desposit or rent in advance payment and do not require help with removal cost payments or your current rental payments, go to **Section 4 – Questions relating to income and expenditure** on page 5 to 6 and complete all that Section including questions 32 to 35 and sign the declaraton on page 7. **If you do require help with removal cost payments or your current rental payments, go to Section 2 below.**

SECTION 2 – Complete questions 10 to 12 if you are looking to change your address soon and you require help with your moving costs. Please also complete Section 4 - Questions relating to income and expenditure on page 5 to 6 and sign the declaration on page 7.
 If not, go to Section 3.

10. Are you in receipt of Housing Benefit at your current address? Yes No

11. How much have you been quoted for removal costs to move you from your current address to your new address?

12. You must provide a quote from the Removal Company or Van-Hire Company showing the total amount of the charge for which you want payment and a breakdown of what is included in this charge, e.g. packing, unpacking, manual labour etc for a removal company and petrol / driver etc for a van hire company. This information is required by the Council before any payment from the DHP fund can be considered or agreed.

Do you have a quote from the Removal Company / Van Hire Company?

Yes

No

If yes, please provide that quote with this application form.

If no, please provide further information or obtain the relevant quote immediately.

If a payment has been made to you from the Discretionary Housing Payment Fund to help you with your moving costs then you **MUST** provide a receipt showing that you have paid those outstanding costs with the funding you received from the Council. Failure to provide a receipt will mean that the Council will raise a debt against you for the amount that was paid to you in respect of these moving costs.

SECTION 3 – Complete Section 3 and Section 4 and all questions to the end of the form if you require help with your weekly / monthly rental payments.

13. Please confirm the amount of help you feel you need from the discretionary housing payment fund per week or per month.

£

per week / month

14. Please confirm the period over which you require this payment from the discretionary housing payment fund.

to

15. Please confirm the reasons why you chose this amount and this period and why you feel you need further help with your rent costs.

16. Have you tried to negotiate a lower rent with your landlord?

Yes

No

If 'No', why not?



If 'Yes', what steps have you taken and what figure did the landlord drop the rent to? (You should provide proof of this)

17. Do you have any rent arrears?

Yes

No

If so, how much

£

Up to date:

18. Will you be evicted if you do not pay the arrears?

Yes

No

19. Are you actively looking to find somewhere cheaper to live?

Yes

No

If 'No', please explain why not

If 'Yes', what steps have you taken?



Have you found anywhere yet? *(Provide proof of what you have found)*

Yes No

20. Do you, or a member of your family living with you, need any special accommodation facilities that are present at your address?

Yes No

If 'Yes', what are these?

21. Were you able to afford the rent for this property (without Housing Benefit) when you first moved in?

Yes No

22. Has there been a death in the household in the last 12 months?

Yes No

23. Do you or a member of your family have any disabilities or serious health problems?

Yes No

If 'Yes', what are these?

24. If your accommodation is larger than you and your family normally need, i.e. extra bedrooms or living rooms, please say why you need to live there.

25. Do you have any other adults (called non-dependants on your benefit decision letter) living in your household?

Yes No

If 'Yes', give details, If 'No' go to question 29

26. Your benefit decision letter shows the expected contribution from this person(s). Have you asked them for this contribution?

Yes No

If 'No', why not?

If 'Yes', has it been given in full/partially, please explain

27. If your non-dependant is unable to contribute to your rent and/or council tax costs, have they told you why?

Please explain

If this position is likely to change in the future, please explain

28. Are any of your non-dependants likely to be leaving your household in the near future?

Yes

No

If 'Yes', please give details

29. Do you have a carer stay with you, who does not permanently live with you but stays overnight to help you with a disability?

Yes

No

If 'Yes', give further details

30. Are you a foster parent?

Yes

No

If 'Yes', how many bedrooms do you use for foster caring?

31. Are you or your partner (if applicable) currently unemployed?

Yes

No

If 'Yes', what steps have you taken to find employment and are you likely to be working again soon?

SECTION 4

QUESTIONS RELATING TO INCOME AND EXPENDITURE DETAILS

32. Do you have a choice in paying any of your outgoings?

Yes

No

If 'Yes', please state which ones:

To help us understand why you need this extra payment, please give us full details of your correct income and expenditures

INCOME		EXPENDITURE	
Please tick	Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> £	Please tick	Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> £
Wages/Salary		Mortgage	
Wages/Salary - Partner		2nd Mortgage	
Job Seeker's Allowance		Rent	
Income Support		Council Tax	
Working Tax Credit		Water Rate	
Child Tax Credit		Ground Rent	
State Retirement Pension		Service Charge	
Private Pension		Buildings Insurance	
Child Benefit		Contents Insurance	
Incapacity Benefit / Employment & Support Allowance		Life Insurance/Pension	
Maintenance		Gas	
Non-dependants contribution		Electricity	
Income from Capital Investments		Other fuel	
Disability Living Allowance		Housekeeping (food and toiletries)	
– Care		TV rental	
– Mobility		TV licence	
Other income		Maintenance Payments	
		Petrol/Diesel	
TOTAL INCOME		Other Motoring Costs	
		Public Transport	
		Schools Meals/Meals at work	
Capital	Value/Balance £	Clothing	
Bank Current Account		Laundry	
Bank Deposit Account		Telephone	
Building Society		Prescriptions	
Post Office Account		Childminding	
Premium Bonds		Hobbies / Leisure	
Income Bonds		Hire Purchase Agreements	
National Savings Certificates		Loans	
Shares, Stocks or Unit Trusts		Credit Card Debts	
Life Assurance/Endowments		Court Fines	
Tessas, PEPS or ISA's		Alcohol	
Land or buildings other than your home		Tobacco	
Other Capital		Other Expenses List individually please	
TOTAL CAPITAL		TOTAL EXPENSES	

33. Do you anticipate your income and expenditure position will be changing soon?

Stay the same

Get worse

Get better

Please explain

Give the date you think the position will change

/ /



34. If you have listed loan, credit card debts or store cards as part of your expenditure, you must provide proof of the minimum payments you are required to make and explain for what goods or services these loans were taken out.

Have you taken steps to negotiate lower repayments on your debts?

Yes

No



Please provide proof of this

35. Is there anything else you want us to consider in deciding your discretionary housing payment claim?

Yes

No

For security reasons, please list below any documents that you have sent with this application

1.

2.

3.

4.

5.

How we collect and use 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 with other organisations that handle public funds for the same purpose. We may use this information to promote other council services you may be entitled to. We will keep information about you on computer and we will keep to the rules laid down by the Data Protection Act 1998. Herefordshire District Council is 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.

Declaration

- The information on this form is correct.
- I will notify the Council immediately, in writing, if there is any change in my financial or other circumstances or if I change my address.
- I have read and understood the section above "How we collect and use information".
- I understand that if a discretionary housing payment is made, it is not classed as Housing Benefit and is not subject to the same rules and regulations that govern the administration of Housing Benefits.
- I understand that failure to inform the Council's Benefits Services of any change in my circumstances, misrepresentation or failure to disclose material facts, may result in an overpayment which will have to be repaid to the Council.

Signed

Claimant

Date

Partner

When you have completed this form, please return to: **Benefits Section, Herefordshire Council, Plough Lane, HR4 0LE**

If you are making a claim for a discretionary payment, then you must be in receipt of Housing Benefit.

Therefore, as a reminder, you must tell us straight away in writing about any changes in your circumstances which could affect the amount of benefit and any discretionary payment that 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. You must also tell us about any change in writing or by email to benefits@herefordshire.gov.uk. 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, and if we pay you too much benefit, you will probably have to pay it back.

Customer Service

**The Hereford Centre
Hereford Customer Services
Franklin House, 4 Commercial Road
Hereford, HR1 2BB**

Phone: 01432 260500

Office hours

Mon, Tues, Wed & Fri: 10.00am until 4.15pm;

Thurs: 10.00am until 4.00pm;

Sat: Closed;

Cash Desk Opening Times 10:00am until 3:00pm

**Ross-on-Wye Customer Service Centre
Ross Library, Cantilupe Road
Ross on Wye, Herefordshire, HR9 7AN**

Phone: 01432 260500

Office hours

Mon, Thurs & Fri: 9:30am until 5.00pm;

Tues: 9.30am until 7.00pm; Wed:

Closed

Sat: 9.30am until 1pm

**Ledbury Customer Service Centre
The Master's House
St Katherines, High Street
Ledbury, Herefordshire, HR8 1EA**

Phone: 01432 260500

Office hours

Mon & Tues: 9:30am until 4:00pm;

Weds, Thurs & Sat: Closed

Fri: 9:30am until 2:00pm

**The Bromyard Centre
1 Cruxwell Street
Bromyard, Herefordshire, HR7 4EB**

Phone: 01432 260280

Office hours

Mon: 9:30am until 1:00pm

& then from 2:00pm until 5:00pm

Tues and Thurs: 9am until 2:00pm;

Wed: 1:00pm until 6:00pm

Fri: Closed

Saturday: 9:30am until 1:00pm

**The Kington Centre
64 Bridge Street
Kington, HR5 3DJ**

Phone: 01432 260600

Office hours

Mon & Weds: Closed:

Tues: 9.30am until 1:00pm & then

from 2:00pm until 6pm;

Thurs, Fri & Sat: 9:30am until 1:00pm

**Leominster Customer Service Centre
Leominster Library, 8 Buttercross
Herefordshire, HR6 8BN**

Phone: 01432 260500

Office hours

Mon, Tues & Fri: 9:30am until 5:00pm

Weds: Closed;

Thurs 09:30am until 7:00pm

Sat: 9:30am until 1:00pm

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