

## Use this form to claim help with your rent and council tax when you move

Name  Address and postcode	<b>For our use only</b>	
	Date you first contacted us	
	Date received	
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>	Claim reference	

Answer the questions in this form by ticking the boxes or giving us the information we ask for. Please answer all the questions carefully as we rely on the information you give us when we work out how much benefit to give you. Your claim may be delayed if you do not answer all the questions on your form or you give us the wrong information. It is a criminal offence to knowingly give false information on a benefit claim.

### The proof we need with your form



When you see this symbol, we need proof to confirm the answers on your form.

We need to see original documents, not photocopies.

If you don't have the proof we need, send us your form now and then send the proof later.

If you do not send us the proof we need, it will delay your claim and you will lose benefit.

You must provide all proof within 14 days of the date you make this claim.

### South Worcestershire Revenues & Benefits Shared Service

Malvern Hills District Council, Worcester City Council and Wychavon District Council are now working together to improve services to customers. This form is for use by all customers of these Councils.

### If you need help with this form

Please call us on 01905 822744 or visit any of our local service centres below:

#### Malvern Hills District Council

The Library, Graham Road, Malvern, WR14 2HU

Upton Library, School Lane, Upton Upon Severn, Worcs, WR8 0LE

Tenbury Library, Teme Street, Tenbury Wells, Worcs, WR15 8AA

#### Worcester City Council

Orchard House, Farrier Street Worcester WR1 3EZ

#### Wychavon District Council

The Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT

Evesham Community Contact Centre, Abbey Road, Evesham, WR11 4SB

Droitwich Community Contact Centre, 44 High Street, Droitwich, WR9 8ES

### When you have filled in this application form

You can take this form and your documents to any of the offices shown above, or post the form to:

Malvern Hills District Council, Revenues and Benefits, PO Box 21, Pershore, WR10 9DB

Worcester City Council, Revenues and Benefits, PO Box 31, Pershore, WR10 9DD

Wychavon District Council, Revenues and Benefits, PO Box 11, Pershore, WR10 1PU

To see how much Housing Benefit and Council Tax Benefit you may be able to get, visit our websites at

[www.malvern hills.gov.uk](http://www.malvern hills.gov.uk)

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

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

**Please fill in this form using black ink.**

# 1 About you and your partner

**Please give details of you and your partner (if you have one).**

*By 'partner' we 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.)*

*You do not have to give us your phone number or e-mail address, but it may help us to contact you.*

**You**

**Your partner**

Title  
(Miss, Mr, Mrs, Ms and so on)

Last name

First names

Other names you have been known by

Date of birth

Daytime phone number

Mobile number

E-mail address (If you give us your e-mail address we will always contact you by e-mail.)

Your National Insurance number


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**Has your income or your partner's income changed since your last application?**

No  Yes  *If 'Yes', do not fill in this form. You must fill in the 'Application for Council Tax Benefit or Housing Benefit Form' which you can get from one of our offices shown above.*

# 2 About your home

**Your address for which you are claiming Housing Benefit or Council Tax Benefit**

Name
Address and postcode

**You**

**Your partner**

**Is this address your normal home address?**

No  Yes

No  Yes

**Is this:**

- a home you are buying?
- a home you own?
- a home you rent privately?
- a home you rent from a housing association or registered social landlord?
- a home you part-own under a shared-ownership or co-ownership scheme?
- someone else's home where you pay rent (for example, for lodgings)?
- someone else's home where you live as a friend or relative, or for other reasons?
- temporary accommodation, (for example, bed and breakfast or a hostel)?

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- someone else's home where you live as a friend or relative, or for other reasons?
- temporary accommodation, (for example, bed and breakfast or a hostel)?

**When did you move in?**

/	/
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/	/
---	---

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

/	/
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/	/
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*You must tell us when you have moved.*

## 2 About your home (continued)

Are you a joint homeowner or joint tenant?

What was your previous address?

You	Your partner
No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the names of the other joint owners or tenants. <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div>	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the names of the other joint owners or tenants. <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div>
Was your previous home: owned by you? <input type="checkbox"/> rented? <input type="checkbox"/> other? <input type="checkbox"/>	Was your previous home: owned by you? <input type="checkbox"/> rented? <input type="checkbox"/> other? <input type="checkbox"/>

## 3 Other people who live with you

Does anyone else live with you? (Include children, subtenants, boarders and anyone else.)

No  Yes  If yes, give details in the table below.

Name	Relationship to you	Date of birth
		/ /
		/ /
		/ /
		/ /
		/ /
		/ /
		/ /
		/ /

If anyone has moved into or out of your household since your last claim, please tell us their name and the date they moved in or out.

## 4 About your tenancy

Do you rent your home?



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

**We need to see proof of your tenancy and rent payments. These must be original documents, not photocopies, from the list below. Please read the list carefully. You may need to send more than one document.**

If this is your first claim at this address, please send us:

- your tenancy agreement; **and**
- proof of rent payments you have made (for example, your rent book or receipts).

(If you do not have a tenancy agreement, or the initial term of your tenancy has run out, please ask your landlord, landlady or agent to fill in the 'Confirmation of tenancy' form on page 11.)

If you have claimed at this address before, please send us:

- the 'Confirmation of tenancy' form (which is on page 11); and
- proof of rent payments you have made (for example, your rent book or receipts).

## 4.1 Tenancy details

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

Start

End

**When did you move in?**

**How long is your tenancy?**

**How much is your rent?**

**How often is your rent due?**

**Do you have any weeks when you do not have to pay rent?**

No  Yes  How many do you have each year?

**Is your rent registered?**

No  Yes  If yes, send us the notification of registration form.

**Are you expecting a rent increase within the next 12 months?**

No  Yes  If yes, when is this due?

**What is your landlord's or landlady's name?**

**What is their address?**

**What is their phone number and e-mail address?**

Phone:	E-mail:
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**Does your landlord or landlady own the property you are claiming for?**

No  Yes

**Are you or your partner, or anyone else who lives with you, related to your landlord or landlady or any member of their family?**

No  Yes  Give us details below.

**Have you or your partner ever been a partner of your landlord or landlady?**

No  Yes

**Have you or your partner ever owned, or been in the process of buying, the property you are renting now?**

No  Yes

**Does an agent deal with your tenancy?**

No  Yes  Give details below.

Their name and address:

Their phone number:

## 4.2 Your service charges

Does your rent include amounts for the following?

No  Yes

Please tell us which services are included in the rent, how much you pay and how often you pay.

Council Tax		£	every
Heating		£	every
Lighting		£	every
Cleaning		£	every
Hot water		£	every
Water rates		£	every
TV licence		£	every
Personal laundry		£	every
Fuel for cooking		£	every
Window cleaning		£	every
Use of a washing machine or dryer		£	every
Buildings insurance		£	every
Contents insurance		£	every
Warden services		£	every
Emergency alarm system		£	every
General counselling and support		£	every
Personal care and support		£	every

Does your rent include any service charges for areas you share with other people?

No  Yes  What services are included?

Cleaning and maintenance  Fuel  Gardening

Does your rent include any other service charges?

No  Yes

What are these for?

Are any of these charges automatically included in your rent, even if you don't use the service?

No  Yes  In the space below, tell us what the charges are for, how much they are and how often you pay it.

Does your rent include money for meals?

No  Yes  What meals are provided?

Breakfast  Lunch  Evening meal

Do you pay water charges direct to the water authority?

No  Yes

Do you use any part of your home for business purposes?

No  Yes

### 4.3 Your accommodation

**What type of home do you live in?**

Please tick the box that best describes your home.

Detached house	<input type="checkbox"/>	Care or nursing home	<input type="checkbox"/>	Flat in a block	<input type="checkbox"/>
Terraced house	<input type="checkbox"/>	Semi-detached house	<input type="checkbox"/>	Caravan or mobile home	<input type="checkbox"/>
Maisonette	<input type="checkbox"/>	Bungalow	<input type="checkbox"/>	Other	
Converted flat	<input type="checkbox"/>	Purpose-built flat	<input type="checkbox"/>		
Bedsit	<input type="checkbox"/>	Flat over a shop	<input type="checkbox"/>		
Board and lodgings	<input type="checkbox"/>	Room or rooms	<input type="checkbox"/>		
Hotel	<input type="checkbox"/>	Hostel	<input type="checkbox"/>		

**How many floors are there in the whole building (including the ground floor)?**

**How many rooms are there in the building?**

Please tell us:

- how many rooms there are in the whole building;
- how many of these rooms are for you and your family to use; and
- how many you share with other people.

	In the whole building	For you and your family	Shared with other people
Living rooms			
Bedrooms			
Bedsitting rooms			
Kitchens			
Bathrooms			
Separate toilets			
Other			
What are these rooms?			
Total number of rooms			

**Who is responsible for decorating inside your home?**

Landlord or landlady  You  Don't know

**Is your home furnished by your landlord or landlady?**

No  Yes  Is it:  
 fully furnished?  partly furnished?  with carpets and curtains only?

**Does your rent include payment for a garage?**

No  Yes  Can you rent your home without the garage? No  Yes

**Does your home have central heating?**

No  Yes

**If you live in a caravan or mobile home do you only pay ground rent?**

No  Yes

**Do you and your family share the building you live in with anyone else?**

No  Please go to part 5 Yes  Please tick the boxes below to show:

Which floor do you live on?

Basement  First floor  Other (please give details)   
 Ground floor  Second floor

As you face the front of the building, where is your home?

Front right  Front centre  Front left   
 Back right  Back centre  Back left

## 5 Paying your Housing benefit

The safest and easiest way to receive your benefit is to have it paid straight into your bank or building society account as it avoids the risk of cheques being stolen or delayed in the post. We cannot pay Housing Benefit into a post office card account. If you do not give us your bank details, we will pay your Housing Benefit by cheque and you will need a bank account in your name so you can pay the cheque into it.

For more information, please pick up the leaflet about basic bank accounts at the address on the front of this form.

If you:

- are a council tenant or housing association tenant; or
  - are a private tenant and live in a caravan or mobile home, on a houseboat, or in supported housing provided by a charity or voluntary organisation;
- you can choose to have your benefit paid into your bank account or direct to your landlord.

If this applies to you, how would you like to be paid?

To my account  Fill in your bank details in part 7.

To my landlord  Go straight to part 6.

If the circumstances above do not apply to you, we will work out and pay your benefit under the Local Housing Allowance rules, that were introduced on 7 April 2008. Under those rules, we must normally pay your benefit to you and you will be responsible for paying the rent to your landlord. Give your bank details in part 7.

## 6 Paying benefit to your landlord or landlady

**If you want us to pay your benefit straight to your landlord or landlady, you must sign this declaration.**

If you are authorising us to pay your Housing Benefit straight to your landlord or landlady, we can tell them whether:

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

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

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

We will pay your landlord or landlady every four weeks for the four weeks just gone. If any of your circumstances change, you must tell us as soon as you can. If you don't, you may get the wrong amount of benefit. If you get too much benefit, you will have to pay it back.

It will not affect your claim if you do not give us permission to discuss your claim with your landlord or landlady. If you want to give us your permission, please sign below.

Please pay my Housing Benefit straight to my landlord or landlady. I understand that:

- I must always tell you about any change in my circumstances;
- If I do not tell you about any change of circumstances, and you pay me too much benefit because of this, I will have to pay back the extra benefit; and
- I may be prosecuted if I do not tell you about any change of circumstances.

I declare that I have read the details above about the payments of my Housing Benefit.

I understand you can give the details of my claim to my landlord or landlady.

Signature

Date

**You can withdraw your permission at any time.**

## 7 Your bank details

Bank or building society name

Address of bank or building society

Bank or building society sort code

Name of the account holder

Account number

Building society roll number or reference number

Your signature

Date

E-mail address

If you think that you would not be able to manage your rent payments (for example, because you are in a lot of debt, have a learning disability, have language problems, are ill or are addicted to drugs, alcohol or gambling), we may be able to pay your benefit direct to your landlord. If you want us to pay your benefit to your landlord, please contact us.

## 8 Discussing your claim with someone else

**Do you want someone else to deal with us on your behalf?**

No

Yes  Give their details below.

Their name

Their relationship to you

Their phone number

Your signature

Date

## 9 Forms filled in by someone else

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

No

Yes  The person who has filled in the form (the representative) must fill in this part.

Are you an officer of the council? No  Yes

**Why have you filled this form in for the person claiming?**

## 9 Forms filled in by someone else (continued)

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

Representative's name

Phone number

Address

  
  
  

Date

 /  / 

Relationship to the person claiming

Signature

Are you or your partner one of our councillors or employees, or related to one of our councillors or employees?

No  Yes  Give their names and their relationship to you in the box below.

## 10 Extra information

Use this space to tell us:

- about any exceptional circumstances you would like us to consider when deciding your claim; and
- any information you did not have enough space for on the form.

## 11 Declaration

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

**I/we understand that you may prosecute me/us and I/we will have to pay back any overpaid benefits, if:**

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

**I/we will write and tell you about any changes to:**

- my/our income, my/our partner's income and the income of anyone else who lives with me/us;
- my/our savings and my/our partner's savings;
- the number of people who live with me/us; and
- my/our address and my 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 details given on the form are true and complete;
- everyone else who lives with me/us has given permission for you to use their details to process my/our claim; and
- I have ticked below to show what I am doing about the proof I need to provide with this form.

Proof of tenancy and rent

I do not rent  a property.

I have enclosed proof  with my form.

I will provide  proof later.

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

Your signature

X

Date

/ /

Your partner's signature

X

Date

/ /

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 use this information to promote other council services you may be entitled to. We may share this information, for the same purpose with other organisations which handle public funds. We may keep information about you on computer. If we do, we will keep to the rules laid down by the Data Protection Act 1998.

We are the data controller(s) for the purposes of the Data Protection Act. This means that we are responsible for making sure we keep to the Data Protection Act when we collect, store and use information. If you want to know more about what information we have about you, or the way we use that information, please ask us.

Any benefit we award will be based on the information you have given us. We will write to you with our decision about your claim. We will aim to do this within 14 days. The letter will tell you all the details that we have used to work out your benefit. If you disagree with any of the details, you should tell us immediately. The letter also tells you how to appeal against our decision.

**Please return this filled-in form to your local office:**

Malvern Hills District Council, Revenues and Benefits, PO Box 21, Pershore, WR10 9DB

Worcester City Council, Revenues and Benefits, PO Box 31, Pershore, WR10 9DD

Wychavon District Council, Revenues and Benefits, PO Box 11, Pershore, WR10 1PU

If someone else has filled in this form for you, they must sign the declaration in section 9.

# Confirmation of tenancy form

Please tear out this form and fill in your name, address and claim reference number (if you know it). Then give the form to your landlord, landlady or their agent to fill in the rest of it.

They can then either send it straight back to us at the addresses overleaf, or give it to you to return to us.

Send in your application form straight away – do not wait for this confirmation of tenancy form to be filled in.

## Tenant to fill in

**Name**

**Address**

  


**Claim reference**

(if you know it)

## Landlord, landlady or their agent to fill in

**Whose name or names is the tenancy in?**

  


**When did the tenancy start and when will it end?**

Start

 /  / 

End

 /  / 

**When did the tenant move in?**

 /  / 

**What is the rent reference (if applicable)?**

**How much is the rent?**

£

**How often is the rent due?**

Every week  Every four weeks  Every month

Other  If other, how often is it due?

**Does the rent include any payment for service charges?**

No  Yes

Please tell us which services are included in the rent, how much the tenant pays and how often they pay.

Council Tax	<input type="text"/>	£	every
Heating	<input type="text"/>	£	every
Lighting	<input type="text"/>	£	every
Cleaning	<input type="text"/>	£	every
Hot water	<input type="text"/>	£	every
Water rates	<input type="text"/>	£	every
TV licence	<input type="text"/>	£	every
Laundry	<input type="text"/>	£	every
Fuel for cooking	<input type="text"/>	£	every
Window cleaning	<input type="text"/>	£	every
Building insurance	<input type="text"/>	£	every
Contents insurance	<input type="text"/>	£	every
Warden services	<input type="text"/>	£	every
Emergency alarm system	<input type="text"/>	£	every
General counselling and support	<input type="text"/>	£	every
Personal care and support	<input type="text"/>	£	every

**Does the rent include money for meals?**

No  Yes

What meals are provided?

Breakfast  Lunch  Evening meal

**How is the rent paid?**

Cash  Cheque  Standing order or direct debit

Paid in full by Housing Benefit  Other

Please tell us the method.

**What proof of payment do you give the tenant?**

Receipt  Rent book  Statement  Other

Please tell us what other proof you give.

**Is the tenant behind with their rent payments?**

No  Yes

How much rent is overdue?

£

What is the period of the arrears?

from  /  /

to  /  /

**Do you own this property?**

No  Yes

**Is there any other information about the tenancy that the council should know?**

No  Yes

Please give details below.

**Landlord's or landlady's full name**

**Landlord's or landlady's full address**

Postcode

**Landlord's or landlady's phone numbers and email address**

**Agent's full name**

*(if this applies)*

**Agent's full address**

*(or official stamp)*

Postcode

**Your landlord's or landlady's declaration**

I agree to accept Housing Benefit payments for the tenant named in this form if the tenant asks for this.

**I understand that, by law:**

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

/  /

**Please return this filled-in form to your local office:**

Malvern Hills District Council, Revenues and Benefits, PO Box 21, Pershore, WR10 9DB

Worcester City Council, Revenues and Benefits, PO Box 31, Pershore, WR10 9DD

Wychavon District Council, Revenues and Benefits, PO Box 11, Pershore, WR10 1PU