



**HOUSING BENEFIT &  
COUNCIL TAX BENEFIT  
Application Form**



**We are committed to ensuring that no member of the public or employee is treated less favourably than any other on the grounds of gender, sexual orientation, race, colour, religion, ethnic origin, age, disability or any other condition that cannot be justified during contact with you.**

## How to complete this form

- Please use black or blue ink. Do not use pencil. If you make a mistake, just cross it out and put the right answer next to it. Do not use correction fluid or tape.
- Many of the questions ask for details about you and 'your partner'. If you do not have a partner indicate this in Part 1. There is then no need for you to answer the 'your partner' questions.
- If you do not fill in this form properly or completely, i.e. answer all questions, it will be returned to you and this will delay your claim. If you need help to complete this form or you are unsure of what is required, please contact the Benefit helpline or call into one of the Connections offices. Please complete as much of the form as possible before contacting the Council.

## When we get the completed form

If our office has not contacted you within 14 days of sending in your claim you should contact us immediately. We may have to write to you for more details. You should return all of the information we request as quickly as possible and within one month of the date of request.

## How we collect and use the information

The information collected on this form and from supporting evidence will be used by Torbay Council to process your Housing Benefit and Council Tax Benefit claims and any claim you may make for discretionary Housing payments. The information may be passed to the Department for Work and Pensions, Employment Service and HM Revenue and Customs as permitted by law.

We may check information provided by you, or information about you provided by a third party, with other information held by us. We may also get information from certain third parties, or give information to them to check the accuracy of the information, to prevent or detect crime, or to protect public funds in other ways, as permitted by law. These third parties include Government departments, local authorities and agencies.

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. Therefore your information may be used by parties such as the Audit Commission in their data matching exercises as part of the National Fraud Initiative.

Torbay Council is the Data Controller for the purposes of the Data Protection Act 1998. If you want to know more about what information we have about you, or the way we use it you can ask the Council for further details by going onto the Information Governance pages on Torbay Council's Internet, or email the Council at: [dataprotection@torbay.gov.uk](mailto:dataprotection@torbay.gov.uk).

We will not disclose information about you to anyone outside Torbay Council nor use information about you for other purposes unless the law permits us to.

## Giving information to a third party

In some circumstances you may wish the Council to give information to a third party. For example, you may want a friend to contact the Council on your behalf. If you want the Council to disclose information to anybody else other than yourself, you must give your written permission,. You will need to write to us and your letter must:

- Give your name and address and be dated.
- Be signed by you.
- Clearly state the exact information that can be disclosed.
- Clearly state the name and address of the person the information can be disclosed to.

# A claim form for Housing Benefit and Council Tax Benefit

For office use only

Date received at:

DWP office date stamp

Initials

Local authority office date stamp

Initials

To request a copy in another format or language phone (01803) 207201.

If you are just claiming Second Adult Rebate, only fill in Part 1, Part and Part 18 of this form.

Are you (please tick one box):

a council tenant?

an owner-occupier?

a private tenant?

a housing association or social landlord tenant?

## Part 1 About you and your partner

Do you have a partner who normally lives with you? (A person you are married to or a person you live with as if you are married to them or a civil partner or person you live with as if you are civil partners.)

No

Yes

If you have a partner, you must answer all the questions about them, as well as yourself.

You

Your partner

Surname or family name



Other names



Any other names you have used



Title (Mr, Mrs, Ms, other)



Address, including room number if you have one. Do not tell us your partner's address if it is the same as yours.

  
  
  
 Postcode

  
  
  
 Postcode

What date did you move to this address?

If you have not moved in yet, tell us when you expect to move in, then tell us when you have actually moved in.

 /  / 
 / 

Your daytime phone number

 Code  Number

 Code  Number

What is this number? Please tick.

Home

Work

Mobile

Textphone

Home

Work

Mobile

Textphone





**You**

**Your partner**

**Does anyone get Carer's Allowance for looking after you or your partner?**

No

Yes  We will contact you about this.

No

Yes  We will contact you about this.

**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?**

No

Yes  We will contact you about this.

No

Yes  We will contact you about this.

**Do you or a partner pay towards the upkeep of a student?**

No

Yes  How much do you pay and how often?

£  every

No

Yes  How much do they pay and how often?

£  every

**Are you or your partner a student?**

By *student* we mean anyone who is attending a course of study at an educational establishment, including student nurses.

No

Yes  Tell us if this is full or part time.

Full time  Part time

No

Yes  Tell us if this is full or part time.

Full time  Part time

**How much of your income is taken into account when working out your grant?**

£  a year

£  a year

**Please tick if you or your partner are:**

an apprentice

on youth training

in legal custody

severely mentally impaired

registered blind

long-term sick or disabled

**Do you or your partner have a vehicle from a Mobility scheme?**

No

Yes

No

Yes

**We will contact you if we need any more information.**

We need to know about any children in your household who are:  
 under 16,  
 aged 16 or 17 and registered for work on youth training, or  
 aged 16, 17, 18 or 19 and in education doing a course not higher than  
 GCSE A-level, SCE Higher level or GNVQ (advanced).

**Are there any children in your household as described above?**

No  Go to Part

Yes  If there are more than four children, use a separate sheet of paper to tell us all the information we ask for on this page and send it with the form.

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

	First child	Second child
Last name	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
What is the child's sex?	<input type="text"/>	<input type="text"/>
The child's relationship to you	<input type="text"/>	<input type="text"/>
The child's relationship to your partner	<input type="text"/>	<input type="text"/>
Usual address, if different from yours	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Who gets the Child Benefit for them? We need to see proof of this.	<input type="text"/>	<input type="text"/>

	Third child	Fourth child
Last name	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
What is the child's sex?	<input type="text"/>	<input type="text"/>
The child's relationship to you	<input type="text"/>	<input type="text"/>
The child's relationship to your partner	<input type="text"/>	<input type="text"/>
Usual address, if different from yours	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Who gets the Child Benefit for them? We need to see proof of this.	<input type="text"/>	<input type="text"/>

**First child**

**Second child**

Is the child registered blind?

No   
 Yes  We need to see proof of this.

No   
 Yes  We need to see proof of this.

Does the child get Disability Living Allowance?

No   
 Yes  How much?

No   
 Yes  How much?

Care

£

£

Mobility

£

£

Do you or your partner pay any childminding costs for this child to a registered childminder, a nursery or an after-school club? Tell us the name and registration number of the minder.

No   
 Yes  Please tell us about it below.

No   
 Yes  Please tell us about it below.



How much do you pay a week?

£  a week

£  a week

We need to see proof of this.

We need to see proof of this.

**Third child**

**Fourth child**

Is the child registered blind?

No   
 Yes  We need to see proof of this.

No   
 Yes  We need to see proof of this.

Does the child get Disability Living Allowance?

No   
 Yes  How much?

No   
 Yes  How much?

Care

£

£

Mobility

£

£

Do you or your partner pay any childminding costs for this child to a registered childminder, a nursery or an after-school club? Tell us the name and registration number of the minder.

No   
 Yes  Please tell us about it below.

No   
 Yes  Please tell us about it below.



How much do you pay a week?

£  a week

£  a week

We need to see proof of this.

We need to see proof of this.

The childcare provider must be registered with Ofsted or approved under the SureStart Childcare approval scheme. In the case of a registered childcare provider, they will have a registration number issued by Ofsted. A childcare provider under the SureStart scheme will have approval and CRBD numbers.

Now tell us about all the people who usually live with you and your partner.  
Do not tell us about people who just share a hall, bathroom or toilet with you.  
If you want to tell us about more than three people, use a separate sheet of paper.

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

**Do any adults usually live with you and your partner?**

By *adults* we mean people over 16 who nobody gets Child Benefit for.

No  Go to Part 4.

Yes  Fill in this section.

	First person	Second person	Third person
Last name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>

**Their relationship to you or your partner.**

Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, lodger, boarder or friend.

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

**Do they get Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, or Pension Credit (Guarantee Credit)?**

No

Yes

No

Yes

No

Yes

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

No

Yes  How much?

£  a week

No

Yes  How much?

£  a week

No

Yes  How much?

£  a week

**Are they registered blind?**

No

Yes

No

Yes

No

Yes

**Are they a full-time student, a student nurse, a care worker, an apprentice or on youth training?**

No

Yes  Tell us which.

No

Yes  Tell us which.

No

Yes  Tell us which.

**Do they pay rent or money for board and lodgings to you or your partner?**

No

Yes  Tell us about it below.

No

Yes  Tell us about it below.

No

Yes  Tell us about it below.

How much £  a week

£  a week

£  a week

**Does this include money for food?**

No

Yes

No

Yes

No

Yes

First person	Second person	Third person
<p><b>Are they severely mentally impaired?</b></p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>
<p><b>Are they in legal custody at the moment?</b></p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> When are they expected to come out?</p> <p>_____ / _____ / _____</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> When are they expected to come out?</p> <p>_____ / _____ / _____</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> When are they expected to come out?</p> <p>_____ / _____ / _____</p>
<p><b>Are they in hospital at the moment?</b></p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us about it below.</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us about it below.</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us about it below.</p>
<p><b>When did they go in?</b></p> <p>_____ / _____ / _____</p>	<p>_____ / _____ / _____</p>	<p>_____ / _____ / _____</p>
<p><b>When are they due to come out (if you know)?</b></p> <p>_____ / _____ / _____</p>	<p>_____ / _____ / _____</p>	<p>_____ / _____ / _____</p>

**Do they normally work for 16 hours or more a week?**

<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us their earnings before any deductions.</p> <p>£ _____</p> <p>We need to see proof of their earnings.</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us their earnings before any deductions.</p> <p>£ _____</p> <p>We need to see proof of their earnings.</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us their earnings before any deductions.</p> <p>£ _____</p> <p>We need to see proof of their earnings.</p>
--	--	--

**Do they have any other income at all?**  
 Make sure you tell us about all other income they have. This includes any benefits or allowances you have not told us about on this form and interest from savings and investments.

<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us about it below.</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us about it below.</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us about it below.</p>
<p>1 Where does this income come from?</p> <p>_____</p>	<p>_____</p>	<p>_____</p>
<p>How much is it before deductions?</p> <p>£ _____</p>	<p>£ _____</p>	<p>£ _____</p>

<p>2 Where does this income come from?</p> <p>_____</p>	<p>_____</p>	<p>_____</p>
<p>How much is it before deductions?</p> <p>£ _____</p>	<p>£ _____</p>	<p>£ _____</p>

<p>3 Where does this income come from?</p> <p>_____</p>	<p>_____</p>	<p>_____</p>
<p>How much is it before deductions?</p> <p>£ _____</p> <p>We need to see proof of their income.</p>	<p>£ _____</p> <p>We need to see proof of their income.</p>	<p>£ _____</p> <p>We need to see proof of their income.</p>

Are any of the people who normally live with you married to each other, or living together as if they are married, or civil partners? We call these people *partners*.

No

Yes  Tell us their names below.

<input type="text"/>	is the partner of	<input type="text"/>
<input type="text"/>	is the partner of	<input type="text"/>

**Part 4 About Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance and Pension Credit**

Are you or your partner getting or waiting to hear about a claim for Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance or Pension Credit?

No  Go to Part 5.

Yes  Answer both the questions in this part.

**You**

**Your partner**

Are you or your partner actually getting Income Support, income-based Jobseeker's Allowance, Income-related Employment and Support Allowance or Pension Credit at the moment?

No

No

Yes  When did you start getting it?

Yes  When did you start getting it?



Are you or your partner still waiting to hear about a claim for Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance or Pension Credit?

No

No

Yes  When did you claim?

Yes  When did they claim?



Which benefit are you getting or waiting to hear about?

Income Support

Income-based Jobseeker's Allowance

Income-related Employment and Support Allowance

Pension Credit

Which benefit are they getting or waiting to hear about?

Income Support

Income-based Jobseeker's Allowance

Income-related Employment and Support Allowance

Pension Credit

We must see evidence of your benefits, allowances or pension before we can decide how much benefit you can get. Read the checklist at **Part 15** to see what you can use as evidence.





**You**

**Your partner**

How many hours a week do you usually work?

Are you getting Statutory Sick Pay (SSP), Statutory Paternity Pay (SPP), Adoption Pay or Statutory Maternity Pay (SMP) from your employer at the moment?

No

Yes

No

Yes

Are you getting any other sick pay or maternity pay from your employer at the moment?

No

Yes

No

Yes

Do you pay into a private or company pension scheme?

No

Yes  How much and how often?

£  every

No

Yes  How much and how often?

£  every

We must see evidence of any earnings before we can decide how much benefit you can get. Read the checklist at **Part 15** to see what you can use as evidence. If you get tips or bonuses, tell us about these in **Part 14**.



**Are you or your partner getting any benefits or waiting to hear about benefits you have claimed?**

No  Go to **Part 9**.

Yes  Tell us about the benefits on this page. Tell us the full rate of the benefits before any deductions.

Read the list of benefits below and tell us about any you or your partner are getting now or have claimed.

- Child Benefit
- Child Tax Credit
- Fostering Allowance
- Contribution-based Jobseeker's Allowance
- Contributory Employment and Support Allowance
- Maternity Allowance
- Working Tax Credit
- Incapacity Benefit
- Industrial Injuries Disablement Benefit
- Industrial Death Benefit
- Carer's Allowance
- Severe Disablement Allowance
- Statutory Sick Pay
- Statutory Maternity Pay
- Statutory Paternity Pay
- Adoption Pay
- Bereavement Allowance
- Guardian's Allowance
- Pension Credit (including Savings Credit)
- State Retirement Pension
- War Disablement Benefit
- War Pension or War Widow's Pension
- Widow's or Widower's Benefit
- Armed Forces Compensation Scheme
- Any other Social Security Benefit

If you are getting or have claimed any benefit that is not listed, tell us about it on a separate sheet of paper and send it with the form

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

**You**

**Your partner**

**The name of the benefit or pension**



Waiting to hear

Getting now  How much, how often and by what method?

How much, how often and by what method?

 £      every      by

 £      every      by

**The name of the benefit or pension**



Waiting to hear

Getting now  How much, how often and by what method?

How much, how often and by what method?

 £      every      by

 £      every      by

**The name of the benefit or pension**



Waiting to hear

Getting now  How much, how often and by what method?

How much, how often and by what method?

 £      every      by

 £      every      by

**Do you or your partner have any money coming in (or expect to have some money coming in) that you have not already told us about on this form?**

This includes occupational pensions, work pensions and private pensions, maintenance or child support for you, your partner or any of the children you have told us about on this form, money from a trust fund, training allowances, a student grant or loan, and any cash payments. Also tell us about any money you get from people living in your house as boarders, lodgers or subtenants.

No  Go to **Part 10**.

Yes  Answer the questions on this page. You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust or the MacFarlane Trust.

	Other money 1	Other money 2	Other money 3
<b>What is the money for?</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Who gets it?</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>How much do they get?</b>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
<b>How often?</b>	<input type="text" value="Every"/>	<input type="text" value="Every"/>	<input type="text" value="Every"/>
<b>How is this paid?</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>When did they start getting this income?</b>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
<b>When is the income likely to go up?</b>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
<b>Does anyone owe money to you or your partner?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> Tell us about it below.	Yes <input type="checkbox"/> Tell us about it below.	Yes <input type="checkbox"/> Tell us about it below.
<b>What for?</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>How much?</b>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
<b>Who is it owed to?</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Other money 1**

**Other money 2**

**Other money 3**

**Are you or your partner expecting to get any money in the next 12 months?**  
 For example, a redundancy payment or a payment instead of notice or holiday.

No

Yes  Tell us about it below.

No

Yes  Tell us about it below.

No

Yes  Tell us about it below.

What for?




How much?

£

£

£

We must see evidence of any money coming in before we can decide how much benefit you can get. Read the checklist at **Part 15** to see what you can use as evidence.

**Part 10 About bank accounts, savings, investments and property**

We need to know if you or your partner have any bank accounts, savings, investments or property in the UK or abroad.

This includes cash, current accounts and savings accounts with a bank or building society, Post Office accounts, Premium Bonds, National Savings Certificates, stocks and shares, and any other.

**Do you or your partner have any of the following?**

**Bank accounts**

No

Yes  How many accounts?

Total amount

£

**Building society accounts**

No

Yes  How many accounts?

Total amount

£

**Post Office accounts**

No

Yes  How many accounts?

Total amount

£

**Premium Bonds**

No

Yes  How many bonds?

Total amount

£

**Unit trusts, ISAs, PEPs, TESSAs, TOISAs or other investments**

No

Yes  How many?

Total amount

£

**Income bonds or capital bonds**

No

Yes  How many bonds?

Total amount

£

**Money or property held in trust**

No

Yes  How many?  Total amount  £

**Any other savings or investments**

No

Yes  How many?  Total amount  £

Type of other savings or investment

Shares - approximate value	Name of the company the shares are held in	Number of shares held
<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"/>
---	----------------------	----------------------

We must see evidence of any savings, investments or property before we can decide how much benefit you can get. For Bank, Building Society and Post Office accounts, evidence such as passbooks or the last two full months statements are required. Read the checklist at **Part 15** to see what you can use as evidence.

**Do you or your partner have any National Savings Certificates?**

No

Yes  Please send us the original certificates as proof. We will return the certificates to you.

**Do any of your savings or investments include:**

- money from the sale of a house, or
- money from a charity?

No

Yes  We will write to you about it.

**Apart from your home, do you or your partner own any other property or land in this country or abroad, including any property currently up for sale?**

If it is on a mortgage or a loan, still tick Yes.

No

Yes  We will write to you about it.

**Have you or your partner received:**

- a Far Eastern Prisoner of War Compensation payment, or
- a compensation payment made to victims of atrocities that happened during the Second World War?

We need to know this to make sure we do not count it as part of your savings.

No

Yes  What payment did you receive? Who received the payment?

A Far Eastern Prisoner of War Compensation payment  You  Your partner

A compensation payment made to victims of atrocities that happened during the Second World War  You  Your partner

**Have you, your partner or any children you are claiming for received a payment from the CJD (Creutzfeld-Jakob Disease) Trust?**

No

Yes  We will write to you about it.

**Do you own your home or have a mortgage?**

**No**  Go to the next question.

**Yes**  Go to **Part 14**

**Are you or will you be a joint tenant/owner?**

**No**  Go to the next question.

**Yes**  Give the names of all other people who are joint tenants or owners (give their address if different from your own).


**Do you or your partner pay rent for your home?**

Tick **Yes** if you would pay rent but you already get Housing Benefit.

**No**  Go to **Part 14**

**Yes**  Answer the next question.

**Do you or your partner pay rent to the council?**

**No**  Answer the questions below.

**Yes**  Go to **Part 14**

**Do you live in?**

A hostel **No**   
**Yes**

A houseboat **No**   
**Yes**

A caravan **No**   
**Yes**

Board and lodgings **No**   
**Yes**

A mobile home **No**   
**Yes**

**If you have answered YES to any of the above you will need to complete an Additional Rent Information Form.**

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

	<b>Just for you and your household</b>	<b>That you share with other people</b>
Living rooms	<input type="text"/>	<input type="text"/>
Dining room	<input type="text"/>	<input type="text"/>
Bedsitting rooms	<input type="text"/>	<input type="text"/>
Bedrooms	<input type="text"/>	<input type="text"/>
Bathrooms or shower rooms	<input type="text"/>	<input type="text"/>
Toilets	<input type="text"/>	<input type="text"/>
Kitchens	<input type="text"/>	<input type="text"/>
Other rooms, please specify type	<input type="text"/>	<input type="text"/>

Has your rent changed in the last 12 months?

No

Yes  Send us proof of the date it changed and how much it changed.

When is the next rent increase due?

What is your landlord's full name and business address?

By *landlord* we mean the person or organisation who owns the property you live in.

  
  
  


If your landlord has an agent, tell us their full name and address.

By *agent* we mean the person or organisation you actually pay your rent to.

  
  
  


Is your landlord or agent, or your landlord or the agent's partner either

- your former partner, or
- your partner's former partner, or
- related to you or your partner, or
- related to your children, or
- related to your partner's children?

*Related* includes related through marriage or civil partnership, even if it has ended.

For example, ex-wife, ex-husband, ex-civil partner, aunt, brother, daughter, father, grandson, grandmother, son-in-law or stepdaughter.

No

Yes  What is the relationship?

  
 is my landlord's   
 or agent's

Within the last 5 years, have you or your partner formerly owned the property you are now renting?

No

Yes

When did you or your partner start renting your home?

What sort of tenancy do you have?

For example, shorthold, assured tied rent or something like this.

**We must see evidence of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as evidence.**

What is the property let as?

Tick the box that applies.

Furnished	<input type="checkbox"/>	Hardly any furniture	<input type="checkbox"/>
Partly Furnished	<input type="checkbox"/>	Unfurnished	<input type="checkbox"/>

How much rent do you or your partner pay and how often?

For example, every week, every fortnight, every four weeks or monthly.

Does anyone else share the rent with you and your partner?

No

Yes  Tell us the details below.

Tell us their names and their relationship to you and your partner.

How much of the rent do they pay and how often?

For example, every week, every fortnight, every four weeks or monthly

Has your rent been registered as a fair rent by a rent officer?

No

Yes  Please send us the notice of registration form RO5.

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

No

Yes  How many in a year?

Are you behind with your rent?

No

Yes  By how many weeks?

What is your Council Tax reference number?

Does your rent include money for the following?

Meals

No

Yes  For which meals? Please tick.

Breakfast

Lunch

Evening meal

Personal care and support

No

Yes  How much? £  every

A warden

No

Yes

An alarm system

No

Heating, cleaning or lighting in shared areas

No

Yes

Yes

General counselling and support

No

Yes  How much? £  every

We must see evidence of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at **Part 15** to see what you can use as evidence.

Are you living away from home at the moment?

No  Go to **Part 13**.

Yes  Tell us about it below.

Why are you not living at home?

When did you last live at home?

 /  / 

When do you expect to go back home?

 /  / 

What is the address of where you are living at the moment?

  
  
 Postcode

Have you sublet your home?

No

Yes  Who lives there now?

Do you use your home for business?

No

Yes

Do you or your partner have a main home somewhere else?

No

Yes  Tell us about it below.

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

What is the address?

Postcode

Do you or your partner pay rent on this home?

No

Yes  How much? £

Are you a single claimant under 22 years of age who has been the subject of a Care Order made under section 31(i)(a) or Section 20 of the Children Act 1989?

No

Yes  Please provide proof.

## Part 13 How you will be paid and the choices you have

This is the safest way to pay you and is the most flexible for you. 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. **If we cannot pay you direct, we will pay you by cheque.** You can get a free copy of the Financial Services Authority consumer leaflet: *No Bank Account? - Why it could pay you to have one*. You can get this free by phoning 0845 606 1234, or you can also get more information on bank accounts at their consumer website at: [www.fsa.gov.uk/consumer/banking/index.html](http://www.fsa.gov.uk/consumer/banking/index.html).

### TENANTS ENTITLED UNDER LOCAL HOUSING ALLOWANCE (LHA) RULES

Your benefit will be paid directly to you unless you feel this may cause you difficulty. From 7th April 2008, as part of the introduction of Local Housing Allowance, we are supposed to pay Housing Benefit direct to tenants in the majority of cases. However, if a person has special reasons why they cannot manage payments themselves, they may come under our Safeguard Policy (please contact us if you would like to see a copy of this or go online to [www.torbay.gov.uk/lha-safeguardpolicy-2.pdf](http://www.torbay.gov.uk/lha-safeguardpolicy-2.pdf)) and we may be able to pay the Landlord.

If you need assistance opening a bank account you can get help from "Torbay Pound"; a leaflet explaining what services they offer is available by calling 01803 207201, or on our internet at [www.torbay.gov.uk/index/advice-benefits/benefits/localhousingallowance/howishapaid.htm](http://www.torbay.gov.uk/index/advice-benefits/benefits/localhousingallowance/howishapaid.htm).

If you feel that you cannot manage payments of Housing Benefit, please explain in writing the reasons for this. In addition, we would need you to supply written evidence to support your request from one or more of the following sources:

- a family member
- a Social Services worker
- a Women's Refuge
- Age Concern
- a care worker
- Supporting People staff
- other support organisations
- the Probation Service
- support organisations for people with addictions
- your GP
- Torbay Care Trust staff
- Torbay Pound

Please note that this is not a definitive list and any other evidence would also be considered.

### HOUSING ASSOCIATION AND TENANTS WHO ARE EXEMPT FROM LOCAL HOUSING ALLOWANCE

You can have payments made to you or your landlord if you prefer.

### COUNCIL TAX BENEFIT

If you are awarded Council Tax Benefit, this will be paid into your Council Tax account.

### FINDING OUT HOW MUCH IS PAID INTO YOUR 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. If we have changed your Council Tax Benefit you will receive a new Council Tax bill to show the new amount payable.

**ABOUT THE ACCOUNT YOU WANT TO USE**

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

Tick this box if you agree to be paid directly into an account

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

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

Go to Part 17.

**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.

**Please tick one box**

- in your name
- in the name of your partner
- in both the names 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

**What name or names is the account in?**

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

**Full name and address 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.

**It is important that these details are accurate or payment may be delayed.**



Please tick to say what evidence you are sending with this form.

We must see **original documents**, not copies.

**If you do not provide all the evidence we need, we might not be able to pay you any benefit. We need the same evidence for your partner, if you have one, and for any other adult non dependents living in your home. Examples of non dependents are relatives, friends, grown up children or your parents.**

If you have tenants or boarders living in your home we will need to see evidence of the rent they pay you. Tenants and boarders are people who have a formal agreement with you to rent part of your home, subject to terms and conditions. A tenant receives no cooked or prepared meals. A boarder receives some cooked or prepared meals.

If you cannot send the evidence we need at the moment, **send the form back** to us now with what you have and send the rest later. We can start to process your claim, **but we cannot pay you any benefit until we have all the evidence.**

• **Evidence of identity**

Birth certificate, marriage certificate, passport, medical card, driving licence, UK residence permit, EEA identity card, Home Office letter or recent paid gas or electricity bill. We will need to see at least 2 of these documents for each person.

• **Evidence of National Insurance Number**

National Insurance number card, payslips, letters from the Department for Work and Pensions, or Tax office.

• **Evidence of capital, savings and investments**

All your bank, building society or post office books, full bank statements, certificates for Premium Bonds, National Savings Certificates, TOISAs, ISAs, stocks, shares, bonds and unit trusts. We need to see evidence of any interest or dividends you get on investments and savings. We need to see this evidence for children in your household as well. The evidence you send must show details for at least the last 2 months.

• **Evidence of private rent and tenancy**

Rent book, rent receipts, tenancy agreement, or a letter from your landlord. If you do not have a written agreement, receipts or rent book, please ask your landlord to complete the Landlord Certificate at the back of this form.

• **Evidence of earnings**

This means your last 5 payslips if you are paid every week, your last 3 payslips if you are paid every 2 weeks, or your last 2 payslips if you are paid every month. If you are unable to obtain wage slips please ask your employer to complete the certificate of earnings form on pages 29 and 30. If you have just started work please supply your contract of employment.

• **Evidence of other income**

Such as pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see evidence of any money people pay you for board and lodgings.

• **Evidence of benefits, allowances or pensions**

Current award notices or letters from the Department of Work and Pensions or Tax office confirming how much you get. If you do not have evidence, let us know straight away.

• **Evidence of other money paid out**

Such as letters about student grants, maintenance, agreements or receipts from registered child carers.

## Part 16 Changes you must tell us about

Tell us straight away and provide proof if:

- any of your children leave school or leave home
- anyone moves in or out of your home (including lodgers and subtenants)
- your income or the income of anyone living with you, including benefits, changes
- your capital, savings or investments change
- 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 gets, changes or leaves a job
- your rent changes
- you move
- you or your partner are going to be away from home
- you receive any decision from the Home Office
- there are any other changes

This is not a full list, if you are not sure contact us.

If you don't tell us you may lose money you are entitled to or you may get too much benefit.

It is an offence under the Social Security Administration Act 1992 not to tell us about any change that affects your benefit.

Any changes in circumstances can be reported in person at our Connections Offices, by telephone, in writing or by email. Please see back page for further details.

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

Date you want to claim benefit from

During this earlier period, were your circumstances different to those you have told us about on this form?

No

Yes  Tell us about it below.

What has changed?

We need proof of any changes in your circumstances for this period.

Why have you not claimed before?

**Part 18 Declaration**

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

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

- I declare that the information I have given on this form is correct and complete as far as I know and believe.
- I understand that if I give information that is incorrect or incomplete, I may be liable to prosecution or other action.
- I agree that you will use the information I 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 the law.
- I understand that you may use any information I have provided in connection with this and any other

claim for social security benefits that I 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 money, if the law allows this.

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

Signature of person claiming

Partner's signature

Date

Date

If this form has been filled in by someone other than the person claiming.

Please tell us why you are filling in this form for the person claiming.

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

Name of the person who filled in the form

Signature

Relationship to the person claiming

Date

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

The law requires that we inform your landlord of certain decisions we make on your claim, for example, when a decision is made to pay your benefit to your landlord.

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

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

- you have claimed or renewed your claim for Housing Benefit, or
- 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 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.**

Landlord or Representative's name

Signature

Address

Postcode

Full name (IN CAPITAL LETTERS)

Date

## Questionnaire

We need to monitor the ethnic groups who apply for benefit to ensure that we are meeting the needs of our customers. This information is confidential and will be used to improve access to our services and help provide equal opportunities for everyone. The completion of this survey is voluntary.

### A PLEASE INDICATE WHICH BACKGROUND YOU FEEL YOU BELONG TO:

Asian

Bangladeshi

Indian

Pakistani

Other Asian background

Please specify

Mixed ethnic background

Asian and white

Black African and white

Black Caribbean and white

Other mixed ethnic background

Please specify

Black

African

Caribbean

Other black background

Please specify

White

Any white background

Any other ethnic background

Any other ethnic background

Please specify

Chinese

Any Chinese background

### B PLEASE INDICATE YOUR NATIONALITY:

British or mixed British

Scottish

English

Welsh

Irish

Any other nationality

Please specify





DATE RECEIVED

## HOUSING AND COUNCIL TAX BENEFITS CERTIFICATE OF EARNINGS

Your employee named below has made an application for Benefit. We need confirmation of their earnings, please complete and return this form to them.

SURNAME		TITLE
FORENAMES		
ADDRESS		
POSTCODE		

**TO BE COMPLETED BY EMPLOYERS ONLY**  
(Please use **BLOCK CAPITALS** and complete the form in ink)

1. Your employee's occupation.
2. Your employee's National Insurance Number.
3. Date their employment commenced.
4. Date of their last pay increase.
5. What method is used to pay them, for example, cash, cheque, bank transfer?
6. How many hours a week do they normally work?  Do they sometimes work overtime **YES / NO**
7. Please complete below your employee's pay for the last 5 weeks if paid weekly, or the last 3 pay periods if greater than weekly.

Gross Pay	Tax Deducted	National Insurance	Pension Contribution	Hours Worked	Tax Week/Month	Date Paid
£ .....	£ .....	£ .....	£ .....	.....	.....	.....
£ .....	£ .....	£ .....	£ .....	.....	.....	.....
£ .....	£ .....	£ .....	£ .....	.....	.....	.....
£ .....	£ .....	£ .....	£ .....	.....	.....	.....
£ .....	£ .....	£ .....	£ .....	.....	.....	.....

8. Please complete below your employee's pay to date for current financial year.

Gross Pay	Tax Deducted	National Insurance	Pension Contribution	Hours Worked	Tax Week/Month	Date Paid
£ .....	£ .....	£ .....	£ .....	.....	.....	.....

Please cut here to detach

9. Does your employee receive any additional payments not shown in 7 and 8 overleaf?

Yes  No  If YES please give details.

Type of Payment	Amount	Date Paid
.....	£ .....	.....
.....	£ .....	.....
.....	£ .....	.....
.....	£ .....	.....
.....	£ .....	.....

10. Has your employee been absent from work during any of the periods covered by 7 or 8 overleaf?

Yes  No  If YES please give details.

Gross Pay	Tax Deducted	National Insurance	Pension Contribution	Hours Worked	Tax Week/Month	Date	
						from	to
£ .....	£ .....	£ .....	£ .....	.....	.....	.....	.....
£ .....	£ .....	£ .....	£ .....	.....	.....	.....	.....
£ .....	£ .....	£ .....	£ .....	.....	.....	.....	.....
£ .....	£ .....	£ .....	£ .....	.....	.....	.....	.....
£ .....	£ .....	£ .....	£ .....	.....	.....	.....	.....

11. **The place where your employee normally works:**  
(if no fixed place, then the address they are based at)

.....

.....

.....

.....

.....

.....

.....

12. **Employer's name and address:**  
Please complete the name and address of your business

.....

.....

.....

.....

.....

.....

.....

13. **Employer's declaration.**  
I understand that if I give information which is incorrect or incomplete action may be taken against me.  
I declare that the information I have given on this form is correct and complete.

Signed ..... Date .....

Please print name .....

Position in firm ..... Telephone number .....

## Landlord Declaration

FOR YOUR LANDLORD TO COMPLETE ONLY IF YOU HAVE NOT GOT A FORMAL TENANCY AGREEMENT

This form will not be accepted as proof of rent if it has been changed, tampered with or if any parts of the form have been completed by anyone other than the landlord or landlord's agent.

Tenant's name

Address

Are you, your partner or any of your partner's children related to your tenant or your tenant's partner? Yes  No

(Related includes - related by marriage, civil partnership, even if ended, e.g. ex wife, husband, civil partner, aunt, uncle, sibling, parent, son or daughter in law or step child.)

What is the relationship?

What date did the tenant move in?  /  /

What date did the tenancy start?  /  /

Length of tenancy?

How much is the rent and frequency?   
(This should include any services you expect your tenant to pay under the terms of the tenancy.)

Are there any rent arrears? Yes  No  Date last paid  /  /

If yes, how much? £

When is the next rent increase due?  /  /

Please name any other joint tenants at the property.

What is the total rent paid by all tenants? £

Is the accommodation furnished by you? No

If yes, is the accommodation Yes   
Fully furnished  Partly furnished  Minimally furnished

**The Accommodation**  
Please fully complete the table below.

Type of room	Number in building	Number used solely by this tenant	Number shared with other tenants/landlord
Bedsitting room			
Bedrooms			
Living room			
Kitchen			
Kitchen / Diner			
Bathroom			
Toilet			
Bathroom / Toilet			
Other rooms			

Please cut here to detach

**Services**

(a) How does your tenant pay for the following services? Please tick appropriate box for each service.

	Is the service included in the rent you charge?	Do they pay by meter?	Do they receive a bill from the supplier?	Do they pay extra on top of their rent for any of these services?	If yes please state the amount payable and frequency paid
Water Rates	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"/>	£
Cooking	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"/>	£
Heating	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"/>	£
Hot Water	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"/>	£
Lighting	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"/>	£

(b) Do you provide your tenant with meals? Yes  No   
 If yes, please tick which meals you provide: Breakfast  Lunch  Evening meals

(c) Does your tenant's rent include any of the following? Please tick yes or no to each question.

Personal laundry service	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Provision of an emergency alarm	Yes <input type="checkbox"/>	No <input type="checkbox"/>
General counselling or other support service	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Landlord's Declaration**

I declare that the information I have given is true. I understand that to provide false information or to contrive a tenancy with a tenant in order to obtain Housing Benefit is a criminal offence. To do so could result in prosecution and recovery of any benefit granted.

**Data Protection**

The information declared on this form will be used to assess entitlement to Housing and Council Tax Benefit for the applicant and in the recovery of overpaid Housing and Council Tax Benefit.

You have a right of access to the information that this Council holds about you. To request this please write to Data Protection Office, Town Hall, Castle Circus, Torquay TQ1 3DR.

We must protect the public funds we handle and so may use the information you have provided on this form to prevent and detect fraud. We may also share this information for the same purposes with other organisations that handle public funds.

**I understand that:**

- I can be prosecuted if I accept benefit I know I am not entitled to.
- I must tell the Housing Benefit Section of any change in the rent.
- I must notify any changes in circumstances of my tenant that I know.
- The Council may recover any overpayment direct from the landlord or the tenant.
- I have read and understood the instructions given on this page.
- If I am receiving Housing Benefit payments on behalf of my tenant, I undertake to repay, on request, any overpaid Housing Benefit to Torbay Council. You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.

Signature

Date  /  /

Name

Address   
 Postcode

## Thinking of moving?

If you pay rent to a private landlord, you can find out how much rent the Council can use when calculating your entitlement before you decide to take the tenancy. We will publish the Local Housing Allowance (LHA) rates before the start of each month. You can check these rates for Torbay on the Council's website at [www.torbay.gov.uk/benefits](http://www.torbay.gov.uk/benefits) or in any of the Council's Connections offices or by telephoning the Council on (01803) 207201.

If you do, call the Fraud Hotline on Freephone 0800 7312731 which is available 24 hours a day. 100% confidentiality guaranteed with all information relating to fraud action. You do not have to give your name or address.

Once you have filled in this form, sign it and return it to us straightaway. If you delay returning this form you may lose benefit.

If you cannot get the proof we need straightaway, return the form but let us know that you will be sending some proof later.

**You have one month from returning the form to provide the additional information.**

If you return this form and documents in person to one of our Connections offices you can be issued with a receipt. Connections staff will complete the section below. If you return this form by post please tear off this outer cover and keep it for your information.

**Name:**

**Address:**

  
  
  

- |  |   |  |   |
|--|---|--|---|
| <input type="checkbox"/> Application form        | <input type="checkbox"/> Tenancy agreement    | <input type="checkbox"/> Tax Credit        | <input type="checkbox"/> Wage slips/                      |
| <input type="checkbox"/> Childcare certificate   | <input type="checkbox"/> IS/JSA notification  | <input type="checkbox"/> Notification      | <input type="checkbox"/> Pension slips                    |
| <input type="checkbox"/> National Insurance card | <input type="checkbox"/> Television licence   | <input type="checkbox"/> Paid utility bill | <input type="checkbox"/> Bank/Building Society Statements |
| <input type="checkbox"/> Benefit Payment Books   | <input type="checkbox"/> Birth certificate    | <input type="checkbox"/> Driving licence   | <input type="checkbox"/> Passport                         |
| <input type="checkbox"/> Marriage/Divorce Papers | <input type="checkbox"/> Landlord certificate | <input type="checkbox"/> Wage certificate  |   |
|  | <input type="checkbox"/> Other: .....         |  |   |

When completed by Council staff this is an official receipt for the documents you have supplied. Please check it carefully before leaving the office to ensure all the items you have provided are shown. Please keep it safe, you may be asked to provide it to support your claim.

