



West Lancashire Borough Council

Benefit
reference

Council Tax
reference

First contact
date

Date
issued

Claimant's full name and address

Give your title, full name and address

Please tell us what Benefit you would like to claim

Housing Benefit	
Council Tax Benefit	
Second Adult Rebate	

Notes for filling in the Housing Benefit and Council Tax Benefit claim form



About this form

The Housing Benefit and Council Tax Benefit claim form has been specially designed to be easy to fill in. It may look rather long, but we have to ask a lot of questions to make sure that everyone who claims gets the right amount of benefit.

You may not have to fill in all parts of the form, but you must fill in any part that is relevant to you. Every part starts with a question to help you decide if you need to fill in that part.

Second Adult Rebate

Second Adult Rebate is Council Tax Benefit for people who may not have a partner but who share their home with someone who:

- is 18 or over;
- is on a low income; and
- does not pay them rent.

If you are claiming Second Adult Rebate, only fill in Part 1, Part 3 and Part 19 of this form.

Evidence

We need to see evidence of some of the things you tell us about. There is a checklist in the Help Notes on page 35 to help you. If you are not sure if we need to see evidence of something, get in touch with the Benefits Service. We will tell you what we need to see. We cannot pay you benefit until we have seen the evidence we have asked for.

Filling in the form

If you are filling in this form by hand, use black 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.

Answer 'Yes' or 'No' questions by putting a tick in the relevant box. If you are picking an answer from a list of answers, put a tick in the relevant box. Do not put a cross in any boxes. If you answer a question with a cross we will have to send the form back, and this will delay the claim.

If someone else fills in the form for you, there is a special space in Part 19 for them to sign.

If you need any help filling in the form, phone the Benefits Service on 01695 585080.

Or you can phone Lancashire Welfare Rights Service on 01695 651300.

Are you a council tenant or a housing association tenant?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Do you own your home?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you a tenant of a private landlord?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Do you pay a charge for board and lodging?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

If you are just claiming Second Adult Rebate, only fill in Part 1, Part 3 and Part 19 of this form.

Part 1 About you and your partner

Do you have a partner who normally lives with you?

No

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

By partner we mean a person you are married to or live with as if you were married to them, or a civil partner or a person you live with as if you were civil partners.

A civil partner is someone who has entered into a formal arrangement (known as a civil partnership) with a same-sex partner so they have the same legal status as a married couple.

	You	Your partner												
Last name	<input type="text"/>	<input type="text"/>												
Other names	<input type="text"/>	<input type="text"/>												
Any other last names you have used	<input type="text"/>	<input type="text"/>												
Title (Mr, Mrs, Ms and so on)	<input type="text"/>	<input type="text"/>												
Address Do not tell us your partner's address if it is the same as 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"/>												
	Postcode	Postcode												
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>												
National Insurance number You can find this on payslips or letters from Jobcentre Plus, The Pension Service or HM Revenues & Customs. We cannot decide your claim if we do not have your National Insurance number.	<table border="1"> <tr> <td>Letters</td> <td>Numbers</td> <td>Letter</td> </tr> <tr> <td><input type="text"/><input type="text"/></td> <td><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></td> <td><input type="text"/></td> </tr> </table> <p>If you do not have a National Insurance number, or cannot find it, tick this box. <input type="checkbox"/></p>	Letters	Numbers	Letter	<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"/>	<table border="1"> <tr> <td>Letters</td> <td>Numbers</td> <td>Letter</td> </tr> <tr> <td><input type="text"/><input type="text"/></td> <td><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></td> <td><input type="text"/></td> </tr> </table> <p>If your partner does not have a National Insurance number, or cannot find it, tick this box. <input type="checkbox"/></p>	Letters	Numbers	Letter	<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"/>
Letters	Numbers	Letter												
<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"/>												
Letters	Numbers	Letter												
<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"/>												
Your contact details You do not have to tell us this, but it may help us to deal with your claim more quickly.														
Your home phone number	<input type="text"/>	<input type="text"/>												
Your mobile phone number	<input type="text"/>	<input type="text"/>												
Your e-mail address	<input type="text"/>	<input type="text"/>												

Part 1 About you and your partner – continued

Have you or your partner claimed Housing Benefit or Council Tax Benefit before?

Please give details of your most recent claim.

Have you told the council that you have moved?

If you have moved home in the last 3 years, tell us your last address.

Were you the home owner, a private tenant, a council tenant or a boarder at this address?

Have you or your partner come to live in England, Northern Ireland, Scotland, Wales, the Republic of Ireland, the Channel Islands or the Isle of Man in the last 5 years?

What is your nationality?

If your nationality is not British, on what date did you last enter the UK?

The UK is England, Northern Ireland, Scotland and Wales.

You

No

Yes When did you claim?

Which council did you claim from?

What name did you claim in?

What address did you claim for?

Postcode

No

Yes

Postcode

No

Yes We will write to you about this.

Your partner

No

Yes When did they claim?

Which council did they claim from?

What name did they claim in?

What address did they claim for?

Postcode

No

Yes

Postcode

No

Yes We will write to you about this.

Part 1 About you and your partner – continued

Do you or your partner get Disability Living Allowance?

No
Yes How much?

Care: £

Mobility: £

Do you or your partner have a vehicle from the Mobility Scheme?

No
Yes

Do you or your partner get Attendance Allowance?

No
Yes

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

No
Yes

If 'Yes', please tell us the name and address of that person.

Have you or your partner ever applied for Carer's Allowance but have been refused because you receive another benefit?

No
Yes

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

No
Yes How much do you pay?

£

How often?

Every

Are you or your partner a student?

No
Yes

Do you study full-time or part-time?

Full-time Part-time

When does (or did) the course start?

--

When does the course finish?

--

Your partner

No
Yes How much?

Care: £

Mobility: £

No
Yes

No
Yes

No
Yes

No
Yes

No
Yes How much do they pay?

£

How often?

Every

No
Yes

Do they study full-time or part-time?

Full-time Part-time

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Part 1 About you and your partner – continued

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
- leaving or have just left Social Services care

You

Your partner

We will contact you if we need any more information.

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 2 About children

You may be able to get more benefit if there are children in your household and they are:

- under 16;
- aged 16 or 17 and registered for work or youth training; or
- aged 16 to 20 and in full time education that is below university level.

Are there any children in your household?

No Go to **Part 3**.

Yes If there are more than 4 children, use a separate sheet of paper to tell us all the information we ask for on this page.

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

	First child	Second child	Third child	Fourth child
Last name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<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"/>
What is the child's sex?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to you	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to your partner	<input type="text"/>	<input type="text"/>	<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"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Child Benefit number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Who gets the Child Benefit for them?	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

We need to see proof of this.

Part 2 About children – continued

	First child	Second child	Third child	Fourth child
Is the child registered blind?	No <input type="checkbox"/> Yes <input type="checkbox"/> We need to see evidence of this.	No <input type="checkbox"/> Yes <input type="checkbox"/> We need to see evidence of this.	No <input type="checkbox"/> Yes <input type="checkbox"/> We need to see evidence of this.	No <input type="checkbox"/> Yes <input type="checkbox"/> We need to see evidence of this.
Does the child get Disability Living Allowance?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? Care: £ <input type="text"/> Mobility: £ <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? Care: £ <input type="text"/> Mobility: £ <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? Care: £ <input type="text"/> Mobility: £ <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> How much? Care: £ <input type="text"/> Mobility: £ <input type="text"/>
Do you pay money for childcare to a registered childminder, nursery or after-school club for this child?	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder. <input type="text"/> How much do you pay a week? £ <input type="text"/> We need to see evidence.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder. <input type="text"/> How much do you pay a week? £ <input type="text"/> We need to see evidence.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder. <input type="text"/> How much do you pay a week? £ <input type="text"/> We need to see evidence.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the name and registration number of the minder. <input type="text"/> How much do you pay a week? £ <input type="text"/> We need to see evidence.

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 3 About other people who live with you

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 Give details below.

Now tell us about all the people who usually live with you and your partner.

If you want to tell us about more than 3 people, use a separate sheet of paper.

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

Part 3 About other people who live with you – continued

	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"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Their relationship to you or your partner	<input type="text"/>	<input type="text"/>	<input type="text"/>
Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, lodger or friend.			
Do they get Income Support or income-based Jobseeker's Allowance?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Do they get Employment and Support Allowance (ESA)?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Is it contribution based ESA or Income-related ESA?	Contribution-based <input type="checkbox"/>	Contribution-based <input type="checkbox"/>	Contribution-based <input type="checkbox"/>
	Income-related <input type="checkbox"/>	Income-related <input type="checkbox"/>	Income-related <input type="checkbox"/>
Is their ESA assessment phase or main phase?	Assessment phase <input type="checkbox"/>	Assessment phase <input type="checkbox"/>	Assessment phase <input type="checkbox"/>
	Main phase <input type="checkbox"/>	Main phase <input type="checkbox"/>	Main phase <input type="checkbox"/>
Do they get Disability Living Allowance or Attendance Allowance?	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> How much?	Yes <input type="checkbox"/> How much?	Yes <input type="checkbox"/> How much?
	<input type="text"/> £ <input type="text"/> a week	<input type="text"/> £ <input type="text"/> a week	<input type="text"/> £ <input type="text"/> a week
Are they registered blind?	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
Are they a full-time student, a student nurse, a care worker, an apprentice or on youth training? We need to see their student certificate.	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> Tell us which.	Yes <input type="checkbox"/> Tell us which.	Yes <input type="checkbox"/> Tell us which.
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Do they pay rent or money for board and lodgings to you or your partner?	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> How much?	Yes <input type="checkbox"/> How much?	Yes <input type="checkbox"/> How much?
	<input type="text"/> £ <input type="text"/> a week	<input type="text"/> £ <input type="text"/> a week	<input type="text"/> £ <input type="text"/> a week
Are they severely mentally impaired?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Are they in legal custody at the moment?	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> When are they expected to come out?	Yes <input type="checkbox"/> When are they expected to come out?	Yes <input type="checkbox"/> When are they expected to come out?
	<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"/>

Part 3 About other people who live with you – continued

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

Do they have any other income at all?
This includes any benefits or allowances or tax credits and so on, and interest from savings and investments.

First person

No
Yes Tell us their earnings before any deductions.

£

We need to see evidence of their earnings.

No
Yes Name of first other income

How much is it before deductions?

£ a week

Name of second other income

How much is it before deductions?

£ a week

Name of third other income

How much is it before deductions?

£ a week

We need to see evidence of other incomes.

Second person

No
Yes Tell us their earnings before any deductions.

£

We need to see evidence of their earnings.

No
Yes Name of first other income

How much is it before deductions?

£ a week

Name of second other income

How much is it before deductions?

£ a week

Name of third other income

How much is it before deductions?

£ a week

We need to see evidence of other incomes.

Third person

No
Yes Tell us their earnings before any deductions.

£

We need to see evidence of their earnings.

No
Yes Name of first other income

How much is it before deductions?

£ a week

Name of second other income

How much is it before deductions?

£ a week

Name of third other income

How much is it before deductions?

£ a week

We need to see evidence of other incomes.

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

No
Yes Tell us their names.

is the partner of

is the partner of

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 4 About Income Support, income-based Jobseeker's Allowance Income-related Employment & Support Allowance (ESA) and Pension Credit

Are you or your partner waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance (ESA) or Pension Credit (Guarantee part)?

You

No Go to the next question.
Yes

Your partner

No Go to the next question.
Yes

If 'Yes', tell us the name of the person who made the claim.

Date the claim was made

 /

Now go to part 12.

Are you or your partner getting Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance (ESA) or Pension Credit (Guarantee part)?

You

No Go to part 5.
Yes

Your partner

No Go to part 5.
Yes

If 'Yes', when did you start getting it?

 / /

If you get income-related Employment and Support Allowance, is it still in the 'assessment phase'?

No
Yes

No
Yes

If no, have you been assessed as being able to take part in some work-related activity?

No
Yes

No
Yes

Now go to part 12.

Now go to part 12.

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 5 About being self-employed

Are you or your partner self-employed?

This includes if you own or part own a business

No Go to **Part 6**.

Yes Answer the questions on this page.

You must send us a profit and loss account for the last financial year. If you have only recently set up the business and do not have a full year's accounts, please contact the Benefits Service for advice.

What kind of work do you do?

You

Your partner

When did the business start?

 / / / /

What is the business address?

 Postcode

 Postcode

Are there any other partners in the business?

No

Yes Tell us their name and address.

 Postcode

No

Yes Tell us their name and address.

 Postcode

How many hours a week do you usually work?

Do you get a Business Start-up Allowance?

No

Yes How much?

£

How often?

Every

No

Yes How much?

£

How often?

Every

Do you pay into a private pension scheme?

No

Yes How much?

£

How often?

Every

No

Yes How much?

£

How often?

Every

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 6 About working for an employer

Do you or your partner work for an employer?

No Go to **Part 7**.

Yes Answer the questions on this page. If you work for more than one employer, tell us about all the employers on a separate sheet of paper and send it with this form.

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

What kind of work do you do?

You

Your partner

What is your employer's name and address?

Postcode Phone:

Postcode Phone:

When did you start this job?

/ /

/ /

What is your payroll, employee or staff number?

Are you employed for a limited period?

No

Yes When will you finish?

/ /

No

Yes When will they finish?

/ /

How often do you get paid?

Every

Every

How much do you get paid before tax and National Insurance are taken off?

£

£

How are you paid?

For example, in cash, by cheque or straight into a bank or building society account.

When was your last pay rise?

/ /

/ /

When will your next pay rise be?

/ /

/ /

How many hours a week do you usually work?

Give details of any regular overtime, bonuses or commission.

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

No

Yes If 'Yes', what was the date you first left work?

/ /

No

Yes If 'Yes', what was the date they first left work?

/ /

Part 6 About working for an employer – continued

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

Do you pay into any other private or company pension scheme?

This includes payments you choose to make on top of your ordinary pension (Additional Voluntary Contributions or AVCs).

You

No

Yes

No

Yes How much?

£

How often?

Every

Your partner

No

Yes

No

Yes How much?

£

How often?

Every

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 7 About any other work

Do you or your partner do any other work at all?

This could be voluntary work or any other work, even if it is not paid work.

No Go to **Part 8**.

Yes Answer the questions on this page.

What other work do you do?

What is the name and address of the person you do this work for?

When did you start this work?

How many hours a week do you usually work?

Do you get paid?

If you only get expenses or tips, still tick 'Yes' and give details.

You

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

No

Yes How much do you get before any deductions?

£

How often?

Every

Your partner

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

No

Yes How much do they get before any deductions?

£

How often?

Every

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 8 About benefits, pensions, allowances and tax credits

In this part, please tell us about any benefits, pensions, allowances and credits you or your partner receive. We need to know the amount you are entitled to **before** money is taken off for things such as repayments for overpaid benefits, Social Fund loans, and payments to the Child Support Agency.

Are you or your partner getting any benefits, pensions, allowances or credits or waiting to hear about any you have claimed?

No Go to **Part 9**.

Yes Please answer all the questions below.

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

- Armed Forces Compensation Scheme
- Bereavement Allowance
- Carer's Allowance
- Child Benefit
- Child Tax Credit
- Contribution-based Employment and Support Allowance
- Contribution-based Jobseeker's Allowance
- Fostering Allowance
- Guardian's Allowance
- Incapacity Benefit
- Industrial Death Benefit
- Industrial Injuries Disablement Benefit
- Maternity Allowance
- Retirement Pension
- Severe Disablement Allowance
- War Disablement Benefit
- War Pension
- War Widow or Widower's Pension
- Widowed Parent's Allowance
- Working Tax Credit
- Any other benefit that is not listed here

There is room below for details of 3 payments each. If you or your partner receive more than 3, please give details in part 18.

	You	Your partner
The name of the benefit, pension, allowance or credit	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Tick here if you are waiting to hear about your claim	<input type="checkbox"/> Date you made the claim	<input type="checkbox"/> Date they made the claim
Tick here if you are getting the benefit now	<input type="checkbox"/> <input style="width: 80%;" type="text" value=" / /"/>	<input type="checkbox"/> <input style="width: 80%;" type="text" value=" / /"/>
How much?	£ <input style="width: 90%;" type="text"/>	£ <input style="width: 90%;" type="text"/>
How often?	<input style="width: 90%;" type="text" value="Every"/>	<input style="width: 90%;" type="text" value="Every"/>
How is this benefit paid to you? (Cash, straight into your bank account or post office account and so on).	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
The name of the benefit, pension, allowance or credit	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Tick here if you are waiting to hear about your claim	<input type="checkbox"/> Date you made the claim	<input type="checkbox"/> Date they made the claim
Tick here if you are getting the benefit now	<input type="checkbox"/> <input style="width: 80%;" type="text" value=" / /"/>	<input type="checkbox"/> <input style="width: 80%;" type="text" value=" / /"/>
How much?	£ <input style="width: 90%;" type="text"/>	£ <input style="width: 90%;" type="text"/>
How often?	<input style="width: 90%;" type="text" value="Every"/>	<input style="width: 90%;" type="text" value="Every"/>
How is this benefit paid to you? (Cash, straight into your bank account or post office account and so on).	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

	You	Your partner
The name of the benefit, pension, allowance or credit	<input type="text"/>	<input type="text"/>
Tick here if you are waiting to hear about your claim	<input type="checkbox"/> Date you made the claim	<input type="checkbox"/> Date they made the claim
Tick here if you are getting the benefit now	<input type="checkbox"/> <input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="checkbox"/> <input type="text"/> / <input type="text"/> / <input type="text"/>
How much?	£ <input type="text"/>	£ <input type="text"/>
How often?	Every <input type="text"/>	Every <input type="text"/>
How is this benefit paid to you? (Cash, straight into your bank account or post office account and so on.)	<input type="text"/>	<input type="text"/>
Are you or your partner getting any other benefits, pensions, allowances or credit that you haven't already told us about?	No <input type="checkbox"/> Please give details Yes <input type="checkbox"/> in Part 18.	No <input type="checkbox"/> Please give details Yes <input type="checkbox"/> in Part 18.
Does anyone receive any benefits, pension, allowances or credits on your behalf?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
If 'Yes', please tell us the name and address of that person.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Postcode	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Postcode
What do they receive on your behalf?	1 <input type="text"/> 2 <input type="text"/> 3 <input type="text"/>	1 <input type="text"/> 2 <input type="text"/> 3 <input type="text"/>

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 9 About pensions

In this part, please tell us about any private pensions, occupational pensions, or works or service pensions that you or your partner have, including:

- pensions that are paid for previous employment;
- pensions paid in respect of a former partner who has died;
- pensions paid to someone else on behalf of you or your partner;
- state pensions paid from abroad;
- pensions paid as a result of extra payments you have chosen to make into your pension fund (Additional Voluntary Contributions or AVCs);
- lump sum payments instead of a pension; and
- annuities (a financial arrangement where you have given money to an insurance company and they provide an income after you retire).

Are you or your partner getting a private pension from a former employer, a private pension fund, an annuity, have you received a lump sum payment instead of a pension or have you deferred a private pension (decided to receive the payments at a later date)?

No Please go to **Part 10**.

Yes Please answer the questions below.

Have you or your partner deferred a private pension (decided to receive the payments at a later date.)?

If 'Yes', when will you start receiving repayments?

Please give the name and address of the organisation that will pay the pension.

Does anyone receive a pension on your behalf?

If 'Yes', please state the name of and address of the person.

Which pensions do they receive on your behalf?

Have you received a lump sum payment instead of a private pension?

If 'Yes', please tell us the name of the organisation that made the payment.

How much was the payment?

When was it paid?

You

No

Yes

 / /

 Postcode

No

Yes

 Postcode

 1
 2

No

Yes

 £

 / /

Your partner

No

Yes

 / /

 Postcode

No

Yes

 Postcode

 1
 2

No

Yes

 £

 / /

Part 9 About pensions – continued

How many private pensions, occupational pensions, works pensions, service pensions or annuities do you receive?

You

Your partner

There is room below for details of 2 pensions each. If either of you have more than 2 pensions, please give details in Part 18.

Pension 1

Please give the name and address of the organisation that pays the pension or annuity.

You

Postcode

Your partner

Postcode

How much do you receive?

£

£

How often?

Every

Every

When did the payments start?

	/		/	
--	---	--	---	--

	/		/	
--	---	--	---	--

How are you paid? (For example, by cheque, straight into your bank account and so on.)

--

--

Date of the last increase

	/		/	
--	---	--	---	--

	/		/	
--	---	--	---	--

Date of the next increase

	/		/	
--	---	--	---	--

	/		/	
--	---	--	---	--

Pension 2

Please give the name and address of the organisation that pays the pension or annuity.

Postcode

Postcode

How much do you receive?

£

£

How often?

Every

Every

When did the payments start?

	/		/	
--	---	--	---	--

	/		/	
--	---	--	---	--

How are you paid? (For example, by cheque, straight into your bank account and so on.)

--

--

Date of the last increase

	/		/	
--	---	--	---	--

	/		/	
--	---	--	---	--

Date of the next increase

	/		/	
--	---	--	---	--

	/		/	
--	---	--	---	--

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 10 About other money coming in

Do you or your partner have any money coming in that you have not already told us about on this form?

- No Go to **Part 11**.
 Yes Answer the questions on this page.

Income includes:

- adoption or fostering allowance;
- student grants and loans;
- child maintenance (either through the Child Support Agency or that a parent chooses to make);
- maintenance for you or your partner;
- rent from rooms you let at your address;
- payments from a trust fund; and
- any other income you or your partner receive from charities or voluntary groups.

Include any income that you have applied for but not yet received.

You do not need to give details of any payment you receive from the Eileen Trust, Independent Living Fund, The Macfarlane Trust, the VCJD Trust or the Skipton Fund in the income or capital sections on this form.

	You	Your partner
Do you get an adoption or fostering allowance?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you receive?	£ <input type="text"/>	£ <input type="text"/>
How often?	Every <input type="text"/>	Every <input type="text"/>
Do you get a student grant, loan, or both?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much?	No <input type="checkbox"/> Yes <input type="checkbox"/> How much?
If you are entitled to receive a student loan, we will take this into account when we work out your benefit, even if you decide not to take out the loan.		
Grant	£ <input type="text"/>	£ <input type="text"/>
Loan	£ <input type="text"/>	£ <input type="text"/>
Do you get maintenance payments for you or your children?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you receive?	£ <input type="text"/>	£ <input type="text"/>
How often?	Every <input type="text"/>	Every <input type="text"/>
Do you get rent from rooms you let at your address?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
How much do you receive?	£ <input type="text"/>	£ <input type="text"/>
How often?	Every <input type="text"/>	Every <input type="text"/>
Do you have any other income that you haven't already told us about? If you do, please say what this is. We write to you about this.	<input type="text"/>	<input type="text"/>

You can see details of the evidence you need to send The Benefits Service in the Help Notes section on page 35.

Part 11 About bank accounts, capital, savings and investments

Do you or your partner have any bank accounts?

No

Yes Tell us about all your **bank accounts**, even empty or overdrawn ones. If there are more than 3 bank accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

Name of bank

Account number

Whose name is the account in?

How much is in the account?

£

Name of bank

Account number

Whose name is the account in?

How much is in the account?

£

Name of bank

Account number

Whose name is the account in?

How much is in the account?

£

Do you or your partner have any building society accounts?

No

Yes Tell us about **building society accounts**, even if you do not use them regularly. If you have more than 2 building society accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

Name of building society

Account number

Whose name is the account in?

How much is in the account?

£

Name of building society

Account number

Whose name is the account in?

How much is in the account?

£

Part 11 About bank accounts, capital, savings and investments – continued

Do you or your partner have any post office accounts?

This includes savings accounts and Girobank accounts.

No

Yes Tell us about **post office accounts**. If you have more than 2 post office accounts, tell us about the others on a separate sheet of paper and send it with this form

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

Type of account

Account number

Whose name is the account in?

How much is in the account?

 £

Type of account

Account number

Whose name is the account in?

How much is in the account?

 £

Do you or your partner have any other accounts?

This includes internet accounts, PayPal accounts (where you can send and receive payments online), phone accounts and so on.

No

Yes Value

 £

Type

Do you or your partner have any Premium Bonds?

No

Yes Value

 £

Do you or your partner have any National Savings Certificates?

No

Yes Issue number

Value

 £

How many?

Issue number

Value

 £

How many?

Do you or your partner have any stocks, shares, bonds or unit trusts?

No

Yes Company name

How many?

Company name

How many?

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

For example, cash, TESSAs, ISAs, compensation payments, or any other money you have not told us about on this form.

No

Yes Tell us about this.

Are you or your partner waiting for any payments from a building society or a savings plan such as an endowment policy, or a redundancy or severance payment?

If 'Yes', we will write to you about this.

No

Yes

Part 11 About bank accounts, capital, savings and investments – continued

Have you or your partner received a Far Eastern Prisoner of War payment? No
Yes

Do you or your partner own or partly own any property, land or timeshare, other than the home you live in, either in the UK or abroad? No
Yes

Tick 'Yes' even if you have a mortgage or loan for the property, land or timeshare.

What is the address?

Postcode

How much is it worth? £

If you have a mortgage or loan for this, how much is left to repay? £

Is the property up for sale? No

Yes If 'Yes', what date did it go up for sale?

Does anyone else live in the property? No

Yes

If 'Yes', is the tenant a relative? No

Yes What relationship are they to you or your partner?

Do you or your partner get rent from the property? No
Yes

If 'Yes', how much?

Do you or your partner have any other property? No

Yes Please give details below.

We will write to you about this.

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 12 About rent and your tenancy

When did your tenancy first begin?

 / /

What date did you move in?

 / /

Is this a council tenancy?

No Yes

If you have not moved in yet, you will need to let the Benefits Service know in writing when you have.

In this part, please tell us about the rent or board and lodging charge that you pay to a **private landlord**.
A private landlord is a person or organisation other than the council that lets a home to you.

If you own your property or you pay rent to the council, please go to Part 14.

What sort of tenancy do you have? For example, shorthold, tied rent and so on.

How long is the tenancy you have at the moment for?

 / / to / /

Do you have a tenancy agreement?

No

Yes

Please send the original copy of the agreement.

Has your rent been registered as a fair rent by the Valuation Office Agency?

No

Yes

Please send the registration document.

Have you applied for a pre-tenancy determination on this property (an assessment by a rent officer to see if your rent is fair)?

No

Yes

Date you applied for it

 / /

How much is the rent for your home?

 £ Every

Please send proof of the rent you pay (rent book, receipts and so on).

Do you have any weeks when you don't have to pay rent?

No

Yes

Please give the dates.

Are you behind with your rent?

No

Yes

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

How much do you owe?

 £

Does anyone else share your home with you and your partner?

No

Yes

What is their share of the rent? (quarter, third, half and so on).

Tell us their names.

Has your rent changed in the last 12 months?

No

Yes

Send the Benefits Service proof of the date it changed, and the new amount. This could be your last tenancy agreement, your rent book, or something like this.

When is the next rent increase due?

 / /

Part 12 About rent and your tenancy – continued

Who receives the Council Tax bill for your home? You or your partner

Your landlord

Who receives the water rates bill for your home? You or your partner

Your landlord

If your landlord pays, how much do they pay each year?

£

Does your rent include money for meals? No

Yes

If 'Yes', please tick which meals are included.

Breakfast

Lunch

Evening meal

Does your rent include any of the following? (Please tick ✓)

If 'Yes', how much? (Please say if this amount is for each week, month and so on.)

Heating in your own home No
Yes

£

Lighting in your own home No
Yes

£

Hot water in your own home No
Yes

£

Fuel for cooking No
Yes

£

Personal care and support – (for example, for someone to help you with getting dressed and so on). No
Yes

£

Medical or nursing care No
Yes

£

Laundry facilities for you to use No
Yes

£

Personal laundry your landlord does for you No
Yes

£

Cleaning the outside windows of your home No
Yes

£

Cleaning the inside of your home No
Yes

£

TV Licence No
Yes

£

Satellite TV No
Yes

£

Part 12 About rent and your tenancy – continued

Does your rent include any of the following? – continued

Gardening

No

Yes

If 'Yes', how much? (Please say if this amount is for each week, month and so on.)

£

Garage or parking space or permit

No

Yes

£

Do you have to rent the garage as part of your tenancy agreement?

No

Yes

Are there any other services included in your rent?

No

Yes

£

If 'Yes', please say what these other services are.

Do you pay any service charges separate from your rent?

No

Yes

£

For example, for cleaning or lighting in shared areas, an alarm system, a warden, general counselling or support, or lift maintenance.

What for?

You can see details of the evidence you need to send the Benefits Service in the Help Notes section on page 35.

Part 13 About your landlord and where you live

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

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

 Postcode

What is your landlord's phone number?

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.

 Postcode

What is the agent's phone number?

Are you, your partner or your children related to the owner of the property, the landlord, the agent, or any of their partners?

No

Yes If 'Yes', what is the relationship?

'Related' includes being related through marriage, even if the marriage has ended.

Part 13 About your landlord and where you live – continued

Do you live in a caravan or on a houseboat?

No

Yes

Please say which.

If you live in a caravan or on a houseboat, how much do you pay for the following?

Rent

£

Every

Site fees

£

Every

Mooring charges

£

Every

Licence fee

£

Every

A mooring charge is money that you pay for keeping your boat tied up in a marina or boatyard and so on. A licence fee is paid to British Waterways for keeping your boat on the water.

How long is your caravan or houseboat?

feet

Metres

If you live in a caravan, please give the dates of the weeks you cannot stay on the site.

from

 / /

to

 / /

If you live in a building, what sort of building is it? Tick one box only.

Detached house

Flat in a house

Semi-detached bungalow

Semi-detached house

Flat in a block

Detached bungalow

Terraced house

Flat over a shop

Hotel

Maisonette

Bedsit or a rented room

Hostel

Other (please say)

How many rooms are there in the building? (Say how many.)

In the whole building?

Just for you and your household?

That you share with other people?

Living rooms

Combined living rooms and kitchens

Bedsitting rooms

Bedrooms

Bathrooms

Toilets

Kitchens

Other rooms

Please tick to show if the property is let as:

furnished

partly furnished

unfurnished

Is there more than one floor in the building?

No

Yes

How many floors are there?

Which floor is your home on?

Part 13 About your landlord and where you live – continued

Has your home been built or adapted for people with disabilities?

No
Yes

Does your home have a garden?

No
Yes

Do you and your household only live in part of the building?

No
Yes

Does your home have central heating?

No
Yes

Where in the building do you live?

At the front In the middle At the back

Who is responsible for decorating the inside of your home?

Your landlord You Don't know

Do you have a main home somewhere else? If your main home is somewhere else (in the UK or abroad) tick 'Yes', even if you do not pay rent for it.

No
Yes

If 'Yes', what is the address?

Postcode

How much do you pay for this home if you rent it?

£

We may need to write to you about this.

If you are renting from a housing association please tell us your rent account number.

Do you rent your home from a company that you, your partner, or a member of your household work for?

No
Yes

Do you rent your home from a trust that you, your partner, a previous partner or a member of your household (including your children) are a trustee or beneficiary of?

No
Yes

Did you or your partner previously own the home that you now rent?

No
Yes

Do you live in your home as a condition of your employment or your partner's employment?

No
Yes

Is any part of your home used for business purposes?

No
Yes

If you have answered 'Yes' to any of the questions above, we will need to write to you for more information.

Part 14 Paying your Housing Benefit direct to you

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

If you are a council tenant, any benefit you are entitled to will be paid into your rent account.

If you are a private tenant, we recommend that your Housing Benefit is paid direct into a bank account.

This is because:

- it is safe and secure;
- it is convenient – you decide when and how much you want to withdraw;
- you can pay regular bills out of some accounts, which could save you money (you will need to make sure there is enough money in your account to pay the bills so you are not charged a fee); and
- You can get your money from many different places.

The account can be:

- in your name;
- in your partner's name;
(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 were civil partners);
- in both your name and your partner's name;
- in both your name and the name of the person acting on your behalf.

If we cannot pay you directly into an account, we will pay you by cheque.

Please give the details of the account you want your Housing Benefit paid into.

Name of bank or building society

Address

Postcode

What name is the account in?

Building society reference number or roll number

Bank or building society account number

Sort code

You will need to send the Benefits Service proof of this bank account. This could be a bank statement or something like this.

If you do not have a bank or building society account for us to pay your Housing Benefit into, please phone the Benefits Service on 01695 585080 for advice.

Part 15 Sharing information with your landlord

Sometimes sharing information with your landlord helps us to deal with your claim quickly and reduces the risk of you falling behind with your rent because your claim is delayed. We will only share information with your landlord if you agree that your Housing Benefit can be paid directly to them. Under the Data Protection Act we need your permission to share information.

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

- whether or not you had claimed Housing Benefit and, if you had, whether or not we have made a decision about your claim; and
- whether or not we need more information to make a decision on your claim.

There may be other information about your claim that we need to check with your landlord, such as the date your tenancy started. If this is the case, we have to ask your landlord even if you have not given us permission to discuss your claim with them. But unless you have given your permission by signing this form, we will not discuss anything else with your landlord.

We will not give your landlord any information about:

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

Part 15 Sharing information with your landlord – continued

If you do not give the Benefits Service permission to discuss your claim with your landlord, it will not affect your claim. If you give permission but then change your mind, we will follow your wishes. Just contact the Benefits Service and let them know. If you want to give your permission to discuss your claim with your landlord, please sign below.

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

Signature

Date

 /

Part 16 Paying benefit to your landlord

In some cases we can pay the money direct to your landlord or your landlord's agent, for example, if you live in a housing association property, or in supported housing (where part of the rent you pay is for someone to look after you). If this applies to you, and you would like your payments to be made direct to your landlord, please sign below.

In most other cases, if you are a private tenant, your Housing Benefit will be paid direct into your own bank account. You can ask The Benefits Service to consider paying the money direct to your landlord or their agent if you feel there is a reason to do so. We will decide whether or not to do this. Please check the section on Local Housing Allowance in the Help Notes on page 33.

Please note, if you want us to consider paying benefit to your landlord, you will need to show why you cannot manage your money yourself. You could show us letters from your doctor or social worker and so on, proof of problems you have had paying your rent or other bills, or details of other people we can contact to confirm your problems. We may need to interview you about this, and contact other people (such as your doctor and so on) so that we can make our decision.

Do you want the Benefits Service to consider paying your landlord or landlord's agent direct? **No**

Yes

Tell us why you want the Benefits Service to pay your benefit direct to your landlord.

If you want your benefit direct to your landlord, you must sign this declaration.

Please pay my Housing Benefit direct to my landlord.

Your signature

Date

 /

Now ask your landlord to sign this agreement.

Landlord's name

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

I understand that by law:

- I must tell the Benefits Service straight away if I find out about any change in the tenant's circumstances;
- The Benefits Service 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 the Benefits Service pay me too much Housing Benefit for any tenant, I must pay it back. You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.

Your landlord's signature

Date

 /

Part 17 Backdating

We can usually pay 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 sooner. 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 at the time.

Date you want to claim benefit from

Tell us why you have not claimed earlier. Carry on writing on a separate sheet if you need to. Please remember to put your name and address on the sheet.

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

No

Yes Please tell us about it below.

What has changed? We need proof that your circumstances were different during this time.

Part 18 Anything else you need to tell us

If there is anything you have not told us about that you think will help your claim, or if you expect there to be a change in your circumstances in the near future, please tell us in the space below.

Part 19 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, please ask them to sign the declaration to confirm that all the details about them are correct.

Please note, you are responsible for telling the Benefits Service about a change in your circumstances. Please do not rely on someone else to tell the Benefits Service about a change. This includes Jobcentre Plus, The Pension Service, or HM Revenues & Customs. It is your responsibility and no one else's.

National Fraud Initiative – fair processing notice

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.

For further information see www.westlancs.gov.uk/NFI

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

I understand the following.

- If I give information that is not correct or complete, you may take action against me. This may include court action.
- 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 you can by law. This includes employers, Jobcentre Plus, The Pension Service, and HM Revenues & Customs.
- You may use any information I have provided in connection with this and any other claim for 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, if the law allows this.

I know I must let the Benefits Service know about any change in my circumstances which might affect my claim. This includes changes to any benefits received from Jobcentre Plus, The Pension Service, or changes to taxcredits from HM Revenues & Customs.

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

Signature of person claiming

Date

Partner's signature

Date

If you are filling in this form for someone else, please fill in the following section.

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

Your name

Your signature

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

Relationship to the person claiming

Your address and phone number

Date

Part 20 Equality

We ask these questions because we need to collect information to make sure that we treat all our customers equally. We will keep your details private. We will only use them to check that the Benefits Service is working fairly.

Please tick one box to tell us your ethnic origin. Tick the ethnic group that you feel best describes you. It does not mean your country of birth or nationality.

White	British <input type="checkbox"/>	Irish <input type="checkbox"/>	Any other white background <input type="checkbox"/>
			Please tell us <input type="text"/>
Black or black British	African <input type="checkbox"/>	Caribbean <input type="checkbox"/>	Any other black background <input type="checkbox"/>
			Please tell us <input type="text"/>
Asian or Asian British	Bangladeshi <input type="checkbox"/>	Indian <input type="checkbox"/>	Pakistani <input type="checkbox"/>
			Any other Asian background <input type="checkbox"/>
			Please tell us <input type="text"/>
Chinese	<input type="checkbox"/>		
Mixed	White and black Caribbean <input type="checkbox"/>		
	White and black African <input type="checkbox"/>		
	White and Asian <input type="checkbox"/>		
	Other mixed background <input type="checkbox"/>		



West Lancashire Borough Council

Housing and Council Tax Benefit claim form

Help Notes

Contact us

Write to us

Benefits Service
West Lancashire Borough Council
PO Box 16
52 Derby Street
Ormskirk
West Lancashire
L39 2DF

Visit us

Benefits Service
52 Derby Street
Ormskirk
West Lancashire
L39 2DF

E-mail us

housing.benefits@westlancs.gov.uk

Phone us

Phone: 01695 585080
Textphone: 01695 585068
Fax: 01695 585055

Receipt

When one of our officers has signed this form it will be your **receipt for your benefit claim form**.

Name and address

Please keep this receipt in a safe place until we have written to you to tell you the amount of benefit you may be entitled to.

To be filled in by a council officer.

I acknowledge receiving a claim for Housing Benefit and Council Tax Benefit.

Signed:

Date:/...../.....

What to do when you have filled in the form

Remove the form from this notes section, and send it to the Benefits Service.

You can take your form and supporting documents to: Council Offices
52 Derby Street
Ormskirk
L39 2DF.

Or to: The Customer Service Point,
Skelmersdale Concourse.

We will copy your documents and send the copies to the Benefits Service with your form.

If you are a council tenant, you can either take the form to your local housing office or send it to the address above.

Or you can send the form to the Benefits Service at the address given above.

Where to get more help and information

You can find more information about Housing Benefit, Local Housing Allowance, Council Tax Benefit and Council Tax on our website at www.westlancs.gov.uk.

You can use the 'benefit calculator' on the website to get an idea of how much benefit you might get. You can also use this calculator to work out how a change in your circumstances will affect your benefits.

You can get more information about Local Housing Allowance on the Department for Work and Pensions website at www.dwp.gov.uk.

You can get more information about bank accounts from the Financial Services Authority at their consumer website www.moneymadeclear.fsa.gov.uk.

You can also contact one of the following organisations if you need help with filling in your form, or if you need help claiming other benefits.

Citizens Advice—Southport

24 Wright St
Southport
PR9 0TL
Phone: 01704 531456

Citizens Advice—West Lancs

128 Sandy Lane
Skelmersdale
Lancashire
WN8 8LH
Phone: 01695 723110

The Welfare Rights Service

Lancashire County Council
Welfare Rights Service
2nd Floor Skelmersdale Library
Southway
Skelmersdale
WN8 6NL
Phone: 01695 651300

Age Concern—Ormskirk

Senior Club
Moorgate
Ormskirk
L39 4RY
Phone: 01695 571522

Age Concern—Skelmersdale

Ecumenical Centre
Northway
Skelmersdale
WN8 6PN
Phone: 01695 720406

How we collect and use information

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

We may pass the information to other agencies or organisations such as Jobcentre Plus, The Pension Service and HM Revenues & Customs, as we are allowed by law.

We may check information you have provided, or information about you that someone else has provided, against other information we hold.

We may also get information about you from outside organisations, or give them information to:

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

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

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

We are the data controller for the purposes of the Data Protection Act.

If you want to know more about what information we have about you, or the way we use that information, please contact the Benefits Service.

Local Housing Allowance

From 7 April 2008 the Government has introduced a new way of working out Housing Benefit for private tenants, called Local Housing Allowance (LHA).

Under this new system, you will be entitled to an allowance based on the size of your household, and the area you live in. We will publish these allowances beforehand so that you can find out how much Housing Benefit you could get before you rent a property.

As well as changing the way we work out Housing Benefit, this new system changes the way we pay it to private tenants. You will no longer be able to choose to have payments made to your landlord. However, if you feel there is a reason why you could not manage your own rent payments, you should contact the Benefits Service to explain why.

You will need a bank account for your Housing Benefit to be paid in to. If you do not have a bank account, and would like more information about opening an account, please phone the Benefits Service on 01695 585080. Or, visit the Financial Services Authority website at www.moneymadeclear.fsa.gov.uk.

You can get a free copy of the Financial Services Authority consumer leaflet 'No Selling, No Jargon. Just the facts about basic bank accounts' by phoning 0845 606 1234.

Local Housing Allowance will not apply to you if:

- you are a local authority tenant;
- your landlord is a housing association;
- you live in supported accommodation provided by a social landlord, charity or voluntary organisation;
- your rent has been registered as a fair rent;
- your tenancy started before 1989;
- you live in a caravan, houseboat or mobile home.

First payments

We may pay your first benefit payment by cheque. This may be in your landlord's name, sent to your address. You will then need to pass the cheque to your landlord.

If you have any worries about this, please talk to the Benefits Service on 01695 585080.

Second Adult Rebate

Second Adult Rebate is a type of Council Tax Benefit for people who may not have a partner but who share their home with someone who:

- is 18 or over;
- is on a low income; and
- does not pay them rent.

If you are claiming Second Adult Rebate only, you **do not** need to fill in all of the form. You only need to fill in parts 1, 3 and 19.

Changes you must tell us about

Tell the Benefits Service straight away if:

- any of your children start school, leave school or leave home;
- anyone moves into 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 in your household starts work or changes jobs;
- 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 for more than a month;
- you receive any decision from the Home Office; or
- anything you have told us about changes.

You must tell the Benefits Service about these changes in writing - a phone call is not enough.

If you don't tell the Benefits Service about these changes you may lose money you are entitled to or you may get too much benefit.

You must make sure that you tell the Benefits Service about these changes. Don't rely on someone else to pass the message on.

Please send proof of any changes. These must be original documents but we will send them back to you.

It is an offence not to tell the Benefits Service about any change of circumstance that affects 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.

Backdating your benefit

- Benefit usually starts from the Monday after we get your form. Sometimes, we can backdate a benefit claim for up to six months from the date you ask us to if there was a good reason why you did not claim sooner
- If you think we should backdate your benefit, please give details in part 17. We may need to write to you again about this.

What we will do when we decide your claim

When we have decided your claim we will write to you and tell you. If you qualify for benefit, we will tell you how much and how we have worked this out. If you do not qualify, we will tell you why. We will also write to your landlord if you have asked the Benefits Service to pay your Housing Benefit straight to him or her.

We will also send you a notice which tells you what you need to do if your circumstances change. Please read this notice carefully – it could save you money.

If you do not understand any letters or information you get from the Benefits Service, please get in touch. We will explain them to you.

If you think the decision about your Housing Benefit or Council Tax Benefit is wrong

When we write to you we will also tell you what to do if you think our decision is wrong.

If you think our decision is wrong, you can ask us to explain it. If you still think it is wrong after we have explained it to you, we will look at it again.

For some decisions, you can appeal to an independent tribunal who can change the decision if they agree that it is wrong.

There are time limits for appealing and for asking us to look at our decision again.

We will tell you about your rights and these time limits when we write to you. You can also get in touch with us or ask us for a leaflet that will give you more information.

Discretionary Housing Payments

Discretionary Housing Payments are extra payments we can pay to someone who is getting Housing Benefit or Council Tax Benefit. We can pay them to people who we think need more help to meet their housing costs.

To get a Discretionary Housing Payment you must be getting Housing Benefit or Council Tax Benefit and still have some rent or Council Tax to pay. You must be able to show the Benefits Service that, because of your circumstances, you need more help with your housing costs. We cannot make these payments to everyone who gets benefit.

If you think you may qualify for a Discretionary Housing Payment, you can contact the Benefits Service for more information. We will tell you what you need to do and how to apply. You will have to fill in a form that asks you for more information about your circumstances. We will need to know why you need more assistance.

You can also get in touch with an organisation such as Lancashire Welfare Rights Service. We have listed some of these organisations on page 32 of this form, or you can find them in The Phone Book.

When we have decided your claim for Discretionary Housing Payment, we will write to you and tell you. If we do not think you need any more help with your housing costs, we will tell you why and explain what you can do next. If we decide that you do need more help, we will tell you how much you get and how long we will pay you.

Benefit Fraud

Do you know someone who is claiming Housing Benefit or Council Tax Benefit which that they are not entitled to?

Please phone our benefit fraud hotline on 08000 56 56 03.

This is a 24-hour Freephone service.

We will keep the information you give us confidential.

Or, you can tell the Benefits Service by filling in our online form on the website, www.westlancs.gov.uk.

Checklist of things you can use to prove your circumstances

There is a checklist below to help you make sure that you are sending the Benefits Service everything we need to work out your claim. We can process your claim more quickly if you send all the information and proof that we have asked for at the same time as you send your form in.

If you haven't got the proof we need at the moment, send the form back to us now and send the proof as soon as possible (it must be within 1 month). We can start to process your claim, but we will not be able to pay you any benefit until we have all the proof we asked for. Remember, we must see original documents, not copies.

Please do not send valuable items through the post. Bring them into either the council offices in Ormskirk or the customer service point in Skelmersdale Concourse. We will take the details we need and give you the documents back straight away. If you cannot call in, please phone us for more advice.

Please use this list to check what documents you need to send with your claim.

The part of the form that the proof relates to	What we need to check	What we need to see	Tick if you have included the proof	Tick if you will send proof later
Part 1	Your identity and your partner's identity.	2 documents such as: <ul style="list-style-type: none"> • a birth or marriage certificate; • a passport; • a medical card; • a driving license; • a chequebook; • a bank statement; • a payslip; • a recent gas or electricity bill; or • a benefit award notice. 		
	Your National Insurance number, and your partner's National Insurance number.	1 document such as: <ul style="list-style-type: none"> • a payslip; • a National Insurance card; or • a benefit award notice. 		
	Your entitlement to Disability Living Allowance, Attendance Allowance or Carer's Allowance.	A benefit award notice, or a bank statement showing the payments.		
Part 2	Your entitlement to Child Benefit.	A Child Benefit award letter, or a bank statement showing the payments.		
	Your Entitlement to Disability Living Allowance paid for a child that lives with you.	A benefit award notice.		
	Childcare fees you pay	A letter from the provider, showing their registration number (this is the number they are given by Social Services for being held on their register), and the amount you pay them for looking after your child or children. If you do not have this, please phone the Benefits Service on 01695 585080 and ask for a 'Childcare Form'.		

The part of the form that the proof relates to	What we need to check	What we need to see	Tick if you have included the proof	Tick if you will send proof later
Part 3	The benefits paid to any other adults that live with you and your partner.	A benefit award notice for their Income Support, income-based Jobseekers Allowance, Disability Living Allowance or Attendance Allowance.		
	The tax credits paid to any other adults that live with you and your partner.	A tax credit award notice from HM Revenues & Customs, or a bank statement showing the payments.		
	That any other adult that lives with you and your partner is a student.	Their student certificate, or a letter from the college or university they go to.		
	The wages earned by any other adults that live with you and your partner.	5 weekly payslips, or 2 monthly ones. They should be in date order. If they do not have these, phone the Benefits Service and ask for a 'Certificate of Earnings' form that their employer can fill in.		
Part 4	Entitlement to Income Support, income-based Jobseeker's Allowance or Pension Credit.	A benefit award notice.		
Part 5	Self-employed earnings.	A profit and loss account for the last financial year. If you do not have this, phone the Benefits Service on 01695 585080 and ask for a self-employment form.		
Part 6 & 7	Earnings.	5 weekly payslips, or 2 monthly ones. They should be in date order. If you do not have these, phone the Benefits Service and ask for a 'Certificate of Earnings' form that your employer can fill in.		
	Any Statutory Sick Pay (SSP), Statutory Adoption Pay (SAP), Statutory Maternity Pay (SMP) or Statutory Paternity Pay (SPP).	5 weekly payslips, or 2 monthly ones, showing the payments. We will also need a letter from your employer, or your partner's employer, saying when these payments started, and when they are due to end.		
	The payments made into any pension scheme.	5 weekly payslips, or 2 monthly ones, showing the payments, or a letter from your pension provider about the payments you make.		
Part 8	Any benefits, pensions, allowances and tax credits.	A benefit award notice or a letter from Jobcentre Plus, Department for Work and Pensions, The Pension Service or HM Revenues & Customs showing the payments that you get.		
Part 9	Any private pensions you receive.	The last private pension payment slip, or a letter from the pension provider, or an annuity statement.		
Part 10	Any adoption or fostering allowance.	A bank statement showing the payments. A letter from Social Services about the payments.		
	Student grants or loans.	A letter from the Student Loan Company, giving details of the payments to be made for this academic year. The original copy of your Student Financial Notification of Support.		
	Maintenance payments.	A copy of the court order, or a letter from the Child Support Agency showing the payments. Bank statements showing any other maintenance.		
Part 11	Any bank accounts, savings or investments.	Bank statements or bank books for any bank accounts, building society accounts, or post office accounts, and internet accounts. They must show the details for the 8 weeks before your Housing Benefit and Council Tax Benefit claim. Your Premium Bond, National Savings Certificates, stocks, shares, bonds or unit trusts. Statements for any TESSAs, ISAs, compensation payments or any other money that you have. Mortgage statements for any other property or land that you or your partner own (other than the home that you live in).		
Part 12 & 13	Your tenancy.	Your rent book, rent receipts, tenancy agreement or rent registration certificate.		
	Any rent arrears.	Your rent book showing the payments you have made to date, or a rent statement from your landlord or their agent.		
	Rent and site fees (if you live in a caravan).	Your rent book, rent receipts, tenancy agreement. A letter from the caravan site showing details of the yearly site fees, and the dates you cannot live on the site.		
	Mooring charges and licence fee (if you live on a houseboat).	A letter from the person or company that you pay your mooring charge to, showing details of the charge, and what is included. A letter or statement from British Waterways, showing your licence fee charge.		
Part 14	The bank account or building society account that you want your Housing Benefit paid into.	A bank statement, bank card or pre-printed chequebook showing the name of the account holder, the sort code, and the account number.		

If you do not provide all the proof we need, we may not be able to pay you any benefit. If you are not sure about what to send, please ring the Benefits Service on 01695 585080.